

Class 5

1. Finding out about the users
 - a. Traditional focus
 - b. Methods that can be used
 - i. Observe users
 - ii. Observe and talk to real users
 - iii. Observe, talk to , and involve
 - c. Areas of investigation
 - i. The domain
 - ii. The users
 - iii. Characteristics of the users
 - iv. Characteristics of the tasks
 - v. Physical Environment
 - vi. Social Environment
 - vii. Organizational Environment
 - viii. User Support Environment
 - ix. Qualitative usability aspects
 - x. Quantitative usability goals
 - xi. Constraints
 - xii. Trade-offs
2. Finding who they are
 - a. Types of users
 - i. Primary users
 - ii. Secondary users
 - iii. Stakeholders
 - b. User characteristics
 - i. Age
 - ii. Sex
 - iii. Culture
 - iv. Physical abilities and disabilities
 - v. Educational Background
 - vi. Computer/IT Experience
 - vii. Motivation
 - viii. Attitude
 - c. Users with physical limitations
 - i. Problems with data
 1. Conceptual
 2. Measurement
 - ii. Results - 15-35%
 1. Blind or visually impaired 1.5 million
 2. Color blindness
 - a. Deuteranopia
 - b. Protanopia
 - c. Tritanopia
3. Describing your users and their characteristics
 - a. Interview/questionnaires
 - b. Breaking into groups

- c. Observation
 - d. Analyze
- 4. Personas
 - a. Assumptions
- 5. Other Stakeholders
- 6. Finding out what the user wants
 - a. Felt needs
 - b. Expressed needs
 - c. Normative need
- 7. The Domain
 - a. Experts - Tacit knowledge
 - b. Uncooperative
 - c. Domain models