

ID	3410
Curricular Unit	Usability of Information Systems
Regent	Francisco dos Santos Rebelo
Learning Outcomes	<ul style="list-style-type: none"> - Understand the concept of usability. - Master the tools and methodologies to assess the usability. - Develop skills to apply usability testing.
Syllabus	<ol style="list-style-type: none"> 1. Evaluation of usability testing with think-aloud: <ul style="list-style-type: none"> - Rules to be a good moderator - Methodological Aspects (sample and place for the collection of data) - Conduct a think-aloud test - Development of user testing 2. Assessment of usability with systematic observation: <ul style="list-style-type: none"> - Methodological Aspects - Measures of performance and success - Evaluation of an information system 3. Evaluation of usability of security warnings: <ul style="list-style-type: none"> - The C-HIP model (Communication-Human Information Processing) - Tests for the assessment of comprehension - Virtual reality in the assessment of safety warnings - Evaluation of an information system 4. Techniques to predict usability: <ul style="list-style-type: none"> - International Standards - Analysis of the task - SHERPA - Walk-Throughs
Evaluation	<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:

Carol M. Barnum (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: To be provided during classes.