ICT 325
Human-Computer Interaction

Unit Information

Semester 2, 2005 Version 1.5

Unit coordinator
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Division of Arts
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MURDOCH UNIVERSITY
PERTH, WESTERN AUSTRALIA
This information should be read in conjunction with the Guide to Studying at Murdoch booklet, the Unit Welcome Page at http://online.murdoch.edu.au/public/ICT325, and the material provided on the unit website which can be accessed via MyWebCT at http://online.murdoch.edu.au/

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<td>Usability Evaluation</td>
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<td>Multimedia and Websites</td>
<td>21</td>
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Introduction

Unit overview

Welcome to ICT325, Human-Computer Interaction. This unit examines human-computer interaction (HCI) issues relevant to the design and evaluation of information systems, multimedia, World Wide Web sites, interactive TV and games. It covers user interface design and evaluation, and also includes consideration of cultural, disability and computer supported collaborative work aspects of HCI. The unit emphasises the importance of the determination of user's requirements and the participative design of interaction scenarios to match their needs. The unit includes consideration of the contribution of other disciplines (for example, psychology) to an understanding of effective design of HCI.

Prerequisites

You will need to have completed.

- B102/ICT102 Introduction to Computer Science, or
- B107/ICT107 Principles of Information Systems, or
- B108/ICT108 Introduction to Multimedia and the Internet, or
- An alternative appropriate unit, as approved by the Unit Coordinator.

Aims and objectives

Learning objectives

On successful completion of the unit you should be able to:

1. Understand the role and significance of human factors in the analysis, design and implementation of information systems and the development of multimedia, web sites and games.
2. Appreciate the distinction between (and interaction of) individual human-computer interaction aspects and organisational aspects of human factors;
3. Be aware of the psychological basics behind HCI;
4. Understand the principles behind effective design of interaction with information systems, multimedia, web sites and games;
5. Be able to list and explain example methodologies for effective user-centred, scenario based user interface design;
6. Be able to apply some specific techniques and tools for design of user interfaces, multimedia and web sites;
7. Understand and explain the role of usability evaluation of information systems (especially user interfaces, multimedia and web sites) and the relative virtues of a range of methods, techniques and tools;
8. Be able to prepare an appropriate usability evaluation plan for a prototype information system;
9. Be aware of usability issues concerning user instruction materials and help facilities;
10. Understand the role of HCI principles and techniques in design and evaluation of groupware and computer supported collaborative work (CSCW);
11. Be aware of cultural and disability factors which impact on HCI.
12. Use appropriate meta-skills in information acquisition (e.g. from websites), critical evaluation, analysis and problem solving, writing and presentation of ideas and an ability for continuing independent learning in this discipline;
13. Have an appreciation of relevant ethical issues and an ability to apply ethical principles and practices to the field of HCI;
14. Have an understanding of the multidisciplinary nature of HCI and its impact on people at the individual, group, organization and society levels, including the importance of culture.

This unit will contribute to the development of the following Graduate Attributes:
1. Communication
2. Analysis and problem solving
3. Social interaction
4. In-depth professional knowledge
5. Social justice
6. Global perspectives
7. Interdisciplinarity
Contact Details

**Unit coordinator/ Lecturer**
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(08) 9360 2795 (Monday, Tuesday, Thursday)
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ECL 3.052

**Tutor**
Lavinia Pinto
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ECL 3.048

**Administrative contact**
Syliva Kaval
s.kaval@murdoch.edu.au
(08) 9360 2693
ECL 3.037
How to study this unit

This unit covers the following topics:

- Introduction to HCI
- Usability Evaluation Principles, Methods and Techniques
- Physical (Device) Aspects and Stress
- Psychological Basics
- Interaction Styles
- User-Centred Design Principles, Guidelines, Rules and Standards
- User Interface Design Methods
- Design of User Instruction and Support
- Design and Evaluation of Groupware and CSCW
- Cultural, International and Disability Aspects of HCI

Learning activities (Internal students only)

There is 3 hours of lectures and a 1-hour tutorial each week.

Lecture times: Monday 8.30-10.30am ECL South Street Campus, Murdoch. and Tuesday 8.30-9.30am ECL South Street Campus, Murdoch.

Tutorial times: To be advised in first lecture.

Attendance (Internal students only)

Students should attend at all lectures and tutorials.

Technical Help

For technical difficulties with WebCT contact the Student Helpdesk:

helpdesk@student.murdoch.edu.au
or phone +61-8- 9360 2000
or online: http://www.student.murdoch.edu.au/

For difficulties with other online materials contact your Unit Coordinator.
# Unit timetable

This timetable will help you to plan your study over the semester.

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topic</th>
<th>Assignments</th>
<th>Due date</th>
</tr>
</thead>
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<td><strong>Topic 1</strong> Introduction to HCI</td>
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<td>1.1 General HCI Concepts</td>
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<td>1.2 History of HCI</td>
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<td>1.3 Design for Usability</td>
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<td>1.4 Examples of HCI Jobs</td>
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<td>2.</td>
<td>1 Aug</td>
<td><strong>Topic 2</strong> Usability Evaluation Principles, Methods and Techniques</td>
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<td>2.1 Usability Definitions and Dimensions</td>
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<td>2.2 Use Scenarios</td>
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<td>2.3 Usability Evaluation Styles/Techniques</td>
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<td>3.</td>
<td>8 Aug</td>
<td><strong>Topic 3</strong> Physical (Device) Aspects and Stress</td>
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<td>3.1 Physical Interaction Devices (Input and Output)</td>
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<td>3.2 Physical Ergonomics and Stress</td>
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<td>4.</td>
<td>15 Aug</td>
<td><strong>Topic 4</strong> Psychological Basics</td>
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<td>4.1 Why is Psychology Important for HCI?</td>
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<td>4.2 'The Divided Mind' - Historical Approach by Philosophy and Psychology</td>
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<td>4.3 Perception and Attention</td>
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<td>5.</td>
<td>29 Aug</td>
<td><strong>Topic 5</strong> Interaction Styles</td>
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<td>5.1 Models of Interaction</td>
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<td>5.2 User Interface Types/Styles</td>
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<td>5.3 User Interface Metaphors</td>
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<td>5.4 Intelligent and Adaptive User Interfaces</td>
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<td>5.5 Multi-modal and Multimedia Systems</td>
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<td>5.6 World Wide Web Sites</td>
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<td>5.7 Interactive TV</td>
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<td>6.</td>
<td>5 Sep</td>
<td><strong>Topic 6</strong> User-Centred Design Principles, Guidelines, Rules &amp; Standards</td>
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<td>6.2 User Interface Design Principles</td>
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<td>6.4 Multimedia and Website Design Guidelines</td>
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<td>12 Sep</td>
<td><strong>Topic 7</strong> User Interface Design Methods</td>
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<td>7.1 User Interface Design Methodologies &amp; Prototyping</td>
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<td>7.2 User Interface Design Procedures</td>
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<td>7.3 Task Analysis and Models/Notations</td>
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<td>8.</td>
<td>19 Sep</td>
<td><strong>Topic 8</strong> User-Centred Design Principles, Guidelines, Rules &amp; Standards</td>
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<td>8.1 User-Centred Design Paradigm</td>
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<td>8.2 User Interface Design Principles</td>
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<td>8.3 User Interface Design Guidelines, Rules &amp; Standards</td>
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<td>8.4 Multimedia and Website Design Guidelines</td>
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<td><strong>Topic 9</strong> User Interface Design Methods</td>
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| 10.  | 10 Oct | **Topic 7** User Interface Design Methods (cont.)  
7.4 Design of Multimedia and Website Pages  
7.5 Development/Implementation of User Interfaces  
7.6 User Interface Design/Development Tools | | |
| 11.  | 17 Oct | **Topic 8** Design of User Instruction and Support  
8.1 Methods of User Instruction and Support  
8.2 Designing User Documentation and Help | Assignment 2 due Friday 1 pm | 21 Oct 2005 |
| 12.  | 24 Oct | **Topic 9** Design and Evaluation of Groupware and CSCW  
9.1 Group Cognition  
9.2 Groupware  
9.3 CSCW - Issues/Techniques | | |
| 13.  | 31 Oct | **Topic 10** Cultural, International & Disability Aspects of HCI  
10.1 Cultural/Language Differences & Design of International UI  
10.2 HCI Design Approaches re Individual Differences and Disabilities (Including Age) | Journal 4 – Topics 6, 7, 8 Friday 1 pm | 4 Nov 2005 |
| 7 Nov |      | **Study Break** | | |
| 14 Nov |      | **Assessment Period** | | |
Resources for the unit

Unit materials

To undertake study in this unit, you will need:

**Essential textbook**


Additional readings: For some topics, additional reading will be available via WebCT> Lecture Materials.

**Other references**

**Recommended reading** (on Reserve In Murdoch University Library):

Other useful readings in the library:
This is a comprehensive list of readings available in the Murdoch library. As this list is very long, it is included in an appendix on page 18.

Also relevant to this unit are many journals, including:
- Information Technology and People
- ACM Transactions On Computer-Human Interaction
- SIGCHI Bulletin (ACM)
- Interactions (ACM)
- Interacting with Computers (Butterworth-Heinemann)
- Behaviour & Information Technology (Taylor & Francis)
- Human-Computer Interaction (Erlbaum)
- Hypermedia (Taylor Graham)
- International Journal of HCI (Ablex)
- Journal of Organizational Computing (Ablex)
- Journal of Computer Mediated Communication (www.jcmc.indiana.edu)

Note: Many of these journals are available through the library catalogue or library portal.

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Online Resources

Unit Welcome Page

The WebCT login page for online access to this unit is at
http://online.murdoch.edu.au

Note: If you cannot obtain access to WebCT, please contact Diana Adorno (d.adorno@murdoch.edu.au)

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Library resources

Past exam papers
http://wwwlib.murdoch.edu.au/exams/
Note that the unit code was previously B325.

E-Reserve
http://wwwlib.murdoch.edu.au/ereserve/

Subject Guide: Information Technology

Library Portal
http://wwwlib.murdoch.edu.au/aarlin/
Assessment processes

Assessment components

You will be assessed on the basis of:

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<td>Assignment 2</td>
<td>Individual assignment</td>
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<td>21 Oct 2005</td>
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<td>Topic 1</td>
<td>Journal 1</td>
<td>5%</td>
<td>5 Aug 2005</td>
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<td>Topics 2, 3</td>
<td>Journal 2</td>
<td>5%</td>
<td>2 Sep 2005</td>
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<td>Topics 4, 5</td>
<td>Journal 3</td>
<td>5%</td>
<td>30 Sep 2005</td>
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<td>Topics 6, 7, 8</td>
<td>Journal 4</td>
<td>5%</td>
<td>4 Nov 2005</td>
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<td>All</td>
<td>3-hour short answer &amp; extended response</td>
<td>50%</td>
<td>Assessment period</td>
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*Note: All Assignments and journals are due at 1pm of the due date.*

Reflective Journals

*Note: It is the responsibility of all students to keep a copy of all assignments handed in for assessment. For details of reflective journal submission requirements, see Reflective Journals on page 16.*

Assignments

There are two assignments for this unit worth a total of 30% of the unit marks.

Late submission

Assessment submissions that are not received by the due date will be regarded as late unless an extension has been granted by the unit coordinator. Applications for extensions should be made as soon as a problem is experienced and must be accompanied by documentation, such as a doctor’s certificate. Late work will attract a penalty of 10% of the mark for that piece of assessment per 24 hours late, up to and including 10 days late. Work submitted more than 10 days late will not be marked.

Examination

The final examination will be a closed-book 3-hour examination covering all Topics. Students will be able to take into the exam one A4 sheet (both sides) of their own handwritten notes (no photo reductions).
The exam consists of both short and extended answers.

- Students should bring identification to the exam
- Students have a right to see marked scripts (within 14 days of the posting of results).


**Deferred Assessment**

If students wish to apply for deferred assessment they should contact the Unit Coordinator and the Examinations Office as soon as possible.

**Attendance/participation requirements**

Students should attend all tutorials. Students are expected to be prepared in order to participate in discussion and activities each week. If unable to attend, please notify your tutor before the tutorial. Attendance at tutorials will be noted and taken into consideration when deciding upon marginal grades (and offering of supplementary assessments) for students at the end of semester.

**Determination of the final grade**

In order to pass this unit, you must:

- Submit assignment 1, assignment 2, complete at least 2 reflective journals and sit the final exam, and
- Achieve a satisfactory performance (normally 50% or higher) in the entire unit.

Your final grade for the unit will be based on your combined aggregate score for the reflective journals, assignments and examination components. Your final grade will be reported by a letter grade according to the following percentage ranges.

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<th>Notation</th>
<th>Grade</th>
<th>Percentage Range</th>
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<td>HD</td>
<td>High Distinction</td>
<td>80 – 100</td>
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<tr>
<td>D</td>
<td>Distinction</td>
<td>70 – 79</td>
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<tr>
<td>C</td>
<td>Credit</td>
<td>60 – 69</td>
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<td>P</td>
<td>Pass</td>
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<td>50 or above</td>
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<td>N</td>
<td>Fail</td>
<td>Below 50</td>
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<tr>
<td>DNS</td>
<td>Fail</td>
<td>Fail, did not submit any assignments after HECS census date</td>
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<tr>
<td>S</td>
<td>Supplementary Assessment</td>
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*The award of the grade of S shall be at the discretion of the unit coordinator.


The grade descriptors are provided in the *Murdoch University Handbook and Calendar* and at [http://www.murdoch.edu.au/vco/secretariat/admin/codes/assess.html#5](http://www.murdoch.edu.au/vco/secretariat/admin/codes/assess.html#5)
University policy on assessment

Assessment for this unit is in accordance with the provisions of Degree regulations 40–48. Check these in the current Murdoch University Handbook and Calendar or http://www.murdoch.edu.au/admin/legsln/regs/bachelor.html#assessment

Assessment roles and responsibilities
Please refer to the University Policy at:

Honesty in assessment and avoiding plagiarism
For guidelines on honesty in assessment including avoiding plagiarism, see http://www.murdoch.edu.au/admin/discipline/

The University regards most seriously any acts of dishonesty relating to assessment. Cheating includes plagiarism, unauthorised collaboration, examination misconduct and theft of other students’ work. Acting unfairly or dishonestly in assessment is defined as misconduct under the Discipline Statute, and depending on the seriousness of the case, can lead to a requirement to undertake additional work, failure in a unit or in part of it, suspension from the University or even permanent expulsion from the University.

The University regards any form of cheating as a serious matter of academic dishonesty, which threatens the integrity of the assessment processes and awards of the University, to the detriment of all other students and graduates of the University.

Plagiarism constitutes using the work of another without indicating by referencing (and by quotation marks where exact phrases or passages are borrowed) that the ideas expressed are not one’s own. Students can use the ideas and information from other authors, but this use must be acknowledged. It is also not acceptable to submit an assignment, which is simply paraphrasing of extracts from other authors: the work submitted must include some intellectual contribution of the students’ own. The Foundation Units in particular assist students in identifying plagiarism, which may be an acceptable practice elsewhere but is not acceptable within universities.

NOTE: SPECIAL CARE SHOULD BE TAKEN REGARDING ANY MATERIAL COPIED FROM WEB SITES. IT MUST BE FULLY REFERENCED (INCLUDING DATE & URL) AND QUOTATION MARKS USED, WHERE APPROPRIATE, AS FOR OTHER TYPE OF REFERENCE MATERIAL.

Resubmission of previously marked work – the submission of the same piece of work for assessment in two different units by the student author - is not acceptable practice if it is not acknowledged.

Unauthorised collaboration ('collusion') constitutes joint effort between students, or students and others, in preparing material submitted for assessment, except where this has been approved by the Unit Co-ordinator. Students are encouraged to discuss matters covered in units, but when writing an assignment, computer program, laboratory report or other piece of assessed work, the recording and treatment of data and the expression of ideas and argument must be the student’s own.
Non-Discriminatory Language

The University is committed to the use of non-discriminatory language in all forms of communication. Students and staff should avoid the use of discriminatory language in units and in all other activities within the University. This applies to both oral and written communication.

Discriminatory language is that which refers in abusive terms to gender, race, age, sexual orientation, citizenship or nationality, ethnic or language background, physical or mental ability, or political or religious views, or which stereotyping groups in an adverse manner that is not supported by evidence. This is not meant to preclude or inhibit legitimate academic debate on any issue; however the language used in such debate should be non-discriminatory and sensitive to these matters.

Important Dates

Note that there are some important dates that may affect your assessment, including:
- Last day to withdraw without incurring HECS liability
- Last day to withdraw without result appearing on academic record.
- Last day to withdraw for a Withdrawn (WD) result (after which a Fail (N) will be recorded against results.

For important dates in the handbook, see http://www.oss.murdoch.edu.au/timetables/
FOUR

Assessment details

Assignment cover sheets

All assignments and Reflective Journals submitted must use a standard cover sheet available at: http://online.murdoch.edu.au/

Reflective Journals

This assessment task is designed to give you experience in critically reviewing and recording your thoughts about material from a variety of sources. As information systems analysts (or multimedia developers) it is important to reflect (think critically) about what you do. Recording your thoughts (e.g. through the course of a project) can be very helpful. The reflective journal is designed to give you experience in this technique. It is also intended to encourage you to keep up to date with the set readings and visits to appropriate websites.

The entries in the journal should not be just summaries of the lecture notes or readings. What is required are your reactions to the material in the Reader and how the material relates to other material in the Reader and relevant experiences of your own, i.e. comparisons, supporting themes, disagreements, etc. You might also want to include definitions of unfamiliar terms and useful quotes.

Source material for your thoughts, and hence comments, can include: the lecture notes; set readings; the textbook and other texts; websites; readings from other units; project activities; user interfaces you use; TV programs, newspapers, magazines and other media relating to IT; and anything else which you can meaningfully relate to the topics of this unit.

What to submit

You are to include in your journal entry for each topic:

1. Coversheet
2. Journal (1200 words + 3-websites)
3. Grading sheet

1. Standard cover sheet & document template
   - A standard cover sheet
   - On each page in the header or footer, ensure that you have included:
     - Your name,
     - Student number,
     - Unit number
     - Topic number and
     - Topic name.
If you wish to use it, there is a journal template provided via WebCT at: (http://online.murdoch.edu.au/)

2. Journal (Number of words)
   - A 1200-word (minimum) reflective journal for each topic, and
   - You can also include graphics if you wish, in addition to the text.

3. Website references
   - At least three websites that you have visited, which relate directly to the material for that topic. For each website:
     - Record the URL
     - Very briefly summarise what is in the site, and
     - Comment on your reactions to it.
   - There are many sites, and sites summarising sites - you may well find ones not on the website list provided - please report their URLs so that the list can be improved. Also please report if a listed site no longer exists.

4. Standard referencing
   - Important: When referring to any material in your journal, you must cite them correctly. Any referencing style is acceptable provided you are consistent, however, the Harvard referencing style is preferred.
   - APA (Useful for electronic references) http://wwwlib.murdoch.edu.au/find/citation/apa.html

5. Grade your own journal
   - Include a grading sheet for your journal and mark your own work before submission. The tutor will also mark your work.
   - The grading sheet is available at: http://online.murdoch.edu.au/

   Tips
   - Don't leave your journal writing until just before the submission deadline – comment on readings immediately after you read them.

   Confidentiality
   - Your journal is for your thoughts and, although your tutor must read them for marking purposes, she will respect your confidentiality.

   Examples
   - Some examples of past student's journal entries are provided on the ICT325 WebCT site under ‘Unit Information’

   Commonly asked Questions
   - There is a list of commonly asked questions available to help you with the reflective journals at: http://online.murdoch.edu.au/ under ‘Unit Information’

Assignments
   - Information about the assignments will be provided in Week 4.
APPENDIX

Further Reading

General HCI Readings


User Interface Design


Thimbleby, H. (1990) User Interface Design. Addison-Wesley. [005.1 THI]
Usability Evaluation


See also the texts in Reserve list.

Multimedia and Websites


See also the texts in Reserve list.