Section 2 Review

Section 2 was a large section with a lot of learning. Let's take a moment to review what you learned.

In Section 2 you read from the following chapters:

- Chapter 1 Understanding the User-Centered Design Process

- Chapter 2 Planning UX Projects

- Chapter 3 Planning and Conducting Effective Stakeholder Interviews

- Chapter 4 Organizing and Running a Successful Requirements Workshop

- Chapter 5 Planning, Conducting, and Analyzing a Usability Test

- Chapter 6 Gaining Useful Insights from Competitor Benchmarking

- Chapter 7 Conducting Effective Contextual Research

- Chapter 8 Using Analytics to Uncover Interesting User Behavior

- Chapter 11 Planning and Running Successful Ideation Workshops

- Chapter 30 Great Client UX Deconstructed

Whew! That's a lot! Let's do a quick review before testing your learning (coming up next):

Let's start with the user-centered design process (UCD). Think about the virtuous cycle of user research to design to research and design again. What do you remember about this iterative process? What is waterfall development? What is agile development? What are some tips for Agile teams?

For a great user experience, it is important to understand your users' needs before you design for them. Make sure you use real users when gathering information. What are some of the UX tools and techniques you can choose from when conducting a project, and can you recall what they are good for (or not so good for?) Try to name five or more. One example is Customer Experience Maps. Pause and try to think of five more. Table 2-1 (Chapter 2) will help if you need a reminder.

Next, try to name five design solutions to meet your business and user requirements. One example is User Journeys. What are the others that you can think of?

Now, what are some tips for working with Product Managers, Project Managers, Visual Designers, Developers or other personnel during a user design project?

If you've answered all of the review questions so far, that's great! You've covered Part 1 of the textbook. In Part 2 you turn your attention to information gathering through stakeholder interviews, requirements workshops, usability tests and research/analytics. Pause and ask yourself why each of these pieces matter? What are the 'when, how's and whys' of each: why are they important, when should you conduct them, and how does the process work? When you're thinking about analytics, what are the different types of analytics you can use and what should you be measuring?

And that's Part 2 of your text! If you're feeling confident, continue to the Knowledge Check, where you will test your learning on these chapters.

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