Optimizing Human-Computer Interaction With Emerging Technologies

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Chapter 8
Guidelines Based on Need-Findings Study and Communication Types to Design Interactions for MOOCs

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ABSTRACT

Experts affirm that interaction in learning settings represent a necessary process for knowledge acquisition and cognitive development. In this vein, is crucial to ensure effective interaction and communication through the user interface of MOOCs. This work proposes a set of design guidelines as starting point for developers to integrate a set of interactive elements into the MOOCs' user interface oriented to foster the four basic types for communication in distance education. The design guidelines were conformed through a need-findings process (observing people-interviewing), in which 35 participants provided their user experience perceptions after using MOOCs from edX; Coursera; and Udacity. Obtained results suggest a particular set of interactive communication elements that should be incorporated in every MOOC's user interface.

INTRODUCTION

Nowadays, the teaching and learning demand is growing inordinately around the world; this phenomenon suggests the need of radical changes and innovative strategies oriented to reinforce currently available techniques.

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