ISDN 1002 - Redefining Problems for the Real Needs

Lecture Times:

L1: Monday 16:30 – 17:50

L2: Friday 12:00– 13:20

Classroom: 4223 (ISD Works!)

Course Description:

This course will introduce design and user research methods to redefine problems for the real needs. These methods will be used to investigate the users' and other stakeholders' needs, understand the problems to solve, and ideate and prototype solutions. This course is practice-driven, both through in-class exercises and a semester-long project aiming to define problems on-campus and propose adequate solutions.

Learning Outcomes:

By the end of the course, students will be able to:

- Understand the different research methods and their application
- Empathise with the user and redefine problems
- Generate new ideas based on prior research
- Justify technical choices based on research findings

Grading:

Project	**80%**
Project deliverables	30%
Mid-project presentation	20%
Final presentation	30%
Presence and participation	**20%**

Resources:

This course presents materials at the intersection of multiple fields. As such, there is no reference textbook for this class. The following resources are highly related to this course:

[1] IDEO Design Kit: https://www.designkit.org/

[2] User Research and Design: https://think.design/services/user-research-company/

[3] Rodgers, P.A. and Milton, A., 2013. *Research methods for product design*.

These resources can be informative beyond the scope of the class. Note that most of these books focus on a specific field

[1] Wickens, C.D., Helton, W.S., Hollands, J.G. and Banbury, S., 2021. *Engineering psychology and human performance*. Routledge.

[2] Preece, J.; Rogers, Y. & Sharp, H. (2015), *Interaction Design: Beyond Human-Computer Interaction* , Wiley , Hoboken, NJ .