General:
- Emergence of usability (C)
- Why test? (G) (M)
- Centralized vs. mainstreamed (S)
- Learn HTML, to keep job (V)

Business plan
Usability goals
Early design
“Final” design
QA test
Product development
Ship/deploy
Post-ship

What’s new? - Mobile (O) - Immersive (O) - Ubiquitous (O) - WWW (O)
Therefore, extended populations of users (O)

Mkt Reqts Doc

Iterative dev
Approach:
- The world is a design problem (N)
- Knowledge in the head and in the world (N)
- HCI is a science of design (O) (C)
- Empirical, data-driven (S) (M)
- Design is a cooperative activity (C)
- Trade-offs: What to test? (B) (S) (M)
- Why teams come to you (S)
- Design 1st for less sophisticated users (W)

UCD:
- UCD approach (C) - End-to-end usab (M)
- Measurable usab objective (V) (B) (I)
- User experience spec (V)
- Find-&-Fix vs. Benchmark tests (R)
- Formative vs. summative test (I) (V)
- Discernment: Which methods? (I)
- Large and small N studies (S) (V)
- Cost-justification (R) (C)

Results:
- Presenting your data (K)
- Advocating for your findings (K)
- Include positives (V)
- Broadcasting results (V)
- Quick, informal feedback (V)
- Usability bugs (S) (V) (R)
- Archival report (V)
- Analyze (your audience), Organize (know your objectives and process), Manage your state (K)
- Video highlight film (V) (R)

Training:

Methods

Design objects, actions, views (W) (B)

User Testing:
- Consent form (B) (M)
- Task orientation (N) (R)
- Think aloud (D)
- Inspections vs. Testing (R) (E)
- Help too much? (B) (T)
- Change on the fly (B)
- Lo tech materials (W) (B) (E)

Ethics:
- Test of sw, not users (R)
- Informed consent (R) (M)
- Gray area of coercion (R)

Types of Data:
- Users make errors (N)
- Different types of errors (N) (Vo)
- Performance vs. satisfaction data (V) (R)
- The value of putting numbers on things (E)
- Data from training sessions (V)
- Other free usability data (R)
- When is it a “fail”? (EU) (V)

What’s next?
Final project presentations, grades.

Users:
- Finding test subjects (V) (R) (S)
- Importance of representative users (R) (M)
- Customer substitutes (U) (B)
- Temporary agencies (E)
- Screeners (E) (M)
- Users have mental models (N) (C)
- People differ (R)
- Newly a novice again (B)
- Perceptions aren’t the sum of sensations (R)
- Cues to depth (R)
- Psychology of reading (R)
- Motion in the periphery (R)
- Human information processing has implications for design (R)
- Accessibility (J)
- Internationalization (R)

Inf 385P – Intro to Usability – In one page!

A
B
C
D
E
F
G
H
I
J
K
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Legend:
A=Frank, Shannon
B=BMC
C=Carroll
D=D’Hertefelt
D=Du
E=Expero
F=Fuccella&Pizzolato
G=Galitz
H=IBM
J=Jennifer Jobst
K=Kate McLagan
M=Mayhew
N=Norman
O=Olson&Olson
R=Randolph
S=SBC
T=Tamler
V=Vignette
VIR=Vredenberg et al.
Vo=Vora
W=Larry Wood

11SN, L10N

118N, L10N

CRM/ Cust Support

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Games: Are different (A).

It’s been a great semester. Good luck in all your classes as you push to the end.

Competition:
- Team 1: e-Commerce site. Specialty store (garden supplies). First release. Going live in four weeks. Last week is just QA testing.
  You’re the consulting team.
- Team 2: Law firm intranet. Release 2. Cutting over in four weeks. You’re the volunteer usability team, from in house.
- Team 3: Traditional sw app. Tax package (Quicken competitor). Three months to ship. Internal usability team.
- Team 4: Services web site with a problem. People can’t make their air tix purchases. Cut live last week. You’re an individual consultant.