SYLLABUS

ARTX-C1018 - Digital Service Design Project, Lecture, 6.9.2022-20.10.2022

LEARNING OUTCOMES

At the end of the course, students should be able to:

- make use of interaction design and service design in service development and evaluation
- carry out work in collaboration with a real partner and in a project team
- analyze an existing service experience from a multi stakeholder and organizational perspective, and identify front-stage opportunities for improvement
- justify a design solution and define the main benefits of the solution for its stakeholders
- develop a user journey and an interactive prototype and evaluate it with users
- apply basic co-design methods as part of the design process
- deepen their programming skills in service design

Credits: 9

Schedule: 06.09.2022 - 20.10.2022

Teacher in charge (valid for whole curriculum period): Antti Salovaara, Nuria Solsona Caba,

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Contact information for the course (applies in this implementation):
antti.salovaara@aalto.fi, nuria.solsona@aalto.fi

Language of instruction and studies (applies in this implementation):

Teaching language: English. Languages of study attainment: English

CONTENT, ASSESSMENT AND WORKLOAD

Content

- **valid for whole curriculum period:**

This is a project-based course where students will put into practice the key notions of service design in collaboration with a project partner. Students will work in groups on a given digital service design brief. By following the service design process, from research to testing, and by applying basic co-design methods and interaction design skills students will design an interactive prototype (digital) that demonstrates an improvement of the current service experience both for the partner and the end-user's perspectives. On each week, the course will consist of two sessions of lecture-based learning with applied exercises and one session for group tutorials. Students will be asked to conduct independently group work activities on a week by week basis and individual programming, reading and writing assignments during the course.

Assessment Methods and Criteria

- **valid for whole curriculum period:**
- 80% Attendance mandatory
- Weekly group assignments
- Final presentation and report
- Individual learning diaries
- Weekly programming exercises
- Participation in class

Workload

- **valid for whole curriculum period:**

  The total workload for the course (9 cr) amounts to 243 hours (1 ECTS credit = 27 hours).
  - Contact teaching 57h + 57h Reflection time
  - Group work 126 h
  - Individual work 30h

DETAILS

Study Material

- **valid for whole curriculum period:**

  A reading list is provided at the beginning of the course

Prerequisites

- **valid for whole curriculum period:**

Bachelor Programme in Design students need to have completed ARTX-C1002 Digital Design for People prior to taking the course. Students from other programmes are expected to have completed an introductory course on programming prior to entering the course.

SDG: Sustainable Development Goals

4 Quality Education

5 Gender Equality

8 Decent Work and Economic Growth

12 Responsible Production and Consumption

FURTHER INFORMATION

Further Information

Teaching Language : English

Teaching Period : 2022-2023 Autumn I
2023-2024 Autumn I

Registration for Courses:
Sisu. Priority order to courses is according to the order of priority decided by the Academic committee for School of Arts, Design and Architecture: https://www.aalto.fi/en/services/registering-to-courses-and-the-order-of-priority-at-aalto-arts

Enrollment :

For 2022/2023, the course has 35 study places.

For 2023/2024, the course has 45 study places.

A minimum of 20 students are required for running the course