

## COURSE DESCRIPTION – ACADEMIC YEAR 2020/2021

<b>Course title</b>	<b>User research in practice</b>
<b>Course code</b>	<b>71054</b>
<b>Scientific sector</b>	
<b>Degree</b>	PhD in Computer Science
<b>Semester</b>	second
<b>Year</b>	2020/2021
<b>Credits</b>	2
<b>Modular</b>	No
<b>Total lecturing hours</b>	10
<b>Total lab hours</b>	0
<b>Attendance</b>	<b>Optional</b>
<b>Prerequisites</b>	<i>The fundamental prerequisite for the course is an interest in understanding how computing artefacts affect (improve or hamper) people, communities and society and how this knowledge may improve technology design.</i>
<b>Course page</b>	<a href="https://ole.unibz.it/">https://ole.unibz.it/</a>
<b>Specific educational objectives</b>	<p>This course provides an introduction to theories, techniques and methods of user-research.</p> <ul style="list-style-type: none"> <li>• it presents an overview on how people process information and make judgements about interactive systems (discretionary use, selection among alternatives and reuse).</li> <li>• it provides an introduction to requirement studies, user evaluations and field studies</li> <li>• it highlights the basic principles for planning and conducting reliable research</li> </ul>
<b>Lecturer</b>	<i>Antonella De Angeli</i>
<b>Contact</b>	<a href="mailto:antonella.deangeli@unibz.it">antonella.deangeli@unibz.it</a>
<b>Scientific sector of lecturer</b>	INF/01
<b>Teaching language</b>	English
<b>Office hours</b>	arrange beforehand by email.
<b>Lecturing Assistant (if any)</b>	Not needed
<b>Contact LA</b>	
<b>Office hours LA</b>	
<b>List of topics</b>	<ul style="list-style-type: none"> <li>• <i>The human information processor</i></li> <li>• <i>The Integrated Attractiveness Model</i></li> <li>• <i>User requirements</i></li> <li>• <i>User studies</i></li> <li>• <i>Field studies</i></li> </ul>
<b>Teaching format</b>	<i>Frontal lectures and seminars</i>
<b>Learning outcomes</b>	Knowledge and understanding:

	<ul style="list-style-type: none"> <li>• Understanding of the skills, tools and techniques required for effective user research.</li> <li>• Knowledge of the challenges in the field of user research and of the methods and techniques for overcoming these challenges.</li> </ul> <p>Applying knowledge and understanding:</p> <ul style="list-style-type: none"> <li>• Design, execution and evaluation of a user research protocol relevant to the student topic</li> </ul> <p>Making judgments:</p> <ul style="list-style-type: none"> <li>• Ability to autonomously select the documentation (in the form of books, web, magazines, etc.) needed to keep up to date in a given sector</li> <li>• Ability to understand validity and reliability of user research</li> </ul> <p>Communication skills:</p> <ul style="list-style-type: none"> <li>• Ability to present one's work in a clear and comprehensible way in front of an audience, including non-specialists</li> <li>• Ability to structure and draft scientific and technical documentation</li> </ul> <p>Learning skills:</p> <ul style="list-style-type: none"> <li>• Ability to autonomously keep oneself up to date with the developments of the most important areas of data science</li> </ul>
--	--

<b>Assessment</b>	<ul style="list-style-type: none"> <li>• 15 minutes presentation of a user-research plan, related to the student PhD project.</li> </ul>
<b>Assessment language</b>	English
<b>Assessment Typology</b>	Monocratic
<b>Evaluation criteria and criteria for awarding marks</b>	Pass or fail

<b>Required readings</b>	<p>Material will be provided by the lecturer, before each class</p> <ul style="list-style-type: none"> <li>• slides and papers</li> <li>• handbooks</li> <li>• papers</li> </ul>
<b>Supplementary readings</b>	Selected on the basis of the student specific topic
<b>Software used</b>	None