

# The Rat is Never Wrong: An Introduction to the Methods of User-Centered Design

## Presenters

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## Session Outline

- The Importance of Good Design
- Participatory Design and How It Relates to Library and Learning Spaces
- A Taste of Data
- Data Gathering Methods
- Analyzing and Using Data
- Design and Implementation
- Collaborating with Others on Design Projects

## Steps in Planning a Project

A workbook that details this process in greater detail can be found at

<http://www.ethnoproject.info/workbook/>

1. Identify desired outcomes
2. Select the group you will study, based on the desired outcomes
3. Review the literature
4. Write a project statement
5. Recruit project staff
6. Choose and plan your methods
7. Create a research schedule
8. Create information-gathering protocols and forms (interview questions, plans for observation, communication forms, information forms, consent forms)
9. Apply for a human subjects exemption
10. Set up a budget
11. Get equipment and supplies
12. Set up a system for storing and cataloging data
13. Engage outside experts, if needed
14. Build partnerships with others on campus and plan communications
15. Anticipate whether you will publish or make presentations on the results, considering who will do this

## Sources of Information

The materials below, as well as a growing number of links to other materials relevant to participatory design in higher education can be found at <http://www.ethnoproject.info> . You can also subscribe to a forum/email list/RSS feed to stay informed about additions to this resource via the website.

**“Introduction to User-Centered Design”** by Eric Gordon, Ph.D. and Katelyn Ludwig: an overview of user-centered design processes, their theoretical underpinnings, and their benefits

<http://www.ethnoproject.info/reader/linkedreview.htm>

### **Annotated Bibliography**

Works about user-centered design, including methodology, and applications in higher education

[http://wiki.itg.emerson.edu/infocommons/index.php?title=Main\\_Page](http://wiki.itg.emerson.edu/infocommons/index.php?title=Main_Page)

### **Study of grey literature and institutional repositories**

Shared Results from the University of Rochester, River Campus Libraries'

<http://docushare.lib.rochester.edu/docushare/dsweb/View/Collection-331>

### **Study of undergraduates and how they write research papers**

Shared Results from the University of Rochester, River Campus Libraries'

<http://docushare.lib.rochester.edu/docushare/dsweb/View/Collection-2795>

### **Project statement for study of undergraduates**

University of Rochester, River Campus Libraries'

<http://docushare.lib.rochester.edu/docushare/dsweb/Get/Document-21767/U%20of%20Rochester%20undergraduate%20project%20statement.pdf>