University of Texas at Austin
Austin, TX
Spring 2019 Semester
Web-Based Class

Course Title:	INF 350C, Research Methods for HCI Design: Getting to know your user 27354
Course Credit:	3 Credits
Meeting Time:	Web Based
Professors:	**Sandra Sweat, MSIS** Adjunct professor School of Information Science Office hours: by appointment Best Contact: please use canvas messaging

Course Description:
This survey course will cover various research methods to answer design questions. Explores research methods in design; creating a research plan; and, conducting and presenting research. Three lecture hours a week for one semester.
The course will be online, with all assignments submitted on Canvas.

Course Aims and Objectives
Aim
At the end of the course, students should know common research techniques, be able to present findings in a compelling way, and identify how to present research to different audiences.

Learning Objectives
This project course will cover:

- Research techniques
- Documentation of findings
- How to support design decisions with qualitative and quantitative data

Class Format

This class will be online, with assignments posted on Canvas. Students will be responsible for submitting work online for assigned modules and uploading, in the required format, to Canvas by the assigned due dates.

Prerequisites for the course:
There are no prerequisites for the course

How to succeed in this course:
Students are responsible for reading the assignment and asking for clarification prior to the assignment due date.

Course Requirements

Required Materials
Textbooks
Hall, E., Zeldmaneditor, J., & In Fox, R. (2014). *Just enough research.*
Buley, L. (2013). *The user experience team of one: A research and design survival guide.* Brooklyn, N.Y: Rosenfeld Media.
Martin, B. & Hanington, B. (2018). *The Pocket Universal Methods of Design.* Beverly MA: Rockport Publishers.
Stickdorn, M., Hormess, M. E., Lawrence, A., & Schneider, J. (2018). *This is service design doing: This is Service Design Methods.* Sebastopol: O'Reilly.

Links to additional readings will be available via Canvas

Classroom expectations
Class attendance students are expected to attend all classes and attendance will be part of the grade for the semester. If a student is unable to make it to a class, advanced notice needs to be given to instructors prior to the absence. In the case of illness, students must contact the instructors and absences will be handled on a case by case basis.
Class participation students are expected to participate in studio time and critiques by asking questions and following guidelines for providing feedback.
Behavior expectations [students are expected to respect instructors, classmates, and research volunteers.

Assignments
All assignments will have complete descriptions separate from the syllabus.

Discussions & Projects (40%)
Discussions and small projects will help students demonstrate understanding of material and application of techniques. These assignments will also include responding to peers to ask and answer questions about decisions. Details on the discussion topics and projects will be on canvas during each week. Your lowest two grades on completed assignments will be dropped.
Literature Review (20%)
A paper covering background of a user's workplace or social context. This paper will demonstrate the student's ability to source information and summarize important information about HCI and a user.
Research Case Study (30%)

The project will focus on different techniques to answer a research question addressing issues in Human Computer Interaction. Students will plan, conduct, and summarize research findings.

Presentation (10%)
Presentation of your research to your selected target audience.

Grading for this Course

The following table represents how you will demonstrate your learning and how we will assess the degree to which you have done so.

Assignments	Points possible (per assignment)	Percent of Total Grade
Discussions & Projects	40	40
Literature Review	200	20
Research Case Study	300	30
Presentation	100	10

Course Outline

All instructions, assignments, readings, rubrics and essential information will be on the Canvas website at https://utexas.instructure.com. Check this site regularly and use it to ask questions about the course schedule.

Changes to the schedule may be made at our discretion and if circumstances require. It is your responsibility to note these changes when announced (although I will do my best to ensure that you receive the changes with as much advance notice as possible).

Class Dates
Important Dates
January 22 - Classes Begin
March 18-23 - Spring Break
May 10 - Last Class Day
May 15-21 - Finals

Week	Date	Class Topic	Assignments due (on Thursday)
1	Jan 24	First day of class + Syllabus + The calendar	**Discussion**

		+ What is Research & HCI	
2	Jan 31	Defining the user	**Project - Who is your user**
3	Feb 7	Primary Research & Secondary Research	**Discussion**
4	Feb 14	Literature Reviews	**Project - Literature Review Prep**
5	Feb 21	Qualitative Techniques	**Project - Ethnography**
6	Feb 28	Quantitative Techniques	**Project - Survey**
7	Mar 7	Research Planning & Organizing Research	**Literature Review Due** **Project - Research Plan**
8	Mar 14	Communicating Findings	**Project - Presentation Template**
9	Mar 21	Spring Break	
10	Mar 28	Data Sources and Ethics	**Assignments Review Discussion** **Discussion**
11	Apr 4	Competitive Research	**Project - Choose a Method**
12	Apr 11	HCI Research Techniques - A Review of techniques	**Project - Interview**
13	Apr 18	Frameworks	**Project - Heuristic Evaluation & Usability Study**
14	Apr 25	Case Study Critiques	**Case Study Draft**
15	May 2	Presentation Critiques	**Presentation draft**

| 16 | May 9 | Last Day of Class Presentations | **Final Case Study & presentation** |
| 17 | May 15-21 | Finals | Send folder with all materials |

Classroom Policies

Statement on Learning Success
Your success in this class is important to me. We will all need accommodations because we all learn differently. If there are aspects of this course that prevent you from learning or exclude you, please let me know as soon as possible. Together we'll develop strategies to meet both your needs and the requirements of the course. I also encourage you to reach out to the student resources available through UT. Many are listed on this syllabus, but I am happy to connect you with a person or Center if you would like.

Grading Policies
[Description of your general approach; e.g. assignments are flexible but grades are firm; there is no curve; etc.]

Grade	Cutoff
A	94%
A-	90%
B+	87%
B	84%
B-	80%
C+	77%
C	74%
C-	70%
D	65%
F	<65%

Late work
[Description of your policies; e.g. late work will be handled on a case-by-case basis.]

Absences
[Description of your policies; e.g. the only absences that will be considered excused are for

religious holidays or extenuating circumstances due to an emergency.]

Student Rights & Responsibilities
- You have a right to a learning environment that supports mental and physical wellness.
- You have a right to respect.
- You have a right to be assessed and graded fairly.
- You have a right to freedom of opinion and expression.
- You have a right to privacy and confidentiality.
- You have a right to meaningful and equal participation, to self-organize groups to improve your learning environment.
- You have a right to learn in an environment that is welcoming to all people. No student shall be isolated, excluded or diminished in any way.

With these rights come responsibilities:
- You are responsible for taking care of yourself, managing your time, and communicating with the teaching team and with others if things start to feel out of control or overwhelming.
- You are responsible for acting in a way that is worthy of respect and always respectful of others. · Your experience with this course is directly related to the quality of the energy that you bring to it, and your energy shapes the quality of your peers' experiences.
- You are responsible for creating an inclusive environment and for speaking up when someone is excluded.
- You are responsible for holding yourself accountable to these standards, holding each other to these standards, and holding the teaching team accountable as well.

Personal Pronoun Preference

Professional courtesy and sensitivity are especially important with respect to individuals and topics dealing with differences of race, culture, religion, politics, sexual orientation, gender, gender variance, and nationalities. Class rosters are provided to the instructor with the student's legal name. I will gladly honor your request to address you by a name different than what appears on the roster, and by the gender pronouns you use. Please advise me of this preference early in the semester so that I may make appropriate changes to my records.

University Policies

Academic Integrity

Each student in the course is expected to abide by the University of Texas Honor Code: "As a student of The University of Texas at Austin, I shall abide by the core values of the University and uphold academic integrity." **Plagiarism is taken very seriously at UT.** Therefore, if you use words or ideas that are not your own (or that you have used in previous class), you must cite your sources. Otherwise you will be guilty of plagiarism and subject to academic disciplinary action, including failure of the course. You are responsible for understanding UT's Academic Honesty and the   University Honor Code which can be found at the following web address: http://deanofstudents.utexas.edu/sjs/acint_student.php

Q Drop Policy

If you want to drop a class after the 12th class day, you'll need to execute a Q drop before the

Q-drop deadline, which typically occurs near the middle of the semester. Under Texas law, you are only allowed six Q drops while you are in college at any public Texas institution. For more information, see: http://www.utexas.edu/ugs/csacc/academic/adddrop/qdrop

University Resources for Students
Your success in this class is important to me. We will all need accommodations because we all learn differently. If there are aspects of this course that prevent you from learning or exclude you, please let me know as soon as possible. Together we'll develop strategies to meet both your needs and the requirements of the course. There are also a range of resources on campus:

Services for Students with Disabilities
This class respects and welcomes students of all backgrounds, identities, and abilities. If there are circumstances that make our learning environment and activities difficult, if you have medical information that you need to share with me, or if you need specific arrangements in case the building needs to be evacuated, please let me know. I am committed to creating an effective learning environment for all students, but I can only do so if you discuss your needs with me as early as possible. I promise to maintain the confidentiality of these discussions. If appropriate, also contact Services for Students with Disabilities, 512-471-6259 (voice) or 1-866-329- 3986 (video phone). http://ddce.utexas.edu/disability/about/

Counseling and Mental Health Center
Do your best to maintain a healthy lifestyle this semester by eating well, exercising, avoiding drugs and alcohol, getting enough sleep and taking some time to relax. This will help you achieve your goals and cope with stress.

All of us benefit from support during times of struggle. You are not alone. There are many helpful resources available on campus and an important part of the college experience is learning how to ask for help. Asking for support sooner rather than later is often helpful.

If you or anyone you know experiences any academic stress, difficult life events, or feelings like anxiety or depression, we strongly encourage you to seek support. http://www.cmhc.utexas.edu/individualcounseling.html

The Sanger Learning Center
Did you know that more than one-third of UT undergraduate students use the Sanger Learning Center each year to improve their academic performance? All students are welcome to take advantage of Sanger Center's classes and workshops, private learning specialist appointments, peer academic coaching, and tutoring for more than 70 courses in 15 different subject areas. For more information, please visit http://www.utexas.edu/ugs/slc or call 512-471-3614 (JES A332).

Undergraduate Writing Center: http://uwc.utexas.edu/
Libraries: http://www.lib.utexas.edu/
ITS: http://www.utexas.edu/its/
Student Emergency Services: http://deanofstudents.utexas.edu/emergency/

Important Safety Information:
If you have concerns about the safety or behavior of fellow students, TAs or Professors, call BCAL (the Behavior Concerns Advice Line): 512-232-5050. Your call can be anonymous. If something doesn't feel right – it probably isn't. Trust your instincts and share your concerns.

Title IX Reporting
Title IX is a federal law that protects against sex and gender-based discrimination, sexual harassment, sexual assault, sexual misconduct, dating/domestic violence and stalking at federally funded educational institutions. UT Austin is committed to fostering a learning and working environment free from discrimination in all its forms. When sexual misconduct occurs in our community, the university can:
1. Intervene to prevent harmful behavior from continuing or escalating.
2. Provide support and remedies to students and employees who have experienced harm or have become involved in a Title IX investigation.
3. Investigate and discipline violations of the university's relevant policies.

Faculty members and certain staff members are considered "Responsible Employees" or "Mandatory Reporters," which means that they are required to report violations of Title IX to the Title IX Coordinator. **I am a Responsible Employee and must report any Title IX related incidents** that are disclosed in writing, discussion, or one-on-one. Before talking with me, or with any faculty or staff member about a Title IX related incident, be sure to ask whether they are a responsible employee. If you want to speak with someone for support or remedies without making an official report to the university, email advocate@austin.utexas.edu For more information about reporting options and resources, visit titleix.utexas.edu or contact the Title IX Office at titleix@austin.utexas.edu.

The following recommendations regarding emergency evacuation from the Office of Campus Safety and Security, 512-471-5767, http://www.utexas.edu/safety/

Occupants of buildings on The University of Texas at Austin campus are required to evacuate buildings when a fire alarm is activated. Alarm activation or announcement requires exiting and assembling outside.

- Familiarize yourself with all exit doors of each classroom and building you may occupy. Remember that the nearest exit door may not be the one you used when entering the building.
- Students requiring assistance in evacuation shall inform their instructor in writing during the first week of class.
- In the event of an evacuation, follow the instruction of faculty or class instructors. Do not re-enter a building unless given instructions by the following: Austin Fire Department, The University of Texas at Austin Police Department, or Fire Prevention Services office.
- Link to information regarding emergency evacuation routes and emergency procedures can be found at:
  www.utexas.edu/emergency