

INFO 5735 - Usability and User Experience Metrics

3 hours

Focuses on the usability of web-based information systems and the significance of user experience (UX) in the lifecycle of information system development. Students learn a set of key techniques (heuristic evaluation, persona development, card-sorting, and usability testing) for formative and summative usability evaluation of web-based applications on computer interfaces, tablets and smartphones. Both theoretical knowledge and practical skills are discussed, including methods to: identify usability problems and user requirements; select appropriate usability method and UX metrics for investigating usability issues; design UX; set up and data collection; analyze and visualize data; and conduct and convert usability issues and user preferences into technical reports. User experience research and design is essential to the User-Centric Design process and to the success of all types of organizations, from libraries and schools to hospitals and corporations. Enriches the student's skill set for a wide range of career options.

Prerequisite(s): None.

Course specific fees (in addition to tuition and mandatory):

Academic (AF) per hour: \$13.80
