lcomu2812

2020

Due to the COVID-19 crisis, the information below is subject to change, in particular that concerning the teaching mode (presential, distance or in a comodal or hybrid format).

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 (there is therefore no certification exam at the end of the term) according to three modes: knowledge tests, individual assignments and group assignments. Each mode accounts for 33.33% of the final grade. The validation of the credits associated with this course requires the successful completion in each mode. Second session: personalized individual assignment to be delivered on the first day of the session.
Teaching methods	**Due to the COVID-19 crisis, the information in this section is particularly likely to change.** The instructional approach is blended teaching, which alternates remote online teaching via Microsoft Teams and face-to-face classroom teaching. The distribution between distance and face-to-face is adapted according to the evolution of the health situation. For example, it is possible to switch from one in three face-to-face sessions ("orange scenario") to one in two face-to-face sessions ("yellow scenario"), and vice versa. In addition, some sessions are replaced by independent work activities, carried out individually (e.g. writing a summary or encoding a term in a glossary) or in groups (e.g. producing a commented PowerPoint or evaluating an interactive system). The teaching methods are flipped classroom and project-based teaching: • Flipped classroom: students study the material at home and then meet their teacher and peers in a classroom to ask questions and get additional help or to work with their peers; • Project-based teaching: students develop a project by combining online learning and face-to-face meetings.
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 (asynchronous): course slides, bibliographic resources, calendar, models and rubrics, H5P exercises, tests, assignments, workshops with peer assessment, Q&A forum Microsoft Teams (live): calendar, meetings, documents, discussion, lecture notes

Web links: how-to videos, 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	All relevant information regarding these modalities and the progress of the activities (calendar, detailed instructions, evaluation criteria, etc.) are presented during the first course and are available on Moodle.
	Some resources (e.g. bibliographic resources, slides, explanatory videos) are in English.
Faculty or entity in charge	COMU

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