

User Experience (UX36)

Welcome & Logistics (Core)



UX36 Deck 0.1 Welcome

User Experience (UX36) Courseware by Simon Harper is licensed under a Creative Commons Attribution 4.0 International License.

Permissions beyond the scope of this license may be available at <https://www.sharpic.eu/courses>.

Welcome!

- What am I getting into?
- What topics will be covered (and which ones won't)?
- How will the unit run?
- What materials will be provided?
- How will I be assessed?
- What do you expect of me and...
- what should I expect of you?
- How do I get help?

Don't be Confused

1. You should not confuse this high-level overview of the domain with the knowledge you would acquire in a full three-year degree programme.
2. Tools, techniques, and the mindset necessary to competently approach your first user testing and user experience job.
3. Designed from a practical perspective and will enable you to take a junior role in a user experience department, or usability company.
4. Provide you with the overall knowledge to communicate with others and make sensible suggestions regarding UX work.
5. Basis for future self study within the UX domain (Further Reading and SAQs).

Structure

- Five Broad Parts:
 - What is it?
 - How do we gather requirements?
 - How do we design and build?
 - How do we test it?
 - What does it look like in Real Life?
- With 14 topics and 2 revision sessions.
- Twenty two teaching sessions with two extra to cover revision topics
- Flipped Classroom style - Cover the material first - Discuss it in the consolidation sessions.
- Split into Core and Consolidation / Discussion
- Core is all Self-Study & Asynchronous
- Context is an aside or additional information in detail which is not part of the core
- Consolidation / Discussion is all Synchronous & Live but may not be co-present (the same physical space).

Topics We'll Cover

1. Be Curious, Be Critical!
2. What is UX?
3. UXD and Visual Design
4. People are Complicated
5. Gathering User Requirements
6. Modelling User Requirements
7. Effective Use (Accessibility)
8. Efficient Use (Usability)
9. Affective Use (Emotional)
10. Engaging Use (Social)
11. Building for UX
12. Designing an Evaluation
13. Evaluating the Build
14. UX In Real Life

Topics We Won't Cover

1. Adaptation;
2. Customisation;
3. Personalisation;
4. Transcoding;
5. Document Engineering;
6. Cognitive Science;
7. Neuroscience;
8. Systems Behaviour;
9. Interface Evolution;
10. Emergent Behaviours;
11. Apps and Agents;
12. Widget R&D;
13. Software Ethnography;
14. P&F or Languages;
15. Cognitive Ergonomics;
16. Mem., Reasoning, Resp.;
17. Learnability;
18. Mental Workload;
19. Decision-Making;
20. Organisational Ergo.;
21. Socio-Technical;
22. Community Ergo.;
23. Cooperative Work;
24. Mobility/Ubiquity.

What Is It? Well It's Unclear

- **ISO 9241-210**, “a person’s perceptions and responses that result from the use or anticipated use of a product, system or service”.
- **Wikipedia**, “is the process of manipulating user behavior through usability, usefulness, and desirability provided in the interaction with a product.”
- **UX Development Might Be BUT UX36 is NOT**
 - Not Frontend development - CSS HTML JS - wrapper.
 - Not Designing new Interfaces - follow look and feel.
 - Not Designing new screens - Graphic Designers / UXD do that.

Materials

Video Lectures (with subtitles, chapters, & transcripts)

Audio Podcasts (in your favourite podcatcher)

Slide decks (both Core and Consolidation)

Lecture Notes via Leanpub

Secondary Text - ZAMM

Assignment examples, instructions etc

Logistical Information

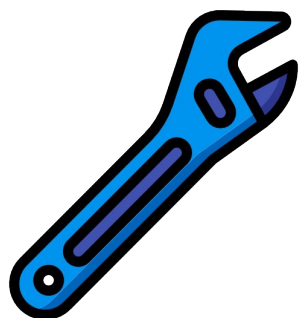
Primary Text



UX from 30,000ft: A Guide to User Experience for Software Engineers and Developers, Simon Harper.

Use a non University email to receive updates after you leave.

Use a University email to stop receiving updates after you leave.



Free to download coupon is
[**http://leanpub.com/UX/c/UX36-**](http://leanpub.com/UX/c/UX36-)

[see-unit-website]

Extending these Lectures

UX from 30,000ft

A Guide to User Experience for Software Engineers and Developers



Are you an Software Engineer or Developer who wants to know more about those pesky users; or how to decipher what the heck that UX specialist is talking about? Do you need to get more involved in the development and engineering of the interface? Or are you a UX specialist that needs to understand the best ways of conveying information to the...

- [Read Free Sample](#)
- [Table Of Contents](#)
- [Free To Read Online](#)

UX from 30,000ft

A Guide to User Experience for Software Engineers and Developers

Simon Harper

This book is 80% complete

LAST UPDATED ON 2016-02-01

\$5.00

\$20.00

MINIMUM PRICE

SUGGESTED PRICE

YOU PAY

\$20.00

AUTHOR EARNs

\$16.00

YOU PAY (US\$)

\$20.00

Add Ebook to Cart

Add to Wish List

EU customers: Price excludes VAT. VAT is added during checkout.

<https://leanpub.com/UX/>

Secondary Text

Zen and the art of motorcycle maintenance: an inquiry into

values' Robert M Pirsig., Zen and the art of motorcycle maintenance: an inquiry into values., Morrow, New York, 1974., ISBN 0688002307.



Image Credit: **Unclear via Goodreads**

Simon Harper. 2016. The User Experience in Zen and the Art of Motorcycle Maintenance. In Proceedings of the 2016 CHI Conference Extended Abstracts on Human Factors in Computing Systems (CHI EA '16). Association for Computing Machinery, New York, NY, USA, 317–327. DOI:<https://doi.org/10.1145/2851581.2892566>

Assignments and Tests

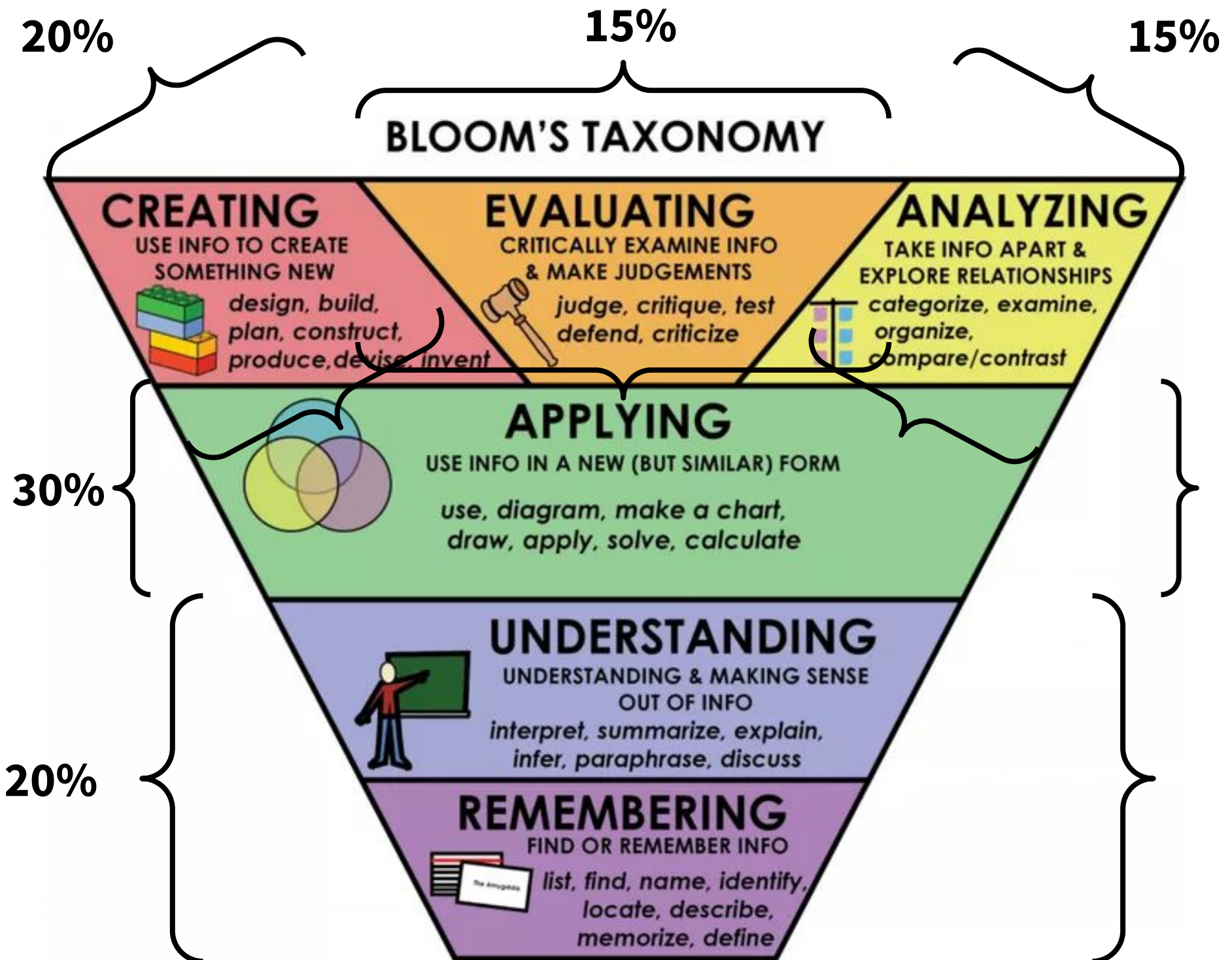


Image Credit: **Rawia Inaim / Kwantlen Polytechnic University**

In More Practical Detail

1. Test #1: 10 MCQs and two short answer questions covering **Remembering** and **Understanding** worth 10/5/5 marks. Timed and drawn randomly from the Question Bank for each student and to be taken before the start of the nominal exam period.
2. FA #1: One Formative Assignment covering **Evaluating and Analyzing** and for feedback only.
3. SA #1 & #2: Two Assignments covering **Evaluating and Analyzing** 2x15 marks.
4. Test #2: Two **Application** questions at 15 marks each and One **Creating** question at 20 marks. Timed and drawn randomly from the Question Bank for each student and to be taken before the start of the nominal exam period.



There is NO 'traditional' Exam for this Unit

The Point of Consolidation and Discussion

BLOOM'S TAXONOMY

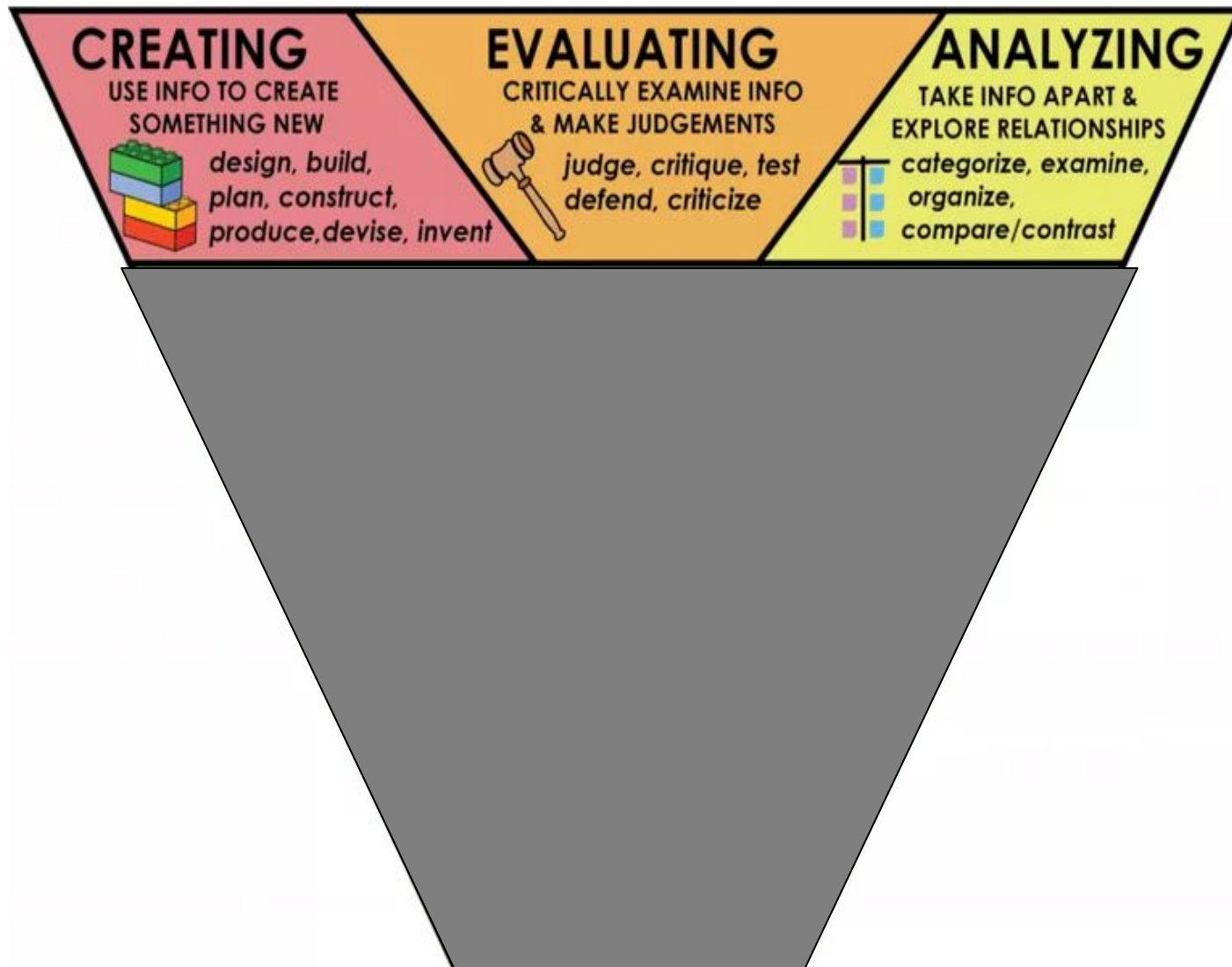


Image Credit: **Rawia Inaim / Kwantlen Polytechnic University**

No exceptions, No exemptions!



- The printer will be busy - this is not an excuse - you don't need to print;
 - If the power goes off or the computer explodes - this is not an excuse - back-ups;
 - If your Hamster dies in a horrible 'seed-choking' accident - this is not an excuse;
 - You haven't got a dog - it cannot chew your answers; and
 - No, your USB pen has not been abducted by aliens!
- But,
- If you get hit by a bus; suffer a gruesome chainsaw accident; are attacked by a loose buffalo along Oxford Road... I may be lenient.

Plagiarism



Don't Do It!

- We have SafeAssign/Turn It In Software;
- Software does not lie;
- We will catch you.

Last year I had...

- 2 first offence Plagiarisers - Both to Faculty (it's final year) both had marks zeroed.
- 4 second offence Plagiarisers - All to Senate (it's final year) all dropped 1 degree grade.

Expectations and Help

My primary expectation is that you will talk to me, interact, ask questions, and challenge me if you think I'm wrong; in general be interested.

Anybody interested will be able to understand this course and only by understanding will you be able to pass your exams.

I'm Here to Help...

1. Problems with the course itself,
2. the work you are expected to do,
3. problems in general (not course related),
4. a need for more feedback either from your coursework or from the questions posed within the course lectures,
5. or anything else you are not clear on...

Come to 'see' me either at the end of each lecture or privately in via <https://sharpic.youcanbook.me/>.

If I can't help you, or if you do not feel comfortable talking to me (maybe because you have a problem with my teaching) then you can **talk in confidence with your personal tutor, or your third-year supervisor.**

We're Done!



Other Image Credits:

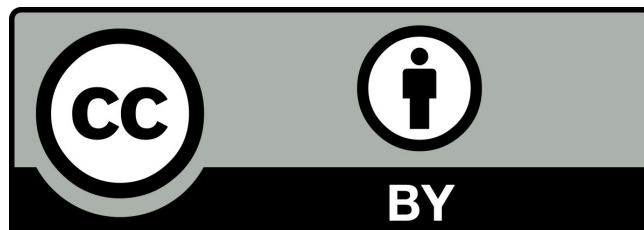
- **Freepik via Flaticon**
- **Creaticca Creative Agency via Flaticon**

Exceptions:

<https://www.gov.uk/guidance/exceptions-to-copyright>

UX36 Deck 0.1 Welcome

User Experience (UX36) Courseware by Simon Harper is licensed under a Creative Commons Attribution 4.0 International License.



Permissions beyond the scope of this license may be available at <https://www.sharpic.eu/courses>.