Introduction *week 1*

User experience design is an iterative process, centred explicitly on the user: their overall experience, their level of satisfaction, and how we can improve upon a device, system, or product's usability and accessibility.

Designers implement their conceptual model of how a system should work, while users create their mental model of how they understand the system to work through interacting with the system. The designer wants the user's mental model to match their conceptual model, otherwise the quality of the user's experience will be low.

Analysing a system, some questions to consider are: what is the system used for? Who is the expected user? What level of training/expertise is expected? What could go wrong? What steps could be taken to resolve any issues?

As time goes on, we are moving from expert systems to more widely available technologies. Technology is now necessary to participate in society, so our assumption of users, who is using the systems and the consequences if they can't use them, is changing.

Cognitive ergonomics is related to human factors, specifically the study of cognition. It aims to optimise human well-being and performance, taking cognitive limitations such as attention, memory, and workload into account.

Usability suddenly became huge as desktop computing and the need for interface designs that allow people to work well arose. Usability is based on cognitive psychology and understanding what people are capable of. Accessibility addresses the need to make systems available to everyone.

User experience puts the user at the centre. The field involves, among other things, requirements, design, prototyping, development, evaluation, cognitive abilities, subjective experience, narratives, and cultural impact. Dialogue is the key: constant, constructive dialogue between designers, users, and communities is very important.