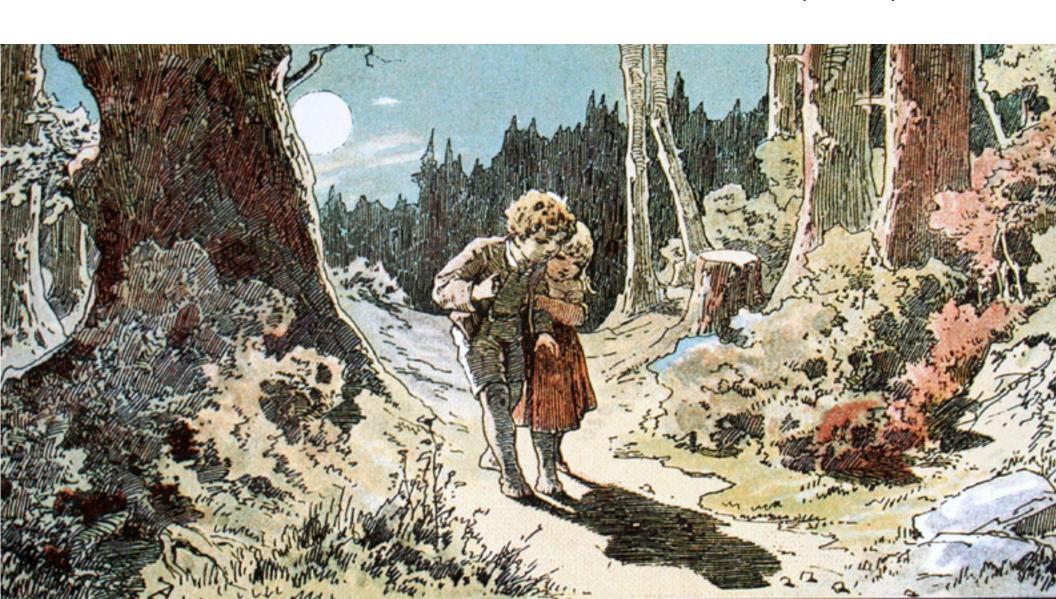
DON'T MAKE ME THINK STREET SIGNS AND BREADCRUMBS

AUTHOR: STEVE KRUG

PRESENTED BY: ALICE, DAVID, KYLE





HOW TO FIND ANYTHING

You need to buy chocolate chips to make cookies.

At the store, you want to find the chocolate chips quickly.

Where are the chocolate chips?



PRANT ETTIL JAN / RATU MATCH MEET MATCH MEET



THE FIRST WAY:

Enter the store. Look up.

- 1. Follow the huge signs.
- 2. Follow the big signs.
- 3. Follow the small signs.

CHOCOLATE CHIPS!



THE SECOND WAY

Enter the store.

- 1. Find employee.
- 2. Ask employee.

Enter Store Look for the right department Look for the NO YES right aisle Look for the product Still think you're in the right department? NO. Find it? NOT YET YĖS Look for the THOROUGHLY cash register FRUSTRATED YES Pay up Look for exit sign

THE IMPORTANT THING

Neither system is "right."

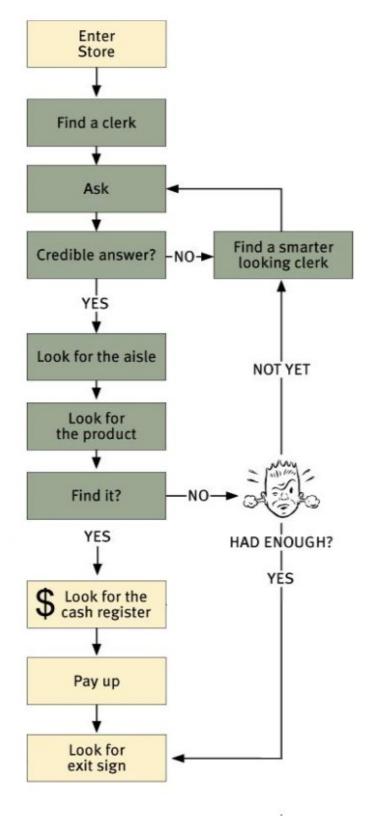
People either prefer one or the other.

Therefore, to make everyone happy, you want to have both.

THE GOAL

We want people to find what they are looking for.

That is what is important.



HOW WEBSITES DO THIS:





Does this look familiar?

HUDSON'S BA



| BRIDAL | GIFT REGISTRY | GIFT CARDS | SHOP BY BRAND

HUDSON'S BAY



Search

Q

WOMEN'S

SHOES

HANDBAGS

JEWELLERY & ACCESSORIES

BEAUTY

MEN'S

KIDS'

HOME

HBC COLLECTIONS

SALE BRANDS

FREE SHIPPING

On Your \$99 Order (\$49 On Beauty), plus easy returns.

Details

EXTRA \$20 Off \$100+

Regular-Priced Fashion & Accessories
Use Code SPRING Details

PERSISTENT NAV.

Have you ever noticed that the top of the page stays the same?

It is very easy to get lost on the Internet.

Mhhs

Unlike life, there are no directions.

| BRIDAL | GIFT REGISTRY | GIFT CARDS | SHOP BY BRAND

HUDSON'S BAY



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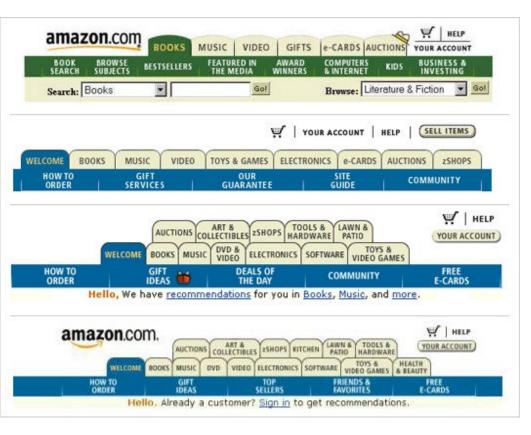
EXTRA \$20 Off \$100+

Regular-Priced Fashion & Accessories
Use Code SPRING Details

PERSISTENT NAV.

Persistent (or global) Navigation is here to help you.

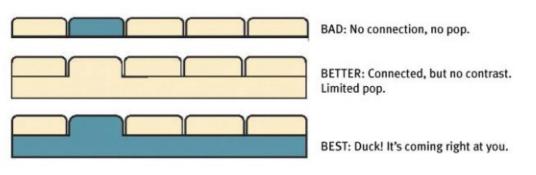
- 1) you can find your way around
- 2) you can always find your way home
- 3) just by seeing it, it prevents people from worrying



TABS'R'COOL

Paul Krug loves tabs. Why?

- 1. They are easy to understand
- 2. They are difficult to miss.
- 3. They are visually interesting.



*make sure that you design them correctly



 Should include five elements that you most need to have on hand at all times:



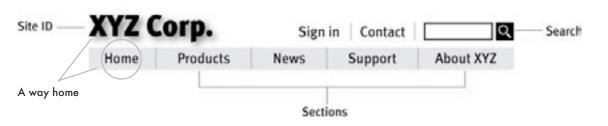
- Should include five elements that you most need to have on hand at all times:
- 1. Site ID



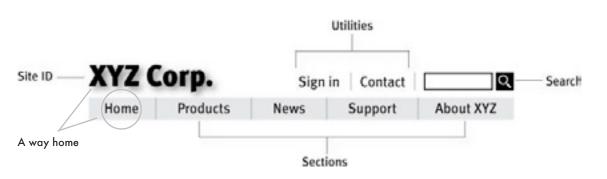
- Should include five elements that you most need to have on hand at all times:
- 1. Site ID
- 2. A way home



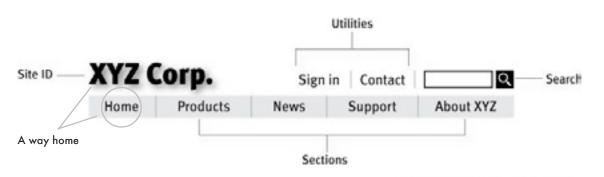
- Should include five elements that you most need to have on hand at all times:
- 1. Site ID
- 2. A way home
- 3. A way to search

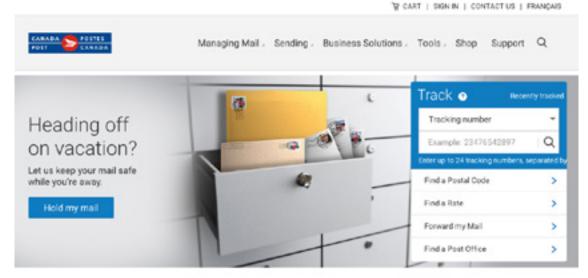


- Should include five elements that you most need to have on hand at all times:
- 1. Site ID
- 2. A way home
- 3. A way to search
- 4. Sections



- Should include five elements that you most need to have on hand at all times:
- 1. Site ID
- 2. A way home
- 3. A way to search
- 4. Sections
- 5. Utilities







- Should include five elements that you most need to have on hand at all times:
- 1. Site ID
- 2. A way home
- 3. A way to search
- 4. Sections
- 5. Utilities
- Exception to this rule:
- 1. The Home Page
- 2. Forms

"YOU ARE HERE" INDICATORS

Industries & Companies

Aerospace

Bioscience

Data Storage and Software

Natural & Organic Products

Outdoor Recreation

reation You are here

Renewable Energy

Tourism

"YOU ARE HERE" INDICATORS

 Accomplished by highlighting the current location in whatever navigational bars, lists, or menus appear on the page

Industries & Companies

Aerospace

Bioscience

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Natural & Organic Products

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Renewable Energy

Tourism

"YOU ARE HERE" INDICATORS

- Accomplished by highlighting the current location in whatever navigational bars, lists, or menus appear on the page
- Most common failingtoo subtle

You are here

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Renewable Energy

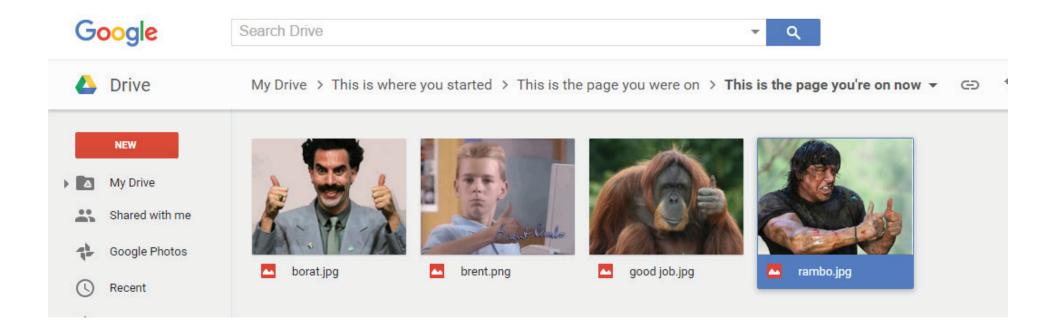
Tourism

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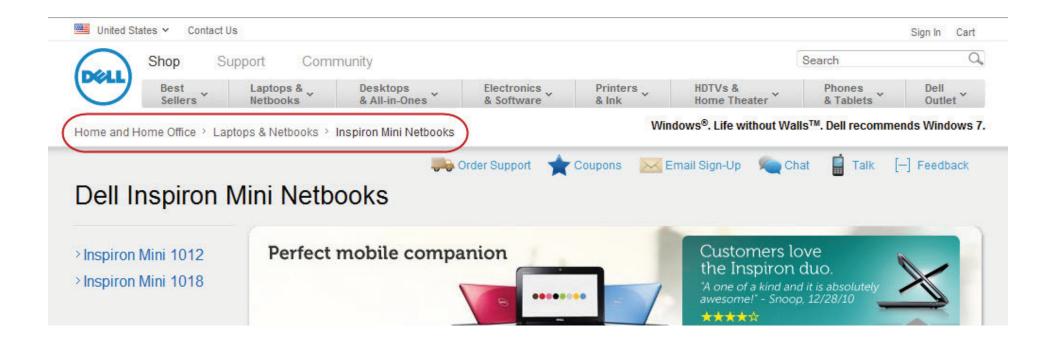
Put a pointer next to it	Change the text color	Use bold text	Reverse the button	Change the button color
Sports	Sports	Sports	Sports	Sports
Business	Business	Business	Business	Business
▶ Entertainment	Entertainment	Entertainment	Entertainment	Entertainment
Politics	Politics	Politics	Politics	Politics

You are here



BREADCRUMBS

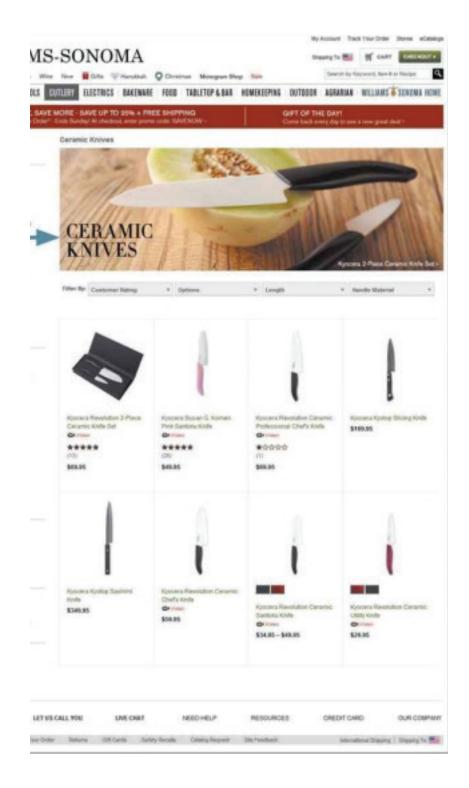
Breadcrumbs show you where you are in the grand scheme of things, without interfering with the sub-sites independent navigation system.



HOW > TO USE > BREADCRUMBS

(the right way)

- -Put them at the top
- -Use ">" between levels
- -Use a small type
- -Boldface the last item
- -Don't use them instead of a page name



PAGE NAMES

EVERY PAGE NEEDS A NAME

- Having a page name helps the user devote less time worrying about where they are on the website, and focus more on the content of the page.
- In order to be useful, it needs to blend in by matching the content of the page, but be prominent, to show a visual hierarchy of where your eyes should start.
- It should frame the content its referring to.

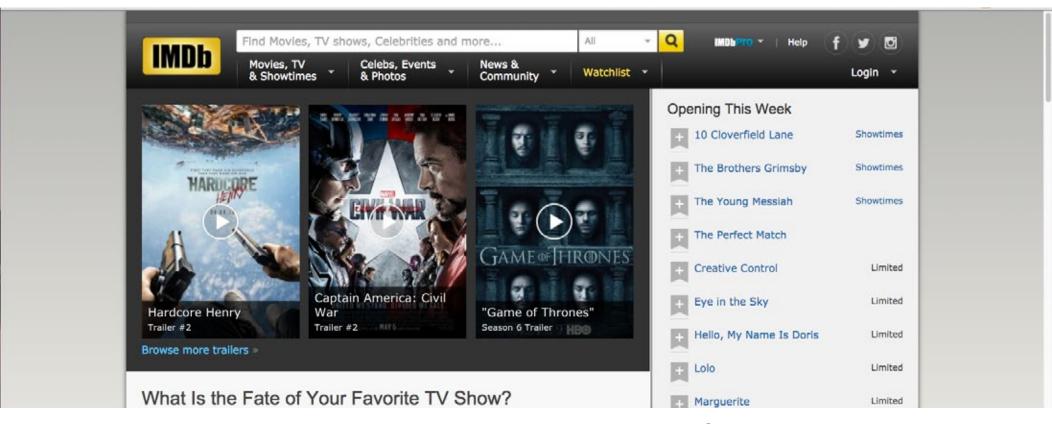
BAD WEBSITE



- 1. no site ID
- 2. no search bar
- 3. no page name

- 4. confusing tabs
- 5. "you are here" too subtle
- 6. SUPER BUSY!!!

GOOD WEBSITE

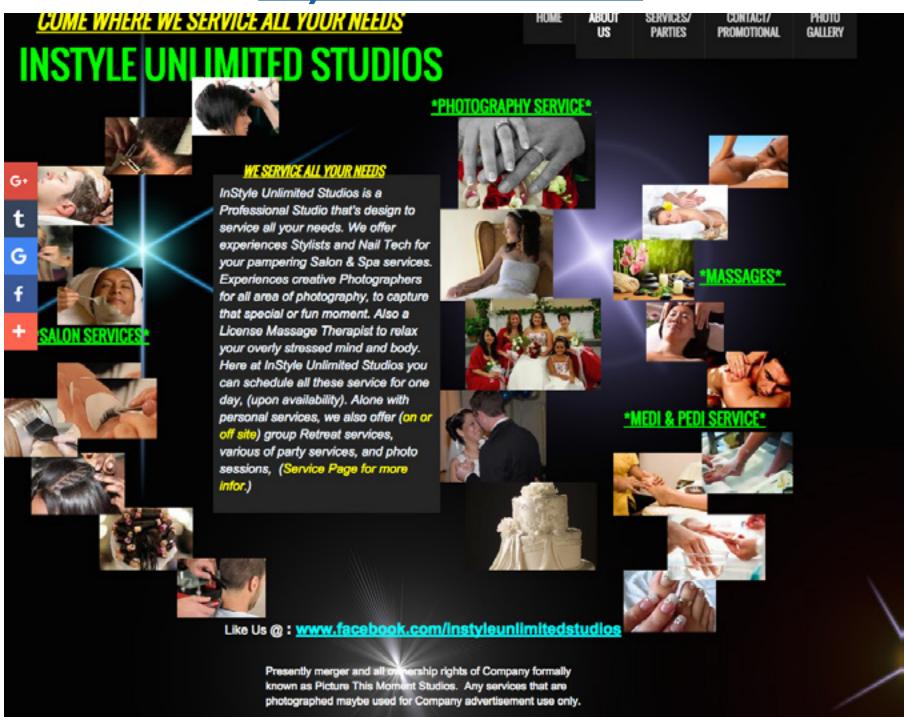


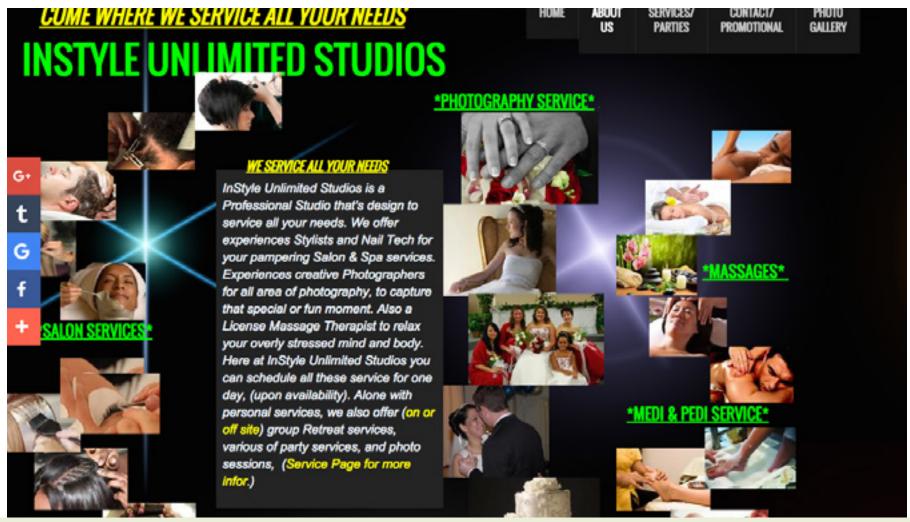
1. prominent site ID

4. "you are here"

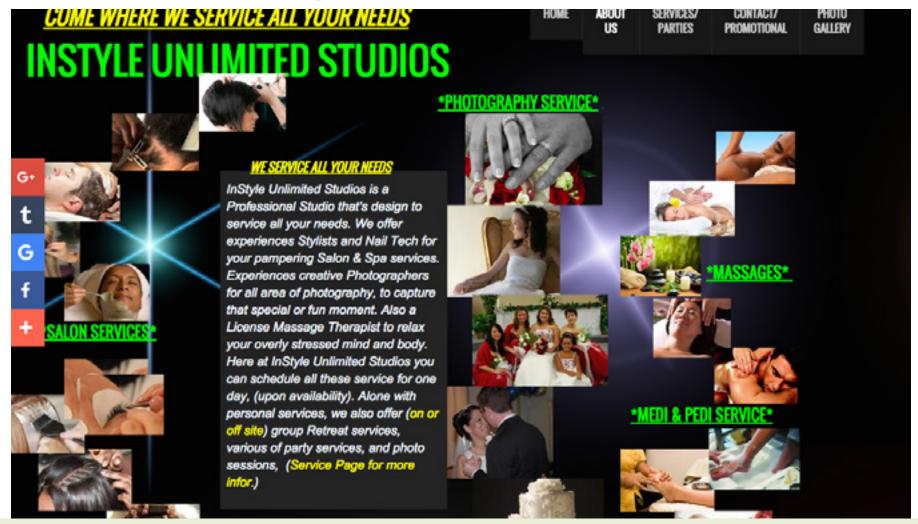
- 2. prominent search bar
- 3. site sections

BAD EXAMPLE DON'T DEMONSTRATE THE CORRECT USE OF THE NAVIGATION

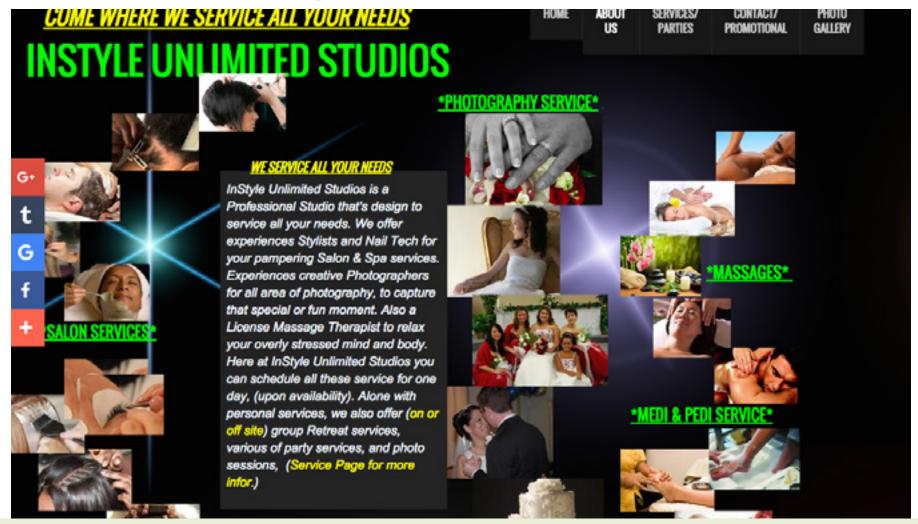




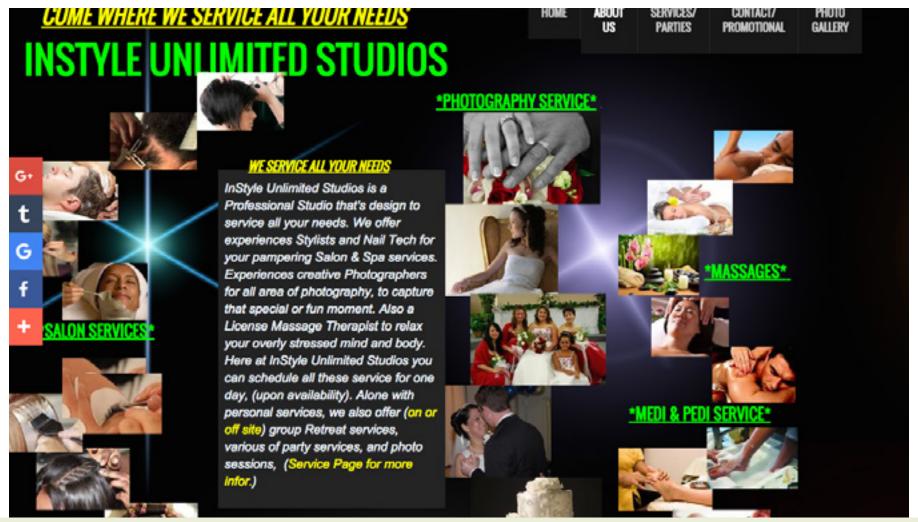
No search bar (not search engine friendly).



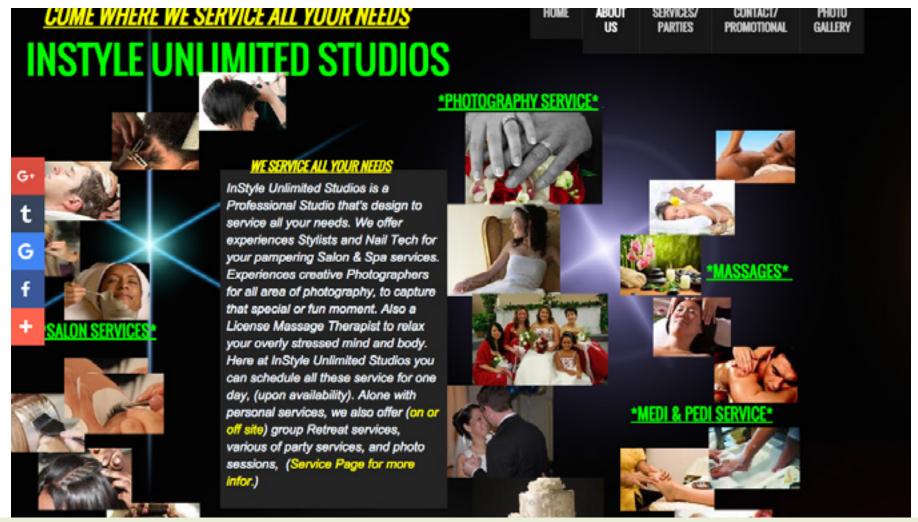
- No search bar (not search engine friendly).
- No utilities section.



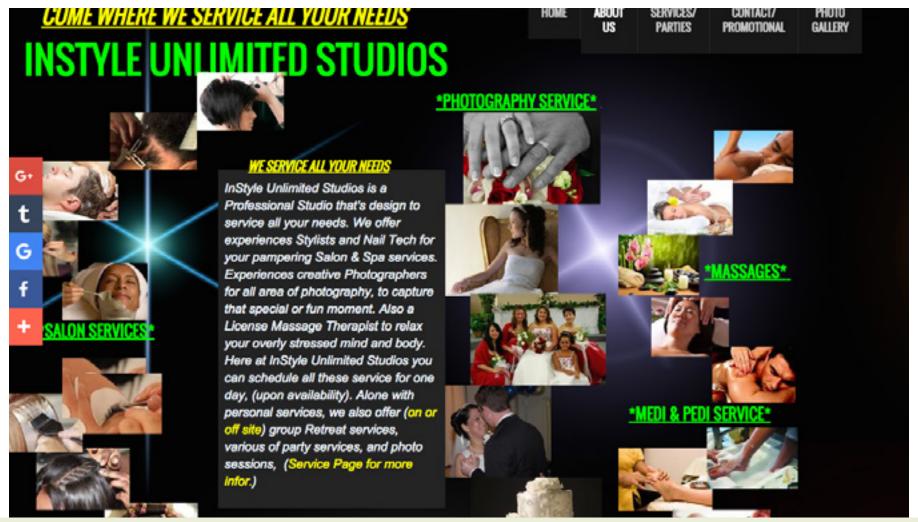
- No search bar (not search engine friendly).
- No utilities section.
- The "You are here" indicator is not clear.



- No search bar (not search engine friendly).
- No utilities section.
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- Does not have a strong and clear navigation system.



- No search bar (not search engine friendly).
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- The "You are here" indicator is not clear.
- Does not have a strong and clear navigation system.
- Have dead text that looks like links, but once you click them, doen't take you to anywhere.



- No search bar (not search engine friendly).
- No utilities section.
- The "You are here" indicator is not clear.
- Does not have a strong and clear navigation system.
- Have dead text that looks like links, once you click them, doesn't take you to anywhere.
- Does have a home button, but the Site ID doesn't take you home.

GOOD EXAMPLE DEMONSTRATE THE CORRECT USE OF THE NAVIGATION



Q search over 7 million products IN ALL SHOPS ~ GO

ADVANCED SEARCH

SPRING BREAK

BOOKS

KIDS

TOYS

BABY

HOME

STYLE

PAPER

ELECTRONICS

SAGBET CARDS

EARN 10X PLUM POINTS ON ALL LEGO TOYS & BOOKS | IN STORE & ONLINE. OFFER ENDS MARCH 31ST >









Q search over 7 million products IN ALL SHOPS + GO

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• Descriptive, grouped navigation



Q search over 7 million products IN ALL SHOPS ~ GO

ADVANCED SEARCH

SPRING BREAK

BOOKS

KIDS

TOYS

BABY

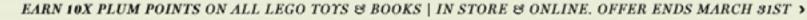
HOME

STYLE

PAPER

ELECTRONICS

SAGBET CARDS





- Descriptive, grouped navigation.
- Strong contrast to differentiate between the primary & secondary navigation.



Q search over 7 million products IN ALL SHOPS ~ GO

ADVANCED SEARCH

SPRING BREAK

BOOKS

KIDS

TOYS

BABY

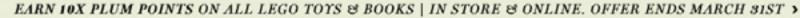
HOME

STYLE

PAPER

ELECTRONICS

SAGBFT CARDS





- Descriptive, grouped navigation.
- Strong contrast to differentiate between the primary & secondary navigation.
- Provide search bar.



Q search over 7 million products IN ALL SHOPS ~ GO

ADVANCED SEARCH

SPRING BREAK

BOOKS

KIDS

TOYS

BABY

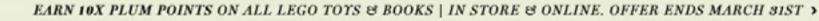
HOME

STYLE

PAPER

ELECTRONICS

SAGBFT CARDS





- Descriptive, grouped navigation.
- Strong contrast to differentiate between the primary & secondary navigation.
- Provide search bar.
- Provide a variety of navigation options; use multiple classification.



Q search over 7 million products IN ALL SHOPS ~ GO

DVANCED SEARCH

SPRING BREAK

BOOKS

KIDS

TOYS

BABY

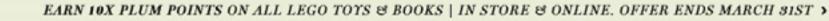
HOME

STYLE

PAPER

ELECTRONICS

SAGRET CARDS





- Descriptive, grouped navigation.
- Strong contrast to differentiate between the primary & secondary navigation.
- Provide search bar.
- Provide a variety of navigation options; use multiple classification.
- Consistency for classification.



Q search over 7 million products IN ALL SHOPS - GO

SPRING BREAK BOOKS KIDS TOYS BABY HOME STYLE PAPER ELECTRONICS SAGEFT CARDS

EARN 10X PLUM POINTS ON ALL LEGO TOYS & BOOKS | IN STORE & ONLINE. OFFER ENDS MARCH 31ST > Need a vacation? Book i

- Descriptive, grouped navigation.
- Strong contrast to differentiate between the primary & secondary navigation.
- Provide search bar.
- Provide a variety of navigation options; use multiple classification.
- Consistency for classification.
- Drop-down navigation, showing lower levels of the classification.



