UCLouvain

lcomu2812

2019

In view of the health context linked to the spread of the coronavirus, the methods of organisation and evaluation of the learning units could be adapted in different situations; these possible new methods have been - or will be - communicated by the teachers to the students.

5 credits	30.0 h	Q2

Teacher(s)	Kieffer Suzanne ;
Language :	French
Place of the course	Louvain-la-Neuve
Main themes	· Foundations and definitions of the user experience · User experience measures · User experience evaluation methods · Planning, data analysis and presentation of results · Integration of the user experience evaluation process into the development of interactive systems
Aims	1. List and define the conceptual elements and metrics of the user experience ; - - - - 2. Distinguish user experience evaluation methods in terms of purpose (goal), objectives (means to reach goal), type of collected data, and deliverables ; - - - - 3. Compare several methods, select the most efficient, argue the choice ; - - - - 4. Plan and conduct the evaluation of an interactive system and propose solutions improving the user experience with this system. - - - - *The contribution of this Teaching Unit to the development and command of the skills and learning outcomes of the programme(s) can be accessed at the end of this sheet, in the section entitled "Programmes/courses offering this Teaching Unit".*
Evaluation methods	**Due to the COVID-19 crisis, the information in this section is particularly likely to change.** Formative assessment including individual assignments, group assignments and knowledge tests. The validation of the credits associated with this course requires the success of each of these activities. All relevant information related to these terms and conditions is available on Moodle.
Teaching methods	**Due to the COVID-19 crisis, the information in this section is particularly likely to change.** Hybrid teaching combining lectures, flipped classroom and teaching by project
Content	• Foundations and definitions of the user experience • User experience measures • User experience evaluation methods • Planning, data analysis and presentation of results • Integration of the user experience evaluation process into the development of interactive systems
Inline resources	Moodle: slides, bibliography, workshops, assignments, models and evaluation criteria grids Web: videos, blogs, websites, online software

Bibliography	Javier A. Bargas-Avila and Kasper Hornbæk. 2011. Old wine in new bottles or novel challenges: a critical analysis of empirical studies of user experience. In *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (CHI '11)*. ACM, New York, NY, USA, 2011, 2689-2698. DOI=http://doi.org/10.1145/1978942.1979336 Tiago Silva da Silva, Milene Selbach Silveira, and Frank Maurer. 2015. Usability evaluation practices within agile development. In *Proceedings of the 48th Hawaii International Conference on System Sciences (HICSS-48)*. IEEE, HI, 2015, 5133-5142. DOI=http://doi.org/10.1109/HICSS.2015.607 Andrei Garcia, Tiago Silva da Silva, and Milene Selbach Silveira. 2017. Artifacts for Agile User-Centered Design: A Systematic Mapping. In *Proceedings of the 50th Hawaii International Conference on System Sciences (HICSS-50)*. IEEE, HI, 2017, 10 pages. DOI=http://doi.org/10.24251/HICSS.2017.706 Margherita Grandi, Fabio Peruzzini, and Marcello Pellicciari. 2017. A reference model to analyse user experience in integrated product-process design. In *Transdisciplinary Engineering: A Paradigm Shift: Proceedings of the 24th ISPE Inc. International Conference on Transdisciplinary Engineering*, Vol. 5, 243-250, July 2017. IOS Press. DOI=http://doi.org/10.3233/978-1-61499-779-5-243 Carine Lallemand, Guillaume Gronier, and Vincent Koenig. 2015. User experience: A concept without consensus? Exploring practitioners' perspectives through an international survey. *Computers in Human Behavior* 43 (2015): 35-48. Effie L-C. Law, Arnold P. O. S. Vermeeren, Marc Hassenzahl, and Mark Blythe (Eds.). 2007. Towards a UX Manifesto COST294-MAUSE affiliated workshop. In *Proceedings of the 21st British HCI Group Annual Conference on People and Computers: HCI...but not as we know it - Volume 2 (BCS-HCI '07)*, Vol. 2. BCS Learning & Development Ltd., Swindon, UK, 205-206. Effie L-C. Law, Nigel Bevan, Georgios Christou, Mark Springett and Marta Lárusdóttir (Eds). 2008. *Proceedings of the International Workshop on Meaningful Measures: Valid Useful User Experience Measurement (VUUM)*. COST294-MAUSE. Effie Lai-Chong Law, Virpi Roto, Marc Hassenzahl, Arnold P.O.S. Vermeeren, and Joke Kort. 2009. Understanding, scoping and defining user experience: a survey approach. In *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (CHI '09)*. ACM, New York, NY, USA, 719-728. DOI: https://doi.org/10.1145/1518701.1518813 Thomas Tullis and William Albert. 2013. Measuring the User Experience, Second Edition: Collecting, Analyzing, and Presenting Usability Metrics (2nd ed.). Morgan Kaufmann Publishers Inc., San Francisco, CA, USA. Arnold P. O. S. Vermeeren, Effie Lai-Chong Law, Virpi Roto, Marianna Obrist, Jettie Hoonhout, and Kaisa Väänänen-Vainio-Mattila. 2010. User experience evaluation methods: current state and development needs. In *Proceedings of the 6th Nordic Conference on Human-Computer Interaction: Extending Boundaries (NordiCHI '10)*. ACM, New York, NY, USA, 521-530. DOI=http://doi.acm.org/10.1145/1868914.1868973
Other infos	Some teaching resources are in English
Faculty or entity in charge	COMU

Programmes containing this learning unit (UE)				
Program title	Acronym	Credits	Prerequisite	Aims
Master [120] in Information and Communication Science and Technology	STIC2M	5		
Master [120] in Communication	CORP2M	5		
Master [60] in Information and Communication	COMU2M1	5		