Empirical research methods in user-centered design

Draft timetable

Date	Session	Topic/s	Readings	Comments
8 March DC:310 Kl 13-16	1	Introduction The scientific method Qualitative and quantitative research How it all fits together	Rosnow and Rosenthal, Chapter 1 Chalmers	
15 March DC:567 Kl 13-16	2	Heuristic evaluation and collaborative heuristic evaluation	Petrie and Buykx	Don't want to have a series of very theoretical sessions at the beginning, so will spread out the theoretical bits
22 March DC:243 Kl 13-16	3	User-centred design, participatory design, scenario-based design, Hierarchical Task Analysis	Rosson and Carroll	I think we can do half a session on theory, and then half a session on a technique like HTA
29 March DC:243 Kl 13-16	4	Card sorts, affinity diagrams Interviews, focus groups, interviews in the wild	Cairns and Cox, Chapter 2 Lazar et al, Chapter 8 Petrie, Power, Cairns, Seneler	

Date				
5 April	X			No class, Easter coming!
12 April DC:243 Kl 13-16	5	Questionnaires – creating your own, using standard questionnaires	Cairns and Cox, Chapter 2 Lazar et al, Chapter 8	
19 April	X			No class, Helen in London for a meeting
26 April DC:243 Kl 13-16	6	Contextual inquiry Ethics of working with humans	Beyer and Holtzblatt Petrie Lazar et al, Chapter 14	
3 May DC:567 Kl 13-16	7	User studies – experimental and non-experimental designs	Cairns and Cox, Chapter 1 Lazar et al, Chapter 3, 10	
10 May	X			No class, Helen at CHI conference in USA
17 May	X			No class, Kristi Himmelfärdsdag

24 May DC:567 Kl 13-16	8	Content analysis, grounded theory, ethnography Observational studies	Lazar et al, Chapter 9 Cairns and Cox, Chapter 7	
31 May DC:467 Kl 13-16	X			No class, Helen at project meeting in Germany.
7 June DC:567 Kl 13-16	9	Activity theory		Participation of Per-Olof
14 June	X			Helen returning from UD Conference in Oslo
21 June DC:567 Kl 13-16	10	Diaries, case studies Found data, user traces	Lazar et al, Chapter 6, 7, 12	
28 June DC:567 Kl 13-16	11	Measuring "user experience" – a case study in the use of methods	Petrie and Precious	
SUMMER!				
6 September	12	Presentations of assessments		

Basic Reading

Cairns, P. and Cox, A.L. (2008). Research methods for human-computer interaction. Cambridge University Press.

Lazar, J., Feng, J.H. and Hochheiser, H. (2010). Research methods in human-computer interaction. Wiley.

Rosnow, R.L. and Rosenthal, R. (2005). Beginning behavioral research: a conceptual primer (5th edition). Pearson Prentice Hall.

Additional reading

Beyer, H. and K. Holtzblatt (1997). *Contextual design: defining customer-centred systems.* Morgan Kaufmann.

Chalmers, A.F. (1999). *What is this thing called science?* Open University Press.

Petrie, H. (2012). The ethics of working with human participants.

Petrie, H.L. and Buykx, L. (2010). Collaborative Heuristic Evaluation: improving the effectiveness of heuristic evaluation. *Proceedings of UPA 2010 International Conference*. Omnipress. Available at: http://upa.omnibooksonline.com/index.htm

Petrie, H., Hamilton, F., King, N., and Pavan, P. (2006). Remote usability evaluations with disabled people. *Proceedings of CHI 2006*. New York: ACM Press.

Petrie, H. and Power, C. (2012). What Do Users Really Care About? A Comparison of Usability Problems Found by Users and Experts on Highly Interactive Websites. *Proceedings of CHI 2012*.

Petrie, H., Power, C., Cairns, P. and Seneler, C. (2011). Using card sorts for understanding website information architectures: technological, methodological and cultural issue. *INTERACT '11: Proceedings of the 13th IFIP TC 13 international conference on Human-computer interaction - Volume Part IV*.

Petrie, H.L. and Precious, J. (2010). Measuring user experience of websites: think aloud protocols and an emotion word prompt list. *Proceedings of the 28th International Conference on Human Factors in Computing (CHI 2010), Extended Abstracts*. New York: ACM Press.

Rosson, M.-B. and J. M. Carroll (2001). *Usability Engineering: Scenario-Based Development of Human-Computer Interaction.* Morgan Kaufmann.