IS 214 Needs Assessment and Evaluation of Information Systems

Course Overview

Course Overview

- Class Goals
- Class Textbooks
- Syllabus
- Readings
- Classroom Activities
- Assignments
- Grading

Class Goals

- Understand how to use evaluation methods without being burdened by the process
- How to choose appropriate evaluation methods
- Real experience with evaluation methods
- Portfolio of completed evaluation work that you can present to prospective employers

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Class Textbooks

- *Usability Engineering*, by Jakob Nielsen, Morgan Kaufmann, 1993
- *Handbook of Usability Testing*, by Jeffrey Rubin, John Wiley & Sons, 1994
- *IS 214 Reader* at CopyCentral, 2560 Bancroft Way, Berkeley, (510) 848-8649

Syllabus

- Jan 17 Course Overview / Simple Usability Testing
- Jan 24 What is Usability / Usability Process
- Jan 31 Overview of Methods / Planning and Reporting
- Feb 7   User Analysis and Recruiting
- Feb 14 Task Analysis / Scenarios
- Feb 21 Focus Groups / Surveys / Interviews
- Feb 28 Contextual Inquiry and Design
- Mar 7   Design Exploration / Competitive Evaluation

Syllabus (continued)

- Mar 14 Inspections / Heuristic Evaluation
- Mar 21 Usability Testing - Planning and Conducting
- Mar 27 Spring Break
- Apr 4   Usability Testing - Analyzing and Reporting
- Apr 11 Guidelines / Accessibility
- Apr 18 Usability Automation Tools / Ethics
- Apr 25 Managing Usability in an Organization
- May 2   Final Projects

Readings

- Required and suggested
- Be prepared to discuss required readings
- Suggested web readings are not in the Reader, find them on the web
- Suggested readings will be randomly assigned to students for presentation to class

Classroom Activities

- Overview lectures – what is important
- Student presentation of selected readings
- In class demonstration of methods
- In class exercises to practice methods
- Project ideas – presentation and discussion
- Occasional guest lectures

Assignments

- Major project with intermediate assignments

  - Evaluation of software product or web site
  - Work individually or in a team
  - You choose the project – the more real the better
  - Demonstrate your competency with methods
  - Deliverable: Report to management / design teams
  - Intermediate assignments: Drafts of report sections

Assignments (continued)

Due Date	Assignment
Feb 7	Project choice and UCD plan with objectives (draft)
Feb 14	Target users definitions / matrix (draft)
Feb 28	Task list, methods for gathering/prioritizing tasks (draft)
Mar 14	Early design exploration / competitive eval results (draft)
Mar 21	Inspection / heuristic evaluation results (draft)
Apr 11	Iterative design plans and test results (draft)
Apr 18	Guidelines evaluations (draft)
May 2	Final project report

Grading – 250 Total Points

- Class participation (75 points)
  - Class discussion and exercise participation (50 points)
  - Presentation of assigned suggested reading (25 points)

- Intermediate assignments (75 points)
  - UCD plan (15 points)
  - All other assignments (60 points, 10 points each)

- Final project (100 points)

What's Important

- Read the materials
- Participate in class
- Get experience with the methods

Questions

- Any questions / comments?

- Feel free to speak up at any time