



USER-CENTRED PRODUCT CREATION

Workshop for the SEKT case study development teams

SEHRS HOTEL CAMPUS
26th-29th of September 2005

Monday, 26 September 2005

14:00 – 14:30 Welcome and introduction to the workshop (T. Bösser)

Participants introduce themselves, their expectations and experience in user-centred product creation and their role in the SEKT case study development teams.

14:30 – 15:00 Introduction to user-centred product creation (T. Bösser)

Why user-centred? Users, tasks, and context of use. Understanding the users' perspectives and goals, and how it relates to business priorities. What is needed to manage user-centredness? Roles and responsibilities of members of the development team. Raise the level of maturity for user-centred product creation!

15:00 – 15:15 Results of the user needs analyses (T. Bösser)

15:15 – 16:00 User validation planning (E.-M. Melchior)

Major steps to approach user validation. Overview of the principles and practicalities of user validation planning and management, with focus on the user validation plans for the three SEKT case studies. Basic approaches: Behaviour observation, subjective assessments, inspection by experts.

16:00 – 16:30 *Coffee Break*

The SEKT prototypes

16:30 – 17:00 The legal prototype (ISOCO / UAB)

Status / demo of prototype. Which issues are to be addressed in user tests. Revisiting the requirements. Which questions did arise during the development activities so far? Did the requirements change? Do they correspond to user needs?

17:00 – 17:30 The SBS prototype (empolis / SBS)

Status of prototype. Which issues to address. revisiting the requirements analysis. Which questions arose during the development activities so far?

17:30 – 18:00 Reflection on the day and the further proceeds; initial feedback from participants (T. Bösser)

Tuesday, 27 September 2005

9:00 – 9:15 Plan for the day (T. Bösser)

Presentations (1): Introduction to evaluation methods

Workshop participants will learn about practicable evaluation methods which can be used in different phases of the product development cycle. The objectives of methods, how to apply them, and the costs and benefits of using a specific method will be explained.

9:15 – 9:45 Inspection methods overview (E.-M. Melchior)

9:45 – 10:15 The DL prototype: (BT representative)

Status of prototype. Which issues to address. revisiting the requirements analysis. Which questions arose during the development activities so far?

10:15 – 10:45 Applying heuristic evaluation and other inspection methods (E.-M. Melchior)

Illustration of inspection plan, inspection checklist, briefing and debriefing of inspectors, data collection and analysis

10:45 – 11:15 Coffee Break

Evaluation group work session 1: Heuristic evaluation of SEKT prototypes

11:15 – 12:15 Participants (as expert evaluators) inspect the SBS, legal and BTdl prototypes.

12:15 – 13:00 **Plenary session: Results of group work session 1** (T. Bösser)

Participants report the problems they detected with the SEKT prototypes. Findings are summarized.

13:00 – 14:00 Lunch

Presentations (2): Introduction to evaluation methods

14:00 – 14:30 User satisfaction questionnaires and interviews (E.-M. Melchior)

14:30 – 15:00 Using a user satisfaction questionnaire (E.-M. Melchior)

Example of using questionnaires, data collection, and analysis.

15:00 – 17:00 **Evaluation group work session 1** (parallel group activities)

Participants of each SEKT case study group will carry out a user satisfaction study using the other participants as subjects. Each group analyses the collected data.

Coffee break at approximately 15:45 – 16:15

17:00 – 18:00 **Plenary session: Results of group work session 2** (T. Bösser)

18:00 – 18:15 **Plenary: Reflection on the day; feedback from participants** (T. Bösser)

Wednesday, 28 September 2005

9:00 – 9:15 **Plenary:** Plan for the day (T. Bösser)

Presentations (3): Introduction to evaluation methods

9:15 – 9:45 User testing methods

Minimum requirements for experimental design and data analysis (T. Bösser)

9:45 – 10:15 Practical preparation of a user test (E.-M. Melchior)

10:15 – 13:00 **Evaluation group work session 3** (parallel group activities)

Participants will work in groups and prepare a user test for their SEKT case study. Participants of one case study will carry out the user test, using the participants of the other case studies as test persons. Detecting defects and problems, measuring performance and learning cost.

Coffee Break at approximately 10:30 – 11:00

(An extra video camera and a stop watch would be useful for this part of the workshop)

13:00 – 14:00 *Lunch*

14:00 – 16:00 **Evaluation group work session 3** (continued)

16:00 – 16:30 *Coffee Break*

16:15 – 17:45 **Plenary session: Results of user testing**

Participants show the extracts from the videos and report the results of user testing

17:45 – 18:00 **Plenary: Reflection on the day; feedback from participants** (T. Bösser)

Thursday, 29 September 2005

9:00 – 9:15 **Plenary:** Discussion of issues and plans for the day (T. Bösser)

Presentations (4): Planning user tests for the SEKT case studies

9:15 – 9:35 Maturity of the user-centred design process (T. Bösser)

9:35 – 10:15 Planning tests with users (continued) (E.-M. Melchior)

10:15 – 10:45 Using SEKT data collection tools (T. Bösser)

10:45 – 11:00 *Coffee Break*

Group work session 4

11:00 – 12:00 Formulating the test and validation plans for the 3 SEKT case studies (3 groups)

12:00 – 12:45 Brief presentations of user test plans

12:45 – 13:00 Conclusions, further actions, feedback from participants

13:00 **Close**