Index

Note: Page numbers followed by *f* indicate figures *t* indicate tables and *b* indicate box.

A

A priori coding, 304, 309
A/B testing, 290, 414–416, 477
Activity-logging software
  interaction loggers, 340–344, 342*f*
  interaction recording tools, 339, 345–346
  keystroke and, 344–345
  software tools, 339
  user actions, 340*f*
  web proxies, 339–344, 342*f*
Advanced Notice of Proposed Rule-Making (ANPRM), 471–472
Again-Again scale, 208–210
Alternative hypothesis, 28–29
Analog-to-digital converter, 388, 388*f*
Analysis of variance (ANOVA), 76–77
  factorial, 82, 82–83*t*
  one-way, 80–82, 81*t*
  repeated measures, 83–85, 84–85*t*
  for split-plot design, 85–87, 86*t*
Aphasia, 497, 502–503
Apple Watch, 377–378
Application Programming Interfaces (APIs), 416–417, 419
Artifact contributions, 2
Assistive technologies, 507
Assumption-free tests, 94
Attention deficit hyperactivity disorder (ADHD), 379
Audience content, 11–13, 301
Augmentative and alternative communication (AAC) device, 502
Autism spectrum disorders, 494, 511–512
Automated data collection methods, 329–330
  activity-logging software, 339
    interaction recording tools, 345–346
    keystroke and activity loggers, 344–345
    user actions, 340*f*
    web proxies and interaction loggers, 340–344, 342*f*
  automated interface evaluation, 358
  computerized data collection systems, 330*f*, 358–361
  custom software, 346
    instrumented software, 346–349, 347*b*
    research software, 349–353, 349*b*
  data management and analysis
    handling stored data, 354–355
    log files, 355–356, 357*f*
  existing tools, 330
    stored application data, 338–339
    web logs, 330–338
  hybrid data collection methods, 353–354
Automated software, advantages, 358
Automated usability inspection, 358
  standalone applications, 270–271
  in statistics, 270–271
  summary report, 270

B

Behavioral research, 26–27
Belmont report, 476
Between-group design, 49–52, 49*f*, 76
  advantages and disadvantages, 50–51, 52*t*
  choosing, 52–54
  within-group design *vs.*, 52
Biases, 60–65
  environmental factors, 64–65
  experimental procedures, 61–63
  experimenter behavior, 63–64
  measurement instruments, 61
  participants, 63

Big data approaches, 5
Blind users, 497–499, 506, 509–510, 513–514
  IRB form, 514–516, 515*f*
  task performance, 426*b*, 462*b*
Blog, 135, 144
Blood-volume pressure (BVP), 383–384
Body-mounted sensors, 387

C

Captioning, 494
Cardiovascular signals, 383–384
Case study
  analysis and interpretation, 176–178
  challenges, 153
  cherry-picking, 168
  choosing cases, 172–174
  critical cases, 173
  data collecting, 175–176
  data sources and questions, 174–175
  definition, 153, 156
  demonstration, 160, 164–165
  description, 160, 162
  documenting, 178
  edge cases, 160
  embedded/holistic, 169–170
  ethnography *vs.*, 232
  explanation, 159–160
  exploration, 159–160
  goals, 159–165
  hypotheses, 170–172
  in-depth investigation, 156–157
  informal case studies, 180–182
  intrinsic/instrumental, 165
  lab-based usability studies, 157
  multiple data sources, 157–159
  presentation of data and analysis, 178
  qualitative data and analysis, 159
  research questions, 170–172
  single/multiple, 165–169
  story-telling, 178
  writing up, 178–179
Causality, 5
Central tendency, 74–75
Children's Online Protection Act, 425
Chi-squared test, 94–96
Classical research methods, 266, 267*t*
Clickstream analysis, 265
Closed-ended questions, 120–121, 120*f*
Cloud-based services, 469
Coding
  code structure, building, 309–311, 310*f*
  definition, 303–304
  emergent coding, 304–308
  grounded theory, 304–308, 305*f*, 308*f*
  priori coding, 304, 309
  theoretical frameworks, 309
Cognitive disabilities, 493, 495
  challenges, 512
  participants, 511–512
  visual Likert scale, 512, 512*f*
Cognitive walkthrough, 269
Completely Automated Public Turing test to tell Computers and Humans Apart (CAPTCHA), 426
Computerized data collection systems, 329, 330*f*
Computer-Supported Cooperative Work (CSCW), 8
Conceptual mapping, 207
Confidentiality, 473
Construct/factorial validity, 315
Content analysis, 221
  audience content, 301
  categories of, 302*t*
  coding schemes
    code structure, building, 309–311, 310*f*
    definition, 303–304
    emergent coding, 304–308
    grounded theory, 304–308, 305*f*, 308*f*
    theoretical frameworks, 309
  data set, 301–303
  definition, 301
  high-quality analysis, 314
    reliability, 317–319, 318–319*t*

subjective *vs.* objective coders, 320
validity, 314–316
intracoder reliability, 317
media content, 301
text coding
ask questions about data, 312
comparisons of data, 313
iterating and refining, 314
look for key items, 311–312
record code, 313
Contextual inquiry, 201*b*, 413–414
Contextual interviews, 200–204
Contingent question, 123–124, 123*f*
Contribution types, HCI research, 2–3
Correlation, 5, 88–90, 88–89*t*
Counter-balancing, 34–35
Criterion validity, 315
Criterion variable, 91
Critical-incident analysis, 223
Crowdsourcing studies, 429
advantages, 434
disadvantages, 434–435
quality control measures for, 432–433, 433*t*
Cultural sensitivity, 483–484
Custom software, 346
instrumented software, 346–349, 347*b*
research software, 349–353, 349*b*

D

DART. *See* Disruption and recovery tracker (DART)
Data analysis, 171, 389–390
Databases, 354–355
Data-coding process, 314
Data collection, 387–389
automation (*see* Automated data collection methods)
challenges, 387–389
logistics, 510–511
online data collection, 414–416
psychophysiology, 387–389
remote data collection, 505–506
Data granularity, 390–391
Data interpretation, 390–394
Data management
handling stored data, 354–355
log files, 355–356, 357*f*
Data minimization, 469
Data mining, 356
Data set
contributions, 3
sensitizing questions, 312
statements, 311, 312*t*
Data storage, 469
Data triangulation, 158
Deceptive research, 478–480
Default speed, 497–498
Demographic data, 114–115, 115*b*
Dependent variable, 30–32
Descriptive research, 26–27, 27*t*
Diary, 135
analysis of, 149–150
data collection, 145–146
elicitation diary, 143–145
entries, recording, 148*b*
feedback diary, 143–144
hybrid feedback, 145
naturalistic settings, 138
participants, 141–143, 148–149
recall, 138–139
strengths and weaknesses, 140
time diary, 135–136, 136*b*, 139–141, 144
types, 143–145
user-defined data, 140*t*
user frustration, 135–136, 136*b*
Digital family portrait, 438–439, 438*f*
Discourse analysis, 221
Disruption and recovery tracker (DART), 344–345
Distributed research, 505–506
Documentation, 513–516
Double-barreled question, 121
Double experts, 459
Dummy accounts. *See* Test accounts
Dwell-time methods, 371

E

Eastman Kodak Company, 273
Electrocardiography (EKG), 384
Electrodermal activity. *See* Galvanic skin response (GSR)
Electroencephalography (EEG), 384–385, 385*f*, 396
Electromyography (EMG), 384, 396
Electronic medical records (EMRs), 374–375
Elicitation diary, 143–145
Email message, 461
Email programs, 338, 346
Embedded case study, 169–170
Embodied virtuality, 437
Emergent coding approach, 304. *See also* Grounded theory
Emotional contagion, 476
Empirical evaluation, 40*b*
Empirical research, 2–3
Ethnography, 230
  in anthropological studies, 231
  vs. case-study research, 232
  complete observer, 239
  complete participants, 238
  contact, making, 242–243
  deciding, 245
  definition, 231
  deviants, 242–243
  educational settings, 250–251
  face-to-face contact, 241
  free-play activities, 250
  healthcare settings, 249–250
  home settings, 248–249
  hospital information system, 234, 238
  inductive focus, 231–232
  informants, 243, 247
  intensive-care information system, 236
  interviewing, 243–247
  iterative process, 246*f*
  mobile and ubiquitous systems, 251–252
  notes, taking, 245
  observation techniques, 265
  observing, 243–247
  online dating, researching, 254*b*
  participation, 231, 234–235, 237–241
  participatory design, 266
  physical therapy, 249–250
  relationships, building, 241–242
  repeating, 243–247
  research, 235–248, 240*b*
  researchers role, 240*f*
  results, reporting, 247–248
  site/group of interest, selecting, 236–237
  situated action, 233
  stranger-handlers, 242–243
  theorizing, 243–247
  timing, 245
  triangulation, 232, 243–244
  usability testing, 239
  virtual ethnography, 252–256
  work settings, 249–250
European Commission's policies, 483
Experimental design
  between-group design, 49–52, 49*f*
  characteristics, 45
  choosing, 52–55
  defining, 46*f*
  dependent variables, 47
  factorial design, 56–57, 56*t*, 58*b*
  independent variables, 47
  interaction effects, 58–59, 59*f*
  issues, 46–47
  procedures, 64–65
  random errors, 59–60
  single independent variable, 48–55
  split-plot design, 57, 57*t*
  structure, 47–48, 48*f*
  systematic errors, 60–65
  within-group design, 49–52, 50*f*
  Wizard-of-Oz approach, 47
Experimental research, 26–27, 27*t*
  alternative hypothesis, 28–29
  components of, 32–33
  dependent and independent variables, 30
  empirical evaluation, 40*b*

Hawthorne effect, 39–40
lab-based experiments, 39–40
limitations of, 39–40
null hypothesis, 28–29
randomization, 33–35, 33*t*
research hypotheses, 27–32
significance tests, 35–39
need of, 35–36
normal distribution curve, 36*f*
Type I and Type II errors, 36–39
theory *vs.* hypothesis, 28*b*
typical dependent variables, 31–32
typical independent variables, 30–31
Expert-based testing or evaluation, 268
cognitive walkthrough, 269
expert reviews, 268–270
guidelines review, 269–270
heuristics, 268–269
interface experts, 268
interface flaws, 268
Shneiderman's 8 golden rules, 268–269, 269*t*
Exploratory analysis, 127–128, 374
External validity, 172–173
Eye-gaze data, 371
Eye-tracking systems
applications, 371–376
dwell-time methods, 371
saccades, 370–371
smooth pursuits, 370–371
velocity-based methods, 371

F

Face validity, 314–315
Factorial design, 56–57, 56*t*, 58*b*
Feedback diary, 143–144
FETCH system, 138
File systems, 338
Fitts' law, 28*b*
Focus groups, 187
and contextual interviews, 200–204
electronically mediated interviews and, 216–219
interviews *vs.*, 204–206
Formative testing, 271–273
Friedman's two-way ANOVA test, 98–99, 99*t*
F test, 87–88
Functional magnetic resonance imaging (fMRI), 385–386
Functional near-infrared spectroscopy (fNIRS), 385
Fun Sorter, 208–210

G

Galvanic skin response (GSR), 383, 383*f*, 394–395
Global-positioning systems (GPS), 251
Google
Analytics, 355
Flu, 419, 420*b*
Glass, 439
user research van, 284–285, 284*f*
UX, 283, 283*b*
Grounded theory
advantages, 307–308
concepts and categories, 306
disadvantages, 307–308
vs. experimental research, 305*f*
grouping concepts into categories, 306–307
open and axial codes, 308*f*
open coding stage, 306
qualitative research method, 304–305
reverse-engineered hypothesis, 304–305
theory formulation, 307
GUI desktops, 338

H

Hawthorne effect, 39–40, 478
High-quality data analysis, 314
reliability, 314, 317–319, 318–319*t*
subjective *vs.* objective coders, 320
validity, 314–316
History of HCI research, 1–2
Holistic case study, 169–170

Homogeneity of variance, 87
Human computation
  advantages, 434–435
  disadvantages, 434–435
  future of, 435–436
  software infrastructure, 431–432
  tasks and study design, 432–434, 433*t*
Human intelligence tasks, 425–426
Human subjects
  controlled experiments, 459
  cultural differences, 457
  degrees of confidence, 459
  ethnographic studies, 457
  expertise, 457
  gender differences, 457–458
  interfaces, 457
  personal attributes, 456
  potential participants, 455–463
  and public trust, 484–485
  recruiting participants, 460–463
  research participants, 463–484
    informed consent, 472–476
    institutional review boards, 469–472
    international concerns, 483–484
    longitudinal studies, 480–481
    populations with specific concerns, 482–483
    potentially deceptive research, 478–480
    privacy protection, 468–469
    respect, 476–478
    risks and concerns, 464–468
    working with children, 481–482
  usability studies, 459
Hybrid data collection methods, 353–354

I

Incentives, 461
Independent variable, 30–31
Information and Communication Technology for Development (ICT4D), 483–484
Informed consent, 424–425, 467*b*, 472–476
  document, 472
  form, 474, 475*f*
Institutional review boards (IRBs), 464, 469–472, 512–513
  ANPRM, 471–472
  approvals, 470
  form, 514–516, 515*f*
  informed consent form, 474, 475*f*
  policies, 470–471
Instrumental case study, 165
Instrumentation software, 343, 346–349, 347*b*
Intellectual disabilities, 493
Interaction effects, 58–59, 59*f*
Interaction recording tools, 339, 345–346, 353
Intercept sampling, 116
Interdisciplinary research, 9–11
Interface flaws, 264–266
International Children's Digital Library (ICDL), 167*b*
Interpretation session, 288–289
Interrater reliability, 223
Interventions, 508
Interviews, 25, 187
  adaptable and flexible, 214
  affinity diagrams, 202–203, 202*f*
  applications, 189–196
  cherry picking, 220
  clarity and continuity, 214
  closed question, 207
  conceptual mapping, 207
  content analysis, 221
  contextual inquiry, 201*b*
  contextual interviews, 200–204
  critical-incident analysis, 223
  data analyzing, 219–224
  debriefing, 216
  desktop information systems, 191
  digital artifacts, 193–194
  discourse analysis, 221
  discussion, promoting, 215–216

electronically mediated interviews and, 216–219
environmental concerns, 192*b*
evaluation and subjective reactions, 195–196
explicit understanding, 201
finding and reminding, 191*b*
focused interviews, 200–204
vs. focus groups, 204–206
fully structured interviews, 198
implicit practices, 201
informal analysis, 222
informant/nondirective interviews, 199
initial exploration, 189–193
interrater reliability, 223
interviews, 188
introduction, 213
key informants, 197
listening, 214–215
low-level questions, 195
navigation systems, 189
notes written, 220–221
novices, 222*b*
one-to-one setting, 204
online interviewing, 217–219
open-ended question, 207, 220
page-layout, 194
preparation, 210
pros and cons, 188–189
qualitative methods, 221
questionnaire tools, 209*f*
questions, types of, 206–210
rapport, 212–213
recording, responses, 211–212, 220
requirements gathering, 193–195
respondent interviews, 199
results, reporting, 223–224
secure web connection, 208*f*
semistructured interview, 198–200
software prototypes, 203
stakeholders, 196–198
structure, 198–200
telephone interviewing, 217
terminology, 214
unstructured interviews, 199–200
validity, 223
web-page–creation system, 194
Intracoder reliability, 317
Intrinsic case study, 165
In vivo code, 306
IRBs. *See* Institutional review boards (IRBs)

K

Key informants, 197
Key logging, 265, 288
Keystroke, 344–345, 355–356
Kinect sensors, 378
Kruskal-Wallis test, 98, 98*t*

L

Lab-in-a-box, 391*b*, 393–394*f*
Latin Square Design, 34–35, 34*t*, 51–52, 54–55, 58
Life cycle, of HCI research, 14–15
Likert scale question, 93, 94*f*
Literal replication, 166
Log files, 354, 360
Logistics
communicating with potential participants, 508–509
data collection, 510–511
documentation, 513–516
extra computer parts, 516–517
participants with cognitive disabilities/intellectual impairments, 511–513
payment, 517–518
pilot studies, 509–510
Longitudinal studies, 480–481, 506–507

M

Machine learning technique, 356
Macro-HCI, xxi, 8
Mann-Whitney *U* test, 96–97, 96*t*
Mechanical Turk software toolkits, 431–432
Media content, 301, 321

Menu design, depth *vs.* breadth, 16*b*
Measurement, of HCI research, 7–9
Methodological considerations
  distributed research, 505–506
  in-depth case studies, 506–507
  interventions, 508
  sample sizes, 504–505
  technical environment, 507–508
Methodological contributions, 3
Micro-diversions, 435
Micro-HCI, xxi, 8
Milgram's experiment, 464*b*
Mosaic down syndrome, 497
Motion and position tracking
  for large displays, 379
  muscular and skeletal position sensing, 377–379
  for virtual environments, 379
Motor disabilities, 493
Motor impairments, 513–514
Multidisciplinary community, 9–10
Multimedia content analysis, 320, 322
  annotation approach, 321–322
  ChronoViz tool, 322
  human coders, 321
  machine learning, 321–322
  online search, 321
Multiple-case study, 165–169
Muscle tension, 384
Muscular position sensing, 377–379

N

National Federation of the Blind (NFB), 462
NodeXL, 421
Nomenclature, 309–310
Nominal Group Technique (NGT), 206
Nonprobabilistic sampling, 113–119
Null hypothesis, 28–29

O

Observation techniques, 265
One data-collection effort, 13–18
Online activity, 418–421, 441–442
Online analytical processing (OLAP), 356
Online research
  challenges
    ethical concerns, 424–425
    recruiting, 422–423
    study design, 423–424
    topics, 422
  vs. lab-based studies, 415
  online communities, 416–417
  online data collection, 414–416
  online dating, 254*b*
  online interviewing, 217–219
Online surveys, 124–126
Open-ended questions, 119–120
Opinion contribution, 3
Oversampling, surveys, 115, 115*b*
Over time, changes in, 3–7

P

Paper surveys, 124–126
Participants
  ability, differing levels of, 497–499
  deaf/hard of hearing, 501–502
  direct interaction, 430
  inclusion criteria, 495–497, 496*t*
  moderate to severe speech impairments, 502–503
  payment, 517–518
  people with disabilities, 493–522
  potential, 455–463
  proxy users, 503–504
  recruiting, 460–463
  research
    informed consent, 472–476
    institutional review boards, 469–472
    international concerns, 483–484
    longitudinal studies, 480–481
    populations with specific concerns, 482–483
    potentially deceptive research, 478–480
    privacy protection, 468–469

respect, 476–478
risks and concerns, 464–468
working with children, 481–482
rights, 474
Participatory design, 266
Pearson's *r* value, 88
Perceptual disabilities, 493
Phicons, 437
Physiological data
brain activity, 384–386, 385*f*
cardiovascular signals, 383–384
electrodermal activity, 383
muscle tension, 384
respiration, 384
Pilot study
logistics, 509–510
survey, 126–128
Policymaking, 13
Predictor variables, 91
Print disabilities, 513
Probabilistic sampling, 109–113, 116*b*
Proxy users, 503–504
Psychology-based HCI research, 11
Psychophysiology, 381
data analysis, 389–390
data collection, 387–389
data interpretation, 390–394
physiological data, 381–386
Public policy, 12–13

Q

Qualitative data analysis
content analysis, 301–303, 302*t*
coding schemes, 303–311
high-quality analysis, 314–320
text coding, 311–314
goals of, 300
multimedia content analysis, 320–322
research design, 324*b*
stages of, 300
Questionnaire
closed-ended questions, 120–121, 120*f*
open-ended questions, 119–120
problems with, 121
Quinn-Bederson model, 432

R

Random errors, 59–60
Randomization, 33–35, 33*t*
reCAPTCHA, 426, 427*f*, 428
Regression, 91–93, 92–93*t*
Relational research, 26–27, 27*t*
Reliability, 317–319, 318*t*
Cohen's Kappa, interpretation of, 319, 319*t*
stability and reproducibility, 317
Remote data collection, 505–506
Remote online usability, 414
Remote usability testing, 280, 281*t*
Replication, 13–14
Representative tasks, 268, 271
Representative users, 263
interface design, 268
user-based test, 268, 271
Researcher-denoted concepts, 306
Research hypotheses, 27–32
Research software, 349–353
children, reentry rates for, 352*f*
Fitts' Law, 349*b*
mouse control, 349*b*, 351*f*
Respecting participants
practical issues, 478
study design, 476–477
Respiration, 384
Retrospective session. *See* Interpretation session

S

Saccades, 370–371
Sample sizes, 504–505
Screen-capture, 345
Screen reader user, 498
Semistructured interview, 198–200
Sensor(s), 436
Sensors and ubiquitous computing
history, 437–439
research methods, 439–441

Shneiderman's 8 golden rules of interface design, 268–269, 269*t*
Sign language, 501–502
Simulated impairments, 500
Simultaneous *vs.* sequential menus, 335, 336*b*, 336–337*f*
Single case study, 165–169
Single independent variable, 48–55
Situated action, 233
Skeletal position sensing, 377–379
Smart Citizen Kit, 439
Smartwatches, 377–378
Smileyometer, 208–210
Social media, 418
Social networking, 142
  tools, 338
Sociology-based HCI research, 11
Software-driven randomization, 34
Software Psychology (Shneiderman), 1–2
Spinal cord injuries (SCI), 508–510
Split-plot design, ANOVA for, 76, 85–87, 86*t*
SPSS
  data, organizing, 74
  independent-samples *t* test, 78
  one-way ANOVA, 80–82
  paired-samples *t* test, 79
  regression, 92
  repeated measures ANOVA, 84
  split-plot design, ANOVA for, 86–87
Squid proxy server, 341
Standard deviation, 75
Stanford prison experiment, 466*b*
Statistical analysis
  ANOVA, 80–87
  central tendency, measures, 74–75
  correlation, 88–90, 88–89*t*
  data
    cleaning, 72–73
    coding, 73–74
    demographic data, 73*t*
    organizing, 74
    preparation for, 71–74
  F test, 87–88
  means, comparing, 76–77, 77*t*
  nonparametric statistical tests, 93–100
  parametric tests, 76, 94
  regression, 91–93, 92–93*t*
  spread, measures, 75–76
  t test, 77–80, 87–88
  type I and type II errors, 36–39
Stored application data, 338–339
Stratification, 111, 112*b*
Subjective *vs.* objective coders, 320
Summative testing, 273
Survey(s)
  approach, 25
  benefits and drawbacks, 106–107
  computer usage patterns, 118*b*
  contingent question, 123–124, 123*f*
  contributions, 3
  data analysis, 129
  defining the population frame, 108–109
  definition, 105
  demographic data, 114–115, 115*b*
  do not call list, 108–109
  errors, 113
  existing, 124
  goals, 108–109
  Internet in public libraries, 111*b*
  listing, 108–109
  nonprobabilistic sampling, 113–119
  online, 124–126
  oversampling, 115, 115*b*
  paper, 124–126
  photo tagging and sharing behaviors, 107*b*
  pilot study, 126–128
  probabilistic sampling, 109–113, 116*b*
  questionnaire, 106, 119–121
  random sampling, 110, 110*b*, 116
  response rate, 128–129
  response size, 112–113
  self-selected surveys, 116–117
  stratification, 111, 112*b*

structure, 122–124
targeted users, 108–109
tools, 124*t*
uninvestigated populations, 117–119
US census, 110*b*
web-based survey, 122
Survey contributions, 3
Sweeps, 373
Systematic errors. *See* Biases

T

Tangible Bits, 437
Task list, 286–288
Task performance, measurement of, 265, 288
Taxonomies. *See* Theoretical frameworks
Technical environment, 507–508
Telephone interviewing, 217
Test accounts, 286–287
Text coding
ask questions about data, 312
code recording, 313
comparisons of data, 313
iterating and refining, 314
look for key items, 311–312
Theoretical contributions, 3
Theoretical frameworks, 309
Theoretical replication, 166
Think-aloud studies, 272, 288–289, 291–292, 345
Time diary, 135–136, 136*b*, 139–141, 144
Time performance, measurement of, 265, 288
Trade-offs, 18–19
Transportation, 510
Triangulation, 13–14
data triangulation, 158
ethnography, 232, 243–244
qualitative data, 316
T test
assumptions, 87–88
hypothesis of, 77
independent-samples, 78, 78*t*
interpretation, 79
paired-samples, 78–79, 79*t*
two-tailed and one-tailed, 80
Twitter, 419
Type I and Type II errors, 36–39

U

Ubiquitous computing research, 436–441, 437*f*
Unit of analysis, 169
Universal design approach, 499
Unstructured interviews, 199–200
Usability engineering, 267, 293
Usability inspections. *See* Expert-based testing
Usability testing, 25, 239, 268, 271
vs. classical research methods, 267*t*
definition, 263
example of usability barrier, 264–265
at Fidelity Investments, 291*b*
high-fidelity prototypes, 272
interface flaw, 264–265
interventions, 287–288
Kodak website, 273, 273*b*
Leescircus, 289*b*
locations for, 276–286, 277–278*f*
low-fidelity prototypes, 271–272
making sense of data, 292–293
measurement, 288–290
moderators, 274, 287–288, 291–292
multi-user usability lab, 278*f*
observation techniques, 265
paper prototypes, 271–272
report, splitting, 293
single-user usability lab, 278*f*
stages of, 274–275, 274*t*
summative test, 272–273
task list, 286–288
technology probes, 293–294
testing session, 290–292
traditional research, 265–267, 267*t*
types, 267, 271–274
usability flaws, 264*f*, 275–276

Usability testing *(Continued)*
usability laboratory, portable, 277*f*, 279
user populations, 272, 276
validation test, 272
variations on, 293–294
User-based test. *See* Usability testing
User Experience (UX), 283*b*
User research, 263, 265, 281, 284, 284*f*, 294–295
User satisfaction, 265, 288
UX Researchers and Accessibility, 281–282

V

Validity, 314–316
construct/factorial validity, 315
criterion validity, 315
database construction, 315
face validity, 314–315
Virtual ethnography, 252–256

W

Wald-Wolfowitz runs test, 96
Wall-sized display, 379, 380*f*
Web Accessibility Initiative, 269–270
Web access logs, 333
Web bookmarks, 338
Web browser
caches, 335
Firefox proxy configuration, 342*f*
log entries, 342*f*
Webcam video, 413
Web Content Accessibility Guidelines (WCAG), 269–270
Web log analysis, 330–331, 415
empirical studies, 335–338
log contents, 331–333, 332*f*
simultaneous *vs.* sequential menus, 336*b*, 336–337*f*
web usability/design research, 333–335
Web log contents, 331–333, 332*f*
Web proxies, 339–344, 342*f*
WebQuilt visualizations, 357*f*
Web server logs, 334–335
Web usability/design research, 333–335
Wii remote, 377
Wilcoxon signed-rank test, 96–97, 97*t*
Within-group design, 49–52, 50*f*
advantages and disadvantages, 51–52, 52*t*
vs. between-group design, 52
choosing, 54–55
Wizard-of-Oz method, 47, 294
Workload, 375

Y

Yahoo User Night, 281*b*