

# Module 1

## 4 Step Design Process

### Step 1: Requirements Gathering

Understanding the user and what her goals are

### Step 2: Design Alternatives

### Step 3: Prototyping

Techniques for modelling the novel designs before a final version is produced

### Step 4: Evaluation

A set of techniques for ascertaining that your design meets the needs of the user

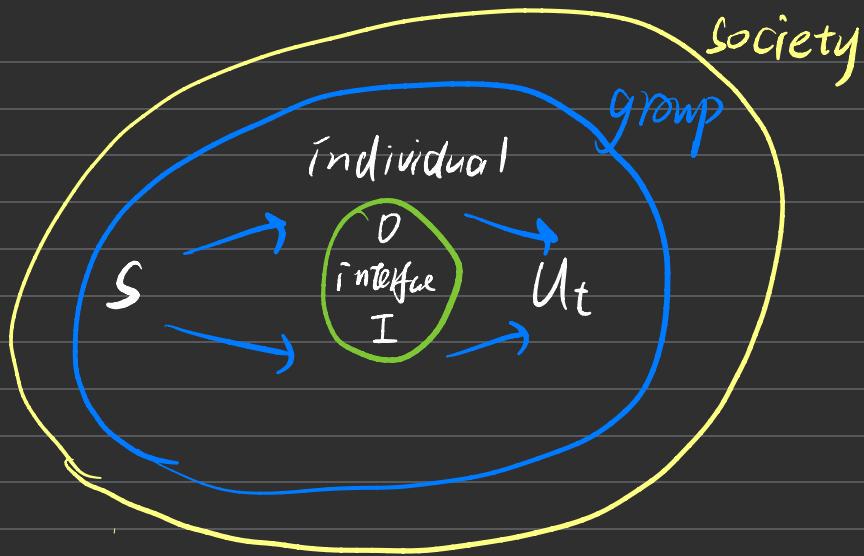
## Module 2:

### Core concept of User Experience design

Users use interfaces to accomplish a task

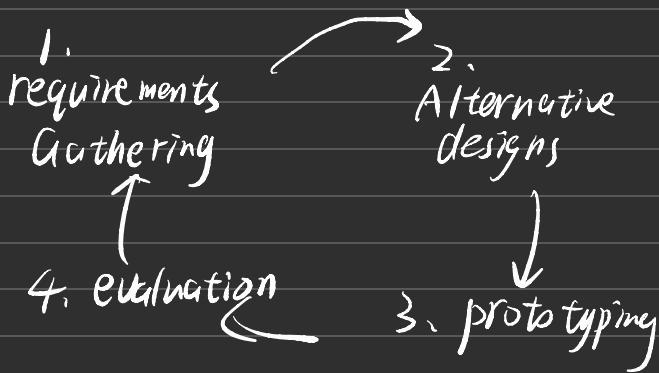
User = The individual that is using some technology to accomplish a task

Interface: The user enters input (I) into the interface to complete a task (O)



**Design:** The development of novel creation to meet some need

## User Interface Design Cycle



1. In this phase the designer aims to understand how users are currently completing tasks

2. ~ we are able to develop novel interfaces to successfully complete the task because we have sound requirements for the system
3. The designer models various system features that meet core aspects of task
4. We test the system's usability and usefulness with either users or experts

## Features of Good Design

Affordance      Signifiers      Feedback

Usability is essential to good design

- Characterized as effective, efficient and satisfying to the user

### Affordance

The perceived and actual properties of the things, primarily those fundamental properties that determine just how the things could possibly be used

### Signifiers

Marks or sounds that communicate what actions are possible and how they should be done

### Feedback

Sending back to the user information about what system input has occurred

# User Engagement Ethics

User Interaction is an essential part of User Experience Design!  
Every time you interact with a user you have access to precious information

## ★ Before you interact with users

- Review your goals for the interaction
- Make sure each part of the interaction meets the goal
- Collect all of the material needed and organize them
- Practice the interaction with someone else

## User engagement process

### 1. Introduction

① Ask for their frank opinion

② Explain that the interaction is confidential

During the introduction

( Explain to users that )

Their participation is completely voluntary

They are free to stop participating at any time

If they wish to stop participating this will not negatively affect their relationship with your company/institution

### 2. Interaction

① provide neutral feedback

② Encourage elaboration

③ keep control of the interaction

### 3. Closing

At the end of the session

① Remind them about the goals of the interaction and what you plan to do with their data

② Ask if they have anything else to add

③ Thank them for their participation