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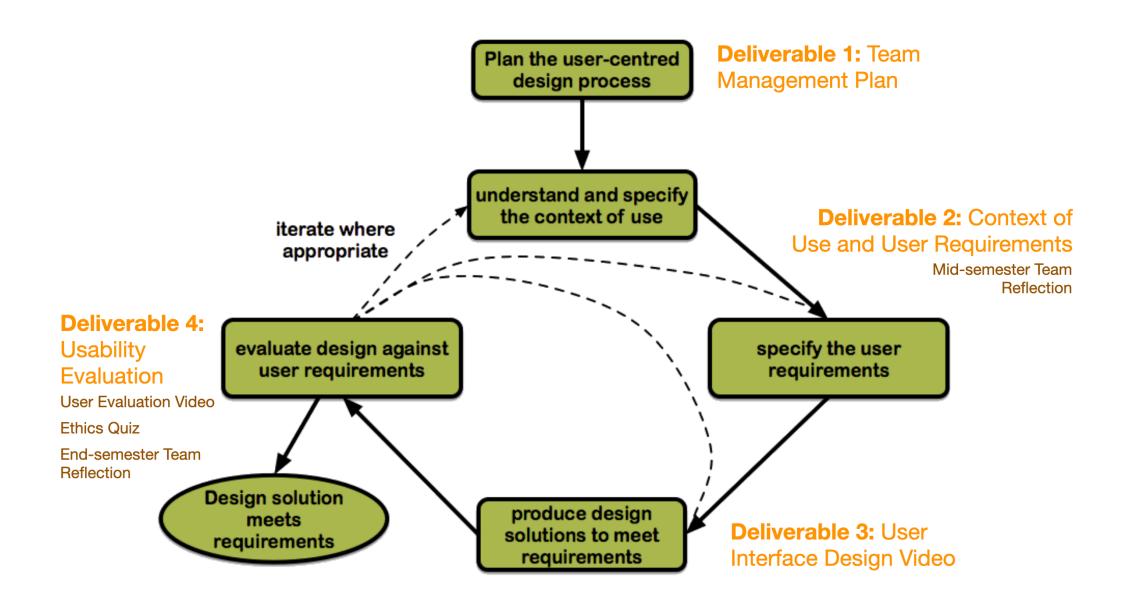
USER-CENTRED DESIGN

TUTORIAL 2 - UCD Process and Principles, Context of Use

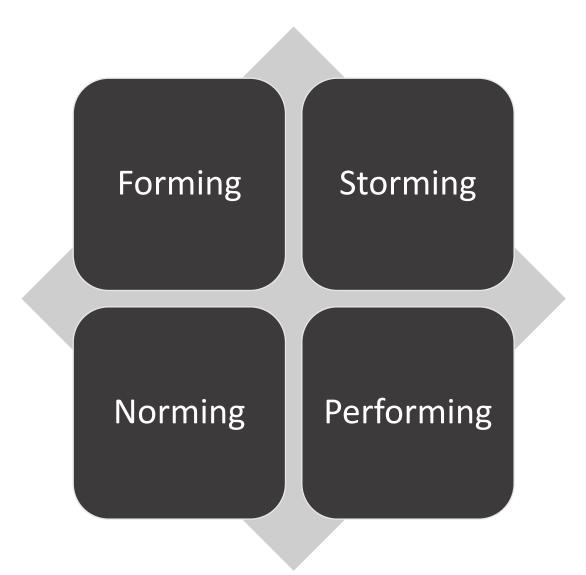
Agenda

- Questions since last week
- Team stand-ups
- Teamwork Management Plan
 - Contribution Statements
- Context of Use and Requirements Report
 - Context of Use section

UCD Process



Four Stages of team Performance



UCD 1: Team Management Plan (due Sunday) 🕕



Any issues since last week?

- Team members:
 - with different goals
 - with different work habits
 - who work a lot
 - unresponsive and/or missing deadlines
 - leaving, or new members joining
- Trouble finding meeting time

Discuss with your tutor NOW

UCD 1: Teamwork Management Plan

Acknowledgment of Country

recognition of traditional Owners of land

Contribution statements

- what counts as contribution?
- what was your contribution to the Plan?



Acknowledgment of Country and contribution statements

Make sure your contribution statement is detailed, sentences, bullet points and tables acceptable. Consider research, organising, analysing etc as contributions not just words written.

ACKNOWLEDGEMENT OF COUNTRY

We, James Hargrave, Milly Patel, Frank Smith, and Jose Garcia respectfully acknowledge the Wurundjeri People of the Kulin Nation, who are the traditional owners of the land where Swinburne's Hawthorn campus is located. We were able to learn new things on this land and pay our respects to elders, past, present, and emerging.

CONTRIBUTION STATEMENTS

Name	Role	Contribution	
James Hargrave	Leader	Researched project topic, risk mitigation strategies, set	
		up OneDrive, managed to-do lists, added my personal	
		profile	
Milly Patel	Editor	Researched project, drafted most sections of report,	
		edited document, added my personal profile	
Frank Smith	Research	Researching risk mitigation strategies, document	
		formatting, added my personal profile	
Jose Garcia	Organiser	Drafted background section, coordinated meeting	
		times, sent out reminders for meetings and took notes,	
		added my personal profile, set up Discord server for	
		team.	



Background Research

Demonstrate the team has started to do some background research on the topic. Each team members must provide 1-3 references relevant to the project.

For each reference provide

- name of student who found the reference
- the citation in APA7 format
- reason why reference is relevant

Student Name	Reference (in APA format)	Reason
Joe Bloggs	Wang, J., Xu, Z., Wang, X., & Lu, J. (2022). A comparative research on usability and user experience of user interface design software. International Journal of Advanced Computer Science and Applications, 13(8).	This research paper compares the usability of three popular prototyping software: Figma, AdobeXD and Sketch. It may be able to help us decide what prototyping software to use.



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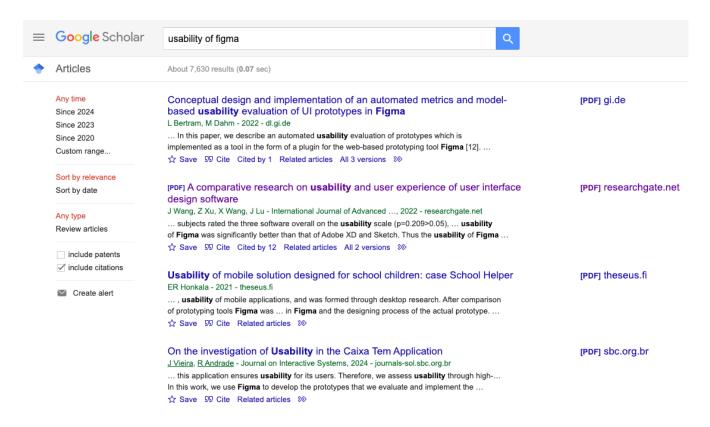
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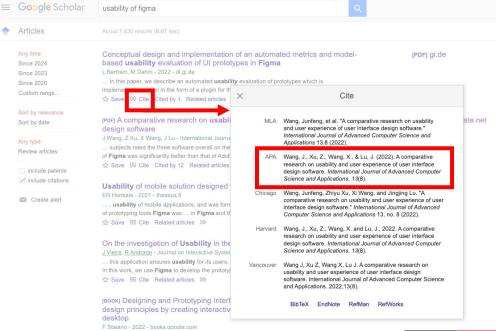
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Background Research

Use Google Scholar (https://scholar.google.com/) to help you find papers



You can also use it to help get correct reference format!

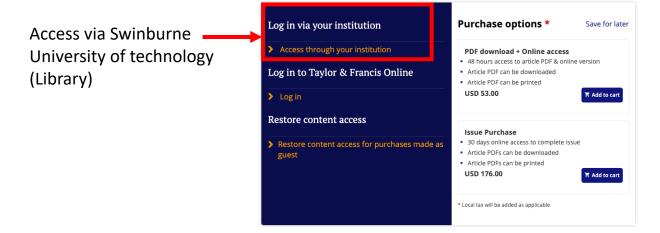




Background Research

Some references freely available

Some will require access via the library (never pay for reference paper)



On article page look for: **Log in via your institution**



UCD 1: Teamwork Management Plan

Documents

Only one student needs to submit

Code of Conduct agreement statement

Every student adds comment to submission



UCD 1: Team Management Plan - Code of Conduct

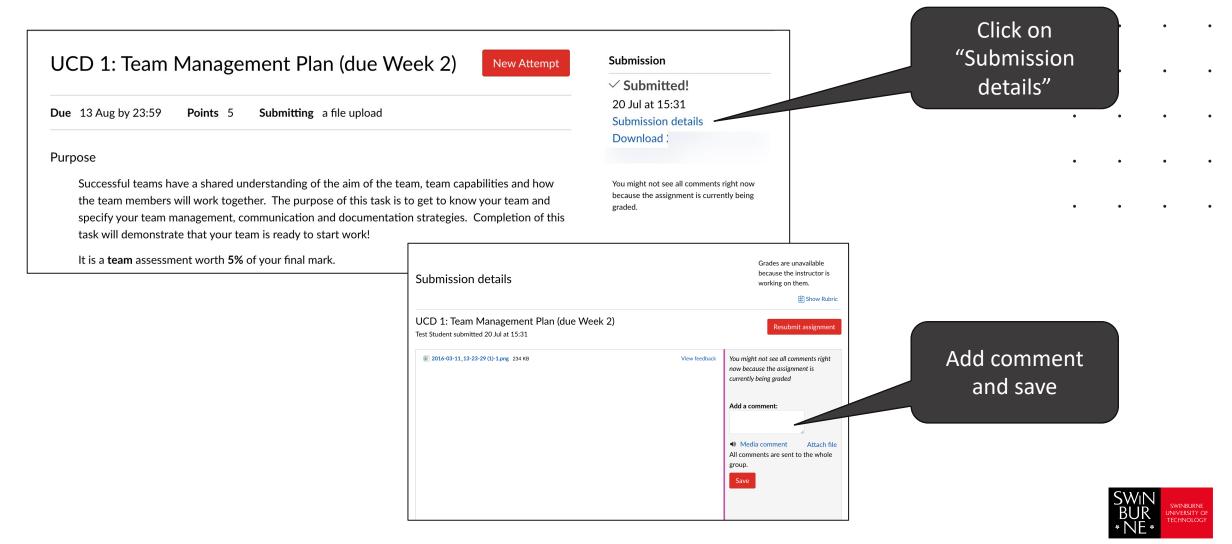
Due Sunday Week 2

- Agreement about expected team behaviours
 - Communication
 - Meetings and attendance
 - Work ethic
 - Work quality
 - Complaints and penalties



To add your Code of Conduct agreement to submission

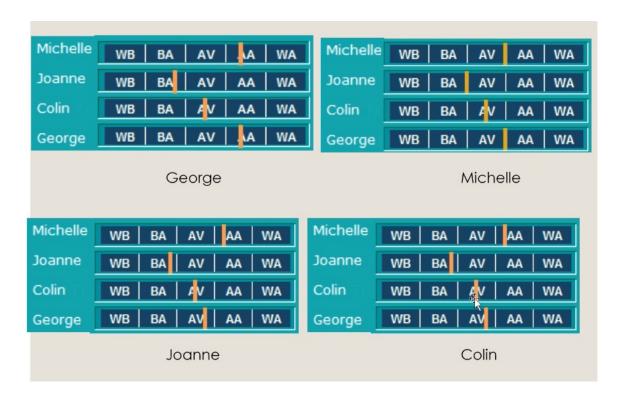
Click on submission as if to submit then...



SparkPlus Peer Evaluation Ratings



Rate your team members on their UCD 1 performance UCD:



- Well Below Average
- Below Average
- Average
- Above Average
- Well Above Average

Rating must average out to Average (i.e., can't rate everyone Well Above Average)

You also need to provide written feedback on each team member (min 10 words, max 200 words)

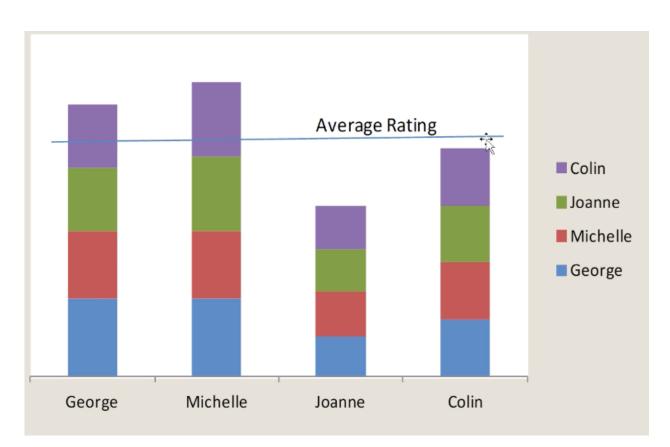






Relative Performance Factor (RPF)

Average of total ratings for all team members



Individual mark = team mark x individual RPF

For example:

Team mark = 80%

RPF (Mary) = .9 (under average) Mary's mark = 80*.9 = 72%

RPF (Jane) = 1.05 (just above average) Jane's mark = 80*.1.05 = 84%

Mark capped at 100%

RPFs will not be applied to UCD 1 results, but will to UCD 2, UCD 3 and UCD 4



UCD 1:Team Management Plan QUIZ

When is it due?

How many Word files do you have to submit?

What is the highest value criteria?

How do you score full points on Team Profile section?

Will SparkPlus ratings affect your mark for UCD 3?

Wandering Dection App

Brainstorm:

What do you know about this project topic?

What have you learnt after doing some research on topic?



Consider using electronic white board:

- Figjam
- Miro



UCD 2: Context of Use and Requirements (due Week 5)

Purpose

- develop an understanding of the context of use
- document the context of use
- specify user requirements

ISO UCD Principle of the week:

■ The design is based on an explicit understanding of users, tasks and the environment



UCD 2: Context of Use and Requirements (due Week 5)

Context of Use

Users

- Who are the users?
- What are their characteristics?

Goals and Tasks

• What are users trying to achieve?

Environment

- What is the physical environment?
- What is the Social environment?
- What is the Technical environment?



UCD 2: Context of Use and Requirements

Background

- What kind of things should go in Background section?
- What is the difference between a Good and a Satisfactory Background section?



UCD 2: Context of Use and Requirements

Context of Use

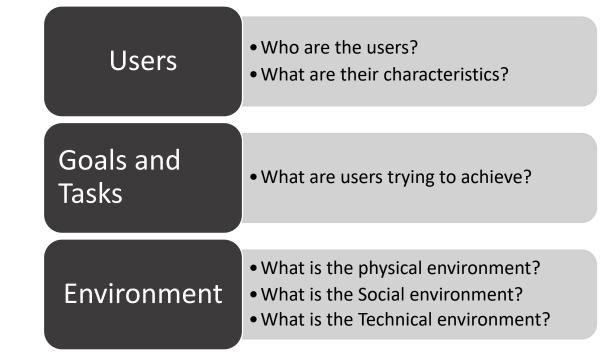
- What kind of things go into Context of Use section?
- How/where do we find information about context of use?
- How do we document context of use?



Wandering Detection App

The objective of this project is to prototype a system that allows caregivers of a person with early stage dementia to determine if the person with dementia wanders too far from their family home or into dangerous situations.

How can we find out more about our users and their problems?



Researching context of use

Interviews

- Who would you interview?
- Where would you interview them?
- What would you ask them?
- What possible ethical issues might you come across?

Participants

- •How are primary, secondary and tertiary users different?
- How many and what type of people would you interview?

Location

•Why is location important, is it always important?

Interview Questions

- What is the difference between an open and closed question? Which type is good for using in interviews?
- What are examples of sensitive topics?
- Why is a leading or biased question bad?

Interview Guidelines

- What interview techniques will give you good data?
- Why is it good to record your interview?

Ethics

- Can you take photos or videos of participants?
- Can you interview a child (i.e., someone under the age of 18)?
- Can you interview a person with an intellectual or cognitive disability?
- Can you share data with participants family/friends/work colleagues?

Self-Test: Interview and ethics (see Canvas)

Review your understanding of interview techniques and ethics



Interview Transcript Data (see Canvas)



P1 Yes, I even had to get a mobile phone so I could 1.04 manage appointments and update the kids. It was pretty hard. I had no idea how to use it. [Her husband with dementia] had one, I used to leave it all to him.

What can you tell about the participant from this comment?

Before next week



Submit UCD 1: Team

Management Plan

Due Week 2 (Sunday)



Start for UCD Deliverable 2: Context of Use and Requirements Start Background section

Complete Context of Use Section

Research how to do context use models (Week 3 videos)



Prepare a Stand-up