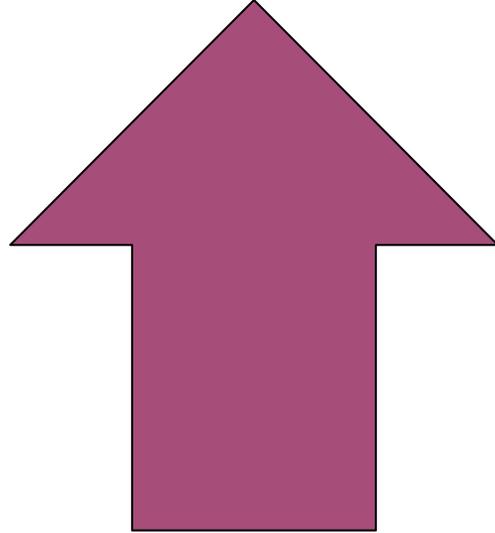


UX from 30,000ft: Preamble / Logistics

Lecture 00 (50 minutes)

@sharpic

<http://sharpic.github.io/COMP33511/>



Ask Questions / Contribute as we go!

This is a test to see if it is worth using!

No silly comments - 'I've seen them all before'

Preamble



Preamble Pop Quiz

1. What is the significance Tom's Diner in your everyday life?
2. Why is Tom's Diner significant for the User Experience?
3. What properties of Tom's Diner makes it so significant?
4. Why does the significance of Tom's Diner represent 'Good' science?

It's all Being Recorded

University System from two years ago.

Don't say it if you don't want it to be recorded for all time!

Structure

1. Twenty two teaching sessions with two extra to cover revision topics grouped into longer lectures in Semester 1.
2. Flipped Classroom style - Read the Material First - Discuss it in these Face to Face Sessions.
3. Three discussions in which the material for the coursework will be examined; coursework will take the form of three, 250 word, discussions of key UX topics.
4. I consider that you are all adults and I will treat you as such. Attendance for all contact hours is entirely optional - however from past years experience there is a direct correlation between students who attend and those who get over 63% overall.

Topics Covered

- What Should You Expect
- Everything is Wrong!
- UX the Ghost
- It's Complicated...
- Hat Racks for Understanding!
- What People Want!
- Don't use a Napkin!
- Effective Use
- Efficient Use
- Emotional Use
- Engaging Use
- Judgment Without Cessation!
- Prove Yourself Wrong
- IRL

Discussion Topics

1. You should submit all 250 ($\pm 10\%$) word Discussion Topic assignments via Blackboard.
2. These will be checked for length and plagiarism via the 'TurnIt in' system; after which point they will be graded.
3. You will receive feedback and grades within two weeks of the submission deadline.
4. Remember you can complete all Discussion Topics as soon as you like -- the deadlines are your last possible chance to submit.
5. If you would like step-by-step submission instructions, or if you would like more information on just how the scripts will be marked then see the Website.

Remember, No exceptions, No exemptions!

1. The printer will be busy -- this is not an excuse -- you don't need to print;
2. If the power goes off or the computer explodes -- this is not an excuse -- back-ups;
3. If your Hamster dies in a horrible 'seed-choking' accident -- this is not an excuse;
4. You haven't got a dog -- it cannot chew your answers; and
5. No, your USB pen has not been abducted by aliens! But,
6. If you get hit by a bus; suffer a gruesome chain-saw accident; are attacked by a loose buffalo along Oxford Road... I may be lenient.

Coursework Submissions - Plagiarism

Don't Do It!

- We have SafeAssign/Turn It In Software;
- Software does not lie;
- We will catch you.

Last year I had...

- 2 first offence Plagiarisers - Both to Faculty (it's final year) both had marks zeroed.
- 4 second offence Plagiarisers - All to Senate (it's final year) all dropped 1 degree grade.



Discussion Point #1

'Understanding, Scoping and Defining User Experience: A Survey Approach'

This work will enable you to understand the scope and the inconsistencies still present within the UX domain. It will enable you to understand that the definition of UX is not yet fixed and is somewhat based on the interpretation of the practitioner.



Effie Lai-Chong Law, Virpi Roto, Marc Hassenzahl, Arnold P.O.S. Vermeeren, and Joke Kort., Understanding, scoping and defining user experience: a survey approach., In Proceedings of the 27th international conference on Human factors in computing systems, CHI '09, pages 719--728, New York, NY, USA, 2009. ACM., ISBN 978-1-60558-246-7., <http://doi.acm.org/10.1145/1518701.1518813>.

Discussion Point #2

'Designing the Star User Interface'

the Star interface is really where all GUI interfaces began. It takes the user as a first and primary priority in the design and it is inconceivable that you do not have an awareness of these classic design principles as perspective computer science graduates.



D. C. Smith, C. Irby, R. Kimball, B. Verplank, and E. Harslem., Designing the star user interface., BYTE, 7 (4): 242--282, 1982., URL <http://www.guidebookgallery.org/articles/designingthestaruserinterface>.

Discussion Point #3

'Voice Loops as Cooperative Aids in Space Shuttle Mission Control'

this paper shows just how far UX and the techniques which it inherits from human computer interaction can go. We are mainly concerned with systems and objects which are purely commercial, however, in this case failures in the human interface can have serious consequences for a real-time mission, including the loss of the vehicle. Further, these kind of UX techniques can also be found in other critical interface components such as those controlling nuclear power stations or fly-by-wire aircraft.

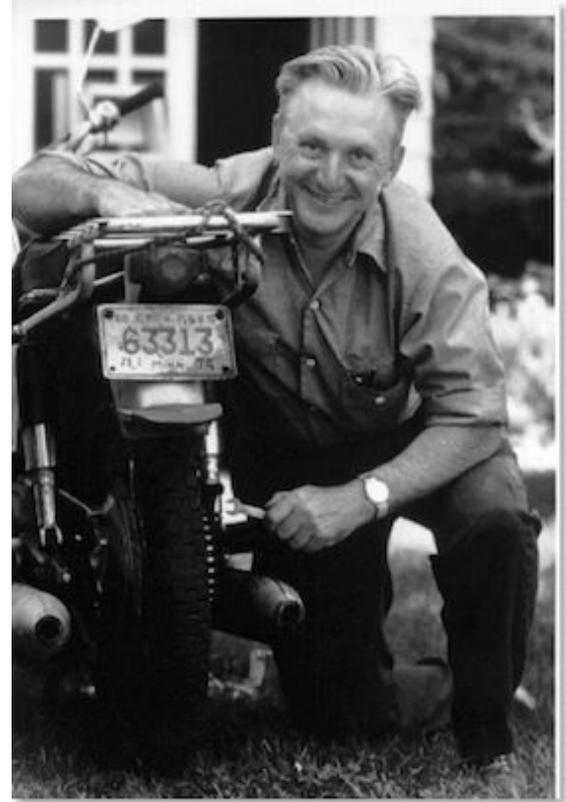
Jennifer C. Watts, David D. Woods, James M. Corban, Emily S. Patterson, Ronald L. Kerr, and LaDessa C. Hicks., Voice loops as cooperative aids in space shuttle mission control., In Proceedings of the 1996 ACM conference on Computer Supported cooperative work, CSCW '96, pages 48--56, New York, NY, USA, 1996. ACM., ISBN 0-89791-765-0., <http://doi.acm.org/10.1145/240080.240188>.



Secondary Text

'Zen and the art of motorcycle maintenance:
an inquiry into values'

Robert M Pirsig., Zen and the art of
motorcycle maintenance: an inquiry into
values., Morrow, New York, 1974., ISBN
0688002307., Catalogue Entry.



Assessment Structure

1. 30% of the assessment structure for this unit is made up from the four coursework components, the remaining 70% is from the final examination.
2. Examination will be 1h:30m long.
3. There will be 10 multiple-choice questions (no negative marking);
4. There will be 6 longer questions which will require longer answers and will be made up of sub questions.
5. All 16 questions are compulsory.
6. Topics will be drawn randomly from the course notes.
7. Both coursework and exam are completed by electronic assessment (currently the Blackboard system).

Assessment Structure - 'MCQ' Type Question

If we had a group of users and we tested their ability to use a piece of software with no previous exposure, and we then tested them again one month later after continued use of this software; we will then have one group (40 users) with two scores (pre and post exposure to the software) on one measure (our software aptitude test). We now want to test whether a user's scores are higher or lower after exposure to the software, or before. In this situation which statistical test might we use most effectively?

1. Chi-Square;
2. T-test;
3. One Way ANOVA;
4. Repeated Measures ANOVA; or a
5. Mann-Whitney U.

Assessment Structure - 'Bookwork' Type Question

1. What do we mean by internal and external validity?
2. What is the scientific method and why is it important?

Assessment Structure - 'Application of Technique' Type Question

1. List six UX errors in this figure.
2. You have been tasked with proving that your company's software is immediately learnable. Design the experiments, discuss any issues, and describe how you would analyse the results.



Assessment Structure - 'Original Thought' Type Question

1. What is Quality, define and discuss, and explain why you have come to this view and how it relates to the user experience.
2. Of 49 medical articles, 45 claimed to have uncovered effective interventions. Thirty-four of these claims had been retested, and 14 of these, or 41 percent, had been convincingly shown to be wrong or significantly exaggerated. Therefore between a third and a half of the most acclaimed research in medicine seems to be untrustworthy, is this a problem?

What this **Unit is NOT**

1. Not Front-end development - CSS HTML JS - wrapper.
2. Not Designing new Interfaces - follow look and feel.
3. Not Designing new screens - Graphic Designers / UxD do that.
4. May seem like Research - but only because you haven't experienced it before.
5. Used in everyday practice by 0,000's.

Unit Notes

1. Notes are via LeanPub.
2. Use a non University email to receive updates after you leave.
3. Use a University email to stop receiving updates after you leave.
4. Free to download coupon is <http://leanpub.com/UX/c/comp33511-17-18>



Taking Notes

Take by Hand (slower)

Not word for word (less cog input)

Process overview afterward

Then relook after about a week

Notes about Notes

<http://www.notesaboutnotes.com/>



Expectations and Help

- My primary expectation is that you will talk to me, interact, ask questions, and challenge me if you think I'm wrong; in general be interested.
- Anybody interested will be able to understand this course and only by understanding will you be able to pass your exams.

I am here to help...

1. problems with the course itself,
 2. the work you are expected to do,
 3. problems in general (not course related),
 4. a need for more feedback either from your coursework or from the questions posed within the course lectures,
 5. or anything else you are not clear on...
-
- Come to see me either at the end of each lecture or privately in my 'open house' sessions.
 - If I can't help you, or if you do not feel comfortable talking to me (maybe because you have a problem with my teaching) then you can talk in confidence with your personal tutor, or your third-year supervisor.

Break Time - Pause Recording

Back in 10 Minutes!

Come see me now if you have Questions Regarding this Lecture!

