
The Elements Of User Experience Book

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The Elements of User Experience

User-centered Design for the Web and Beyond *New Riders Pub*

Provides an overview of the complexities of interactive Web design for non-designers, explaining the processes, methods, and vocabulary of user experience design.

Elements of User Experience, The

User-Centered Design for the Web and Beyond *Pearson Education*

From the moment it was published almost ten years ago, Elements of User Experience became a vital reference for web and interaction designers the world over, and has come to define the core principles of the practice. Now, in this updated, expanded, and full-color new edition, Jesse James Garrett has refined his thinking about the Web, going beyond the desktop to include information that also applies to the sudden proliferation of mobile devices and applications. Successful interaction design requires more than just creating clean code and sharp graphics. You must also fulfill your strategic objectives while meeting the needs of your users. Even the best content and the most sophisticated technology won't help you balance those goals without a cohesive, consistent user experience to support it. With so many issues involved—usability, brand identity, information architecture, interaction design—creating the user experience can be overwhelmingly complex. This new edition of The Elements of User Experience cuts through that complexity with clear explanations and vivid illustrations that focus on ideas rather than tools or techniques. Garrett gives readers the big

picture of user experience development, from strategy and requirements to information architecture and visual design.

The Elements of User Experience

User-centered Design for the Web *Peachpit Press*

Provides an overview of the complexities of interactive Web design for non-designers, explaining the processes, methods, and vocabulary of user experience design.

A Project Guide to UX Design

For user experience designers in the field or in the making *New Riders*

User experience design is the discipline of creating a useful and usable Web site or application that's easily navigated and meets the needs of the site owner and its users. There's a lot more to successful UX design than knowing the latest Web technologies or design trends: It takes diplomacy, management skills, and business savvy. That's where the updated edition of this important book comes in. With new information on design principles, mobile and gestural interactions, content strategy, remote research tools and more, you'll learn to: Recognize the various roles in UX design, identify stakeholders, and enlist their support Obtain consensus from your team on project objectives Understand approaches such as Waterfall, Agile, and Lean UX Define the scope of your project and avoid mission creep Conduct user research in person or remotely, and document your findings Understand and communicate user behavior with personas

Design and prototype your application or site Plan for development, product rollout, and ongoing quality assurance

Forms that Work

Designing Web Forms for Usability *Morgan Kaufmann*

Forms that Work: Designing Web Forms for Usability clearly explains exactly how to design great forms for the web. The book provides proven and practical advice that will help you avoid pitfalls, and produce forms that are aesthetically pleasing, efficient and cost-effective. It features invaluable design methods, tips, and tricks to help ensure accurate data and satisfied customers. It includes dozens of examples - from nitty-gritty details (label alignment, mandatory fields) to visual designs (creating good grids, use of color). This book isn't just about colons and choosing the right widgets. It's about the whole process of making good forms, which has a lot more to do with making sure you're asking the right questions in a way that your users can answer than it does with whether you use a drop-down list or radio buttons. In an easy-to-read format with lots of examples, the authors present their three-layer model - relationship, conversation, appearance. You need all three for a successful form - a form that looks good, flows well, asks the right questions in the right way, and, most important of all, gets people to fill it out. Liberally illustrated with full-color examples, this book guides readers on how to define requirements, how to write questions that users will understand and want to answer, and how to deal with instructions, progress indicators and errors. This book is essential reading for HCI professionals, web designers,

software developers, user interface designers, HCI academics and students, market research professionals, and financial professionals. *Provides proven and practical advice that will help you avoid pitfalls, and produce forms that are aesthetically pleasing, efficient and cost-effective. *Features invaluable design methods, tips, and tricks to help ensure accurate data and satisfied customers. *Includes dozens of examples -- from nitty-gritty details (label alignment, mandatory fields) to visual designs (creating good grids, use of color). *Foreword by Steve Krug, author of the best selling Don't Make Me Think!

Effective UI

The Art of Building Great User Experience in Software "O'Reilly Media, Inc."

People expect effortless, engaging interaction with desktop and web applications, but producing software that generates enjoyable user experiences is much harder than many companies anticipate. With Effective UI, you'll learn proven user-experience strategies that will satisfy your clients and customers, drive business value, and increase brand strength. This book shows you how to capture the collaborative and cooperative spirit among designers, engineers, and management required for building engaging software. You'll also learn valuable methods for maintaining focus throughout the process -- whether you're a product manager who needs a clear roadmap, a developer or designer looking for guidance and advocacy, or a businessperson who wants to understand and manage user-experience software initiatives. Learn how to build software that will: Generate

engaging and interactive experiences between consumers and businesses, or between businesspeople and their information systems Account for how people work with, think about, and consume information Establish a richer means of collaboration and communication Reduce frustration by streamlining complex tasks and creating processes that are more intuitive Distinguish products, services, and brands to create a competitive advantage Create scalable systems that adapt to changing user needs and behaviors

User Experience Management

Essential Skills for Leading Effective UX Teams *Elsevier*

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!

Communicating the User Experience

A Practical Guide for Creating Useful UX Documentation *John Wiley & Sons*

A clear and focused guide to creating useful user experience documentation As web sites and applications become richer and more complex, the user experience (UX) becomes critical to their success. This indispensable and full-color book provides practical guidance on this growing field and shares valuable UX advice that you can put into practice immediately on your own projects. The authors examine why UX is gaining so much interest from web designers, graduates, and career changers and looks at the new UX tools and ideas that can help you do your job better. In addition, you'll benefit from the unique insight the authors provide from their experiences of working with some of the world's best-known companies, learning how to take ideas from business requirements, user research, and documentation to create and develop your UX vision. Explains how to create documentation that clearly communicates the vision for the UX design and the blueprint for how it's going to be developed Provides practical guidance that you can put to work right away

on their own projects Looks at the new UX tools and ideas that are born every day, aimed at helping you do your job better and more efficiently Covers a variety of topics including user journeys, task models, funnel diagrams, content audits, sitemaps, wireframes, interactive prototypes, and more Communicating the User Experience is an ideal resource for getting started with creating UX documentation.

Observing the User Experience

A Practitioner's Guide to User Research *Morgan Kaufmann* Table of contents

Measuring the User Experience

Collecting, Analyzing, and Presenting Usability Metrics *Newnes*

Measuring the User Experience was the first book that focused on how to quantify the user experience. Now in the second edition, the authors include new material on how recent technologies have made it easier and more effective to collect a broader range of data about the user experience. As more UX and web professionals need to justify their design decisions with solid, reliable data, Measuring the User Experience provides the quantitative analysis training that these professionals need. The second edition presents new metrics such as emotional engagement, personas, keystroke analysis, and net promoter score. It also examines how new technologies coming from neuro-marketing and online market research can refine user

experience measurement, helping usability and user experience practitioners make business cases to stakeholders. The book also contains new research and updated examples, including tips on writing online survey questions, six new case studies, and examples using the most recent version of Excel. Learn which metrics to select for every case, including behavioral, physiological, emotional, aesthetic, gestural, verbal, and physical, as well as more specialized metrics such as eye-tracking and clickstream data Find a vendor-neutral examination of how to measure the user experience with web sites, digital products, and virtually any other type of product or system Discover in-depth global case studies showing how organizations have successfully used metrics and the information they revealed Companion site, www.measuringux.com, includes articles, tools, spreadsheets, presentations, and other resources to help you effectively measure the user experience

The User Experience Team of One

A Research and Design Survival Guide *Rosenfeld Media*

The User Experience Team of One prescribes a range of approaches that have big impact and take less time and fewer resources than the standard lineup of UX deliverables. Whether you want to cross over into user experience or you're a seasoned practitioner trying to drag your organization forward, this book gives you tools and insight for doing more with less.

Writing for the Web

Creating Compelling Web Content Using Words, Pictures, and Sound *New Riders*

With *Writing for the Web*, you'll learn everything you need to know to create effective Web content using words, pictures, and sound. Follow along as instructor and writer Lynda Felder combines easy-to-follow guidelines with photographs, lists, and tables to illustrate the key concepts behind writing nonlinear, interactive stories; creating succinct and clear copy; and working compelling images, motion graphics, and sound into your content. Many books offer instruction on how to use software programs to build Web sites, podcasts, and illustrations. But only *Writing for the Web* explains when and why an author might choose an illustration over a photograph, motion graphics over text, or a slice of Beethoven's Fifth over the sound of a bubbling brook. Focusing on storytelling techniques that work best for digital media, this book describes the essential skills and tools in a Web author's toolbox, including a thorough understanding of grammar and style, a critical eye for photography, and an ear for just the right sound byte for a podcast. This clearly written guide provides a fun and practical approach to Web writing that busy students and writers will be eager to learn and explore. Uses concise, straight-to-the-point style to illustrate techniques for writing sharp and focused Web copy, coupled with compelling visuals and sound Focuses on writing practices and guidelines, with exercises and prompts developed and tested by the author Features clear design, with plenty of pictures and visual elements, and a friendly and knowledgeable voice Take your learning even further with Lynda's companion book: *The Web Writer's Toolkit*: 365 prompts, collaborative exercises, games,

and challenges for effective online content. For more tips, exercises, and suggestions for teachers, check out the book's Web site at www.write4web.com.

Don't Make Me Think

A Common Sense Approach to Web Usability *Pearson Education*

Five years and more than 100,000 copies after it was first published, it's hard to imagine anyone working in Web design who hasn't read Steve Krug's "instant classic" on Web usability, but people are still discovering it every day. In this second edition, Steve adds three new chapters in the same style as the original: wry and entertaining, yet loaded with insights and practical advice for novice and veteran alike. Don't be surprised if it completely changes the way you think about Web design. Three New Chapters! Usability as common courtesy -- Why people really leave Web sites Web Accessibility, CSS, and you -- Making sites usable and accessible Help! My boss wants me to _____. -- Surviving executive design whims "I thought usability was the enemy of design until I read the first edition of this book. Don't Make Me Think! showed me how to put myself in the position of the person who uses my site. After reading it over a couple of hours and putting its ideas to work for the past five years, I can say it has done more to improve my abilities as a Web designer than any other book. In this second edition, Steve Krug adds essential ammunition for those whose bosses, clients, stakeholders, and marketing managers insist on doing the wrong thing. If you design, write, program, own, or manage Web sites,

you must read this book." -- Jeffrey Zeldman, author of *Designing with Web Standards*

Designing Web Navigation

Optimizing the User Experience *"O'Reilly Media, Inc."*

Thoroughly rewritten for today's web environment, this bestselling book offers a fresh look at a fundamental topic of web site development: navigation design. Amid all the changes to the Web in the past decade, and all the hype about Web 2.0 and various "rich" interactive technologies, the basic problems of creating a good web navigation system remain. *Designing Web Navigation* demonstrates that good navigation is not about technology-it's about the ways people find information, and how you guide them. Ideal for beginning to intermediate web designers, managers, other non-designers, and web development pros looking for another perspective, *Designing Web Navigation* offers basic design principles, development techniques and practical advice, with real-world examples and essential concepts seamlessly folded in. How does your web site serve your business objectives? How does it meet a user's needs? You'll learn that navigation design touches most other aspects of web site development. This book: Provides the foundations of web navigation and offers a framework for navigation design Paints a broad picture of web navigation and basic human information behavior Demonstrates how navigation reflects brand and affects site credibility Helps you understand the problem you're trying to solve before you set out to design Thoroughly reviews the mechanisms and different types of navigation Explores

"information scent" and "information shape" Explains "persuasive" architecture and other design concepts Covers special contexts, such as navigation design for web applications Includes an entire chapter on tagging While Designing Web Navigation focuses on creating navigation systems for large, information-rich sites serving a business purpose, the principles and techniques in the book also apply to small sites. Well researched and cited, this book serves as an excellent reference on the topic, as well as a superb teaching guide. Each chapter ends with suggested reading and a set of questions that offer exercises for experiencing the concepts in action.

Laws of UX

Using Psychology to Design Better Products & Services *O'Reilly Media*

An understanding of psychology—specifically the psychology behind how users behave and interact with digital interfaces—is perhaps the single most valuable nondesign skill a designer can have. The most elegant design can fail if it forces users to conform to the design rather than working within the "blueprint" of how humans perceive and process the world around them. This practical guide explains how you can apply key principles in psychology to build products and experiences that are more intuitive and human-centered. Author Jon Yablonski deconstructs familiar apps and experiences to provide clear examples of how UX designers can build experiences that adapt to how users perceive and process digital interfaces. You'll learn: How aesthetically pleasing design creates positive responses The

principles from psychology most useful for designers How these psychology principles relate to UX heuristics Predictive models including Fitts's law, Jakob's law, and Hick's law Ethical implications of using psychology in design A framework for applying these principles

Undercover User Experience

Learn how to Do Great UX Work with Tiny Budgets, No Time, and Limited Support *New Riders Pub*

Once You Catch The User Experience Bug, the world changes. Doors open the wrong way, websites don't work, and companies don't seem to care. And while anyone can learn the UX remedies--usability testing, personas, prototyping and so on---unless your organization "gets it," putting them into practice is trickier. Undercover User Experience is a pragmatic guide from the front lines, giving frank advice on making UX work in real companies with real problems. Readers will learn how to fit research, idea generation, prototyping and testing into their daily workflow, and how to design good user experiences under the all-too-common constraints of time, budget and culture. "A wonderful, proctical, yet subversive book. Cennydd and James teach you the subtle art of fighting for---and then designing for---users in a hostile world."--Joshua Porter, co-founder Performable and co-creator of 52 weeksofUX. com

The UX Book

Process and Guidelines for Ensuring a Quality User

Experience Elsevier

The UX Book: Process and Guidelines for Ensuring a Quality User Experience aims to help readers learn how to create and refine interaction designs that ensure a quality user experience (UX). The book seeks to expand the concept of traditional usability to a broader notion of user experience; to provide a hands-on, practical guide to best practices and established principles in a UX lifecycle; and to describe a pragmatic process for managing the overall development effort. The book provides an iterative and evaluation-centered UX lifecycle template, called the Wheel, for interaction design. Key concepts discussed include contextual inquiry and analysis; extracting interaction design requirements; constructing design-informing models; design production; UX goals, metrics, and targets; prototyping; UX evaluation; the interaction cycle and the user action framework; and UX design guidelines. This book will be useful to anyone interested in learning more about creating interaction designs to ensure a quality user experience. These include interaction designers, graphic designers, usability analysts, software engineers, programmers, systems analysts, software quality-assurance specialists, human factors engineers, cognitive psychologists, cosmic psychics, trainers, technical writers, documentation specialists, marketing personnel, and project managers. A very broad approach to user experience through its components—usability, usefulness, and emotional impact with special attention to lightweight methods such as rapid UX evaluation techniques and an agile UX development process. Universal applicability of processes, principles, and guidelines—not just for GUIs and the Web, but for all kinds of

interaction and devices: embodied interaction, mobile devices, ATMs, refrigerators, and elevator controls, and even highway signage. Extensive design guidelines applied in the context of the various kinds of affordances necessary to support all aspects of interaction. Real-world stories and contributions from accomplished UX practitioners. A practical guide to best practices and established principles in UX. A lifecycle template that can be instantiated and tailored to a given project, for a given type of system development, on a given budget.

The Elements of User Experience: User-Centered Design for the Web and Beyond

Designing for the Digital Age

How to Create Human-Centered Products and Services *John Wiley & Sons*

Whether you're designing consumer electronics, medical devices, enterprise Web apps, or new ways to check out at the supermarket, today's digitally-enabled products and services provide both great opportunities to deliver compelling user experiences and great risks of driving your customers crazy with complicated, confusing technology. Designing successful products and services in the digital age requires a multi-disciplinary team with expertise in interaction design, visual design, industrial design, and other disciplines. It also takes the ability to come up with the big ideas that make a desirable product or service, as well as the skill and perseverance to execute on the thousand small ideas that get your design into the

hands of users. It requires expertise in project management, user research, and consensus-building. This comprehensive, full-color volume addresses all of these and more with detailed how-to information, real-life examples, and exercises. Topics include assembling a design team, planning and conducting user research, analyzing your data and turning it into personas, using scenarios to drive requirements definition and design, collaborating in design meetings, evaluating and iterating your design, and documenting finished design in a way that works for engineers and stakeholders alike.

Smart Things

Ubiquitous Computing User Experience Design *Elsevier*

The world of smart shoes, appliances, and phones is already here, but the practice of user experience (UX) design for ubiquitous computing is still relatively new. Design companies like IDEO and frogdesign are regularly asked to design products that unify software interaction, device design and service design - which are all the key components of ubiquitous computing UX -- and practicing designers need a way to tackle practical challenges of design. Theory is not enough for them -- luckily the industry is now mature enough to have tried and tested best practices and case studies from the field. Smart Things presents a problem-solving approach to addressing designers' needs and concentrates on process, rather than technological detail, to keep from being quickly outdated. It pays close attention to the capabilities and limitations of the medium in question and discusses the tradeoffs and challenges of design in a commercial

environment. Divided into two sections, frameworks and techniques, the book discusses broad design methods and case studies that reflect key aspects of these approaches. The book then presents a set of techniques highly valuable to a practicing designer. It is intentionally not a comprehensive tutorial of user-centered design as that is covered in many other books but it is a handful of techniques useful when designing ubiquitous computing user experiences. In short, Smart Things gives its readers both the "why" of this kind of design and the "how," in well-defined chunks. Tackles design of products in the post-Web world where computers no longer have to be monolithic, expensive general-purpose devices. Features broad frameworks and processes, practical advice to help approach specifics, and techniques for the unique design challenges. Presents case studies that describe, in detail, how others have solved problems, managed trade-offs, and met successes.

Lean UX

Applying Lean Principles to Improve User Experience *"O'Reilly Media, Inc."*

User experience (UX) design has traditionally been a deliverables-based practice, with wireframes, site maps, flow diagrams, and mockups. But in today's web-driven reality, orchestrating the entire design from the get-go no longer works. This hands-on book demonstrates Lean UX, a deeply collaborative and cross-functional process that lets you strip away heavy deliverables in favor of building shared understanding with the rest of the product team. Lean UX is the evolution of product

design; refined through the real-world experiences of companies large and small, these practices and principles help you maintain daily, continuous engagement with your teammates, rather than work in isolation. This book shows you how to use Lean UX on your own projects. Get a tactical understanding of Lean UX—and how it changes the way teams work together Frame a vision of the problem you're solving and focus your team on the right outcomes Bring the designer's tool kit to the rest of your product team Break down the silos created by job titles and learn to trust your teammates Improve the quality and productivity of your teams, and focus on validated experiences as opposed to deliverables/documents Learn how Lean UX integrates with Agile UX

Designing Interfaces

Patterns for Effective Interaction Design *"O'Reilly Media, Inc."*

Provides information on designing easy-to-use interfaces.

The Elements of User Interface Design *John Wiley & Sons*

". . . a book that should be forced on every developer working today. If only half the rules in this book were followed, the quality of most programs would increase tenfold." -Kevin Bachus, praising Theo Mandel's *The GUI-OOUI War* A total guide to mastering the art and science of user interface design For most computer users, the user interface is the software, and in today's ultracompetitive software markets, developers can't afford to provide users and clients with anything less than optimal

software ease, usability, and appeal. *The Elements of User Interface Design* is written by a cognitive psychologist and interface design specialist with more than a decade's research and design experience. Writing for novices and veteran developers and designers alike, Dr. Mandel takes you from command-line interfaces and graphical-user interfaces (GUIs) to object-oriented user interfaces (OOUIs) and cutting-edge interface technologies and techniques. Throughout, coverage is liberally supplemented with screen shots, real-life case studies, and vignettes that bring interface design principles to life. Destined to become the bible for a new generation of designers and developers, *The Elements of User Interface Design* Arms you with a "tested-in-the-trenches," four-phase, iterative design process * Analyzes well-known interfaces, including Windows 95, Windows NT, OS/2 Warp, Microsoft Bob, Visual Basic, Macintosh, and the World Wide Web * Schools you in object-oriented interface (OOUI) design principles and techniques * Offers practical coverage of interface agents, wizards, voice interaction, social user interfaces, Web design, and other new and emerging technologies

Smashing UX Design

Foundations for Designing Online User Experiences *John Wiley & Sons*

The Elements of User Experience

User-centered Design for the Web and Beyond

Provides an overview of the complexities of interactive Web design for non-designers, explaining the processes, methods, and vocabulary of user experience design.

UX Strategy

How to Devise Innovative Digital Products that People Want *"O'Reilly Media, Inc."*

User experience (UX) strategy requires a careful blend of business strategy and UX design, but until now, there hasn't been an easy-to-apply framework for executing it. This hands-on guide introduces lightweight strategy tools and techniques to help you and your team craft innovative multi-device products that people want to use. Whether you're an entrepreneur, UX/UI designer, product manager, or part of an intrapreneurial team, this book teaches simple-to-advanced strategies that you can use in your work right away. Along with business cases, historical context, and real-world examples throughout, you'll also gain different perspectives on the subject through interviews with top strategists. Define and validate your target users through provisional personas and customer discovery techniques Conduct competitive research and analysis to explore a crowded marketplace or an opportunity to create unique value Focus your team on the primary utility and business model of your product by running structured experiments using prototypes Devise UX funnels that increase customer engagement by mapping desired user actions to meaningful metrics

Don't Make Me Think, Revisited

A Common Sense Approach to Web Usability *Pearson Education*

Offers observations and solutions to fundamental Web design problems, as well as a new chapter about mobile Web design.

The Elements of User Experience

Web design is more than just creating clean code and sharp graphics. A site that really works fulfills strategic objectives while meeting users needs. Even the best content and the most sophisticated technology won't help you balance those goals without a cohesive, consistent user experience to support it. The Elements of User Experience cuts through the complexity of user-centered design for the Web with clear explanations and vivid illustrations that focus on ideas rather than tools or techniques. Jesse James Garrett gives readers the big picture of Web user experience development, from strat.

Playful Design

Creating Game Experiences in Everyday Interfaces *Rosenfeld Media*

Game design is a sibling discipline to software and Web design, but they're siblings that grew up in different houses. They have much more in common than their perceived distinction typically suggests, and user experience practitioners can realize enormous benefit by exploiting the solutions that games have found to the real problems of design. This book will show you how.

Around the World Right Now *Sleeping Bear Press*

In this multicultural travelogue through each of the 24 time zones, young readers are invited to travel the world and experience all the people, places, and things that exist on our planet right now. In every minute of every hour of every day, something wonderful is happening around our world. In Santa Fe, New Mexico, an artist sits behind his easel working on a painting. While at the same time in Greenland, an Inuit boy begins training his first pack of sled dogs. While in Madagascar, a playful lemur is trying to steal treats from a family's picnic, just as a baby humpback whale is born deep in the Pacific Ocean. A perfect read-aloud to help introduce geography and time-telling as well as a celebration of the richness and diversity of life on our planet.

Designing Visual Interfaces

Communication Oriented Techniques *Prentice Hall*

Ironically, many designers of graphical user interfaces are not always aware of the fundamental design rules and techniques that are applied routinely by other practitioners of communication-oriented visual design -- techniques that can be used to enhance the visual quality of GUIs, data displays, and multimedia documents. This volume focuses on design rules and techniques that are drawn from the rational, functionalist design aesthetic seen in modern graphic design, industrial design, interior design, and architecture -- and applies them to various graphical user interface problems experienced in commercial software development. Describes the basic design principles (the what and why), common errors, and practical step-by-step techniques (the how) in each of six major areas: elegance and

simplicity; scale, contrast, and proportion; organization and visual structure; module and program; image and representation; and style. Focuses on techniques that will not only improve the aesthetics of the visual display, but, because they promote visual organization, clarity, and conciseness, will also enhance the usability of the product. Includes a catalog of common errors drawn from existing GUI applications and environments to illustrate practices that should be avoided in developing applications. For anyone responsible for designing, specifying, implementing, documenting, or managing the visual appearance of computer-based information displays.

The Encyclopaedia Britannica

A Dictionary of Arts, Sciences, Literature and General Information

Rocket Surgery Made Easy

The Do-It-Yourself Guide to Finding and Fixing Usability Problems *New Riders*

It's been known for years that usability testing can dramatically improve products. But with a typical price tag of \$5,000 to \$10,000 for a usability consultant to conduct each round of tests, it rarely happens. In this how-to companion to *Don't Make Me Think: A Common Sense Approach to Web Usability*, Steve Krug spells out a streamlined approach to usability testing that anyone can easily apply to their own Web site, application, or other product. (As he said in *Don't Make Me Think*, "It's not rocket

surgery".) Using practical advice, plenty of illustrations, and his trademark humor, Steve explains how to: Test any design, from a sketch on a napkin to a fully-functioning Web site or application Keep your focus on finding the most important problems (because no one has the time or resources to fix them all) Fix the problems that you find, using his "The least you can do" approach By paring the process of testing and fixing products down to its essentials ("A morning a month, that's all we ask"), Rocket Surgery makes it realistic for teams to test early and often, catching problems while it's still easy to fix them. Rocket Surgery Made Easy adds demonstration videos to the proven mix of clear writing, before-and-after examples, witty illustrations, and practical advice that made Don't Make Me Think so popular.

UX Design and Usability Mentor Book

With Best Practice Business Analysis and User Interface Design Tips and Techniques

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.

100 MORE Things Every Designer Needs to Know About People *New Riders*

Thousands of designers, marketers, and product managers have come to rely on Susan Weinschenk's original 100 Things Every Designer Needs To Know About People as a "go-to book" for practical advice on how to use the latest findings in psychology and neuroscience to directly inform and improve their designs, brands, and products. Research hasn't stopped since the book was written, and new design challenges have emerged. Weinschenk's new book, 100 MORE Things Every Designer Needs To Know About People applies the latest research in psychology, neuroscience, brain research, and social psychology to the design of technology products, including websites, apps, wearables, and artificial intelligence. Weinschenk combines real science and research citations with practical examples to make her 100 MORE Things engaging, persuasive, easy to read, accessible, and useful. 100 MORE Things Every Designer Needs to Know About People is not just another "design guidelines" book because it explains the WHY behind the guidelines, providing concrete examples and prescriptions that can be easily and instantly applied.

Sketching User Experiences *Elsevier*

In Sketching User Experiences: The Workbook, you will learn,

through step-by-step instructions and exercises, various sketching methods that will let you express your design ideas about user experiences across time. Collectively, these methods will be your sketching repertoire: a toolkit where you can choose the method most appropriate for developing your ideas, which will help you cultivate a culture of experience-based design and critique in your workplace. Features standalone modules detailing methods and exercises for practitioners who want to learn and develop their sketching skills Extremely practical, with illustrated examples detailing all steps on how to do a method Excellent for individual learning, for classrooms, and for a team that wants to develop a culture of design practice Perfect complement to Buxton's Sketching User Experience or any UX text

User Experience Foundations *BCS, The Chartered Institute for IT*

Making user experience (UX) the core of software development aims to enhance customer satisfaction, resulting in more sales, more returning customers and a stronger brand presence. This book provides a reasoned and authoritative description of what UX is, why it works, what tools and techniques are involved, and how it fits in the software development process, in line with the BCS Foundation Certificate in User Experience and ISO 9241-210.

Orchestrating Experiences

Collaborative Design for Complexity *Rosenfeld Media*

Customer experiences are increasingly complicated—with multiple channels, touchpoints, contexts, and moving parts—all

delivered by fragmented organizations. How can you bring your ideas to life in the face of such complexity? *Orchestrating Experiences* is a practical guide for designers and everyone struggling to create products and services in complex environments.

It's Our Research

Getting Stakeholder Buy-in for User Experience Research Projects *Elsevier*

It's Our Research: Getting Stakeholder Buy-in for User Experience Research Projects discusses frameworks, strategies, and techniques for working with stakeholders of user experience (UX) research in a way that ensures their buy-in. This book consists of six chapters arranged according to the different stages of research projects. Topics discussed include the different roles of business, engineering, and user-experience stakeholders; identification of research opportunities by developing empathy with stakeholders; and planning UX research with stakeholders. The book also offers ways of teaming up with stakeholders; strategies to improve the communication of research results to stakeholders; and the nine signs that indicate that research is making an impact on stakeholders, teams, and organizations. This book is meant for UX people engaged in usability and UX research. Written from the perspective of an in-house UX researcher, it is also relevant for self-employed practitioners and consultants who work in agencies. It is especially directed at UX teams that face no-time-no-money-for-research situations. Named a 2012 Notable Computer Book for Information Systems

by Computing Reviews Features a series of video interviews with UX practitioners and researchers Provides dozens of case studies and visuals from international research practitioners Provides a toolset that will help you justify your work to stakeholders, deal with office politics, and hone your client skills Presents tried and tested techniques for working to reach positive, useful, and

fruitful outcomes

Why High-tech Products Drive Us Crazy and how to Restore the Sanity

Alan Cooper calls for a Software Revolution - his best-selling book now in trade paperback with new foreword and afterword.