

Second Edition



A PRACTICAL GUIDE TO USER RESEARCH METHODS

UNDERSTANDING YOUR USERS

MK
MORGAN KAUFMANN

Kathy Baxter, Catherine Courage, & Kelly Caine

Understanding Your Users A Practical Guide To

Kathy Baxter, Catherine Courage



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

Understanding Your Users Kathy Baxter, Catherine Courage, Kelly Caine, 2015-05-20 This new and completely updated edition is a comprehensive easy to read how to guide on user research methods You ll learn about many distinct user research methods and also pre and post method considerations such as recruiting facilitating activities or moderating negotiating with product developments teams customers and getting your results incorporated into the product For each method you ll understand how to prepare for and conduct the activity as well as analyze and present the data all in a practical and hands on way Each method presented provides different information about the users and their requirements e g functional requirements information architecture The techniques can be used together to form a complete picture of the users needs or they can be used separately throughout the product development lifecycle to address specific product questions These techniques have helped product teams understand the value of user experience research by providing insight into how users behave and what they need to be successful You will find brand new

case studies from leaders in industry and academia that demonstrate each method in action This book has something to offer whether you are new to user experience or a seasoned UX professional After reading this book you ll be able to choose the right user research method for your research question and conduct a user research study Then you will be able to apply your findings to your own products Completely new and revised edition includes 30 % new content Discover the foundation you need to prepare for any user research activity and ensure that the results are incorporated into your products Includes all new case studies for each method from leaders in industry and academia

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 BOOK JACKET

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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

Medinfo 2007 Klaus A. Kuhn,James R. Warren,Tze-Yun Leong,2007 The papers presented are refereed and from all over the world They reflect the breadth and depth of the field of biomedical and health informatics covering topics such as health information systems knowledge and data management education standards consumer health and human factors emerging technologies sustainability organizational and economic issues genomics and image and signal processing As this volume carries such a wide collection it will be of great interest to anyone engaged in biomedical and health informatics research and application

50 Ways to Fool Your User Peter Vink,Alan Hedge,2025-07-28 From the way we interact with our workspaces to the simple act of changing a duvet cover the world around us is shaped by design and not always for the better This book offers an engaging look at how everyday objects and systems can confuse frustrate or even hinder us yet also explores how a better understanding of human behavior can lead to improvements Written with humor and professional insight 50 Ways to Fool Your User How to Make Everyday Products and Systems Work for Us invites readers to question the quirks of modern life while imagining how things could work better for everyone Across 50 chapters scientific explanations are paired with snappy anecdotes Each chapter concludes with actionable takeaways Whether it s struggling with unwieldy packaging enduring the infamous middle seat on an airplane or navigating the frustrations of an AI call center these relatable scenarios highlight the oftenoverlooked aspects of design that impact our daily lives In the final chapter the ideas are summarized into a neat practical ethos offering ergonomic principles to inspire smarter more thoughtful solutions in everything from technology to office furniture Through reading this book the reader will gather a view of what good and bad design looks like and how these examples can inform their work in designing better products systems and services This book is for professionals and academics interested in human factors ergonomics and designing with the human in mind but it is also interesting for every layman It will appeal to designers engineers and systems operators

The Moderator's Survival Guide Donna Tedesco,Fiona Tranquada,2013-09-25 The Moderator s Survival Guide is your indispensable resource for navigating the rocky shoals of your one on one user research sessions Inside you ll find guidance for nearly 100 diverse situations ranging from business as usual to tricky and sticky that might occur during usability studies contextual inquiries or user interviews As a moderator you are responsible for the well being of the participant your study and your organization You must be prepared for anything that may happen from your technology failing to the participant quailing Use this guide to identify your best next steps react appropriately and survive any challenges that comes your way Practical field tested and actionable tips for what to do and say and what NOT to do or say in each situation Key patterns and extensive examples to sharpen your approach to the commonplace and prepare you for the unlikely Illustrative survival stories contributed by numerous professionals on the front lines of user research

Design, User Experience, and

Usability. Theory, Methods, Tools and Practice Aaron Marcus, 2011-06-24 The two volume set LNCS 6769 LNCS 6770 constitutes the proceedings of the First International Conference on Design User Experience and Usability DUXU 2011 held in Orlando FL USA in July 2011 in the framework of the 14th International Conference on Human Computer Interaction HCII 2011 incorporating 12 thematically similar conferences A total of 4039 contributions was submitted to HCII 2011 of which 1318 papers were accepted for publication The total of 154 contributions included in the DUXU proceedings were carefully reviewed and selected for inclusion in the book The papers are organized in topical sections on DUXU theory methods and tools DUXU guidelines and standards novel DUXU devices and their user interfaces DUXU in industry DUXU in the mobile and vehicle context DXU in Web environment DUXU and ubiquitous interaction appearance DUXU in the development and usage lifecycle DUXU evaluation and DUXU beyond usability culture branding and emotions

The Practical Guide to Digital Transformation Antonio Weiss, 2022-02-03 Digital transformation is a vital practice for organizations trying to keep up with competitors but with new digital approaches constantly promising to revolutionize the workplace it can feel impossible to keep up Cut through the hype with this accessible guide to making end to end digital transformation happen While technology offers the possibility for business improvement successful digital transformation also requires an effective strategy the right culture change management the ability to stimulate innovation and the knowledge of where to upskill and where to bring in new talent The Practical Guide to Digital Transformation covers each of these factors and more by breaking the process down to 17 easy to follow and practical steps Each chapter includes a case study of an organization getting it right along with advice on putting the principle into action key tips and tricks and what you might say in your next meeting This book also outlines how to start with the foundations of doing digital and build from there including data science cyber security workable technology minimised stack duplication data registers and good user experience Quickly build confidence and make change happen with this actionable guide to the essentials of digital transformation

Digital Marketing Paulo Botelho Pires, José Duarte Santos, Inês Veiga Pereira, 2024-07-12 Digital marketing is not a new concept it is not a trend and it is not a fad either Digital marketing has existed for over twenty years and is currently applied in all areas and marketing activities For this reason it is necessary to know the changes it has brought about both in the theoretical framework so that it can be taught and from an empirical perspective so that it can be applied in real contexts The changes have been profound and far reaching This work addresses this theme aiming to analyse the transversal impact of the digital in the different marketing sectors describing the profound changes that the digital has provoked in the main marketing activities and their sectors also referring to the current practices in use in each included topic It begins by looking at the classic marketing topics opening with an analysis of the impact that digital has had and is having on the marketing strategy of organisations moving on to the study of consumer behaviour in an era of continuous use of electronic devices This is followed by a new topic which is marketing research and data analysis in a context where managers now have more data information and

knowledge about the organisation competitors consumers and the wider environment than ever before Marketing themes were also identified that have been significantly changed with digital Communication is another of the themes of reference with profound changes in recent times followed by management of sales teams supply chain management relationship marketing and internal marketing The last chapters are also relevant contributions being dedicated to marketing sectors services B2B marketing internationalisation politics tourism and NGOs

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Understanding Your Users A Practical Guide To Introduction

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