

INF1005/1006H - Information Workshop Description

Usability Assessment: Concepts, Methods and Tools

Section 0109 (Mondays, 1pm-4pm)

Instructor: Dr. Colin Furness and Dr. Steven Szigeti

This workshop will introduce students to concepts related to usability, methods for conducting usability assessments, and tools used by usability professionals; it does not require any previous knowledge or experience in the area of usability. Although usability is most often associated with websites, desktop applications and mobile apps, it also applies to anything with a user interface, from smartwatches, to eReaders, elevator controls, remote controls, election ballots and forms

(<http://www.nngroup.com/articles/progress-in-usability-fast-or-slow/>;
<http://www.sensible.com/rsme.html>).

In the workshop, students will be exposed to professional and research publications on usability and to resources widely used by usability professionals. In assignments, students will gain experience using methods for assessing usability such as heuristic evaluation. Students will also have an opportunity to carry out a small-scale usability test and analyze the data from the test.