General Information

Unit convenor and teaching staff
Unit Convener
Mark Wiggins
mark.wiggins@mq.edu.au
Contact via Email
16 University Avenue, Room 2.367
By Appointment

Credit points
10

Prerequisites
Admission to GradCertBusPsy or GradDipBusPsy or MCTerrorism or MCrim or MCyberSecAnalysis or MIntell or MSecStrategicStud

Corequisites

Co-badged status

Unit description
This unit will provide students with an introductory knowledge of the role of human factors in new technologies. Practical components of the unit focus on the conduct of usability assessments in identifying and remediating issues that impede human performance.

Important Academic Dates
Information about important academic dates including deadlines for withdrawing from units are available at https://www.mq.edu.au/study/calendar-of-dates

Learning Outcomes
On successful completion of this unit, you will be able to:

UL01: Demonstrate knowledge by critically analysing models and theories that purport to explain human performance and technology.

UL02: Apply and differentiate the strategies associated with proactive and reactive human performance assessment, including practical issues and challenges.

UL03: Diagnose human factors-related issues in the context of an applied industrial environment

UL04: Propose solutions to improve the relationship between human performance and
General Assessment Information

User Experience Report

This assessment task involves a report in which you examine a website of your choice and provide recommendations to address any user experience or usability issues identified.

Your submission should be formulated as an industry report, and must include:

1. A description of the website (include a wireframe), a summary of the significance of the website for the organisation, and an outline of the intended goals of the report;
2. A description of the investigative approach(es) and a justification of the tools selected to identify both positive and negative features of the website;
3. A summary of the outcomes of the investigation (e.g. audit outcomes, user perceptions/expectations, frequency of errors, path summary)
4. Specific recommendations to improve user experience and the usability of the website.

Quiz Questions

Completion of the multiple choice questions associated with each video recording is a unit requirement. While it does not carry any weight towards the final mark, the failure to complete the questions successfully may result in failure of the unit.

Examination

This task involves an examination of the work that you have covered throughout the semester. The examination is conducted online and is 90 minutes in duration. The responses are short-answer, and questions will be drawn directly from the learning objectives that accompany each class.

Late Submissions and Penalties

Late submissions, without an approved extension, will receive a 5% per day penalty including weekends and public holidays. No late submissions will be accepted more than 5 days after the submission deadline, unless special consideration has been granted. No further submissions will be accepted after the marked assignments are returned and feedback is released to students.

Word Count Penalty

5% of the possible mark will be deducted per 100 words over the word limit for an assessment task. An additional 99 words beyond the limit can be written without penalty.
### Assessment Tasks

<table>
<thead>
<tr>
<th>Name</th>
<th>Weighting</th>
<th>Hurdle</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fortnightly Quiz questions</td>
<td>0%</td>
<td>No</td>
<td>Midnight 11/6/22</td>
</tr>
<tr>
<td>User Experience Report</td>
<td>50%</td>
<td>No</td>
<td>Midnight 7/5/22</td>
</tr>
<tr>
<td>Examination</td>
<td>50%</td>
<td>No</td>
<td>5.00pm 25/5/22</td>
</tr>
</tbody>
</table>

#### Fortnightly Quiz questions

Assessment Type 1: Quiz/Test  
Indicative Time on Task 2: 4 hours  
Due: Midnight 11/6/22  
Weighting: 0%

Completion of the multiple choice questions associated with each video recording

On successful completion you will be able to:
- Demonstrate knowledge by critically analysing models and theories that purport to explain human performance and technology.
- Apply and differentiate the strategies associated with proactive and reactive human performance assessment, including practical issues and challenges.

#### User Experience Report

Assessment Type 1: Report  
Indicative Time on Task 2: 48 hours  
Due: Midnight 7/5/22  
Weighting: 50%

This assessment task involves a report in which you examine a website of your choice and provide recommendations to address any user experience or usability issues identified.

On successful completion you will be able to:
- Demonstrate knowledge by critically analysing models and theories that purport to explain human performance and technology.
**Unit guide** PSYB8962 Human Factors in New Technology

- Apply and differentiate the strategies associated with proactive and reactive human performance assessment, including practical issues and challenges.
- Diagnose human factors-related issues in the context of an applied industrial environment
- Propose solutions to improve the relationship between human performance and technology.

**Examination**

Assessment Type 1: Examination  
Indicative Time on Task 2: 48 hours

Due: 5.00pm 25/5/22  
Weighting: 50%

Examination of course material

On successful completion you will be able to:

- Demonstrate knowledge by critically analysing models and theories that purport to explain human performance and technology.
- Apply and differentiate the strategies associated with proactive and reactive human performance assessment, including practical issues and challenges.
- Diagnose human factors-related issues in the context of an applied industrial environment
- Propose solutions to improve the relationship between human performance and technology.

1 If you need help with your assignment, please contact:

- the academic teaching staff in your unit for guidance in understanding or completing this type of assessment
- the **Writing Centre** for academic skills support.

2 Indicative time-on-task is an estimate of the time required for completion of the assessment task and is subject to individual variation

**Delivery and Resources**

This unit consists of alternating on-campus and on-line classes. Where a class is delivered on-line, students will be expected to: (a) Review a 20 minute (approx.) video clip, read the relevant
chapter in the textbook together with one or two additional papers, answer questions to a short, on-line quiz, and undertake any activities as directed for that week. Students are expected to attend all scheduled classes. Learning objectives and assessment activities are based on the requirements of a minimum 80% on-campus class attendance. If there are exceptional circumstances where a session must be missed, this will need to be arranged with the unit convener in advance. Failure to do so implies a lack of professionalism.


**Readings:** Essential readings are prescribed each week (see Topic Notes) and are available via Leganto accessible through the iLearn site for this unit.

### Unit Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Mode</th>
<th>Reading Requirements</th>
<th>Assessments</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 23</td>
<td>Introduction to Human Factors</td>
<td>On-Campus</td>
<td>Chapter 1</td>
<td></td>
</tr>
<tr>
<td>March 2</td>
<td>Human Factors in Organisations</td>
<td>On-Campus</td>
<td>Chapter 11 (See Topic Notes for Readings)</td>
<td></td>
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<tr>
<td>March 9</td>
<td>User Experience and Usability</td>
<td>Online Recording</td>
<td>Chapter 5 (See Topic Notes for Readings)</td>
<td>Online Quiz</td>
</tr>
<tr>
<td>March 16</td>
<td>Human Factors and Cognition</td>
<td>On-Campus</td>
<td>Chapter 7 (See Topic Notes for Readings)</td>
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<tr>
<td>March 23</td>
<td>Human Factors and Systems Design</td>
<td>Online</td>
<td>Chapter 10 (See Topic Notes for Readings)</td>
<td>Online Quiz</td>
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<tr>
<td>March 30</td>
<td>Human Factors and Workload</td>
<td>On-Campus</td>
<td>Chapter 6 (See Topic Notes for Readings)</td>
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<tr>
<td>April 6</td>
<td>Human Factors Testing</td>
<td>Online</td>
<td>Chapter 2 (See Topic Notes for Readings)</td>
<td>Online Quiz</td>
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<tr>
<td>April 27</td>
<td>Human Factors and Simulation</td>
<td>On-Campus</td>
<td>(See Topic Notes for Readings)</td>
<td></td>
</tr>
<tr>
<td>May 4</td>
<td>Human Factors and Work Design</td>
<td>Online</td>
<td>Chapter 9 (See Topic Notes for Readings)</td>
<td>Online Quiz</td>
</tr>
<tr>
<td>May 11</td>
<td>Human Factors and Fatigue</td>
<td>On-Campus</td>
<td>(See Topic Notes for Readings)</td>
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Macquarie University policies and procedures are accessible from Policy Central (https://policies.mq.edu.au). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- Academic Appeals Policy
- Academic Integrity Policy
- Academic Progression Policy
- Assessment Policy
- Fitness to Practice Procedure
- Assessment Procedure
- Complaints Resolution Procedure for Students and Members of the Public
- Special Consideration Policy

Students seeking more policy resources can visit Student Policies (https://students.mq.edu.au/support/study/policies). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

To find other policies relating to Teaching and Learning, visit Policy Central (https://policies.mq.edu.au) and use the search tool.

Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: https://students.mq.edu.au/admin/other-resources/student-conduct

Results

Results published on platform other than eStudent, (eg. iLearn, Coursera etc.) or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in eStudent. For more information visit ask.mq.edu.au or if you are a Global MBA student contact globalmba.support@mq.edu.au

Academic Integrity

At Macquarie, we believe academic integrity – honesty, respect, trust, responsibility, fairness and courage – is at the core of learning, teaching and research. We recognise that meeting the expectations required to complete your assessments can be challenging. So, we offer you a range of resources and services to help you reach your potential, including free online writing an
Student Support

Macquarie University provides a range of support services for students. For details, visit http://students.mq.edu.au/support/

The Writing Centre

The Writing Centre provides resources to develop your English language proficiency, academic writing, and communication skills.

- Workshops
- Chat with a WriteWISE peer writing leader
- Access StudyWISE
- Upload an assignment to Studiosity
- Complete the Academic Integrity Module

The Library provides online and face to face support to help you find and use relevant information resources.

- Subject and Research Guides
- Ask a Librarian

Student Services and Support

Macquarie University offers a range of Student Support Services including:

- IT Support
- Accessibility and disability support with study
- Mental health support
- Safety support to respond to bullying, harassment, sexual harassment and sexual assault
- Social support including information about finances, tenancy and legal issues

Student Enquiries

Got a question? Ask us via AskMQ, or contact Service Connect.

IT Help

For help with University computer systems and technology, visit http://www.mq.edu.au/about_us/
When using the University's IT, you must adhere to the **Acceptable Use of IT Resources Policy**. The policy applies to all who connect to the MQ network including students.