

User Experience Design

Section Introduction



"Horizontal photo Asian employee looking at camera sitting at workplace - stock photo" by fizkes, [Getty Images Content License Agreement](#)

This section will focus on creating task models and user journeys. Related to these, you will also look at usable information architectures and what they encompass (task models and user journeys being examples). Finally, you will review the process to design, launch and analyze surveys to better understand user preferences and needs.

Section 4 covers the following competencies:

Competency 4021.2.1: UX Design Processes

Establishes Timeframes: The learner establishes timeframes for user experience projects based on business requirements.

Competency 4021.2.2: UX Design Tools & Techniques

Designs Wireframes and Prototypes: The learner designs application wireframes and prototypes using industry standard tools and techniques.

Competency 4021.2.3: Usability Testing

Conducts Usability Testing: The learner conducts formal and informal usability testing as part of application design prototyping.

Competency 4021.2.4: Data Evaluation

Updates Application Design: The learner updates application designs based on user testing analysis results.

You'll work through the following three lessons:

- Lesson 1 - Task Models and User Journeys
- Lesson 2 - Usable Information Architectures
- Lesson 3 - Using Survey Results

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