CMPT 363-182 User Interface Design

Assignment: User Research Report, Due Jul 31st, 2018

OVERVIEW

For this four-person group assignment, you will conduct and summarize detailed user research (with 6-8 participants) of SFU's open source CourSys application. Please be sure to use the provided Informed Consent Materials with all participants.

DELIVERABLES

- Each group member's name and role(s) for this assignment
- One page user research plan, only including the following sections:
  - Background
  - Goals
  - Research questions
  - Methodology
  - Participants
- User research findings executive summary
  - *Follow provided Wikipedia guidance, and include key positive and negative findings*
- User research detailed findings
  - *Organized presentation of all of the information gathered during user research activities*
- Participant question list (grouped by method used, i.e. survey, interview, etc.)
  - *A list of all questions asked of user research participants, written in the general order asked and worded exactly as asked*
- User model (i.e. empathy map or proto-persona, with brief rationale for choice)
  - *Either an empathy map or proto-persona, as described in course materials*
- Task inventory, with estimated usage importance and frequency
  - *A list of tasks identified during your user research and detailed analysis of the chosen open source project, with frequency and importance of each task indicated*
- Usability benchmarking executive summary
  - *Follow provided Wikipedia guidance, and include key positive and negative findings*
- Usability benchmarking detailed findings, including task success matrix and System Usability Scale results for observational usability tests
  - *Organized presentation of all of the information gathered during usability benchmarking, including presentation of task success matrix data and SUS results*
- Usability benchmarking tasks (as used with participants or for heuristic evaluation)
  - *The tasks you used for your usability benchmarking tests, as used by usability test participants, which should represent tasks that you intend to focus future UX improvement work on*
- Step-by-step screenshots for each usability benchmarking task
- Appendix: List of interviewees, with date and location information (use only pseudonyms – e.g. Interviewee A) and any background research or design references

ASSESSMENT GUIDELINES

- Execution and Summary of User Research
- User Research Participant Questions
- Execution and Summary of Usability Benchmarking
- Clarity (incl. writing and grammar)
- Presentation and Organization

This assignment is worth 25% of your final mark. Assignments will also be generally graded on applying provided course materials, and as well comprehensiveness and relevance.

CMPT 363-173 User Interface Design

Assignment: User Research and Usability Benchmarks – Individual Component, Due Nov 7th, 2017

OVERVIEW

For the individual component of this assignment, you will create a reflective log of your work (written in the first person) related to your user research and usability benchmarking project work. A reflective log is your personal collection of learning experiences, thoughts, feelings and insights regarding your contributions to the related group project assignment. For this assignment, 7 entries, 200-350 (max.) words each, are required.

ASSIGNMENT

1. In parallel to your contributions to the related group project, keep track of events which you learn from.
2. Use the following template for each of your reflective log entries (as defined by Ash & Clayton, 2009):
   - I learned that...
     - Express an important learning, not just a statement of fact.
     - Provide a clear and correct explanation of the concept(s) in question so that someone not in the experience could understand it.
     - Explain your enhanced understanding of the concept(s), as a result of reflection on your experience.
     - Be expressed in general terms, not just in the context of your experience (so that the learning can be applied more broadly to other experiences).
   - I learned this when...
     - Connect the learning to specific activities that gave rise to it, making clear what happened in the context of that experience so that someone who wasn't there could understand it.
   - This learning matters because...
     - Consider how the learning has value, both in terms of this situation and in broader terms, such as other organizations, communities, activities, issues, professional goals, courses, etc.
   - In light of this I will...
     - Set specific and assessable goals; consider the benefits and challenges involved in fulfilling them.
     - Tie back clearly to the original learning statement.

For more details about this specific set of reflective learning questions (based on the DEAL model), the Reflective Toolbox might be of help. For general information about reflective writing, review the Short Guide to Reflective Writing.

DELIVERABLES

Reflective log report, submitted via URL or uploaded to Canvas.

ASSESSMENT GUIDELINES

Please see the back of this page for a detailed marking rubric.

This assignment is worth 7% of your final mark.