

# Usability Academy

Arnie Lund

*Usability Testing for Survey Research* Emily Geisen, Jennifer Romano Bergstrom, 2017-02-15 Usability Testing for Survey Research provides researchers with a guide to the tools necessary to evaluate, test, and modify surveys in an iterative method during the survey pretesting process. It includes examples that apply usability to any type of survey during any stage of development, along with tactics on how to tailor usability testing to meet budget and scheduling constraints. The book's authors distill their experience to provide tips on how usability testing can be applied to paper surveys, mixed-mode surveys, interviewer-administered tools, and additional products. Readers will gain an understanding of usability and usability testing and why it is needed for survey research, along with guidance on how to design and conduct usability tests, analyze and report findings, ideas for how to tailor usability testing to meet budget and schedule constraints, and new knowledge on how to apply usability testing to other survey-related products, such as project websites and interviewer administered tools. Explains how to design and conduct usability tests and analyze and report the findings Includes examples on how to conduct usability testing on any type of survey, from a simple three-question survey on a mobile device, to a complex, multi-page establishment survey Presents real-world examples from leading usability and survey professionals, including a diverse collection of case studies and considerations for using and combining other methods Discusses the facilities, materials, and software needed for usability testing, including in-lab testing, remote testing, and eye tracking

**Institutionalization of Usability** Eric Schaffer, 2004 Some argue the big advances in our impact on design and usability will come from better methods. Some argue they will come from earlier involvement in the development process. The biggest impact, however, will come as more and more companies realize the benefits of user-centered design and embrace it. Eric offers a practical road map to get there.--Arnie Lund, Director of Design and Usability, Microsoft Corporation This book is a great how-to manual for people who want to bring the benefits of improved usability to their companies. It's thorough yet still accessible for the smart businessperson. I've been working with user-centered design for almost 20 years and I found myself circling tips and tricks.--Harley Manning, Research Director, Forrester Research This book should be required reading for all executive champions of change. It does an excellent job in laying the foundation for incorporating usability engineering concepts and best practices into corporations. Business success in the new economy will greatly depend on instituting the changes in design methods and thinking that are so clearly and simply put forth in this very practical and useful book.--Ed Israelski, Program Manager--Human Factors, Abbott Laboratories For those of us who have evangelized usability for so many years, we finally have a book that offers meaningful insights that can only come from years of practical experience in the real world. Here is a wonderful guide for all who wish to make usability a "way of life" for their companies.--Felica Selenko, Principal Technical Staff Member, AT&T Dr. Schaffer's mantra is that the main differentiator for companies of the future will be the ability to build practical, useful, usable, and satisfying applications and sites. This is a book that provides the road map necessary to allow your organization to achieve these goals. --Colin Hynes, Director of Site Usability, Staples, Inc. Eric's methodology helped RBC Royal Bank's online banking complete a new user interface, and provided a blueprint for making usable designs a routine part of our development process. The site became successful in making money, saving money, and increasing customer satisfaction--evidencing the effectiveness of his approach.--Carolyn Burke, Senior Manager, e-Commerce and Payments Strategy, RBC Royal Bank of Canada If you're tasked with bringing usability to a large organization, this book is for you (and your boss). Informed by years of case studies and consulting experience, Eric provides the long view, clearly describing what to expect, what to avoid, and how to succeed in establishing user-centered principles at your company.--Pat Malecek, User Experience Manager, AVP, CUA, A.G. Edwards & Sons, Inc. Usability issues are a key challenge for user-interface development of increasingly complex products and services. This book provides much-needed insights to help managers achieve their key objectives and to develop more successful solutions.--Aaron Marcus, President, Aaron Marcus and Associates At one time, computer hardware was the key differentiator in information technology--what gave an organization its competitive edge. Then, as hardware prices fell, software took center stage. Today, software has become a broadly shared commodity, and a new differentiator has emerged--usability. Applications, including Web sites, are usable if they are practical, useful, easy to work with, and satisfying. Usability is now the factor likeliest to give an organization a distinct advantage. Institutionalization of Usability shows how to make user-centered design and development a routine practice within an enterprise. Other excellent books explain precisely how to make software usable; this book builds on that foundation, and focuses instead on how to get usability recognized and incorporated into an organization's values and culture. Based on author Eric Schaffer's extensive experience, the book provides a solid methodology for institutionalizing usability, guiding readers step by step with practical advice on topics like organizational change, milestones, toolsets, infrastructure, and staffing requirements needed to achieve fully mature usability engineering. Learn how to: Educate your organization about the importance of usability Hire and coordinate usability staff and consultants Plan the standards, design, and implementation phases Retrofit a method that has added user-centered activities Recruit participants for usability interviews and testing Select the right staff and project to showcase--by timeline, user impact, and visibility Evangelize, train and mentor staff, and support the community Whether you are an executive leading the institutionalization process, a manager supporting the transition, or an engineer working on usability issues, Institutionalization of Usability will help you to build usability into your software

practices.

*Usability Testing and Research* Carol M. Barnum, 2002 Built on a solid foundation of current research in the field, *Usability Testing and Research* provides a comprehensive, up-to-date perspective in this increasingly important area of technical communication. Based on the most current research in the field, this book reflects the most recent developments and studies on this topic available. Sidebars throughout the book catch the attention of the readers and highlight key concepts in the text. A chapter on web testing provides coverage of what is now the hottest area in usability testing. End of chapter discussions and exercises reinforce learning. Frequent examples of planning, conducting, and reporting usability tests present current samples of projects. An appendix on teamwork gives pertinent advice in an area neglected by other texts: building and coordinating cross-functional teams for usability testing. For those interested in usability testing and research.

*User Experience Management* Arnie Lund, 2011-05-09 *User Experience Management: Essential Skills for Leading Effective UX Teams* deals with specific issues associated with managing diverse user experience (UX) skills, often in corporations with a largely engineering culture. Part memoir and part handbook, it explains what it means to lead a UX team and examines the management issues of hiring, inheriting, terminating, layoffs, interviewing and candidacy, and downsizing. The book offers guidance on building and creating a UX team, as well as equipping and focusing the team. It also considers ways of nurturing the team, from coaching and performance reviews to conflict management and creating work-life balance. Furthermore, it discusses the essential skills needed in leading an effective team and developing a communication plan. This book will be valuable to new managers and leaders, more experienced managers, and anyone who is leading or managing UX groups or who is interested in assuming a leadership role in the future. \*Gives a UX leadership boot-camp from putting together a winning team, to giving them a driving focus, to acting as their spokesman, to handling difficult situations \*Full of practical advice and experiences for managers and leaders in virtually any area of the user experience field \*Contains best practices, real-world stories, and insights from UX leaders at IBM, Microsoft, SAP, and many more!

*Eye Tracking in User Experience Design* Jennifer Romano Bergstrom, Andrew Schall, 2014-03-12 *Eye Tracking for User Experience Design* explores the many applications of eye tracking to better understand how users view and interact with technology. Ten leading experts in eye tracking discuss how they have taken advantage of this new technology to understand, design, and evaluate user experience. Real-world stories are included from these experts who have used eye tracking during the design and development of products ranging from information websites to immersive games. They also explore recent advances in the technology which tracks how users interact with mobile devices, large-screen displays and video game consoles. Methods for combining eye tracking with other research techniques for a more holistic understanding of the user experience are discussed. This is an invaluable resource to those who want to learn how eye tracking can be used to better understand and design for their users. Includes highly relevant examples and information for those who perform user research and design interactive experiences Written by numerous experts in user experience and eye tracking. Highly relevant to anyone interested in eye tracking & UX design Features contemporary eye tracking research emphasizing the latest uses of eye tracking technology in the user experience industry.

*Understanding Your Users* Kathy Baxter, Catherine Courage, 2005-01-19 Today many companies are employing a user-centered design (UCD) process, but for most companies, usability begins and ends with the usability test. Although usability testing is a critical part of an effective user-centered life cycle, it is only one component of the UCD process. This book is focused on the requirements gathering stage, which often receives less attention than usability testing, but is equally as important. Understanding user requirements is critical to the development of a successful product. *Understanding Your Users* is an easy to read, easy to implement, how-to guide on usability in the real world. It focuses on the user requirements gathering stage of product development and it provides a variety of techniques, many of which may be new to usability professionals. For each technique, readers will learn how to prepare for and conduct the activity, as well as analyze and present the data—all in a practical and hands-on way. In addition, each method presented provides different information about the user and their requirements (e.g., functional requirements, information architecture, task flows). The techniques can be used together to form a complete picture of the users' requirements or they can be used separately to address specific product questions. These techniques have helped product teams understand the value of user requirements gathering by providing insight into how users work and what they need to be successful at their tasks. Case studies from industry-leading companies demonstrate each method in action. In addition, readers are provided with the foundation to conduct any usability activity (e.g., getting buy-in from management, legal and ethical considerations, setting up your facilities, recruiting, moderating activities) and to ensure the incorporation of the results into their products. ·Covers all of the significant requirements gathering methods in a readable, practical way ·Presents the foundation readers need to prepare for any requirements gathering activity and ensure that the results are incorporated into their products ·Includes invaluable worksheet and template appendices ·Includes a case study for each method from industry leaders ·Written by experienced authors who teach conference courses on this subject to usability professionals and new product designers alike

*Usability Engineering* Mary Beth Rosson, John M. Carroll, 2002 Usability engineering is about designing products that are easy to use. This text

provides an introduction to human computer interaction principles, and how to apply them in ways that make software and hardware more effective and easier to use.

**Toward Better Usability, Security, and Privacy of Information Technology** National Research Council, Division on Engineering and Physical Sciences, Computer Science and Telecommunications Board, Steering Committee on the Usability, Security, and Privacy of Computer Systems, 2010-10-07 Despite many advances, security and privacy often remain too complex for individuals or enterprises to manage effectively or to use conveniently. Security is hard for users, administrators, and developers to understand, making it all too easy to use, configure, or operate systems in ways that are inadvertently insecure. Moreover, security and privacy technologies originally were developed in a context in which system administrators had primary responsibility for security and privacy protections and in which the users tended to be sophisticated. Today, the user base is much wider-including the vast majority of employees in many organizations and a large fraction of households-but the basic models for security and privacy are essentially unchanged. Security features can be clumsy and awkward to use and can present significant obstacles to getting work done. As a result, cybersecurity measures are all too often disabled or bypassed by the users they are intended to protect. Similarly, when security gets in the way of functionality, designers and administrators deemphasize it. The result is that end users often engage in actions, knowingly or unknowingly, that compromise the security of computer systems or contribute to the unwanted release of personal or other confidential information. **Toward Better Usability, Security, and Privacy of Information Technology** discusses computer system security and privacy, their relationship to usability, and research at their intersection.

*Designing Web Sites that Work* Tom Brinck, Darren Gergle, Scott D. Wood, 2002 Every stage in the design of a new web site is an opportunity to meet or miss deadlines and budgetary goals. Every stage is an opportunity to boost or undercut the site's usability. This book tells you how to design usable web sites in a systematic process applicable to almost any business need. You get practical advice on managing the project and incorporating usability principles from the project's inception. This systematic usability process for web design has been developed by the authors and proven again and again in their own successful businesses. A beacon in a sea of web design titles, this book treats web site usability as a preeminent, practical, and realizable business goal, not a buzzword or abstraction. The book is written for web designers and web project managers seeking a balance between usability goals and business concerns. \* Examines the entire spectrum of usability issues, including architecture, navigation, graphical presentation, and page structure. \* Explains clearly the steps relevant to incorporating usability into every stage of the web development process, from requirements to tasks analysis, prototyping and mockups, to user testing, revision, and even postlaunch evaluations. \* Includes forms, checklists, and practical techniques that you can easily incorporate into your own projects at <http://www.mkp.com/uew/>.

**Universal Principles of UX** Irene Pereyra, 2023-03-07 Master the art of user experience design through the 100 laws, guidelines, human biases, and general considerations in this comprehensive, cross-disciplinary encyclopedia. Richly illustrated and easy to navigate, **Universal Principles of UX** pairs clear explanations of each concept with visual examples of the ideas applied in practice. The book is organized into six broad categories: Consider Empathize Define Research Design Validate And, features principles as diverse as: Design is not neutral Make the choice easy Some complexity cannot be reduced Map the ecosystem So you think you can scroll Don't grade your own homework User Experience is a field notable for its expansiveness, complexity and persistent evolution. This book is not a chronological retelling of the history of user experience design. It is also not a technical how-to book that will show you how to become a perfect user experience designer one step at a time. It's a philosophical anthology of case studies, situations, problems, and contradictions encountered across more than fifteen years of working on real world client projects that will teach you how to think, rather than tell you what to do. Each principle is presented in a two-page format. The left-hand page contains a succinct definition, a full description of the principle, examples of its use, and guidelines for use. Sidenotes appear to the right of the text, and provide elaborations and references. The right-hand page contains visual examples and related graphics to support a deeper understanding of the principle. This landmark reference is the standard for designers, engineers, managers, and students who seek to broaden and improve their user experience design expertise. The titles in the Rockport Universal series offer comprehensive and authoritative information and edifying and inspiring visual examples on multidisciplinary subjects for designers, architects, engineers, students, and anyone who is interested in expanding and enriching their design knowledge.

*Global Usability* Ian Douglas, Zhengjie Liu, 2011-03-24 The concept of usability has become an increasingly important consideration in the design of all kinds of technology. As more products are aimed at global markets and developed through internationally distributed teams, usability design needs to be addressed in global terms. Interest in usability as a design issue and specialist area of research and education has developed steadily in North America and Europe since the 1980's. However, it is only over the last ten years that it has emerged as a global concern. *Global Usability* provides an introduction to the important issues in globalizing design and an insight into the development of usability expertise around the world. The book is divided into two sections. The first section deals with the general issues in cross-cultural design and the methods for conducting usability design and evaluation across geographical boundaries. The second section describes the state of usability development in fifteen countries. The descriptions include a history

and review of activities and include some unique perspectives that have developed in relation to usability work. Researchers and practitioners from a variety of design-related disciplines will find the book a useful guide for understanding the issues and an excellent reference source for working in any of the countries covered.

**Usable Security** Simson Garfinkel, Heather Richter Lipford, 2014-10-01 There has been roughly 15 years of research into approaches for aligning research in Human Computer Interaction with computer Security, more colloquially known as "usable security." Although usability and security were once thought to be inherently antagonistic, today there is wide consensus that systems that are not usable will inevitably suffer security failures when they are deployed into the real world. Only by simultaneously addressing both usability and security concerns will we be able to build systems that are truly secure. This book presents the historical context of the work to date on usable security and privacy, creates a taxonomy for organizing that work, outlines current research objectives, presents lessons learned, and makes suggestions for future research.

*Usability Testing Essentials: Ready, Set ...Test!* Carol M. Barnum, 2020-06-27 Usability Testing Essentials presents a practical, step-by-step approach to learning the entire process of planning and conducting a usability test. It explains how to analyze and apply the results and what to do when confronted with budgetary and time restrictions. This is the ideal book for anyone involved in usability or user-centered design—from students to seasoned professionals. Filled with new examples and case studies, Usability Testing Essentials, Second Edition is completely updated to reflect the latest approaches, tools and techniques needed to begin usability testing or to advance in this area. Provides a comprehensive, step-by-step guide to usability testing, a crucial part of every product's development. Discusses important usability issues such as international testing, persona creation, remote testing, and accessibility. Presents new examples covering mobile devices and apps, websites, web applications, software, and more. Includes strategies for using tools for moderated and unmoderated testing, expanded content on task analysis, and on analyzing and reporting results.

Design, User Experience, and Usability: Interactive Experience Design Aaron Marcus, 2015-07-20 The three-volume set LNCS 9186, 9187, and 9188 constitutes the proceedings of the 4th International Conference on Design, User Experience, and Usability, DUXU 2015, held as part of the 17th International Conference on Human-Computer Interaction, HCII 2015, in Los Angeles, CA, USA, in August 2015, jointly with 13 other thematically similar conferences. The total of 1462 papers and 246 posters presented at the HCII 2015 conferences were carefully reviewed and selected from 4843 submissions. These papers address the latest research and development efforts and highlight the human aspects of design and use of computing systems. The papers accepted for presentation thoroughly cover the entire field of Human-Computer Interaction, addressing major advances in knowledge and effective use of computers in a variety of application areas. The total of 132 contributions included in the DUXU proceedings were carefully reviewed and selected for inclusion in this three-volume set. The 64 papers included in this volume are organized in topical sections on designing the social media experience, designing the learning experience, designing the playing experience, designing the urban experience, designing the driving experience, designing the healthcare patient's experience, and designing for the healthcare professional's experience.

**Human-Computer Interaction and Beyond: Advances Towards Smart and Interconnected Environments (Part II)** Nirmalya Thakur, B.D. Parameshachari, 2022-01-05 Human-Computer Interaction and Beyond: Advances Towards Smart and Interconnected Environments is a 2-part book set which presents discoveries, innovative ideas, concepts, practical solutions, and novel applications of Human-Computer Interaction (HCI) and related disciplines such as artificial intelligence, machine learning, data mining, computer vision, and natural language processing. The book provides readers with information about HCI trends which are shaping the future of smart, interconnected urban and industrial environments. This is the second of the two volumes of the edited books. The chapters of this volume cover topics like ERP usability in educational settings, the role of AI in enhancing HCI functionality, usability of local mobile healthcare apps, analyzing the usage of social media apps and a review of HCI systems for disaster management and systems for tracking traffic safety violations. Contributions are authored by experts and scientists in the field of HCI and its interrelated disciplines from 9 different countries – Albania, China, India, Indonesia, Nigeria, Pakistan, Spain, the United Kingdom, and the United States. Human-Computer Interaction and Beyond: Advances Towards Smart and Interconnected Environments is an informative reference for scientists, researchers, and developers in both academia and industry who wish to learn, design, implement, and apply these emerging technologies in HCI in different sectors, with the goal of realizing futuristic technology-driven living and functional smart cities and environments.

**Observing the User Experience** Elizabeth Goodman, Mike Kuniavsky, Andrea Moed, 2012-09-07 Wow! So many of the user experience research methods we have refined and used over the years are now organized and described in detail in one book. --Christian Rohrer, Manager, User Experience Research, Yahoo! I love Observing the User Experience! This comprehensive guide approaches user experience research like never before, and is well-written, easy-to-read, and quite user friendly. It provides a real-world example of how research is done in just enough detail that it can both inform a CEO of the role of usability research as well as introduce methodology to someone starting out in the field. Bravo! --Kelly Braun, Usability Manager, Ebay The gap between who designers and developers imagine their users are, and who those users really are can be the biggest problem with product development. Observing the User Experience will help you bridge that gap to understand what your users want and need from your product, and

whether they'll be able to use what you've created. Filled with real-world experience and a wealth of practical information, this book presents a complete toolbox of techniques to help designers and developers see through the eyes of their users. It provides in-depth coverage of 13 user experience research techniques that will provide a basis for developing better products, whether they're Web, software or mobile based. In addition, it's written with an understanding of how software is developed in the real world, taking tight budgets, short schedules, and existing processes into account. Features and benefits:

- Explains how to create usable products that are still original, creative, and unique
- A valuable resource for designers, developers, project managers-anyone in a position where their work comes in direct contact with the end user.
- Provides a real-world perspective on research and provides advice about how user research can be done cheaply, quickly and how results can be presented persuasively
- Gives readers the tools and confidence to perform user research on their own designs and tune their software user experience to the unique needs of their product and its users

**Cost-Justifying Usability** Randolph G. Bias,Deborah J. Mayhew,2005-04-04 Advice from the experts on how to justify time and money spent on usability!

**UX Design and Usability Mentor Book** Emrah Yayici,2014-04 UX Design and Usability Mentor Book includes best practices and real-life examples in a broad range of topics like: UX design techniques Usability testing techniques such as eye-tracking User interface design guidelines Mobile UX design principles Prototyping Lean product development with agile vs. waterfall Use cases User profiling Personas Interaction design Information architecture Content writing Card sorting Mind-mapping Wireframes Automation tools Customer experience evaluation The book includes real-life experiences to help readers apply these best practices in their own organizations. UX Design and Usability Mentor Book is an extension of best-selling Business Analyst's Mentor Book. Thanks to the integrated business analysis and UX design methodology it presents, the book can be used as a guideline to create user interfaces that are both functional and usable.

*An Introduction To Usability* Patrick W. Jordan,2020-08-18 This work gives a broad introductory overview of the topic of usability. Firstly, usability is defined and a framework for identifying different aspects of usability is given. The main principles for creating usable designs are expounded, followed by practical advice as to how to design usable products. The book then tackles the issue of usability evaluation - a series of evaluation methods are described, followed by practical advice as to how to conduct the evaluation. The book draws on examples from software design and product design generally. This means whilst human-computer interaction HCI is a central issue in the book, other usability issues are also covered.

*Advances in Usability, User Experience, Wearable and Assistive Technology* Tareq Z. Ahram,Christianne S. Falcão,2021-07-07 This book addresses emerging issues in usability, interface design, human-computer interaction, user experience and assistive technology. It highlights research aimed at understanding human interactions with products, services and systems and focuses on finding effective approaches for improving the user experience. It also discusses key issues in designing and providing assistive devices and services for individuals with disabilities or impairment, offering them support with mobility, communication, positioning, environmental control and daily living. The book covers modeling as well as innovative design concepts, with a special emphasis on user-centered design, and design for specific populations, particularly the elderly. Further topics include virtual reality, digital environments, gaming, heuristic evaluation and forms of device interface feedback (e.g. visual and haptic). Based on the AHFE 2021 Conferences on Usability and User Experience, Human Factors and Wearable Technologies, Human Factors in Virtual Environments and Game Design, and Human Factors and Assistive Technology, held virtually on 25–29 July, 2021, from USA, this book provides academics and professionals with an extensive source of information and a timely guide to tools, applications and future challenges in these fields.

**Usability Academy Book Review: Unveiling the Magic of Language**

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has be apparent than ever. Its ability to stir emotions, provoke thought, and instigate transformation is actually remarkable. This extraordinary book, aptly titled "**Usability Academy**," written by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound impact on our existence. Throughout this critique, we shall delve into the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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