

## **MEJO 336-001 | AD UX & ENGAGEMENT DESIGN | SPRING 2019**

### **UNC School of Media and Journalism**

**3 Credits | Mondays and Wednesdays | 3:35 p.m. to 4:50 p.m. | Carroll Hall, Room 128**

### **INSTRUCTOR**

Lisa Villamil

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### **OFFICE HOURS**

Tuesday | 1:30 p.m. to 3:30 p.m. or by appointment

### **COURSE APPROACH**

This course will teach you how to think and design as a best-practice UX/UI and interaction designer placing user needs, client needs, digital framework and time limitations front and center of your work process. You will learn to respect and take advantage of the many disciplines involved in developing great digital product and service design. These include business, marketing, information technology, information architecture, copywriting, messaging, sales, visual design, education, and entertainment. This course is progressive in nature and centered on a series of studio projects as well as lectures, readings, tutorials, and quizzes. Design is also an intellectual activity so we will discuss and critique professional and student design work during the semester. This will deepen your appreciation of experience design and teach you how to professionally evaluate and articulate strategic and creative ideas.

### **OBJECTIVES**

- Learn to think and work with a fluid, entrepreneurial mindset
- Analyze and develop insight into the digital world of connectivity to knowledge, markets, services, and community
- Experience the user-centered design approach of the experience designer
- Develop a working sketch process for idea development and team communication
- Develop and expand vocabulary for professional design, visual communication, and interaction practice
- Apply design thinking as a way to understand and meet user needs with innovative solutions
- Integrate business strategy, user needs, e-commerce, conversion, and analytics to create engaging digital products
- Produce and present maps, personas, wireframes, prototypes, and full design for digital products
- Develop an awareness and ability to design for diverse user needs and cultural differences
- Master usability testing as an ongoing step in UX/UI and interaction design development
- Apply design principles to solve form, composition, color and typography problems and support UX strategy
- Articulate in words (critiques) and writing (UX strategy) business and creative ideas as a professional
- Develop intermediate skills and knowledge working with professional design and UX software
- Gain an understanding of experience, design, and engagement as communication professions
- Leave a best practitioner for designing positive and productive experiences for users and clients

### **ATTENDANCE POLICY**

Regular class attendance is a student obligation. Students are responsible for all of their work, including assessments, tests, and written work, and for all class meetings. If a course instructor chooses to take attendance and sees that a student misses three or more consecutive class meetings or misses more classes than the course instructor thinks advisable, the instructor may report the facts to the student's advisor and/or academic dean.

No right or privilege exists that permits a student to be absent from any class meetings, except for these University Approved Absences:

1. Authorized University activities
2. Disability/religious observance/pregnancy, as required by law and approved by Accessibility Resources and Service and/or the Equal Opportunity and Compliance Office (EOC)
3. Significant health condition and/or personal/family emergency as approved by the Office of the Dean of Students, Gender Violence Service Coordinators, and/or the Equal Opportunity and Compliance Office (EOC).

For further information see <http://catalog.unc.edu/policies-procedures/attendance-grading-examination/#text>

## **CLASS EXPECTATIONS**

Most class sessions will consist of lecture, discussion and independent lab time to work on current projects. Students should plan on spending a generous amount of additional lab time outside of class to complete readings, tutorials, and projects. You are expected to come to every class on time, interact with your classmates and me, and work hard inside and outside of lab. Once class has started, you are expected NOT to check your cell phone or browse non-course related websites during class. This is distracting to students around you and to me. Also, please be aware that you will be working in a computer lab filled with expensive equipment. Drinks are not allowed on desks next to computers. No food is allowed. If you must eat, please make arrangements with me prior to class.

## **REQUIRED MATERIAL**

### **Textbook (required)**

UX Strategy (2015)  
 Jamie Levy  
 O'Reilly  
 ISBN- 978-1449372866

### **TUTORIALS (required / free and online)**

Lynda.com / A Lynda.com subscription is free to UNC students. <https://software.sites.unc.edu/lynda/>

### **SOFTWARE (required / free and online)**

This course uses several applications and services from the Adobe Creative Cloud. UNC Chapel Hill provides students with a *free* subscription to Adobe Creative Cloud. Directions for accessing Adobe CC and the required UNC Virtual Private Network (VPN) are provided on the Sakai course site.

### **ADDITIONAL COURSE MATERIALS**

Wireless mouse, notebook, earbuds, file back-up using UNC Microsoft OneDrive, the Cloud or an external hard-drive

## **DETERMINATION OF GRADE**

### **GRADING SCALE**

A = 94 and higher  
 A- = 90 – 93  
 B+ = 87 – 89  
 B = 84 – 86  
 B- = 80 – 83  
 C+ = 77 – 79  
 C = 74 – 76  
 C- = 70 – 73  
 D = below 70

### **GRADING RUBRIC**

Participation: 10% (attendance, participation in class and online discussions, demonstrated passion)  
 Strategy and writing assignments: 20% (critical thinking, analysis, synthesis, writing skills)  
 Design projects: 70% (creativity, strategy, design, execution)

### **EXPLANATION OF COURSE LETTER GRADES**

A Excellent: Mastery performance that is above and beyond (original)  
 B Strong: Strong performance demonstrating a high level of attainment (competent)  
 C Adequate: An acceptable performance demonstrating an adequate level of attainment (solid)  
 D Marginal: Performance demonstrating a minimal passing level (weak)  
 F Fail: For whatever reason, an extremely poor performance (unacceptable)

### **EXPLANATION OF DESIGN GRADING AND FEEDBACK**

Your grade will be based on objective and subjective criteria as is the standard in creative arts and in professional practice where your work will be evaluated by clients and supervisors of differing backgrounds.

To help you develop as a designer and creative strategist, I use a grading rubric that helps you understand your strengths and weaknesses. In class, you will receive ongoing feedback and evaluation during the design-making process and through formal class critiques. Feedback takes the form of instructor/student conversations, peer critiques, class critiques, online critique forums, and grading comments. I cannot stress enough the importance of class discussions. I recommend you listen carefully and write notes in your sketchbook to accelerate learning.

All grades and all course materials are posted on the course Sakai site. You can access information 24/7.

### **Honor Code:**

I expect that each student will conduct himself or herself within the guidelines of the University honor system (<http://honor.unc.edu>). All academic work should be done with the high levels of honesty and integrity that this University demands. You are expected to produce your own work in this class. Using a set-up sound bite is a violation of the honor code. If you have any questions about your responsibility or your instructor's responsibility as a faculty member under the Honor Code, please see the course instructor or Senior Associate Dean C. A. Tuggle, or you may speak with a representative of the Student Attorney Office or the Office of the Dean of Students.

### **Seeking Help:**

If you need individual assistance, it's your responsibility to meet with the instructor. If you are serious about wanting to improve your performance in the course, the time to seek help is as soon as you are aware of the problem – whether the problem is difficulty with course material, a disability, or an illness.

### **Diversity:**

The University's policy on Prohibiting Harassment and Discrimination is outlined in the 2011-2012 Undergraduate Bulletin <http://www.unc.edu/ugradbulletin/>. UNC is committed to providing an inclusive and welcoming environment for all members of our community and does not discriminate in offering access to its educational programs and activities on the basis of age, gender, race, color, national origin, religion, creed, disability, veteran's status, sexual orientation, gender identity, or gender expression.

### **Special Accommodations:**

If you require special accommodations to attend or participate in this course, please let the instructor know as soon as possible. If you need information about disabilities visit the Department of Disability Services website at <http://disabilityservices.unc.edu/>

### **ACCREDITATION:**

The School of Journalism and Mass Communication's accrediting body outlines a number of values you should be aware of and competencies you should be able to demonstrate by the time you graduate from our program. Learn more about them here:

<http://www2.ku.edu/~acejmc/PROGRAM/PRINCIPLES.SHTML#vals&comps>

No single course could possibly give you all of these values and competencies; but collectively, our classes are designed to build your abilities in each of these areas. In this class, we will address a number of the values and competencies, with special emphasis on the last six bullet points under "Professional values and competencies" in the link above.

### **SCHEDULE**

**WEEK 1** | *January 9* | Introduction

**WEEK 2** | *January 14-16* | The connected world

**WEEK 3** | *January 23* | Design thinking

**WEEK 4** | *January 28-30* | UX strategy

**WEEK 5** | *February 4-6* | Business strategy

**WEEK 6** | *February 11-13* | Usability

**WEEK 7** | *February 18-20* | Validation

**WEEK 8** | *February 25-27* | Findings

**WEEK 9** | *March 4-6* | Startup

**WEEK 10** | *March 11-13* | Spring break

**WEEK 11** | *March 18-20* | Journey, flow, personas

**WEEK 12** | *March 25-27* | UI Design

**WEEK 13** | *April 1-3* | Conversion

**WEEK 14** | *April 8-10* | Interactive prototype

**WEEK 15** | *April 15-17* | Pitch

**WEEK 16** | *April 22-24* | Pitch

*Last day of classes: Friday, April 26, 2019*

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**FINAL EXAM: Monday, April 29, 2019 at 8 a.m. in Room 268 (mandatory attendance)**