

Second Edition



A PRACTICAL GUIDE TO USER RESEARCH METHODS

UNDERSTANDING YOUR USERS

MK
MORGAN KAUFMAN

Kathy Baxter, Catherine Courage, & Kelly Caine

Understanding Your Users A Practical Guide To

Catherine Courage, Kathy Baxter



Understanding Your Users A Practical Guide To:

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

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Understanding Your Users Catherine Courage, Kathy Baxter, 2005-01-11 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 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 methods 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

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Table of Contents Understanding Your Users A Practical Guide To

1. Understanding the eBook Understanding Your Users A Practical Guide To
 - The Rise of Digital Reading Understanding Your Users A Practical Guide To
 - Advantages of eBooks Over Traditional Books
2. Identifying Understanding Your Users A Practical Guide To
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Understanding Your Users A Practical Guide To
 - User-Friendly Interface
4. Exploring eBook Recommendations from Understanding Your Users A Practical Guide To
 - Personalized Recommendations
 - Understanding Your Users A Practical Guide To User Reviews and Ratings

- Understanding Your Users A Practical Guide To and Bestseller Lists
- 5. Accessing Understanding Your Users A Practical Guide To Free and Paid eBooks
 - Understanding Your Users A Practical Guide To Public Domain eBooks
 - Understanding Your Users A Practical Guide To eBook Subscription Services
 - Understanding Your Users A Practical Guide To Budget-Friendly Options
- 6. Navigating Understanding Your Users A Practical Guide To eBook Formats
 - ePub, PDF, MOBI, and More
 - Understanding Your Users A Practical Guide To Compatibility with Devices
 - Understanding Your Users A Practical Guide To Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Understanding Your Users A Practical Guide To
 - Highlighting and Note-Taking Understanding Your Users A Practical Guide To
 - Interactive Elements Understanding Your Users A Practical Guide To
- 8. Staying Engaged with Understanding Your Users A Practical Guide To
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Understanding Your Users A Practical Guide To
- 9. Balancing eBooks and Physical Books Understanding Your Users A Practical Guide To
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Understanding Your Users A Practical Guide To
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Understanding Your Users A Practical Guide To
 - Setting Reading Goals Understanding Your Users A Practical Guide To
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Understanding Your Users A Practical Guide To
 - Fact-Checking eBook Content of Understanding Your Users A Practical Guide To
 - Distinguishing Credible Sources

13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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