

<b>ID</b>	2252
<b>Curricular Unit</b>	Usability of Information Systems
<b>Regent</b>	Francisco dos Santos Rebelo
<b>Learning Outcomes</b>	<ul style="list-style-type: none"> <li>- Understand the concept of usability.</li> <li>- Master the tools and methodologies to assess the usability.</li> <li>- Develop skills to apply usability testing</li> </ul>
<b>Syllabus</b>	<ol style="list-style-type: none"> <li>1. Evaluation of usability testing with think-aloud <ul style="list-style-type: none"> <li>- Rules to be a good moderator;</li> <li>- Methodological Aspects (sample and place for the collection of data);</li> <li>- Conduct a think-aloud test;</li> <li>- Development of user testing;</li> </ul> </li> <li>2 Assessment of usability with systematic observation: <ul style="list-style-type: none"> <li>- Methodological Aspects;</li> <li>- Measures of performance and success;</li> <li>- Evaluation of an information system.</li> </ul> </li> <li>3. Evaluation of usability of security warnings <ul style="list-style-type: none"> <li>- The C-HIP model ( Communication-Human Information Processing)</li> <li>- Tests for the assessment of comprehension;</li> <li>- Virtual reality in the assessment of safety warnings.</li> <li>- Evaluation of an information system.</li> </ul> </li> <li>4 Techniques to predict usability: <ul style="list-style-type: none"> <li>- International Standards;</li> <li>- Analysis of the task;</li> <li>- SHERPA;</li> <li>- Walk-Throughs;</li> </ul> </li> </ol>
<b>Evaluation</b>	<p>Model A : Continuous assessment , which shall consist of reporting practices chips.</p> <p>Model B : Final exam integrating theoretical and practical components of the course..</p>

## **Bibliography**

### Main Bibliography:

Barnum Carol M. (2010.) Usability Testing Essentials: Ready, Set .. Test! Morgan Kaufmann (ISBN 978-0-12-375092-1)

Rubin, Jeffrey (2004) Handbook of Usability Testing: How to Plan, Design, and Conduct Effective Tests. New York: Wiley, 1994.

Nielsen, J. (2000). Designing Web usability. Indianapolis, IN: New Riders Publishing.

Mayhew, D. (1999). The usability engineering lifecycle. San Francisco, CA: Morgan Kaufmann.

Norman, D., & Draper, S. (1986). User-Centered System Design. Hillsdale, NJ: Lawrence Erlbaum Associates.

Jesse Garrett (2011). The Elements of User Experience: User-Centered Design for the Web New Riders (ISBN 13-978-0-321-68368-7)

Additional bibliography:

Another to provide during classes.