ANX-PR/CL/001-01

LEARNING GUIDE

SUBJECT
103001036 - Hci: Introduction And Design Methods

DEGREE PROGRAMME
10AZ - Master Universitario En Innovación Digital

ACADEMIC YEAR & SEMESTER
2023/24 - Semester 1
Index

Learning guide

1. Description...............................................................................................................................................................1
2. Faculty.....................................................................................................................................................................1
3. Skills and learning outcomes ...................................................................................................................................2
4. Brief description of the subject and syllabus.............................................................................................................3
5. Schedule..................................................................................................................................................................5
6. Activities and assessment criteria............................................................................................................................8
7. Teaching resources.................................................................................................................................................10
8. Other information....................................................................................................................................................11
1. Description

1.1. Subject details

<table>
<thead>
<tr>
<th>Name of the subject</th>
<th>103001036 - Hci: Introduction And Design Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>No of credits</td>
<td>6 ECTS</td>
</tr>
<tr>
<td>Type</td>
<td>Optional</td>
</tr>
<tr>
<td>Academic year of the programme</td>
<td>First year</td>
</tr>
<tr>
<td>Semester of tuition</td>
<td>Semester 1</td>
</tr>
<tr>
<td>Tuition period</td>
<td>September-January</td>
</tr>
<tr>
<td>Tuition languages</td>
<td>English</td>
</tr>
<tr>
<td>Degree programme</td>
<td>10AZ - Master Universitario en Innovación Digital</td>
</tr>
<tr>
<td>Centre</td>
<td>10 - Escuela Tecnica Superior De Ingenieros Informaticos</td>
</tr>
<tr>
<td>Academic year</td>
<td>2023-24</td>
</tr>
</tbody>
</table>

2. Faculty

2.1. Faculty members with subject teaching role

<table>
<thead>
<tr>
<th>Name and surname</th>
<th>Office/Room</th>
<th>Email</th>
<th>Tutoring hours *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cristian Moral Martos</td>
<td>5110</td>
<td><a href="mailto:cristian.moral@upm.es">cristian.moral@upm.es</a></td>
<td>W - 10:00 - 14:00 Th - 12:00 - 14:00 It is required to ask for an appointment by email.</td>
</tr>
<tr>
<td>(Subject coordinator)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elena Villalba Mora</td>
<td>5110</td>
<td><a href="mailto:elena.villalba@upm.es">elena.villalba@upm.es</a></td>
<td>M - 10:00 - 12:00 W - 10:00 - 12:00 F - 10:00 - 12:00 It is required to ask for an appointment by email.</td>
</tr>
<tr>
<td>(Tutoring hours)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
* The tutoring schedule is indicative and subject to possible changes. Please check tutoring times with the faculty member in charge.

### 3. Skills and learning outcomes *

#### 3.1. Skills to be learned

CE-DIPO01 - Capacidad para conceptualizar, diseñar y desarrollar la interacción persona-ordenador de productos y servicios innovadores

CE-DIPO03 - Habilidad para hacer conexiones entre los deseos y necesidades del consumidor o cliente y lo que la tecnología puede ofrecer

CE-DIPO04 - Capacidad para analizar las necesidades de información que se plantean en un entorno y llevar a cabo en todas sus etapas el proceso de diseño centrado en el usuario

CG03 - La capacidad de usar la lengua inglesa de manera competente, es decir, con capacitación para tareas complejas de trabajo y estudio.

#### 3.2. Learning outcomes

RA6 - Communicate and describe the results of the stages of the user-centred design process

RA8 - Run different qualitative techniques to study the context of use (user, tasks, and environment) of an interactive system

RA7 - Understand how to design an interactive system using a user-centred approach

RA9 - Analyse qualitative data to specify the design requirements related to the context of use

RA13 - Understand methods to communicate the design intent

RA10 - Understand the main heuristics that have to be considered to design a usable interactive system

RA37 - Understand the term usability and its attributes

RA38 - Understand how to process information and what are the limitations and diversity of human beings in their interaction with computer systems

RA39 - Understand the user-centred approach
* The Learning Guides should reflect the Skills and Learning Outcomes in the same way as indicated in the Degree Verification Memory. For this reason, they have not been translated into English and appear in Spanish.

4. Brief description of the subject and syllabus

4.1. Brief description of the subject

This course presents: first, an overview and introduction to the field of human-computer interaction and usability; second, an introduction to the methods to elicit user requirements; and third, the course will emphasize the importance of paying attention to user needs and cognitive functioning in order to design usable systems.

This course also provides practical knowledge of how to use well-known and established HCI design methods as well as theoretical knowledge of how to think and reason on them during the design process. Interaction design we will approached from the perspective of user-centred design, presenting specific techniques to explore and refine the behaviour of products and services.

The course will also introduce visual design, heuristics, interaction methods and devices and specific interaction paradigms.

4.2. Syllabus

1. Introduction and conceptualization
   1.1. Introduction of Human Computer Interaction
   1.2. Understanding basic concepts of HCI
2. Usability
4. Interaction styles and devices
5. User Centred Design Process
6. Regulatory and Ethical aspects
7. User research - Context of use
   7.1. Analysis of the context of use
      7.1.1. Data collection techniques
      7.1.2. Question formulation

7.1.3. Interviewing users
7.1.4. Contextual inquiry
7.2. Qualitative analysis
   7.2.1. Coding qualitative data
   7.2.2. Validating results from qualitative analysis
7.3. Specification of the context of use

8. Interaction design
   8.1. Design heuristics

9. Low-fidelity prototyping
   9.1. Paper-based low-fidelity prototype
   9.2. Software-based low-fidelity prototype

10. Adoption and acceptance models
## 5. Schedule

### 5.1. Subject schedule*

<table>
<thead>
<tr>
<th>Week</th>
<th>Classroom activities</th>
<th>Laboratory activities</th>
<th>Distant / On-line</th>
<th>Assessment activities</th>
</tr>
</thead>
</table>
| 1    | 1.1. Introduction to HCI  
Duration: 01:00  
Lecture  
1.2. Understanding basic concepts of HCI  
Duration: 01:00  
Lecture  
2. Usability  
Duration: 02:00  
Lecture | | | | PRESENTATION: Assessment of usability attributes [non-recoverable]  
Group presentation  
Continuous assessment  
Presential  
Duration: 05:00 |
| 2    | 2. Tutoring  
Duration: 02:00  
Additional activities | | | | |
| 3    | 3. Human factors  
Duration: 02:00  
Lecture  
4. Interaction styles and devices  
Duration: 02:00  
Lecture | | | | |
| 4    | 5. User-Centred Design Process  
Duration: 01:00  
Lecture  
6. Regulatory and Ethical aspects  
Duration: 01:00  
Lecture  
7.1. Analysis the context of use. 7.1.1. Data collection techniques  
Duration: 02:00  
Lecture | | | | |
| 5    | 7.1.2. Question formulation  
Duration: 02:00  
Problem-solving class  
7.1.3. Interviewing users  
Duration: 02:00  
Problem-solving class | | | | PROJECT: Definition of interview questions [non-recoverable]  
Group work  
Continuous assessment  
Not Presential  
Duration: 02:00 |
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 6 | 7.1.3. Interviewing users  
Duration: 02:00  
Problem-solving class |   |
|   | 7.1.4. Contextual inquiry  
Duration: 02:00  
Problem-solving class |   |
| 7 | 7.2.1. Coding qualitative data  
Duration: 02:00  
Lecture |   |
|   | 7.2.1. WORKSHOP: Coding qualitative data  
Duration: 02:00  
Problem-solving class |   |
| 8 | 7.2.2. Validation of qualitative analysis  
Duration: 02:00  
Lecture |   |
|   | 7.3. Specification of the context of use  
Duration: 02:00  
Additional activities |   |
| 9 | 7.2.2. WORKSHOP: Validation of qualitative analysis  
Duration: 02:00  
Problem-solving class |   |
|   | 7.3. WORKSHOP: Specification of the context of use  
Duration: 02:00  
Additional activities | PROJECT: Qualitative analysis of a context of use [non-recoverable]  
Group work  
Continuous assessment  
Not Presental  
Duration: 15:00 |
| 10 | 8.1. Design heuristics  
Duration: 02:00  
Lecture |   |
|   | 8.1. WORKSHOP: Design heuristics  
Duration: 02:00  
Problem-solving class |   |
| 11 | 8.1. Tutoring  
Duration: 02:00  
Additional activities |   |
Duration: 02:00  
Lecture |   |
Duration: 02:00  
Problem-solving class |   |
|   | 9.1. WORKSHOP: Paper-based low-fidelity prototyping  
Duration: 02:00  
Problem-solving class |   |
| 13 | 9.1. WORKSHOP: Paper-based low-fidelity prototyping  
Duration: 01:30 |   |
| 14 | Problem-solving class |  |  |
| 9. Tutoring | Duration: 02:00 | Additional activities |  |
| 9.2. WORKSHOP: Software-based low-fidelity prototyping | Duration: 02:00 | Problem-solving class |  |

| 15 |  |  |  |
| 6. Adoption and acceptance | Duration: 02:00 | Lecture | PROJECT: Low-fidelity prototypes [non-recoverable] |
| 9. Tutoring | Duration: 02:00 | Additional activities | Group work |
|  |  |  | Continuous assessment |
|  |  |  | Not Presential |
|  |  |  | Duration: 10:00 |

| 16 |  |  |  |
|  |  |  | Final Exam |
|  |  |  | Written test |
| 17 |  |  | Continuous assessment and final examination |
|  |  |  | Presential |
|  |  |  | Duration: 03:00 |

Depending on the programme study plan, total values will be calculated according to the ECTS credit unit as 26/27 hours of student face-to-face contact and independent study time.

* The schedule is based on an a priori planning of the subject; it might be modified during the academic year, especially considering the COVID19 evolution.
6. Activities and assessment criteria

6.1. Assessment activities

6.1.1. Assessment

<table>
<thead>
<tr>
<th>Week</th>
<th>Description</th>
<th>Modality</th>
<th>Type</th>
<th>Duration</th>
<th>Weight</th>
<th>Minimum grade</th>
<th>Evaluated skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>PRESENTATION: Assessment of usability attributes [non-recoverable]</td>
<td>Group presentation</td>
<td>Face-to-face</td>
<td>05:00</td>
<td>10%</td>
<td>/ 10</td>
<td>CG03 CE-DIPO03</td>
</tr>
<tr>
<td>5</td>
<td>PROJECT: Definition of interview questions [non-recoverable]</td>
<td>Group work</td>
<td>No Presential</td>
<td>02:00</td>
<td>5%</td>
<td>5 / 10</td>
<td>CE-DIPO04 CG03</td>
</tr>
<tr>
<td>9</td>
<td>PROJECT: Qualitative analysis of a context of use [non-recoverable]</td>
<td>Group work</td>
<td>No Presential</td>
<td>15:00</td>
<td>20%</td>
<td>5 / 10</td>
<td>CG03 CE-DIPO04</td>
</tr>
<tr>
<td>11</td>
<td>PRESENTATION: Assessment of heuristics [non-recoverable]</td>
<td>Group presentation</td>
<td>Face-to-face</td>
<td>05:00</td>
<td>10%</td>
<td>/ 10</td>
<td>CG03 CE-DIPO03</td>
</tr>
<tr>
<td>12</td>
<td>PROJECT: Designing the user interaction [non-recoverable]</td>
<td>Group work</td>
<td>No Presential</td>
<td>05:00</td>
<td>10%</td>
<td>5 / 10</td>
<td>CG03 CE-DIPO01</td>
</tr>
<tr>
<td>15</td>
<td>PROJECT: Low-fidelity prototypes [non-recoverable]</td>
<td>Group work</td>
<td>No Presential</td>
<td>10:00</td>
<td>15%</td>
<td>5 / 10</td>
<td>CE-DIPO03 CG03</td>
</tr>
<tr>
<td>17</td>
<td>Final Exam</td>
<td>Written test</td>
<td>Face-to-face</td>
<td>03:00</td>
<td>30%</td>
<td>5 / 10</td>
<td>CG03 CE-DIPO01 CE-DIPO03 CE-DIPO04</td>
</tr>
</tbody>
</table>

6.1.2. Global examination

<table>
<thead>
<tr>
<th>Week</th>
<th>Description</th>
<th>Modality</th>
<th>Type</th>
<th>Duration</th>
<th>Weight</th>
<th>Minimum grade</th>
<th>Evaluated skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>Final Exam</td>
<td>Written test</td>
<td>Face-to-face</td>
<td>03:00</td>
<td>30%</td>
<td>5 / 10</td>
<td>CG03 CE-DIPO01 CE-DIPO03 CE-DIPO04</td>
</tr>
</tbody>
</table>

6.1.3. Referred (re-sit) examination
6.2. Assessment criteria

Grading criteria

The projects will be evaluated during their iterative development during the course. Grading of students will be based on:

1) Quality of the oral communication skills.

2) Ability to debate

3) Ability to understand concepts.

Progressive evaluation system

A progressive evaluation is carried out through a project (broken down into a set of activities) and two presentations. Both are carried out in a team, and weigh, respectively, 50% and 20% of the final grade. Completion of the project is mandatory during the teaching period, so none of its submissions can be recovered either in the global evaluation or in the extraordinary one, since all the assignments have a dependency on the previous one and therefore cannot be redone individually. Due to this dependency, the submissions of the project have a minimal grade of 5.

Oral presentations are performed in the classroom, and then cannot be redone.

The remaining 30% of the final grade will be assessed through a final written exam in which it will be evaluated that the student has adequately assimilated the concepts explained in the subject, as well as their critical spirit and capacity for analysis focused on said concepts. The exam will take place on the day of the official exam of the subject, so it will not be possible to recover it in the global evaluation (since they coincide in time). As this exam is
the only individual assessment, it is also required to obtain a minimal grade of 5 to pass the subject.

**Global evaluation process**

The **global evaluation** of the subject consists of carrying out a final written exam (30% of the final grade) in which it will be evaluated that the student has adequately assimilated the concepts dealt with in the subject, as well as their critical spirit and capacity for analysis focused on said concepts. This examination coincides with the one carried out by means of progressive evaluation. The rest of the evaluation activities are not recoverable, and therefore must be carried out during the teaching period. As this exam is the only individual assessment, it is also required to obtain a minimal grade of 5 to pass the subject.

**Extraordinary evaluation**

The **extraordinary evaluation** of the subject consists of carrying out a final written exam in which it will be evaluated that the student has adequately assimilated the concepts and abilities explained in the subject, as well as their critical spirit and capacity for analysis focused on said concepts. This exam weighs 100% of the final grade.

**7. Teaching resources**

**7.1. Teaching resources for the subject**

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moodle of the course</td>
<td>Web resource</td>
<td><a href="https://moodle.upm.es/titulaciones/oficiales">https://moodle.upm.es/titulaciones/oficiales</a></td>
</tr>
</tbody>
</table>

Usability Engineering | Bibliography | Jacob Nielsen. AP Professional, 1993.<br/>Available in electronic format through https://ingenio.upm.es


8. Other information

8.1. Other information about the subject

The objective of this course is to learn methods and technique to design interactive systems that have an adequate degree of usability and accessibility. Taking this into account, and the UN recommendations on SDGs, this subject deals with competencies related to the following SDGs:

- **Goal 4 Quality education** - Ensure inclusive, equitable and quality education and promote lifelong learning opportunities for all. To facilitate this objective, interactive systems designed for teaching, which are increasingly important in society, must meet usability and accessibility requirements discussed in the subject.
- **Goal 8 Decent work and economic growth** - Promote inclusive and sustainable economic growth, employment and decent work for all. Today many jobs depend on the use of interactive systems. These systems must meet usability and accessibility requirements to promote equal opportunities at work.
- **Goal 10 Reduced inequalities** - To favor the inclusion of all people in society, interactive systems that are designed for all types of activities, including citizen participation, culture and leisure, must meet the usability and accessibility requirements covered in the subject.
NOTE 1: What is included in this guide will be applied if and only if the course has the necessary human and material resources to be able to apply what is set forth here. In case of not having the necessary means, both the teaching and the way of evaluating the students will be adapted to the available means.

NOTE 2: Please bear in mind tutoring hours may change along the course. Please, ask for an appointment in advance.

NOTE 3: Please note that concrete dates for the assignments will be informed at the beginning of the course.