CSCE 5465.002 Usability Testing in Software Engineering

Instructor Information
Name: Stephanie Ludi
Pronouns: She/Her
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Phone Number: 940-369-7124
Office Hours: Tues., Wed. 10-11:00 & By Appt; Office hours will be in-person on Tues, on Zoom on Wed. Zoom link posted to Canvas
Email: stephanie.ludi@unt.edu

TA Contact information: TBD

Communication Expectations: The best way to reach me outside of class/office hour is via email. During the week I will respond to your email within 24 hours. During the weekend, response time may be longer. This includes personal concerns or questions about the class, a particular assignment, etc. The TA’s and I strive to get grades back between 1-1.5 weeks from the due date though that is not always possible when the class is large. Communication is expected to be professional and respectful where tips are available at Online Communication Tips (https://clear.unt.edu/online-communication-tips

Course Description
Introduces students to usability topics, including HCI style guides, user interface localization and usability testing. Students work individually on small homework assignments and in a team on a larger project.

Course Structure
This course is 3 credits.

The course calendar is presented later in the syllabus so that you can see the pace of the course and the due dates. The course is primarily project-driven, where you work on a long-term project in a team of 3-5 people. There are also individual quizzes instead of large exams.

Objectives
At the end of the course, the student will be able to:
1. Given system needs, be able to appropriately present usability requirements.
2. Evaluate a system using appropriate quantitative and qualitative methods.
3. Apply measurement instruments commonly used in evaluation and usability testing
4. Communicate usability testing and evaluation results to a variety of audiences.
5. Describe different techniques for designing a user interface with specific localization and accessibility needs.
Required/Recommended Materials

- Reading materials will be provided on Canvas.
- Technology requirements for courses with digital materials:
  
  Class Materials for Digital Learning language must include the following: This course has digital components. To fully participate in this class, students will need internet access to reference content on the Canvas Learning Management System, as well as a word processor, presentation software (e.g., PowerPoint), spreadsheet or statistical software, a GitHub account to manage your project, as well as software that you select as it pertains to your project. If circumstances change, you will be informed of other technical needs to access course content. Information on how to be successful in a digital learning environment can be found at Learn Anywhere (https://online.unt.edu/learn).

How to Succeed in this Course (including Support for Students with Disabilities)

Coming to class, asking questions, submitting homework on time are the best things you can do to succeed in the class. If you have questions outside of class, contact the instructor or TA to seek help.

The University of North Texas makes reasonable academic accommodation for students with disabilities. Students seeking reasonable accommodation must first register with the Office of Disability Access (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with a reasonable accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may request reasonable accommodations at any time; however, ODA notices of reasonable accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of reasonable accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of reasonable accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information, refer to the Office of Disability Access website (http://www.unt.edu/oda). You may also contact ODA by phone at (940) 565-4323.

Students can connect with the Office of Disability Access to begin the registering process (https://studentaffairs.unt.edu/office-disability-access).

Supporting Your Success and Creating an Inclusive Learning Environment

I value the many perspectives students bring to our campus. Please work with me to create a classroom culture of open communication, mutual respect, and inclusion. All discussions should be respectful and civil. Although disagreements and debates are encouraged, personal attacks are unacceptable. Together, we can ensure a safe and welcoming classroom for all. If you ever feel like this is not the case, please stop by my office and let me know. We are all learning together.

I also encourage you to review UNT’s student code of conduct so that we can all start with the same baseline civility understanding (Code of Student Conduct) (https://deanofstudents.unt.edu/conduct)
Assessing Your Work

A = 90%-100%
B = 80%-89%
C = 70%-79%
D = 60%-69%
F = below 60%

Your course grade is based on:
Quizzes (lowest 1 dropped): 50%
Project: 50%

Course Requirements/Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Topics</th>
<th>Due / Announcements</th>
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<tbody>
<tr>
<td>Week 1 (1.22)</td>
<td>Course Overview, Usability/HCI Overview</td>
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<tr>
<td>Week 2 (1.29-)</td>
<td>Usability Requirements and Features</td>
<td>Quiz 1; Team list due Sat. 11:59pm</td>
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<tr>
<td>Week 3 (2.5)</td>
<td>Interviews and Surveys</td>
<td>Quiz 2; Project Selection list due Sat. 11:59pm</td>
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<td>Week 4 (2.12)</td>
<td>Focus Groups and Observations</td>
<td>Quiz 3</td>
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<tr>
<td>Week 5 (2.19)</td>
<td>Accessibility and Localization</td>
<td>Quiz 4; Prototype Screens due Sat. 11:59pm</td>
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<td>Week 6 (2.26)</td>
<td>Usability Testing Approaches</td>
<td>Quiz 5</td>
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<tr>
<td>Week 7 (3.5)</td>
<td>Planning for Usability Testing, Reporting</td>
<td>Quiz 6</td>
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<td>Week 8 (3.12)</td>
<td>Cognitive Walkthrough and Heuristic Evaluation</td>
<td>CW, HE Activities – writeups due Saturday 11:59pm</td>
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<td>Week 9 (3.19)</td>
<td>SPRING BREAK</td>
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<td>Week 10 (3.26)</td>
<td>Formal Usability Testing</td>
<td>Quiz 7; Revision of Prototypes due Sat. 11:59pm</td>
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<td>Week 11 (4.2)</td>
<td>Work Week</td>
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<td>Week 12 (4.9)</td>
<td>Work Week</td>
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<tr>
<td>Week 13 (4.16)</td>
<td>Work Week</td>
<td>Project Reports due Saturday 11:59pm</td>
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<tr>
<td>Week 14 (4.23)</td>
<td>Lightning Talks</td>
<td>Final Presentations due</td>
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<tr>
<td>Week 15 (4.30)</td>
<td>Lightning Talks</td>
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<tr>
<td>Finals</td>
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Schedule is subject to change, if needed.

Every student in my class can improve by doing their own work and trying their hardest with access to appropriate resources. Students who use other people’s work without citations will be violating UNT’s Academic Integrity Policy. Please read and follow this important set of guidelines for your academic success.
Attendance and Participation

*Research has shown that students who attend class are more likely to be successful.* You should attend every class unless you have a university excused absence such as active military service, a religious holy day, or an official university function as stated in the [Student Attendance and Authorized Absences Policy (PDF)](https://policy.unt.edu/sites/default/files/06.039_StudAttnandAuthAbsence.Pub2_.19.pdf). If you cannot attend a class due to an emergency, please let me know. Your safety and well-being are important to me.

*Because this course involves collaboration, participation is essential to learning.* Our project-based activities require you to be actively engaged in discussions and group work. I understand tardiness and absences may occur. If you are late to class, please drop me an email to let me know the circumstances. If you must miss class, please let me know prior to your absence.

Attendance language for students during COVID:

Students are expected to attend class meetings regularly and to abide by the attendance policy established for the course. It is important that you communicate with the professor and the instructional team prior to being absent, so you, the professor, and the instructional team can discuss and mitigate the impact of the absence on your attainment of course learning goals. Please inform the professor and instructional team if you are unable to attend class meetings because you are ill, in mindfulness of the health and safety of everyone in our community. If you are experiencing any [symptoms of COVID](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) please seek medical attention from the Student Health and Wellness Center (940-565-2333 or [askSHWC@unt.edu](mailto:askSHWC@unt.edu)) or your health care provider PRIOR to coming to campus. UNT also requires you to contact the UNT COVID Team at [COVID@unt.edu](mailto:COVID@unt.edu) for guidance on actions to take due to symptoms, pending or positive test results, or potential exposure.

Rules of Engagement

Rules of engagement refer to the way students are expected to interact with each other and with their instructors. Here are some general guidelines:

- While the freedom to express yourself is a fundamental human right, any communication that utilizes cruel and derogatory language on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, disability, genetic information, veteran status, or any other characteristic protected under applicable federal, or state law will not be tolerated.
- Treat your instructor and classmates with respect in any communication online or face-to-face, even when their opinion differs from your own. This includes you not talking when the instructor is speaking to the class.
- Ask for and use the correct name and pronouns for your instructor and classmates.
- Speak from personal experiences. Use “I” statements to share thoughts and feelings. Try not to speak on behalf of groups or other individual’s experiences.
- Use your critical thinking skills to challenge other people’s ideas, instead of attacking individuals.
- Avoid using all caps while communicating digitally. This may be interpreted as “YELLING!”
• Be cautious when using humor or sarcasm in emails or discussion posts as tone can be difficult
to interpret digitally.
• Avoid using “text-talk” unless explicitly permitted by your instructor.
• Proofread and fact-check your sources.
• Keep in mind that online posts can be permanent, so think first before you type.

See these Engagement Guidelines (https://clear.unt.edu/online-communication-tips) for more
information.

Course Evaluation
Student Perceptions of Teaching (SPOT) is the student evaluation system for UNT and allows students
the ability to confidentially provide constructive feedback to their instructor and department to improve
the quality of student experiences in the course. When SPOT becomes available, you will receive an
email.

Late Work
ABSOLUTELY NO LATE work will be graded, unless specific arrangements are made with the
instructor in advance. All assignments will be turned in by the designated date due. Assignments may
be submitted on Canvas in the appropriate drop box unless otherwise indicated. ALL requests for
extensions on assignments must be made prior to the due date, in person, and must be for a valid
"emergency" reason. In extreme circumstances, contact after the due date may be accepted if there is
a COMPELLING reason (and yes COVID counts).

Examination Policy
There are no exams in the course. There will be quizzes, of which the lowest will be dropped. Since
the lowest quiz is dropped, there will be no make-up quizzes.

Collaboration and Cheating:
Collaboration among students in class is encouraged, as it is my belief that it provides a better learning
environment and is required for team assignments. BUT THERE ARE RULES TO FOLLOW. All
resources used should be clearly cited in written work of any kind, both individual and team, using
appropriate references/documentation style as relevant to the item. While using existing API’s is a
given nowadays, paying someone to code for you or taking a project and calling it your own is not
appropriate. In the end, your work must be your own. Providing your work for someone else to copy is
still cheating.

For further details and clarifications regarding collaboration and cheating, view the university Student
Rights and Responsibilities web page.

Assignment Policy
Official due dates are for each assignment, project item, etc. are listed on Canvas. Unless otherwise
directed in the assignment/project item description, all course submissions (e.g., assignments, project
deliverables) are submitted via Canvas in PDF in their respective item drop box.
The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and contact the UNT Student Help Desk: helpdesk@unt.edu or 940.565.2324 and obtain a ticket number. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.

Syllabus Change Policy
The instructor reserves the right to change the course as needed, specifically (though not limited to) the case of topics, due dates, and assignments/assessment items. Any changes are done after careful consideration of the class/learning.

UNT Policies

Academic Integrity Policy
Academic Integrity Standards and Consequences. According to UNT Policy 06.003, Student Academic Integrity, academic dishonesty occurs when students engage in behaviors including, but not limited to cheating, fabrication, facilitating academic dishonesty, forgery, plagiarism, and sabotage. A finding of academic dishonesty may result in a range of academic penalties or sanctions ranging from admonition to expulsion from the University. [Insert specific sanction or academic penalty for specific academic integrity violation.]

ADA Policy
UNT makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide a student with an accommodation letter to be delivered to faculty to begin a private discussion regarding one’s specific course needs. Students may request accommodations at any time; however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. For additional information see the ODA website (https://disability.unt.edu/).

Prohibition of Discrimination, Harassment, and Retaliation (Policy 16.004)
The University of North Texas (UNT) prohibits discrimination and harassment because of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, disability, genetic information, veteran status, or any other characteristic protected under applicable federal or state law in its application and admission processes; educational programs and activities; employment policies, procedures, and processes; and university facilities. The University takes active measures to prevent such conduct and investigates and takes remedial action when appropriate.
Emergency Notification & Procedures
UNT uses a system called Eagle Alert to quickly notify students with critical information in the event of an emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). In the event of a university closure, please refer to Canvas for contingency plans for covering course materials.

Retention of Student Records
Student records pertaining to this course are maintained in a secure location by the instructor of record. All records such as exams, answer sheets (with keys), and written papers submitted during the duration of the course are kept for at least one calendar year after course completion. Course work completed via the Canvas online system, including grading information and comments, is also stored in a safe electronic environment for one year. Students have the right to view their individual record; however, information about student’s records will not be divulged to other individuals without proper written consent. Students are encouraged to review the Public Information Policy and the Family Educational Rights and Privacy Act (FERPA) laws and the University’s policy. See UNT Policy 10.10, Records Management and Retention for additional information.

Acceptable Student Behavior
Student behavior that interferes with an instructor’s ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The University's expectations for student conduct apply to all instructional forums, including University and electronic classroom, labs, discussion groups, field trips, etc. Visit UNT’s Code of Student Conduct (https://deanofstudents.unt.edu/conduct) to learn more.