Rocket Surgery Made Easy The Do It Yourself Guide To Finding And Fixing Usability Problems Voices That Matter

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Writing for the Web

Interviewing is a foundational user research tool that people assume they already possess. Everyone can ask questions, right? Unfortunately, that's not the case. Interviewing Users provides invaluable interviewing techniques and tools that enable you to conduct informative interviews with anyone. You'll move from simply gathering data to uncovering powerful insights about people.

Don't Make Me Think

Want to know what your users are thinking? If you're a product manager or developer, this book will help you learn the techniques for finding the answers to your most burning questions about your customers. With step-by-step guidance, Validating Product Ideas shows you how to tackle the research to build the best possible product.

Handbook of Usability Testing

AMAZON BEST BOOKS OF 2019 PICK FORTUNE WRITERS AND EDITORS' RECOMMENDED BOOKS OF 2019 PICK "User Friendly is a tour de force, an engrossing fusion of scholarly research, professional experience and revelations from intrepid firsthand reporting." —EDWARD TENNER, The New York Times Book Review In User Friendly, Cliff Kuang and Robert Fabricant reveal the untold story of a paradigm that quietly rules our modern lives: the assumption that machines should anticipate what we need. Spanning over a century of sweeping changes, from women's rights to the Great Depression to World War II to the rise of the digital era, this book unpacks the ways in which the world has been—and continues to be—remade according to the principles of the once-obscure discipline of user-experience design. In this essential text, Kuang and Fabricant map the hidden rules of the designed world and shed light on how those rules have caused

our world to change—an underappreciated but essential history that's pieced together for the first time. Combining the expertise and insight of a leading journalist and a pioneering designer, User Friendly provides a definitive, thoughtful, and practical perspective on a topic that has rapidly gone from arcane to urgent to inescapable. In User Friendly, Kuang and Fabricant tell the whole story for the first time—and you'll never interact with technology the same way again.

Usability Engineering

Handleiding voor het verbeteren van de gebruiksvriendelijkheid van een website.

Interviewing Users

Bad design is everywhere, and its cost is much higher than we think. In this thought-provoking book, authors Jonathan Shariat and Cynthia Savard Saucier explain how poorly designed products can anger, sadden, exclude, and even kill people who use them. The designers responsible certainly didn't intend harm, so what can you do to avoid making similar mistakes? Tragic Design examines real case studies that show how certain design choices adversely affected users, and includes in-depth interviews with authorities in the design industry. Pick up this book and learn how you can be an agent of change in the design community and at your company. You'll explore: Designs that can kill, including the bad interface that doomed a young cancer patient Designs that anger, through impolite technology and dark patterns How design can inadvertently cause emotional pain Designs that exclude people through lack of accessibility, diversity, and justice How to advocate for ethical design when it isn't easy to do so Tools and techniques that can help you avoid harmful design decisions Inspiring professionals who use design to improve our world

When Search Meets Web Usability

User experience design is the discipline of creating a useful and usable Web site or application that's easily navigated and meets the needs of the site owner and its users. There's a lot more to successful UX design than knowing the latest Web technologies or design trends: It takes diplomacy, management skills, and business savvy. That's where the updated edition of this important book comes in. With new information on design principles, mobile and gestural interactions, content strategy, remote research tools and more, you'll learn to: Recognize the various roles in UX design, identify stakeholders, and enlist their support Obtain consensus from your team on project objectives Understand approaches such as Waterfall, Agile, and Lean UX Define the scope of your project and avoid mission creep Conduct user research in person or remotely, and document your findings Understand and communicate user behavior with personas Design and prototype your application or site Plan for development, product rollout, and ongoing quality assurance

Causal Reasoning in Physics

Mobile Web Design provides a web standards approach for delivering content

beyond the desktop. The book discusses how to deliver web content to mobile devices, and includes statistics, code samples, and more than 40 screens from mobile devices.

Billionaire Boy

This book delivers a proactive approach to building an effective Web site that is search engine friendly and will result in better search rankings. It outlines the steps needed to bridge the gap between a Google search and a Web site, and also improve the users' experience once they get to the site. By understanding the wide variety of information-seeking strategies and the individual behaviors associated with them, this book helps information architects, Web designers/developers, SEOs/SEMs, and usability professionals build better interfaces and functionality into Web sites. Creating a satisfying user experience is the key to maximizing search effectiveness and getting conversions.

Usable Usability

"Learn how to have great conversations through your site or app. Meet your business goals while satisfying your site visitors' needs. Learn how to create useful and usable content from the master - Ginny Redish. Ginny's easy-to-read style will teach you how to plan, organize, write, design, and test your content"--

Rocket Surgery Made Easy

Today many companies are employing a user-centered design (UCD) process, but for most companies, usability begins and ends with the usability test. Although usability testing is a critical part of an effective user-centered life cycle, it is only one component of the UCD process. This book is focused on the requirements gathering stage, which often receives less attention than usability testing, but is equally as important. Understanding user requirements is critical to the development of a successful product. Understanding Your Users is an easy to read, easy to implement, how-to guide on usability in the real world. It focuses on the "user requirements gathering" stage of product development and it provides a variety of techniques, many of which may be new to usability professionals. For each technique, readers will learn how to prepare for and conduct the activity, as well as analyze and present the data —all in a practical and hands-on way. In addition, each method presented provides different information about the user and their requirements (e.g., functional requirements, information architecture, task flows). The techniques can be used together to form a complete picture of the users' requirements or they can be used separately to address specific product questions. These techniques have helped product teams understand the value of user requirements gathering by providing insight into how users work and what they need to be successful at their tasks. Case studies from industry-leading companies demonstrate each method in action. In addition, readers are provided with the foundation to conduct any usability activity (e.g., getting buy-in from management, legal and ethical considerations, setting up your facilities, recruiting, moderating activities) and to ensure the incorporation of the results into their products. ·Covers all of the significant requirements gathering methods in a

readable, practical way ·Presents the foundation readers need to prepare for any requirements gathering activity and ensure that the results are incorporated into their products ·Includes invaluable worksheet and template appendices ·Includes a case study for each method from industry leaders ·Written by experienced authors who teach conference courses on this subject to usability professionals and new product designers alike

Letting Go of the Words

Much has been written on the role of causal notions and causal reasoning in the so-called 'special sciences' and in common sense. But does causal reasoning also play a role in physics? Mathias Frisch argues that, contrary to what influential philosophical arguments purport to show, the answer is yes. Time-asymmetric causal structures are as integral a part of the representational toolkit of physics as a theory's dynamical equations. Frisch develops his argument partly through a critique of anti-causal arguments and partly through a detailed examination of actual examples of causal notions in physics, including causal principles invoked in linear response theory and in representations of radiation phenomena. Offering a new perspective on the nature of scientific theories and causal reasoning, this book will be of interest to professional philosophers, graduate students, and anyone interested in the role of causal thinking in science.

Web Usability

With Writing for the Web, you'll learn everything you need to know to create effective Web content using words, pictures, and sound. Follow along as instructor and writer Lynda Felder combines easy-to-follow guidelines with photographs, lists, and tables to illustrate the key concepts behind writing nonlinear, interactive stories; creating succinct and clear copy; and working compelling images, motion graphics, and sound into your content. Many books offer instruction on how to use software programs to build Web sites, podcasts, and illustrations. But only Writing for the Web explains when and why an author might choose an illustration over a photograph, motion graphics over text, or a slice of Beethoven's Fifth over the sound of a bubbling brook. Focusing on storytelling techniques that work best for digital media, this book describes the essential skills and tools in a Web author's toolbox, including a thorough understanding of grammar and style, a critical eye for photography, and an ear for just the right sound byte for a podcast. This clearly written guide provides a fun and practical approach to Web writing that busy students and writers will be eager to learn and explore. Uses concise, straight-to-the-point style to illustrate techniques for writing sharp and focused Web copy, coupled with compelling visuals and sound Focuses on writing practices and guidelines, with exercises and prompts developed and tested by the author Features clear design, with plenty of pictures and visual elements, and a friendly and knowledgeable voice Take your learning even further with Lynda's companion book: The Web Writer's Toolkit: 365 prompts, collaborative exercises, games, and challenges for effective online content. For more tips, exercises, and suggestions for teachers, check out the book's Web site at www.write4web.com.

Just Enough Research

Whether it's software, a cell phone, or a refrigerator, your customer wants - no, expects - your product to be easy to use. This fully revised handbook provides clear, step-by-step guidelines to help you test your product for usability. Completely updated with current industry best practices, it can give you that all-important marketplace advantage: products that perform the way users expect. You'll learn to recognize factors that limit usability, decide where testing should occur, set up a test plan to assess goals for your product's usability, and more.

Don't Make Me Think, Revisited

Offers observations and solutions to fundamental Web design problems, as well as a new chapter about mobile Web design.

User Friendly

Best-selling author, designer, and web standards evangelist Jeffrey Zeldman has revisited his classic, industry-shaking guidebook. Updated in collaboration with co-author Ethan Marcotte, this third edition covers improvements and challenges in the changing environment of standards-based design. Written in the same engaging and witty style, making even the most complex information easy to digest, Designing with Web Standards remains your essential guide to creating sites that load faster, reach more users, and cost less to design and maintain. Substantially revised—packed with new ideas How will HTML5, CSS3, and web fonts change your work? Learn new strategies for selling standards Change what "IE6 support" means "Occasionally (very occasionally) you come across an author who makes you think, 'This guy is smart! And he makes me feel smarter, because now I finally understand this concept.'" — Steve Krug, author of Don't Make Me Think and Rocket Surgery Made Easy "A web designer without a copy of Designing with Web Standards is like a carpenter without a level. With this third edition, Zeldman continues to be the voice of clarity; explaining the complex in plain English for the rest of us." — Dan Cederholm, author, Bulletproof Web Design and Handcrafted CSS "Jeffrey Zeldman sits somewhere between 'guru' and 'god' in this industry—and manages to fold wisdom and wit into a tale about WHAT web standards are, HOW standards-based coding works, and WHY we should care." — Kelly Goto, author, Web ReDesign 2.0: Workflow that Works "Some books are meant to be read. Designing with Web Standards is even more: intended to be highlighted, dogeared, bookmarked, shared, passed around, and evangelized, it goes beyond reading to revolution." — Liz Danzico, Chair, MFA Interaction Design, School of Visual Arts

It's Not Rocket Surgery

Evaluating interactive systems for their user experience (UX) is a standard approach in industry and research today. This book explores the areas of game design and development and Human Computer Interaction (HCI) as ways to understand the various contributing aspects of the overall gaming experience. Fully updated, extended and revised this book is based upon the original publication Evaluating User Experience in Games, and provides updated methods and approaches ranging from user- orientated methods to game specific

approaches. New and emerging methods and areas explored include physiologically- orientated UX evaluation, user behaviour, telemetry based methods and social play as effective evaluation techniques for gaming design and evolving user-experience. Game User Experience Evaluation allows researchers, PhD students as well as game designers and developers to get an overview on available methods for all stages of the development life cycle.

Smashing UX Design

"Fundamentally, making games is designing with others, everyone contributing from different angles towards the best possible product. Conclusively, Garcia-Ruiz has chosen a collection of chapters that demonstrates several different aspects of working in gaming and working with others that stands to raise the level of expertise in the field." —Veronica Zammitto, Senior Lead Games User Research, Electronic Arts, Inc., from the Foreword Usability is about making a product easy to use while meeting the requirements of target users. Applied to video games, this means making the game accessible and enjoyable to the player. Video games with high usability are generally played efficiently and frequently while enjoying higher sales volumes. The case studies in this book present the latest interdisciplinary research and applications of games user research in determining and developing usability to improve the video game user experience at the human–computer interface level. Some of the areas examined include practical and ethical concerns in conducting usability testing with children, audio experiences in games, tangible and graphical game interfaces, controller testing, and business models in mobile gaming. Games User Research: A Case Study Approach provides a highly useful resource for researchers, practitioners, lecturers, and students in developing and applying methods for testing player usability as well as for conducting games user research. It gives the necessary theoretical and practical background for designing and conducting a test for usability with an eye toward modifying software interfaces to improve human–computer interaction between the player and the game.

Designing with Web Standards

Ever wonder how spaceships work? Rocket Science is a tour of the latest in spacecraft technology and planetary exploration by real-life aerospace engineer Andrew Rader and illustrator Galen Frazer. Explaining the physics of space travel in a way that's easy to understand, the book is accessible to anyone. It's sure to ignite the imagination of kids of all ages, and even curious adults. How do rockets work? Why do they use staging? What's an orbit? Is there gravity in space? How did we get to the Moon? How would we get to Mars? Could we get to another star? These are just a few of the questions discussed in Rocket Science. Rocket Science is primarily aimed at kids in the 6-10 range, but its illustrations would be appealing to younger kids if parents were reading, and the book is even suitable as a light reader for adults interested in learning a thing or two about space engineering and planetary science. This hardcover book features 42 full spread illustrations by professional graphic artist Galen Frazer. Rocket Science is the third book by Andrew and Galen, the first two being Epic Space Adventure and Mars Rover Rescue, which were aimed at younger kids.

Tragic Design

It's Not Rocket Surgery Journal - Notebook - Workbook - 6x9 - 100 Pages - Graph Paper 5x5 - Glossy Softback Cover Medicine Puns Novelty: This Funny Medical Quote design would make an incredible gift for Nurses, Doctors And Funny Medical Jokes fans. Amazing It's Not Rocket Surgery illustrative work with Original Hand-Drawn Doctor Operating A Rocket. Act now & get your new favorite Medicine Puns artwork or gift it to family & friends. 100 duo sided bright white pages 6x9 dimensions, portable size (bag, school, home, work, desc,) High quality glossy softbound cover designed with love Makes an ideal present for any gift giving occasion Perfect gift idea for: birthdays, back to school, christmas, thanksgiving, family & friends, notebook & planner lovers, teachers, graduation gifts, co-workers, boss gift, gift baskets,

Rocket surgery made easy

Business Analyst's Mentor Book includes tips and best practices in a broad range of topics like: Business analysis techniques and tools Agile and waterfall methodologies Scope management Change request management Conflict management Use cases UML Requirements gathering and documentation User interface design Usability testing Software testing Automation tools Real-life examples are provided to help readers apply these best practices in their own IT organizations. The book also answers the most frequent questions of business analysts regarding software requirements management.

Games User Research

Forms that Work: Designing Web Forms for Usability clearly explains exactly how to design great forms for the web. The book provides proven and practical advice that will help you avoid pitfalls, and produce forms that are aesthetically pleasing, efficient and cost-effective. It features invaluable design methods, tips, and tricks to help ensure accurate data and satisfied customers. It includes dozens of examples - from nitty-gritty details (label alignment, mandatory fields) to visual designs (creating good grids, use of color). This book isn't just about colons and choosing the right widgets. It's about the whole process of making good forms, which has a lot more to do with making sure you're asking the right questions in a way that your users can answer than it does with whether you use a drop-down list or radio buttons. In an easy-to-read format with lots of examples, the authors present their three-layer model - relationship, conversation, appearance. You need all three for a successful form - a form that looks good, flows well, asks the right questions in the right way, and, most important of all, gets people to fill it out. Liberally illustrated with full-color examples, this book guides readers on how to define requirements, how to write questions that users will understand and want to answer, and how to deal with instructions, progress indicators and errors. This book is essential reading for HCI professionals, web designers, software developers, user interface designers, HCI academics and students, market research professionals, and financial professionals. *Provides proven and practical advice that will help you avoid pitfalls, and produce forms that are aesthetically pleasing, efficient and cost-effective. *Features invaluable design methods, tips,

and tricks to help ensure accurate data and satisfied customers. *Includes dozens of examples -- from nitty-gritty details (label alignment, mandatory fields) to visual designs (creating good grids, use of color). *Foreword by Steve Krug, author of the best selling Don't Make Me Think!

Mobile Web Design

Table of contents

Research-based Web Design & Usability Guidelines

Every meeting leader has faced groups that stagnate creatively, or worse turn acrimonious-a dullness or negativity stemming from the group's inability to pursue ideas productively and beyond their obvious limits. "The Practice of Creativity" offers a bold and time-tested approach to this problem, an approach both dependable and dynamic; one that uses a unique method of metaphorical thinking to stimulate creative response. Written by the former president of Synectics, Inc., this book provides detailed instructions on how to use a method already proven successful in many organizations, including some of the largest and most successful in the world. It explores the process of facing and understanding problems, eliminating inadequate ideas, and unifying the entire group to concentrate its collective intelligence and imagination on fresh solutions. The leader's role is also discussed. Showing leaders not only how to enhance and encourage imagination and flexibility, but to insure that the personal interactions remain open and constructive, that the discussion retains healthy momentum, and that the fear of being "wrong" will not inhibit open, creative expression. An invaluable book for business, government and other organizations, "The Practice of Creativity" is unique in the field of meaningful communications. George Prince was the co-founder and president of Synectics, Inc. Educated at Exeter and at Williams College, he lived in Winchester, Massachusetts until his death in 2009 at age 91. His work has appeared in many prominent publications, including the "Harvard Business Review, " which lists his article on running meetings as one of its all-time most requested reprints.

Forms that Work

Why do companies so often fail to give customers what they want? "Customers Included" provides a roadmap for any executive or entrepreneur who wants to create better products and services. Using real-world case studies-from Apple, Google, Netflix, and Walmart to an African hand pump, a New York City park, and the B-17 bomber-the book clearly explains why including the customer is an essential ingredient of success for any team, company, or organization. Mark Hurst, a pioneer in the field of customer experience, provides practical tips for a strategic, customer-inclusive approach that generates results.

Design for How People Think

Observing the User Experience

Game User Experience Evaluation

Do you want to improve the usability of your library website, but feel that it is too difficult, time-consuming, or expensive? Usability Testing: A Practical Guide for Librarians will teach you how to make the case for usability testing, define your audience and their goals, select a usability testing method appropriate for your particular context, plan for an in-house usability test, conduct an effective in-house usability test, analyze usability test results, and create and implement a plan for ongoing, systematic usability testing. Step-by-step instructions, along with a myriad of examples, allow you to use this book as a practical guide, and adapt the techniques for your own context. Techniques are appropriate for libraries of all types, including academic, public, and special libraries.

Professional Web Design

Thousands of designers, marketers, and product managers have come to rely on Susan Weinschenk's original 100 Things Every Designer Needs To Know About People as a "go-to book" for practical advice on how to use the latest findings in psychology and neuroscience to directly inform and improve their designs, brands, and products. Research hasn't stopped since the book was written, and new design challenges have emerged. Weinschenk's new book, 100 MORE Things Every Designer Needs To Know About People applies the latest research in psychology, neuroscience, brain research, and social psychology to the design of technology products, including websites, apps, wearables, and artificial intelligence. Weinschenk combines real science and research citations with practical examples to make her 100 MORE Things engaging, persuasive, easy to read, accessible, and useful. 100 MORE Things Every Designer Needs to Know About People is not just another "design guidelines" book because it explains the WHY behind the guidelines, providing concrete examples and prescriptions that can be easily and instantly applied.

Customers Included

The Moderator's Survival Guide is your indispensable resource for navigating the rocky shoals of your one-on-one user research sessions. Inside, you'll find guidance for nearly 100 diverse situations (ranging from business-as-usual to tricky and sticky) that might occur during usability studies, contextual inquiries, or user interviews. As a moderator, you are responsible for the well-being of the participant, your study, and your organization. You must be prepared for anything that may happen, from your technology failing to the participant quailing. Use this guide to identify your best next steps, react appropriately, and survive any challenges that comes your way. Practical, field-tested, and actionable tips for what to do and say—and what NOT to do or say—in each situation. Key patterns and extensive examples to sharpen your approach to the commonplace and prepare you for the unlikely. Illustrative "survival stories" contributed by numerous professionals on the front lines of user research.

Web Anatomy

User experience doesn't happen on a screen; it happens in the mind, and the experience is multidimensional and multisensory. This practical book will help you uncover critical insights about how your customers think so you can create products or services with an exceptional experience. Corporate leaders, marketers, product owners, and designers will learn how cognitive processes from different brain regions form what we perceive as a singular experience. Author John Whalen shows you how anyone on your team can conduct "contextual interviews" to unlock insights. You'll then learn how to apply that knowledge to design brilliant experiences for your customers. Learn about the "six minds" of user experience and how each contributes to the perception of a singular experience Find out how your team—without any specialized training in psychology—can uncover critical insights about your customers' conscious and unconscious processes Learn how to immediately apply what you've learned to improve your products and services Explore practical examples of how the Fortune 100 used this system to build highly successful experiences

Business Analyst's Mentor Book

Five years and more than 100,000 copies after it was first published, it's hard to imagine anyone working in Web design who hasn't read Steve Krug's "instant classic" on Web usability, but people are still discovering it every day. In this second edition, Steve adds three new chapters in the same style as the original: wry and entertaining, yet loaded with insights and practical advice for novice and veteran alike. Don't be surprised if it completely changes the way you think about Web design. Three New Chapters! Usability as common courtesy -- Why people really leave Web sites Web Accessibility, CSS, and you -- Making sites usable and accessible Help! My boss wants me to _____. -- Surviving executive design whims "I thought usability was the enemy of design until I read the first edition of this book. Don't Make Me Think! showed me how to put myself in the position of the person who uses my site. After reading it over a couple of hours and putting its ideas to work for the past five years, I can say it has done more to improve my abilities as a Web designer than any other book. In this second edition, Steve Krug adds essential ammunition for those whose bosses, clients, stakeholders, and marketing managers insist on doing the wrong thing. If you design, write, program, own, or manage Web sites, you must read this book." -- Jeffrey Zeldman, author of Designing with Web Standards

Validating Product Ideas

The A-to-Z guide to spotting and fixing usability problems Frustrated by pop-ups? Forms that make you start over if you miss a field? Nonsensical error messages? You're not alone! This book helps you simply get it right the first time (or fix what's broken). Boasting a full-color interior packed with design and layout examples, this book teaches you how to understand a user's needs, divulges techniques for exceeding a user's expectations, and provides a host of hard won advice for improving the overall quality of a user's experience. World-renowned UX guru Eric Reiss shares his knowledge from decades of experience making products useable for everyoneall in an engaging, easy-to-apply manner. Reveals proven tools that simply make products better, from the users' perspective Provides simple

guidelines and checklists to help you evaluate and improve your own products Zeroes in on essential elements to consider when planning a product, such as its functionality and responsiveness, whether or not it is ergonomic, making it foolproof, and more Addresses considerations for product clarity, including its visibility, understandability, logicalness, consistency, and predictability Usable Usability walks you through numerous techniques that will help ensure happy customers and successful products!

Usability Testing

Forms make or break the most crucial online interactions: checkout (commerce), registration (community), data input (participation and sharing), and any task requiring information entry. In Web Form Design, Luke Wroblewski draws on original research, his considerable experience at Yahoo! and eBay, and the perspectives of many of the field's leading designers to show you everything you need to know about designing effective and engaging Web forms.

100 MORE Things Every Designer Needs to Know About People

At the start of every web design project, the ongoing struggles reappear. We want to design highly usable and self-evident applications, but we also want to devise innovative, compelling, and exciting interactions that make waves in the market. Projects are more sophisticated than ever, but we have fewer resources with which to complete them. Requirements are fuzzy at best, but we're expected to have everything done yesterday. What we need is a reuse strategy, coupled with a pathway to innovation. Patterns are part of the game. Components take us further. In Web Anatomy: Interaction Design Frameworks That Work, user experience experts Hoekman and Spool introduce "interaction design frameworks", the third and final piece of what they call "The Reuse Trinity", and resolve these issues once and for all. Frameworks are sets of design patterns and other elements that comprise entire systems, and in this game-changing book, Hoekman and Spool show you how to identify, document, share, use, and reap the benefits of frameworks. They also dive deep into several major frameworks to reveal how the psychology behind these standards leads not only to effective designs, but can also serve as the basis for cutting-edge innovations and superior user experiences. Web Anatomy delivers: A complete guide to using interaction design frameworks An examination of the psychology behind major frameworks A thorough look at how frameworks will change the way you work for the better Citing examples from both the successful and not-so-successful, the authors break down the elements that comprise several common interactive web systems, discuss implementation considerations, offer examples of innovations based on these standards, reveal how frameworks work hand in hand with patterns and components, and show you how to integrate frameworks into your process. Read Web Anatomy now. Benefit from it for years to come. Jared Spool is a world-renowned design researcher and the founder of UIE.com. Robert Hoekman, Jr. is a veteran user experience specialist and the author of Designing the Obvious and Designing the Moment.

The Moderator's Survival Guide

Although recent findings show the public increasingly interacting with government Web sites, a common problem is that people can't find what they're looking for. In other words, the sites lack usability. The Research-Based Web Design and Usability Guidelines aid in correcting this problem by providing the latest Web design guidance from the research and other forms of evidence. This unique publication has been updated from its earlier version to include over 40 new or updated research guidelines, bringing the total to 209. Primary audiences for the book are: Web managers, designers, and all staff involved in the creation of Web sites. Topics in the book include: home page design, page and site navigation, graphics and images, effective Web content writing, and search. A new section on usability testing guidance has been added. Experts from across government, industry, and academia have reviewed and contributed to the development of the Guidelines. And, since their introduction in 2003, the Guidelines have been widely used by government, private, and academic institutions to improve Web design.

Rocket Science

Written by the author of the best-selling HyperText & HyperMedia, this book is an excellent guide to the methods of usability engineering. The book provides the tools needed to avoid usability surprises and improve product quality. Step-by-step information on which method to use at various stages during the development lifecycle are included, along with detailed information on how to run a usability test and the unique issues relating to international usability. * Emphasizes cost-effective methods that developers can implement immediately * Instructs readers about which methods to use when, throughout the development lifecycle, which ultimately helps in cost-benefit analysis. * Shows readers how to avoid the four most frequently listed reasons for delay in software projects. * Includes detailed information on how to run a usability test. * Covers unique issues of international usability. * Features an extensive bibliography allowing readers to find additional information. * Written by an internationally renowned expert in the field and the author of the best-selling HyperText & HyperMedia.

Understanding Your Users

It's been known for years that usability testing can dramatically improve products. But with a typical price tag of $5,000 to $10,000 for a usability consultant to conduct each round of tests, it rarely happens. In this how-to companion to Don't Make Me Think: A Common Sense Approach to Web Usability, Steve Krug spells out a streamlined approach to usability testing that anyone can easily apply to their own Web site, application, or other product. (As he said in Don't Make Me Think, "It's not rocket surgery".) Using practical advice, plenty of illustrations, and his trademark humor, Steve explains how to: Test any design, from a sketch on a napkin to a fully-functioning Web site or application Keep your focus on finding the most important problems (because no one has the time or resources to fix them all) Fix the problems that you find, using his "The least you can do" approach By paring the process of testing and fixing products down to its essentials ("A morning a month, that's all we ask"), Rocket Surgery makes it realistic for teams to test early and often, catching problems while it's still easy to fix them. Rocket Surgery Made Easy adds demonstration videos to the proven mix of clear writing, before-and-after examples, witty illustrations, and practical advice that made Don't Make

Me Think so popular.

Web Form Design

Presents fifty professional quality, license-free Web design templates that can be easily customized and adapted to suit individual applications, each of which features a homepage, second-level page, and framework for additional pages, along with detailed tutorials covering Web services techniques and a companion CD-ROM containing source files and customization packages. Original. (Intermediate)

The Practice of Creativity

A Project Guide to UX Design

A hilarious, touching and extraordinary fable from David Walliams, number one bestseller and fastest growing children's author across the globey, with EXCLUSIVE audio and video from David Walliams

ROMANCE ACTION & ADVENTURE MYSTERY & THRILLER BIOGRAPHIES & HISTORY CHILDREN'S YOUNG ADULT FANTASY HISTORICAL FICTION HORROR LITERARY FICTION NON-FICTION SCIENCE FICTION