Course Overview

CMPT 363

When software is hard to use, don't make excuses for it. Improve it. When a user makes a mistake, don't blame the user. Ask how the software misled them. Then fix it. The user's time is more valuable than ours. Respect it. Good UI design is humble.

— Jono DiCarlo

https://www.youtube.com/watch?v=QM_vAD6jetg

Instructor

Paul Hibbitts
Email: paulh@sfu.ca
Twitter: @hibbittsdesign
Office hours: Wednesdays 2:00-3:30pm TASC 1 9409

About Me

- Educator, Interaction Designer, and Open Source Author

- (Recovering) User Experience Consultant, established Hibbitts Design in 1998

- Current focus is creating open source software for the field of education

- 125+ successful software UX projects, with 40+ clients such as SAP BusinessObjects, The Canadian Real Estate Association and The University of British Columbia

- Usability Mentor, 2009 Season of Usability (co-sponsored by Google)

- Human Factors International (HFI) Certified Usability Analyst

- Instructor at Simon Fraser University, since 1997

HOW TO BUILD A MINIMUM VIABLE PRODUCT

NOT LIKE THIS
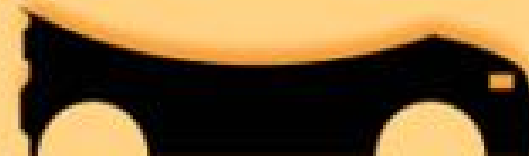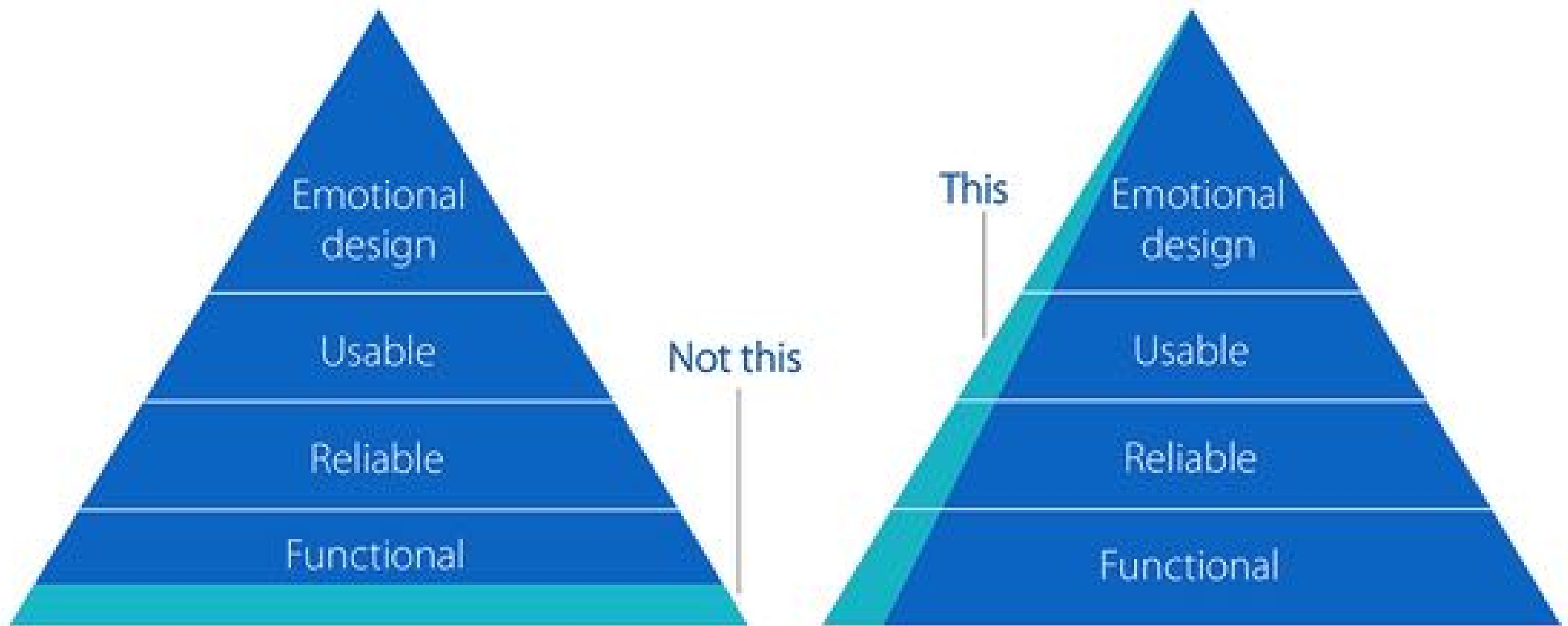
1   2   3   4

LIKE THIS

1   2   3   4   5

image by blog.fastmonkeys.com original idea: spotify product team

Teaching Assistant

Hamid Homapour
Email: hhomapou@sfu.ca

Hamid will not be holding regular office hours during the term

Ok, so what do you want to learn in this class?

Course Objectives

- Describe and apply key UI/UX concepts, techniques, and principles

- Assess and describe the usability and UX of a digital interface

- Plan, conduct, and analyze user research for a digital product

- Conceptualize, design, and prototype a digital product

- Plan, conduct, and analyze a usability test of a digital product

- Participate and contribute as a member of a team

- Care about how people feel about and experience technology

Course Objectives One-liner

Course Objectives One-liner

"Problem-solving"

Course Objectives One-liner

"~~Problem-solving~~"

Course Objectives One-liner

"_____ problem-solving"

Course Objectives One-liner

"Empathetic problem-solving"

Course Objectives One-liner

"Empathetic problem-solving _____"

Course Objectives One-liner

"Empathetic problem-solving aligning people, business and technology."

🚨 Reasons To Avoid This Course 🚨

- Weekly readings, along with a quiz, are required

- Frequent in-class individual and group exercises

- Group assignment(s) are mandatory

- Assignments will require a substantial amount of effort

- Satisfactory peer reviews will be a requirement to receive grades for certain assignments

- Good communication *and* writing skills are critical

- It is a design course, where assessments will often be determined on subjective opinion (primarily mine)

- I expect your designs to be more than just usable (also useful and desirable)

- Instructor design review and critique session

- Getting A's in other computer science courses has little relevance in this course

Reasons Why You Might Want To Stick Around

- A ~~good~~ great UX is now a software industry expectation

- Poorly designed interfaces cost money, require additional support, and waste people's valuable time

- A basic understanding of user experience design processes and techniques will be helpful when working in the software industry

- You will experience how to work on design challenges within teams

- The user-centered design process and techniques that you will learn can be applied to many other domains

- You have the opportunity to learn from an experienced industry practitioner and educator (ca.linkedin.com/in/paulhibbitts/)

Course Outline as Topics

- Design Research

- User-Centered Design

- Interaction Design

- Multi-platform Design

- Usability Evaluation

~~Course Outline as Topics~~

- Design Research

- User-Centered Design

- Interaction Design

- Multi-platform Design

- Usability Evaluation

Course Outline as Questions

- What is usability and user experience design?

- What does a holistic user experience design process look like?

- How to make more strategic design decisions?

- How to explore and communicate possible design solutions?

- How to conduct a usability inspection?

- How to plan, conduct, and summarize usability tests?

- How to design for mobile and multi-device usage?

- How to understand and communicate people's needs and behaviors?

- How to design products for how people think, learn and feel?

- What are the essentials of effective visual communication?

Laptop Policy - Let's Discuss!

As both an instructor and audience member, I have found the increasing use of laptops to be a major distraction, not only for the people actually using laptops but also for those sitting around them

One Minute Wrap-up Summary (A.K.A. Bonus Points Opportunity)

Immediately after (up until 12 midnight the day of class) you will be asked to write down and answer via the Canvas Class Discussion Board the most valuable thing you learned, and any questions that you may still have.

Required Textbook

Required Textbook

Are you kidding me, in 2018? All required readings will be available on-line.

Midterms and Final Exams

Midterms and Final Exams

None — midterms and finals are most often poor gauges of what students have really learned.

Canvas Course Site

paulhibbitts.net/cmpt-363 (bit.ly/cmpt-363)

I always want to hear from you how together we make our Canvas course hub better. Be honest, I can take it.

Quick Poll

- ❏ HTML
- ❏ Markdown
- ❏ CSS
- ❏ Twig
- ❏ YAML
- ❏ PHP
- ❏ GitHub/GitLab

This project   Search

Paul Hibbitts > CMPT-363-182 Website > **Repository**

master ∨   cmpt-363-182 / pages /   + ∨   History   🔍 Find file   Web IDE   ☁ ∨

📄 **Repository**

Updated page.
Paul Hibbitts authored about 11 hours ago   ad0fc1e4 📋

Name	Last commit	Last update
..		
📁 01.home	Updated page.	about 11 hours ago
📁 02.schedule	Updated PDF viewer template.	3 days ago
📁 03.ux-techniques-guide	Added article link.	a day ago
📁 04.resources	(Grav GitSync) Automatic Commit from paulh	4 days ago
📁 05.ux-news	(Grav GitSync) Automatic Commit from paulh	4 days ago
📁 all-readings	(Grav GitSync) Automatic Commit from paulh	4 days ago
📁 all-slides	Updated slides.	about 16 hours ago
📁 embedded-contact	(Grav GitSync) Automatic Commit from paulh	4 days ago
📁 embedded-home	(Grav GitSync) Automatic Commit from paulh	4 days ago
📁 embedded-schedule	Updated page.	2 days ago
📁 footer	(Grav GitSync) Automatic Commit from paulh	4 days ago
📁 headerimage	(Grav GitSync) Automatic Commit from paulh	4 days ago
📁 pdfs	Updated PDFs.	about 12 hours ago
📁 sidebar	(Grav GitSync) Automatic Commit from paulh	4 days ago
📁 web-pick-of-the-week	(Grav GitSync) Automatic Commit from paulh	4 days ago

Files
Commits
Branches
Tags
Contributors
Graph
Compare
Charts

❏ Issues   0
🔀 Merge Requests   0
⊘ CI / CD
📖 Wiki
✂ Snippets

« Collapse sidebar

Login

Dashboard

Courses

Calendar

Inbox

Canvas Spaces

Help

Summer 2018

Home

Schedule

Modules

UX Techniques Guide

Resources

UX News

Assignments

Quizzes

Contact Paul

Files

Syllabus

Resources

Reflective Writing

- A short guide to reflective writing
- How Reflecting On Your Work Can Make You A Better Designer
- Online Guide to Reflective Writing
- Reflective Toolbox
- Reflective writing: a basic introduction

UX Platform Guideline Collections

- Android User Interface Design Guidelines
- Google Material Design Guidelines
- iOS Human Interface Design Guidelines (iPhone and iPad)
- KDE Human Interface Design Guidelines
- OS X Human Interface Design Guidelines
- Windows App Design Guidelines (Touch)

UX Templates

- Contextual Interview Form
- One Page User Research Plan
- Templates & Downloadable Documents | Usability.gov
- cxpartners | Resources
- The PM Toolkit
- UX Project Checklist

UX Design Checklists

- A Checklist for Designing Mobile Input Fields
- Mobile UX Checklist (PDF, by Mobify)
- One-Page Touch Interaction Design Checklist (PDF)
- Usability checklist (Userium)
- UX Project Checklist

UX Article Collections

- The UX Bookmark
- User Experience Magazine (UXPA)
- UI/UX Articles (Medium)

UX eBooks

- 50 UX Best Practices by Above the Fold (email address required)
- Bright Ideas for User Experience Designers
- The Fable of the User-Centered Designer

UX Design MOOCs & Courses

- Human-Computer Interaction | Coursera
- The Design of Everyday Things | Udacity
- Rapid Wireframing: Finding the Right Product Design

UX Podcast Collections

- Design Critique: Products for People
- Podcasts - UIE Brain Sparks
- Boagworld Podcast
- User Experience Podcast

UX Video Collections

- Google Developers Channel
- Interaction Design Association Vimeo Channels
- NNgroup YouTube Channel
- UX Mastery YouTube Channel

 Suggest an Improvement to this Page

CMPT-363-182
C   Website

🏠 Overview

📄 **Repository**

   Files

   Commits

   Branches

   Tags

   Contributors

   Graph

   Compare

   Charts

📋 Issues   0

🔀 Merge Requests   0

⊚ CI / CD

📖 Wiki

✂ Snippets

« Collapse sidebar

Paul Hibbitts › CMPT-363-182 Website › **Repository**

master ∨   cmpt-363-182 / pages / 04.resources / **sidebarpage.md**   🔍 Find file   Blame   History   Permalink

👤 **(Grav GitSync) Automatic Commit from paulh**
   paulh authored 4 days ago

                                                    b552cfbd 📋

📄 **sidebarpage.md** 4.58 KB 📋   </> 📄 📋 📄 Edit Web IDE Replace **Delete**

```
title: 'Resources'
published: true
```

Reflective Writing

- A short guide to reflective writing
- How Reflecting On Your Work Can Make You A Better Designer
- Online Guide to Reflective Writing
- Reflective Toolbox
- Reflective writing: a basic introduction

UX Platform Guideline Collections

- Android User Interface Design Guidelines
- Google Material Design Guidelines
- iOS Human Interface Design Guidelines (iPhone and iPad)
- KDE Human Interface Design Guidelines
- OS X Human Interface Design Guidelines
- Windows App Design Guidelines (Touch)

UX Templates

C CMPT-363-182
Website

⌂ Overview

📄 **Repository**

Files

Commits

Branches

Tags

Contributors

Graph

Compare

Charts

⫼ Issues   0

⑂ Merge Requests   0

◎ CI / CD

📄 Wiki

⅋ Snippets

≪ Collapse sidebar

Paul Hibbitts › CMPT-363-182 Website › **Repository**

Edit file

Write   Preview

⑂ master   pages/04.resources/s   ⇥ Soft wrap   text ∨

```
 1 ▾ ---
 2   title: 'Resources'
 3   published: true
 4 ▾ ---
 5   #### Reflective Writing
 6   *    [A short guide to reflective writing](https://intranet.birmingham.ac.uk/as/libraryservices/library/skills/asc/documents/p
 7   *    [How Reflecting On Your Work Can Make You A Better Designer](https://medium.com/center-centre-cohort-01/how-reflecting-on
 8   *    [Online Guide to Reflective Writing](https://nile.northampton.ac.uk/bbcswebdav/pid-1244383-dt-content-rid-3278540_1/cours
 9   *    [Reflective Toolbox](http://writeonline.ca/media/documents/ReflectiveToolbox.pdf)
10   *    [Reflective writing: a basic introduction](http://www.port.ac.uk/media/contacts-and-departments/student-support-services/
11
12 ▾ #### UX Platform Guideline Collections
13   *    [Android User Interface Design Guidelines](https://developer.android.com/guide/practices/ui_guidelines/index.html)
14   *    [Google Material Design Guidelines](https://material.google.com/)
15   *    [iOS Human Interface Design Guidelines (iPhone and iPad)](https://developer.apple.com/ios/human-interface-guidelines/)
16   *    [KDE Human Interface Design Guidelines](https://community.kde.org/KDE_Visual_Design_Group/HIG)
17   *    [OS X Human Interface Design Guidelines](https://developer.apple.com/library/mac/documentation/UserExperience/Conceptual/
18   *    [Windows App Design Guidelines (Touch)](https://msdn.microsoft.com/en-us/library/dn742468.aspx)
19
20 ▾ #### UX Templates
21   *    [Contextual Interview Form](http://userfocus.co.uk/pdf/cisheet.pdf)
22   *    [One Page User Research Plan](https://www.smashingmagazine.com/2012/01/ux-research-plan-stakeholders-love/)
23   *    [Templates & Downloadable Documents | Usability.gov](http://www.usability.gov/how-to-and-tools/resources/templates.html)
24   *    [cxpartners | Resources](http://www.cxpartners.co.uk/ux-resources/)
25   *    [The PM Toolkit](http://thepmtoolkit.com/)
26   *    [UX Project Checklist](http://uxchecklist.github.io/)
27
28 ▾ #### UX Design Checklists
29   *    [A Checklist for Designing Mobile Input Fields](http://www.nngroup.com/articles/mobile-input-checklist/)
30   *    [Mobile UX Checklist (PDF, by Mobify)](http://downloads.mobify.com.s3.amazonaws.com/ebooks/25-Ways-to-Make-Your-Mobile-E-
31
```

Contributors

Graph

Compare

Charts

Issues   0

Merge Requests   0

CI / CD

Wiki

Snippets

```
 4
 5 ▾ #### Reflective Writing
 6   *     [A short guide to reflective writing](https://intranet.birmingham.ac.uk/as/libraryservices/library/skills/asc/documents/p
 7   *     [How Reflecting On Your Work Can Make You A Better Designer](https://medium.com/center-centre-cohort-01/how-reflecting-or
 8   *     [Online Guide to Reflective Writing](https://nile.northampton.ac.uk/bbcswebdav/pid-1244383-dt-content-rid-3278540_1/cours
 9   *     [Reflective Toolbox](http://writeonline.ca/media/documents/ReflectiveToolbox.pdf)
10   *     [Reflective writing: a basic introduction](http://www.port.ac.uk/media/contacts-and-departments/student-support-services/
11
12 ▾ #### UX Platform Guideline Collections
13   *     [Android User Interface Design Guidelines](https://developer.android.com/guide/practices/ui_guidelines/index.html)
14   *     [Google Material Design Guidelines](https://material.google.com/)
15   *     [iOS Human Interface Design Guidelines (iPhone and iPad)](https://developer.apple.com/ios/human-interface-guidelines/)
16   *     [KDE Human Interface Design Guidelines](https://community.kde.org/KDE_Visual_Design_Group/HIG)
17   *     [OS X Human Interface Design Guidelines](https://developer.apple.com/library/mac/documentation/UserExperience/Conceptual/
18   *     [Windows App Design Guidelines (Touch)](https://msdn.microsoft.com/en-us/library/dn742468.aspx)
19
20 ▾ #### UX Templates
21   *     [Contextual Interview Form](http://userfocus.co.uk/pdf/cisheet.pdf)
22   *     [One Page User Research Plan](https://www.smashingmagazine.com/2012/01/ux-research-plan-stakeholders-love/)
23   *     [Templates & Downloadable Documents | Usability.gov](http://www.usability.gov/how-to-and-tools/resources/templates.html)
24   *     [cxpartners | Resources](http://www.cxpartners.co.uk/ux-resources/)
25   *     [The PM Toolkit](http://thepmtoolkit.com/)
26   *     [UX Project Checklist](http://uxchecklist.github.io/)
27
28 ▾ #### UX Design Checklists
29   *     [A Checklist for Designing Mobile Input Fields](http://www.nngroup.com/articles/mobile-input-checklist/)
30   *     [Mobile UX Checklist (PDF, by Mobify)](http://downloads.mobify.com.s3.amazonaws.com/ebooks/25-Ways-to-Make-Your-Mobile-E-
31
```

Commit message

Update sidebarpage.md

Target Branch

master

Commit changes   Cancel

Summer 2018

Home

Schedule

Modules

UX Techniques Guide

Resources

UX News

Assignments

Quizzes

Contact Paul

Files

Syllabus

Week 2 (May 16 - 22) ⬈

Presented Slides
The Process of UX Design [Draft Slides] (❧ View/Edit these Slides in Markdown)

◄ Previous

Next ►

This project   Search   🔍

C   **CMPT-363-182 Slides**

🏠 Overview

📄 **Repository**

   Files

   Commits

   Branches

   Tags

   Contributors

   Graph

   Compare

   Charts

📋 Issues   0

🔀 Merge Requests   0

⚙ CI / CD

📖 Wiki

✂ Snippets

« Collapse sidebar

Paul Hibbitts > CMPT-363-182 Slides > **Repository**

| master ∨ | cmpt-363-182-slides / the-process-of-ux-design / **slides.md** |

🔍 Find file   Blame   History   Permalink

Updated slides.
Paul Hibbitts authored 2 days ago

3cd22c09 📋

📄 **slides.md** 13.3 KB 📋

</>   📄   📋   📄   Edit   Web IDE   Replace   **Delete**

theme: CMPT-363 autoscale: true

The Process of UX Design

CMPT 363

> "Perfection (in design) is achieved not when there is nothing more to add, but rather when there is nothing more to take away."
> – Antoine de Saint-Exupéry

[.background-color: #8aad9e] [.header: alignment(left),#FFFFFF]

What does a holistic user experience design process look like?

[.background-color: #8aad9e] [.text: #FFFFFF, line-height(.8)]

Topics to Explore

Course Grading (tentative)

- Individual (50%)

  - Weekly Reading Quizzes: 5%

  - Journey Map: 15%

  - Usability Inspection (including possible peer reviews): 25%

  - Reflection Log: 5%

- Group (25%)

  - User Research Report: 25%

- Team or Group (25%)

  - Usability Tested Mockups: 25%

Weekly Reading Summaries

- Summarize (in one complete sentence each) how you found the reading:

  - Surprising?

  - Puzzling?

  - Useful?

  - New?

  - Know already?

  - Interesting?

- Each submitted reading summary will be assessed as either satisfactory (a.k.a. full marks) or unsatisfactory (a.k.a. zero)

- When assigned, reading summaries must be submitted no later than 10:00am class day - no exceptions… ever… so don't ask

Weekly Reading Summaries

A practice reading quiz (not graded) will be available tomorrow on the course hub, due by 10:00am May 16th

Individual and Group Assignments

Two Possibilities:

- SFU's Open Source CourSys App

- SFU's Co-op myExperience App - late breaking option!

Assignment Policy

- Any assignment submitted may be shared/shown in class and also publicly
(with all student or group identity information removed if public)

- Late assignments will not be accepted without valid documentation (e.g. medical certificate)

- Each group assignment group member may be subject to a participation assessment by all their group peers

- At my discretion, the grades of group members who are clearly not contributing a fair share of work may be adjusted, including a grade of zero (0)

Important Dates (Tentative)

- Individual Reflection Log

  - Assigned May 16th, due Aug 3rd

- Individual Journey Map

  - Assigned May 23rd, due Jun 5th

- Individual UI Inspection

  - Assigned Jun 6th, due Jun 19th

- Group Assignment: User Research Report

  - Assigned Jun 27th, due Jul 17th (Draft user research plan due Jul 2nd)

- Team or Group Assignment: Usability Tested Mockups

  - Assigned Jul 18th, due Aug 1st (Draft designs due Jul 23rd)

Some Items of Recent Interest...

- Taking Open Source UX to the Next Level

- Google Material Theming

- Design Ethics

https://opensource.guide

https://github.com/github/opensource.guide

Design
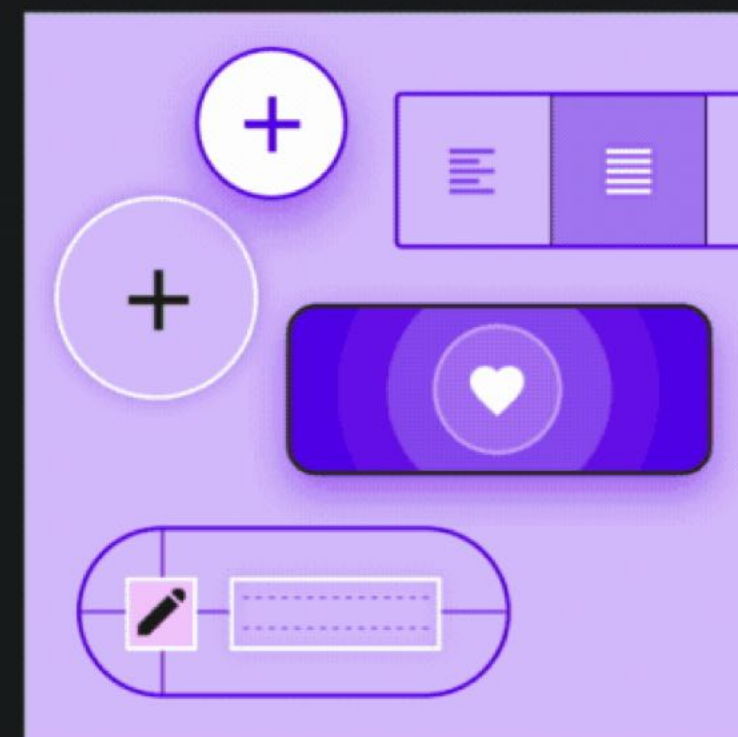
Create intuitive and beautiful products with Material Design.
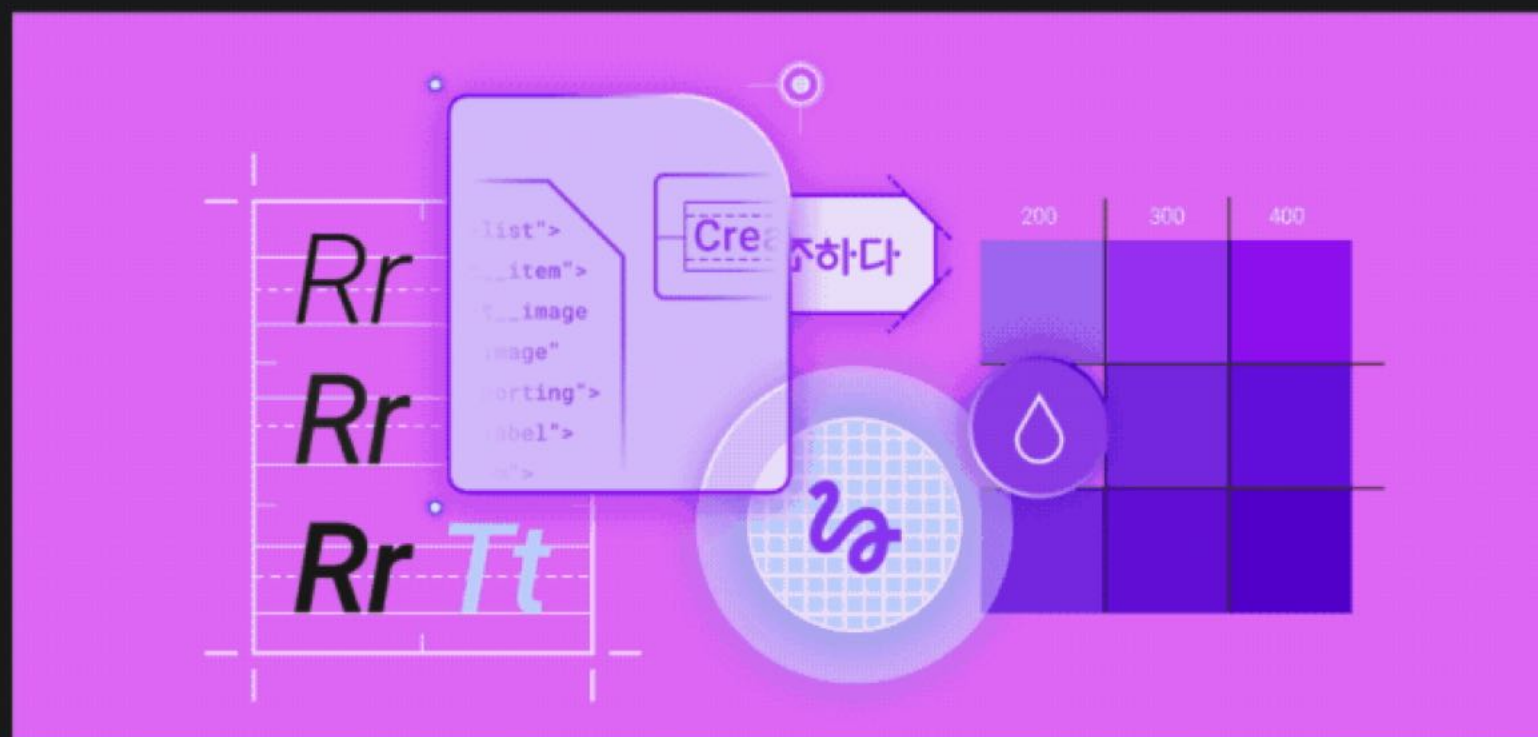
GUIDELINES

Material Theming

Learn how to customize Material Design to change the look and feel of your UI, expressing brand and style
through elements like color, shape, typography, and iconography.

DESIGN COMPONENTS

Buttons

From raised buttons to toggles – these crucial
components can make or break your product.

Such changes might sound minor, but they inject new flexibility and personalization into Android apps, websites, and even Material Designs imported over to iOS. That's key, because Material Theming is designed to address Material Design's biggest flaw: That it became monotonous. It was sometimes hard to tell one app's design from another. Everything felt like Google, no matter who made it.

The Material Theming plugin allows "Google to look different from developers," acknowledges Matías Duarte, VP of Material Design at Google. "But it is very much two sides of the same coin. So for developers, I think it's important they feel excited to take what they can do to make Material Design theirs."

https://medium.com/@mkhezr/the-future-of-technology-a-conversation-with-todd-sieling-1852d0e3bcc5

Thank you!

Questions or Comments?

Image Credits

https://blog.fastmonkeys.com/2014/06/18/minimum-viable-product-your-ultimate-guide-to-mvp-great-examples/`
https://twitter.com/jopas/status/515301088660959233?lang=en
https://design.google/news/
https://www.fastcodesign.com/90171179/exclusive-meet-material-theming-googles-ambitious-design-tool