



5 credits	30.0 h	Q2
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Teacher(s)	Kieffer Suzanne ;
Language :	French
Place of the course	Louvain-la-Neuve
Main themes	<ul style="list-style-type: none"> · 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	<p>Upon completion of this course, the student will be able to:</p> <ul style="list-style-type: none"> · AA1: List and define the conceptual elements and metrics of the user experience · AA2: Distinguish user experience evaluation methods in terms of purpose (goal), objectives (means to reach goal), type of collected data, and deliverables · AA3: Compare several methods, select the most efficient, argue the choice · AA4: Plan and conduct the evaluation of an interactive system and propose solutions improving the user experience with this system <p>-----</p> <p><i>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".</i></p>
Evaluation methods	<p>1st session: formative assessment</p> <ul style="list-style-type: none"> • Knowledge tests (30%) • Individual assignment (30%) • Collective assignment (40%) <p>Failure in one of the assessment categories leads to an overall failure for the course.</p> <p>2nd session: individual assignment to be delivered on the first day of the session</p>
Teaching methods	<ul style="list-style-type: none"> • Lectures • Flipped classroom • Teaching by project
Content	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Moodle: lecture notes, bibliography, workshops, assignments, models and evaluation criteria grids • Web: videos, blogs, websites, online software

<p>Bibliography</p>	<ul style="list-style-type: none"> • Web : vidéos, blogs, sites web, logiciels en ligne • Moodle : notes de cours, bibliographie, ateliers, devoirs, modèles et grilles critériées d'évaluation • 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
<p>Faculty or entity in charge</p>	<p>COMU</p>

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