

**COURSE DATA****Data Subject**

Code	33827
Name	Evaluation of Information Systems
Cycle	Grade
ECTS Credits	6.0
Academic year	2021 - 2022

Study (s)

Degree	Center	Acad. year	Period
1007 - Degree in Information and Documentation	Faculty of Geography and History	3	Second term

Subject-matter

Degree	Subject-matter	Character
1007 - Degree in Information and Documentation	3 - Planning, organization and evaluation of information units	Obligatory

Coordination

Name	Department
BOLAÑOS PIZARRO, MAXIMA	225 - History of Science and Documentation

SUMMARY

This is a core subject which covers the fundamentals of the general method of evaluation applied to the environment of information systems.

The objectives of the course are: to provide students with the scientific basis for decision making and for the systematic analysis as regards the operation of information systems.

Specifically, the subject explains the theoretical and practical components of the following elements:

- concept of evaluation
- general method of evaluation
- evaluation and quality
- criteria and indicators of quality assessment applied to information systems
- evaluation of input
- evaluation of the documentary process
- evaluation of document retrieval
- evaluation of user satisfaction



- evaluation of impact or benefit of information systems
- evaluation of web resources

PREVIOUS KNOWLEDGE

Relationship to other subjects of the same degree

There are no specified enrollment restrictions with other subjects of the curriculum.

Other requirements

OUTCOMES

1007 - Degree in Information and Documentation

- Capacity to write analytical reports and summaries with regard to management and organisation of information.
- Have skills for information management.
- Have problem-solving skills.
- Be able to apply critical reasoning to the analysis and assessment of alternatives.
- Show ethical commitment in the relationships with users and in information handling.
- Be able to adapt to changes in the environment.
- Be able to undertake improvements and propose innovations.
- Show creativity.
- Be able to analyse and interpret the information needs of actual and potential users, and to provide and organise the resources needed to ensure their satisfaction both with the information received and with their interaction with the information professional.
- Be able to detect training needs and to design and implement user training programmes aimed at improving their information skills.
- Be able to run marketing programmes and disseminate information systems and services.
- Be able to identify the strengths and weaknesses of an information service, system or product by establishing and using evaluation indicators and developing solutions to improve their quality.
- Be able to plan and organise information units.

LEARNING OUTCOMES

1. Development of critical thinking.
2. Application of the general evaluation methodology to decision making in relation to the selection of information resources and to the different phases of the design and management of information systems.



3. Knowledge of the actual operation of information systems.

DESCRIPTION OF CONTENTS

1. FUNDAMENTALS OF THE EVALUATION OF INFORMATION SYSTEMS

Unit 1. Concept of evaluation
Unit 2. General evaluation method
Unit 3. Evaluation and quality

2. OPERATIONAL APPROACH OF EVALUATION

Unit 4. Evaluation of the input of information into the system
Unit 5. Evaluation of the documentary process
Unit 6. Evaluation of retrieval of documents

3. USER-ORIENTED EVALUATION

Unit 7. Evaluation of user satisfaction
Unit 8. Evaluation of the impact or benefits of information systems

4. EVALUATION OF WEB RESOURCES

Unit 9. Evaluation of web resources. Quality criteria. Accreditation agencies

5. INTERNATIONAL REGULATIONS FOR THE EVALUATION

Unit 10. Basic ISO standards for the evaluation of information systems

**WORKLOAD**

ACTIVITY	Hours	% To be attended
Theory classes	45,00	100
Computer classroom practice	15,00	100
Attendance at events and external activities	10,00	0
Development of group work	10,00	0
Development of individual work	10,00	0
Study and independent work	10,00	0
Readings supplementary material	5,00	0
Preparation of evaluation activities	20,00	0
Preparing lectures	10,00	0
Preparation of practical classes and problem	5,00	0
Resolution of case studies	10,00	0
TOTAL	150,00	

TEACHING METHODOLOGY

The teaching-learning methodology combines lectures, classroom exercises and practical activities in the computer lab involving problem solving and case studies.

These activities are supplemented with reading professional articles that students must analyse and present in class, and with participation in forums and discussion groups in which they will discuss issues related to the theory contents. Student participation and initiative will be taken into account.

Students may attend tutorials in person during scheduled tutorial hours (six hours a week), via email or through the virtual classroom.

EVALUATION

1. Written final test which will account for 50% of the final mark.
2. Class presentations and practical assignments will account for 50% of the final mark.

This assessment starts from the premise that teaching at the University of Valencia is, by definition, on-campus lecture delivery method. In this sense, the student should be aware that attendance at both the theoretical and practical lectures is essential for proper monitoring of the contents of the course. The student must also consider the possibility to enroll part time when it is unable to attend all courses (60 credits). However, there is an exception for those students that justify it and request it. They have the possibility of being assessed without attending to all or part of the lectures. For these cases, students should proceed as follows:



- At the beginning of the course, student should inform to lecturer responsible for the course, the incidence that makes her/him unable to attend the class. This must be adequately justified in documentary form.
- The lectures in charge, in the light of this information, will decide the possibility of evaluation without full or partial assistance to the lectures.

Students who are in this situation must submit for evaluation all work required by the lecturer (not necessarily the same to those required for the course) and may also be called to defend them orally to the lecturer, and conduct a knowledge test. The weight of the final grade work will be 50% and the test the remaining 50% knowledge.

To be allowed to sit the final exam, students must have submitted at least 80% of the practical assessments. Otherwise, the overall grade for the course will be NO PRESENTED. The mark obtained in this section represents 50% of the final grade, and these activities will not be recoverable in the second call.

To pass the course students require a minimum mark of 5 out of 10 in the final exam.

Exams	50%
Practical assignments	50%
TOTAL	100 %

Students who do not attend theoretical and/or practical classroom activities regularly must submit individual and group assignments and, additionally, must read a series of texts as indicated by the lecturer at the beginning of the course.

In the second call only the final exam score can be recovered.

The presentation of exercises, questions, activities, reading cards and other exercises subject to evaluation that have not been carried out directly by the student or that come from the direct copy of other similar works will be considered sufficient reason for failure in the subject, regardless of the other possible actions of disciplinary nature that must be carried out. The presentation of the compulsory assignments will be exclusively through the virtual classroom platform of the course, no other means of presentation will be accepted, always within the time limits indicated. Late submission of the assignments will make it impossible to pass the course in that call.



REFERENCES

Basic

- Abad García, M.F. (1997) Investigación evaluativa en documentación: aplicación a la documentación médica. Valencia: Servei de publicacions de la Universitat de Valencia, Col.leccio educació, serie materials nº 23.
- Abad García, MF. (2005) Evaluación de la calidad de los sistemas de información. Madrid: Síntesis.
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Additional

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- Abad García, MF. Aleixandre Benavent, R. Peris Bonet, R. Estrategias de búsqueda de artículos de revistas españolas. Estudio de un caso: evaluación de la calidad de los sistemas de información. Gaceta Sanitaria, 1955, vol 9, nº 51, 363-370.
- Alós-Moner A. Calidad total en los centros de documentación, servicios de información y bibliotecas. IV Jornadas Españolas de Documentación Automatizada. Gijón 1994. pp 287-293.
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- Codina, LL. Evaluación de recursos digitales en línea: conceptos, indicadores y métodos. Revista Española de Documentación Científica, 2000, vol 23, nº 1, 9-44.
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- Gluck, M. A review of journal coverage overlap with an extension of the definition of overlap. Journal of the American Society of Information Science, 1990, 41, 43-60.
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- Olvera Lobo, MD. Rendimiento de los sistemas de recuperación de información en la WEB: Evaluación de servicios de búsqueda (search engines). Revista Española de Documentación Científica, 2000, vol 23, nº 3, 303-316.
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- Salvador Olivan, JA. Angós Ullate, JM. Fernandez Ruiz MJ. Comparación y evaluación de las bases de datos ERIC, LISA e ISA sobre el tema Recuperación de la información. Revista Española de Documentación Científica, 1999, vol 22, nº 1, 50-63.
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ADDENDUM COVID-19

This addendum will only be activated if the health situation requires so and with the prior agreement of the Governing Council

SEMI-PRESENTIAL TEACHING

1. Contents

The contents initially included in the teaching guide are maintained

2. Workload and time schedule

The activities and their hours of dedication in ECTS credits marked in the original Course Guide will be kept.

Theoretical and practical classes will be developed online. Teaching planning will be specified at the beginning of the term.



If the sanitary situation changes and no access to the University facilities is possible, all teaching activities will be carried out completely online. In this case, the adaptations will be communicated to the students through the Virtual classroom.

3. Teaching Methodology

Online theoretical and practical classes through the Blackboard Collaborate or Teams platforms that can be complemented with different types of materials and activities in the Virtual classroom.

Tutorials will be done online (through the UV corporate mail) or face-to-face by prior appointment with the teacher.

If the sanitary situation changes and no access to the University facilities is possible, teaching and tutorials will be carried out completely online. In this case, the adaptations will be communicated to the students through the Virtual classroom.

4. Evaluation

The evaluation criteria established in the Course Guide are kept.

If the University facilities were closed on the dates set in the official calendar for the final exam, the face-to-face exam will be replaced by an online test.

5. Bibliographic references

The recommended bibliography in the Course Guide is kept. If the sanitary situation changes and the access to the recommended bibliography is not possible, it will be replaced by materials accessible online.