Designing Web Usability Jakob Nielsen

Reviews the features and applications of a broad range of computer software systems that allow the user to choose the sequence of text or other display at the time of use. Contains a well-annotated bibliography. Annotation copyright Book News, Inc. Portland, Or. Learn from the opinions of a UX expert, evaluate your own design principles, and avoid common mistakes. Key Features Hear insights from an author who was trained by the Nielsen Norman Group Browse over 20 years of collected UX insights Accept or reject 101 thought-provoking opinions on design Challenge your own ideas on UX Book Description There are countless books about designing for the web. They all give multiple routes and options to solving design challenges. Many of them are plain wrong. This has led to an entire generation of designers failing to make interfaces that are usable, software that is intuitive, and products that normal people can understand. 101 UX Principles changes that, with 101 ways to solve 101 UX problems clearly and single-mindedly. The 101 principles are opinionated. They'll rub some designers up the wrong way, but these principles are rooted in 20 years of building for the web. They're not based on theory - they're based on practice. Simply put, they've been proven to work at scale. There's no arguing with that. Following in the footsteps of Jakob Nielsen and Don Norman, this book is the go-to manual for UX professionals, covering everything from passwords, to planning the user journey. Build a deeper understanding of accessible design and implement tried-and-tested strategies in your company. What you will learn Use typography well to ensure that text is readable Design controls to streamline interaction Create navigation which makes content make sense Convey information with consistent iconography Manage user input effectively Represent progress to the user Provide interfaces that work for users with visual or motion impairments Understand and respond to user expectations Who this book is for This book is for UX professionals (freelance or in-house) looking for solutions to making software that users intuitively know how to use across web, desktop, and mobile.

Eyetracking Web Usability is based on one of the largest studies of eyetracking usability in existence. Best-selling author Jakob Nielsen and coauthor Kara Pernice used rigorous usability methodology and eyetracking technology to analyze 1.5 million instances where users look at Web sites to understand how the human eyes interact with design. Their findings will help designers, software developers, writers, editors, product managers, and advertisers understand what people see or don't see, when they look, and why. With their comprehensive three-year study, the authors confirmed many known Web design conventions and the book provides additional insights on those standards. They also discovered important new user behaviors that are revealed here for the first time. Using compelling eye gaze plots and heat maps, Nielsen and Pernice guide the reader through hundreds of examples of eye movements, demonstrating why some designs work and others don't. They also provide valuable advice for page layout, navigation menus, site elements, image selection, and advertising. This book is essential reading for anyone who is serious about doing business on the Web.

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

Ambient Findability
Research-based Web Design & Usability Guidelines
Eyetracking Web Usability
Interaction Design to Lead Us into Temptation
The Persona Lifecycle
The Humane Interface

Based on data collected from research conducted at UIE (User Interface Engineering), this book describes how well or poorly some information-rich Web sites performed when real users attempted to find specific answers.

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.

"Some argue the big advances in our impact on design and usability will come from better methods. Some argue they will come from earlier involvement in the development process. The biggest impact, however, will come as more and more companies realize the benefits of user-centered design and embrace it. Eric offers a practical road map to get there."--Arnie Lund, Director of Design and Usability, Microsoft Corporation "This book is a great how-to manual for people who want to bring the benefits of improved usability to their companies. It's thorough yet still accessible for the smart businessperson. I've been working with user-centered design for almost 20 years and I found myself circling tips and tricks."--Harley Manning, Research Director, Forrester Research "This book should be required reading for all executive champions of change. It does an excellent job in laying the foundation for incorporating usability engineering concepts and best practices into corporations. Business success in the new economy will greatly depend on instituting the changes in design methods and thinking that are so clearly and simply put forth in this very practical and useful book."--Ed Israelski, Program Manager--Human Factors, Abbott Laboratories "For those of us who have evangelized usability for so many years, we finally have a book that offers meaningful insights that can only come from years of practical experience in the real world. Here is a wonderful guide for all who wish to make usability a "way of life" for their companies."--Felica Selenko, Principal Technical Staff Member, AT&T "Dr. Schaffer's mantra is that the main differentiator for companies of the future will be the ability to build practical, useful, usable, and satisfying applications and sites. This is a book that provides the road map necessary to allow your organization to achieve these goals." --Colin Hynes, Director of Site Usability, Staples, Inc. "Eric's methodology helped RBC Royal Bank's online banking complete a new user interface, and provided a blueprint for making usable designs a routine part of our development process. The site became successful in making money, saving money, and increasing customer satisfaction--evidencing the effectiveness of his approach."--Carolyn Burke, Senior Manager, e-Commerce and Payments Strategy, RBC Royal Bank of Canada "If you're tasked with bringing usability to a large organization, this book is for you (and your boss). Informed by years of case studies and consulting experience, Eric provides the long view, clearly describing what to expect, what to avoid, and how to succeed in establishing user-centered principles at your company."--Pat Malecek, User Experience Manager, AVP, CUA, A.G. Edwards & Sons, Inc. "Usability issues are a key challenge for user-interface development of increasingly complex products and services. This book provides much-needed insights to help managers achieve their key objectives and to develop more successful solutions."--Aaron Marcus, President, Aaron Marcus and Associates At one time, computer hardware was the key differentiator in information technology--what gave an organization its competitive edge. Then, as hardware prices fell, software took center stage. Today, software has become a broadly shared commodity, and a new differentiator has emerged--usability. Applications, including Web sites, are usable if they are practical, useful, easy to work with, and satisfying. Usability is now the factor likeliest to give an organization a distinct advantage. Institutionalization of Usability shows how to make user-centered design and development a routine practice within an enterprise. Other excellent books explain precisely how to make software usable; this book builds on that foundation, and focuses instead on how to get usability recognized and incorporated into an organization"s values and culture. Based on author Eric Schaffer's extensive experience, the book provides a solid methodology for institutionalizing usability, guiding readers step by step with practical advice on topics like organizational change, milestones, toolsets, infrastructure, and staffing requirements needed to achieve fully mature usability engineering. Learn how to: Educate your organization about the importance of usability Hire and coordinate usability staff and consultants Plan the standards, design, and implementation phases Retrofit a method that has added user-centered activities Recruit participants for usability interviews and testing Select the right staff and project to showcase--by timeline, user impact, and visibility Evangelize, train and mentor staff, and support the community Whether you are an executive leading the institutionalization process, a manager supporting the transition, or an engineer working on usability issues, Institutionalization of Usability will help you to build usability into your software practices.

Drawing on his own expertise in the humanities and on the Web, Steven Johnson not only demonstrates how interfaces - those buttons, graphics, and words on the computer screen through which we control information - influence our daily lives, but also tracks their roots back to Victorian novels, early cinema, and even medieval urban planning. The result is a lush cultural and historical tableau in which today's interfaces take their rightful place in the lineage of artistic innovation. With a distinctively accessible style, Interface Culture brings new intellectual depth to the vital discussion of how technology has transformed society, and is sure to provoke wide debate in both literary and technological circles.

55 Websites Deconstructed
101 UX Principles
A Common Sense Approach to Web Usability
Multimedia and Hypertext
International User Interfaces
Simple and Usable Web, Mobile, and Interaction Design

Leading authorities from around the world discuss the latest topics in international user-interface design. With most major companies in the computer industry depending on exports for 50 percent or more of their sales, user-interface design teams face a major challenge in making their products both useful and accessible to the global marketplace. It is no longer enough to simply offer a product translated in ten to twenty different languages. Users also want a product that acknowledges their unique cultural characteristics and business practices. In International User Interfaces, Elisa del Galdo and Jakob Nielsen have a team of acknowledged international authorities who confront some of the problems currently facing international user-interface developers, including: International Usability Engineering. Developing a Cultural Model. Arabization of Graphical User Interfaces. Managing a Multiple-Language Document System. An Intelligent Lexical Management System for Multilingual Machine Translation. A Chinese Text Display Supported by an Algorithm for Chinese Segmentation. Breaking the Language Barrier with Graphics. Cultural Issues That Can Affect Training 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.

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!

"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"--

Site-Seeing
Don't Make Me Think, Revisited
A Step-by-step Guide
The Internet and Beyond
A Designer's Guide
Usability for the Web

Eyetracking Web Usability is based on one of the largest studies of eyetracking usability in existence. Best-selling author Jakob Nielsen and coauthor Kara Pernice used rigorous usability methodology and eyetracking technology to analyze 1.5 million instances where users look at Web sites to understand how the human eyes interact with design. Their findings will help designers, software developers, writers, editors, product managers, and advertisers understand what people see or don't see, when they look, and why. With their comprehensive three-year study, the authors confirmed many known Web design conventions and the book provides additional insights on those standards. They also discovered important new user behaviors that are revealed here for the first time. Using compelling eye gaze plots and heat maps, Nielsen and Pernice guide the reader through hundreds of examples of eye movements, demonstrating why some designs work and others don't. They also provide valuable advice for page layout, navigation menus, site elements, image selection, and advertising. This book is essential reading for anyone who is serious about doing business on the Web. How do you find your way in an age of information overload? How can you filter streams of complex information to pull out only what you want? Why does it matter how information is structured when Google seems to magically bring up the right answer to your questions? What does it mean to be "findable" in this day and age? This eye-opening new book examines the convergence of information and connectivity. Written by Peter Morville, author of the groundbreaking Information Architecture for the World Wide Web, the book defines our current age as a state of unlimited findability. In other words, anyone can find anything at any time. Complete navigability. Morville discusses the Internet, GIS, and other network technologies that are coming together to make unlimited findability possible. He explores how the melding of these innovations impacts society, since Web access is now a standard requirement for successful people and businesses. But before he does that, Morville looks back at the history of wayfinding and human evolution, suggesting that our fear of being lost has driven us to create maps, charts, and now, the mobile Internet. The book's central thesis is that information literacy, information architecture, and usability are all critical components of this new world order. Hand in hand with that is the contention that only by planning and designing the best possible software, devices, and Internet, will we be able to maintain this connectivity in the future. Morville's book is highlighted with full color illustrations and rich examples that bring his prose to life. Ambient Findability doesn't preach or pretend to know all the answers. Instead, it presents research, stories, and examples in support of its novel ideas. Are we truly at a critical point in our evolution where the quality of our digital networks will dictate how we behave as a species? Is findability indeed the primary key to a successful global marketplace in the 21st century and beyond. Peter Morville takes you on a thought-provoking tour of these memes and more -- ideas that will not only fascinate but will stir your creativity in practical ways that you can apply to your work immediately. "A lively, enjoyable and informative tour of a topic that's only going to become more important." --David Weinberger, Author, Small Pieces Loosely Joined and The Cluetrain Manifesto "I envy the young scholar who finds this inventive book, by whatever strange means are necessary. The future isn't just unwritten--it's unsearched." --Bruce Sterling, Writer, Futurist, and Co-Founder, The Electronic Frontier Foundation "Search engine marketing is the hottest thing in Internet business, and deservedly so. Ambient Findability puts SEM into a broader context and provides deeper insights into human behavior. This book will help you grow your online business in a world where being found is not at all certain." --Jakob Nielsen, Ph.D., Author, Designing Web Usability: The Practice of Simplicity "Information that's hard to find will remain information that's hardly found--from one of the fathers of the discipline of information architecture, and one of its most experienced practitioners, come penetrating observations on why findability is elusive and how the act of seeking changes us." --Steve Papa, Founder and Chairman, Endeca "Whether it's a fact or a figure, a person or a place, Peter Morville knows how to make it findable. Morville explores the possibilities of a world where everything can always be found--and the challenges in getting there--in this wide-ranging, thought-provoking book." --Jesse James Garrett, Author, The Elements of User Experience "It is easy to assume that current searching of the World Wide Web is the last word in finding and using information. Peter Morville shows us that search engines are just the beginning. Skillfully weaving together information science research with his own extensive experience, he develops for the reader a feeling for the near future when information is truly findable all around us. There are immense implications, and Morville's lively and humorous writing brings them home." --Marcia J. Bates, Ph.D., University of California Los Angeles "I've always known that Peter Morville was smart. After reading Ambient Findability, I now know he's (as we say in Boston) wicked smart. This is a timely book that will have lasting effects on how we create our future. --Jared Spool, Founding Principal, User Interface Engineering "In Ambient Findability, Peter Morville has put his mind and keyboard on the pulse of the electronic noosphere. With tangible examples and lively writing, he lays out the challenges and wonders of finding our way in cyberspace, and explains the mutually dependent evolution of our changing world and selves. This is a must read for everyone and a practical guide for designers." --Gary Marchionini, Ph.D., University of North Carolina "Find this book! Anyone interested in making information easier to find, or understanding how finding and being found is changing, will find this thoroughly researched, engagingly written, literate, insightful and very, very cool book well worth their time. Myriad examples from rich and varied domains and a valuable idea on nearly every page. Fun to read, too! --Joseph Janes, Ph.D., Founder, Internet Public Library

Designing Web UsabilityNew Riders Pub

Demonstrates Web design fundamentals that consider usability a major design goal, provides advice on incorporating usability considerations in each stage of the design process, and discusses the functionality of e-commerce sites.

Hypertext and Hypermedia

60 Common Web Design Mistakes, and How to Avoid Them

Designing Web Sites that Work

Information Design

Don't Make Me Think

Using Psychology to Design Better Products & Services

"A Visual Approach to Web Usability" takes a fresh approach to the hot topic of Web usability. The book shows readers how to apply good visual communications principles to make their Web sites more user-friendly.

In 2000, Jakob Nielsen, the world's leading expert on Web usability, published a book that changed how people think about the Web—Designing Web Usability (New Riders). Many applauded. A few jeered. But everyone listened. The best-selling usability guru is back and has revisited his classic guide, joined forces with Web usability consultant Hoa Loranger, and created an updated companion book that covers the essential changes to the Web and usability today. Prioritizing Web Usability is the guide for anyone who wants to take their Web site(s) to next level and make usability a priority! Through the authors' wisdom, experience, and hundreds of real-world user tests and contemporary Web site critiques, you'll learn about site design, user experience and usability testing, navigation and search capabilities, old guidelines and prioritizing usability issues, page design and layout, content design, and more!

A guide to designing for the Web critiques existing Web sites, suggests simple solutions for improving site usability, and offers advice on writing for the Web

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Coordinating User Interfaces for Consistency

Institutionalization of Usability

Keeping People in Mind Throughout Product Design

Mobile Usability

Web Site Usability

Designing Web Interfaces

"Hackos and Redish wisely offer us the three things we most need about user and task analysis: practical advice, practical advice, and practical advice." -Ben Shneiderman, University of Maryland "This

book is well written, thorough, and loaded with techniques, examples, and resources that bring analysis to everyone." -Marcia L. Conner, Director of Usability & Learnability PeopleSoft, Inc. User and Task Analysis for Interface Design helps you design a great user interface by focusing on the most important step in the process -the first one. You learn to go out and observe your users at work, whether they are employees of your company or people in customer organizations. You learn to find out what your users really need, not by asking them what they want, but by going through a process of understanding what they are trying to accomplish. JoAnn Hackos and Janice (Ginny) Redish, internationally known experts in usable design, take you through a step-by-step process to conduct a user and task analysis. You learn: * How interface designers use user and task analysis to build successful interfaces * Why knowledge of users, their tasks, and their environments is critical to successful design * How to prepare and set up your site visits * How to select and train your user and task analysis team * What observations to make, questions to ask, and questions to avoid * How to record and report what you have learned to your development team members * How to turn the information you've gathered into design ideas * How to create paper prototypes of your interface design * How to conduct usability tests with your prototypes to find out if you're on the right track. This book includes many examples of design successes and challenges for products of every kind.

Executive Summary. What is usability. Generations of user interfaces. The usability engineering lifecycle. Usability heuristics. Usability testing. Usability assessment methods beyond testing. Interface standards. International user interfaces. Future developments. Exercises. Bibliography. Author index. Subject index.

Computer Science/Computers-Human Interaction Usability Inspection Methods is the first comprehensive, book-length work in this important new field. Designed to get you quickly up and running with the full complement of UI strategies, tools, and techniques, this extremely practical guide offers you a unique opportunity to learn them from the women and men who invented them. With the help of numerous real-life case studies, the authors give you: Step-by-step guidance on all important methods now in use, including the heuristic evaluation method, the pluralistic walkthrough method, the cognitive walkthrough method, and more Proven techniques for integrating usability inspections with other methods now in use An in-depth, comparative analysis of UI versus user testing A cost-benefit analysis of UI as compared to other approaches Program prototypes that provide UI computer support for interface designers An important resource for user interface developers, software designers, as well as graduate students and researcher

Since Don't Make Me Think was first published in 2000, hundreds of thousands of Web designers and developers have relied on usability guru Steve Krug's guide to help them understand the principles of intuitive navigation and information design. Witty, commonsensical, and eminently practical, it's one of the best-loved and most recommended books on the subject. Now Steve returns with fresh perspective to reexamine the principles that made Don't Make Me Think a classic-with updated examples and a new chapter on mobile usability. And it's still short, profusely illustrated…and best of all-fun to read. If you've read it before, you'll rediscover what made Don't Make Me Think so essential to Web designers and developers around the world. If you've never read it, you'll see why so many people have said it should be required reading for anyone working on Web sites. "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." –Jeffrey Zeldman, author of Designing with Web Standards

What We Find Changes Who We Become
Usability Inspection Methods
Principles and Patterns for Rich Interactions
A Visual Approach to Web Usability
Advertising, Promotion, and New Media
E-commerce User Experience

Thoroughly rewritten for today's web environment, this bestselling book offers a fresh look at a fundamental topic of web site development: navigation design. Amid all the changes to the Web in the past decade, and all the hype about Web 2.0 and various "rich" interactive technologies, the basic problems of creating a good web navigation system remain. Designing Web Navigation demonstrates that good navigation is not about technology-it's about the ways people find information, and how you guide them. Ideal for beginning to intermediate web designers, managers, other non-designers, and web development pros looking for another perspective, Designing Web Navigation offers basic design principles, development techniques and practical advice, with real-world examples and essential concepts seamlessly folded in. How does your web site serve your business objectives? How does it meet a user's needs? You'll learn that navigation design touches most other aspects of web site development. This book: Provides the foundations of web navigation and offers a framework for navigation design Paints a broad picture of web navigation and basic human information behavior Demonstrates how navigation reflects brand and affects site credibility Helps you understand the problem you're trying to solve before you set out to design Thoroughly reviews the mechanisms and different types of navigation Explores "information scent" and "information shape" Explains "persuasive" architecture and other design concepts Covers special contexts, such as navigation design for web applications Includes an entire chapter on tagging While Designing Web Navigation focuses on creating navigation systems for large, information-rich sites serving a business purpose, the principles and techniques in the book also apply to small sites. Well researched and cited, this book serves as an excellent reference on the topic, as well as a superb teaching guide. Each chapter ends with suggested reading and a set of questions that offer exercises for experiencing the concepts in action.

Want to learn how to create great user experiences on today's Web? In this book, UI experts Bill Scott and Theresa Neil present more than 75 design patterns for building web interfaces that provide rich interaction. Distilled from the authors' years of experience at Sabre, Yahoo!, and Netflix, these best practices are grouped into six key principles to help you take advantage of the web technologies available today. With an entire section devoted to each design principle, Designing Web Interfaces helps you: Make It Direct-Edit content in context with design patterns for In Page Editing, Drag & Drop, and Direct Selection Keep It Lightweight-Reduce the effort required to interact with a site by using In Context Tools to leave a "light footprint" Stay on the Page-Keep visitors on a page with overlays, inlays, dynamic content, and in-page flow patterns Provide an Invitation-Help visitors discover site features with invitations that cue them to the next level of interaction Use Transitions-Learn when, why, and how to use animations, cinematic effects, and other transitions React Immediately-Provide a rich experience by using lively responses such as Live Search, Live Suggest, Live Previews, and more Designing Web Interfaces illustrates many patterns with examples from working websites. If you need to build or renovate a website to be truly interactive, this book gives you the principles for success.

The dot.com crash of 2000 was a wake-up call, and told us that the Web has far to go before achieving the acceptance predicted for it in '95. A large part of what is missing is quality; a primary component of the missing quality is usability. The Web is not nearly as easy to use as it needs to be for the average person to rely on it for everyday information, commerce, and entertainment. In response to strong feedback from readers of GUI BLOOPERS calling for a book devoted exclusively to Web design bloopers, Jeff Johnson calls attention to the most frequently occurring and annoying design bloopers from real web sites he has worked on or researched. Not just a critique of these bloopers and their sites, this book shows how to correct or avoid the blooper and gives a detailed analysis of each design problem. Hear Jeff Johnson's interview podcast on software and website usability at the University of Canterbury (25 min.) Discusses in detail 60 of the most common and critical web design mistakes, along with the solutions, challenges, and tradeoffs associated with them. Covers important subject areas such as: content, task-support, navigation, forms, searches, writing, link appearance, and graphic design and layout. Organized and formatted based on the results of its own usability test performed by web designers themselves. Features its own web site (www.web-bloopers.com)with new and emerging web design no-no's (because new bloopers are born every day) along with a much requested printable blooper checklist for web designers and developers to use.

The Persona Lifecycle is a field guide exclusively focused on interaction design's most popular new technique. The Persona Lifecycle addresses the "how" of creating effective personas and using those personas to design products that people love. It doesn't just describe the value of personas; it offers detailed techniques and tools related to planning, creating, communicating, and using personas to create great product designs. Moreover, it provides rich examples, samples, and illustrations to imitate and model. Perhaps most importantly, it positions personas not as a panacea, but as a method used to complement other user-centered design (UCD) techniques including scenario-based design, cognitive walkthroughs and user testing. The authors developed the Persona Lifecycle model to communicate the value and practical application of personas to product design and development professionals. This book explores the complete lifecycle of personas, to guide the designer at each stage of product development. It includes a running case study with rich examples and samples that demonstrate how personas can be used in building a product end-to-end. It also presents recommended best practices in techniques, tools, and innovative methods and contains hundreds of relevant stories, commentary, opinions, and case studies from user experience professionals across a variety of domains and industries. This book will be a valuable resource for UCD professionals, including usability practitioners, interaction designers, technical writers, and program managers; programmers/developers who act as the interaction designers for software; and those professionals who work with developers and designers. Features * Presentation and discussion of the complete lifecycle of personas, to guide the designer at each stage of product development. * A running case study with rich examples and samples that demonstrate how personas can be used in building a product end-to-end. * Recommended best practices in techniques, tools, and innovative methods. * Hundreds of relevant stories, commentary, opinions, and case studies from user experience professionals across a variety of domains and industries.

Evil by Design

Customer-centered Design
Laws of UX
User and Task Analysis for Interface Design
Designing Web Usability

In a complex world, products that are easy to use win favor with consumers. This is the first book on the topic of simplicity aimed specifically at interaction designers. It shows how to drill down and simplify user experiences when designing digital tools and applications. It begins by explaining why simplicity is attractive, explores the laws of simplicity, and presents proven strategies for achieving simplicity. Remove, hide, organize and displace become guidelines for designers, who learn simplicity by seeing before and after examples and case studies where the results speak for themselves.

An understanding of psychology—specifically the psychology behind how users behave and interact with digital interfaces—is perhaps the single most valuable nondesign skill a designer can have. The most elegant design can fail if it forces users to conform to the design rather than working within the "blueprint" of how humans perceive and process the world around them. This practical guide explains how you can apply key principles in psychology to build products and experiences that are more intuitive and human-centered. Author Jon Yablonski deconstructs familiar apps and experiences to provide clear examples of how UX designers can build experiences that adapt to how users perceive and process digital interfaces. You'll learn: How aesthetically pleasing design creates positive responses The principles from psychology most useful for designers How these psychology principles relate to UX heuristics Predictive models including Fitts's law, Jakob's law, and Hick's law Ethical implications of using psychology in design A framework for applying these principles Publisher description.

The contributors to this book are both cautionary and hopeful as they offer visions of how information design can be practiced diligently and ethically, for the benefit of information consumers as well as producers. Information design is the newest of the design disciplines. As a sign of our times, when the crafting of messages and meaning is so central to our lives, information design is not only important—it is essential. Contemporary information designers seek to edify more than to persuade, to exchange more than to foist upon. With ever more powerful technologies of communication, we have learned that the issuer of designed information is as likely as the intended recipient to be changed by it, for better or worse. The contributors to this book are both cautionary and hopeful as they offer visions of how information design can be practiced diligently and ethically, for the benefit of information consumers as well as producers. They present various methods that seem to work, such as sense-making and way-finding. They make recommendations and serve as guides to a still young but extraordinarily pervasive—and persuasive—field. Contributors Elizabeth Andersen, Judy Anderson, Simon Birrell, Mike Cooley, Brenda Dervin, Jim Gasperini, Yvonne M. Hansen, Steve Holtzman, Robert E. Horn, Robert Jacobson, John Krygier, Sheryl Macy, Romedi Passini, Jef Raskin, Chandler Screven, Nathan Shedroff, Hal Thwaites, Roger Whitehouse

Letting Go of the Words
Prioritizing Web Usability
Web Bloopers
Homepage Usability
Writing Web Content that Works
A definitive design guide

How to make customers feel good about doing what you want Learn how companies make us feel good about doing what theywant. Approaching persuasive design from the dark side, this bookmelds psychology, marketing, and design concepts to show whywe're susceptible to certain persuasive techniques. Packedwith examples from every nook and cranny of the web, it provideseasily digestible and applicable patterns for putting these designtechniques to work. Organized by the seven deadly sins, itincludes: Pride — use social proof to position your product in linewith your visitors' values Sloth — build a path of least resistance that leads userswhere you want them to go Gluttony — escalate customers' commitment and useloss aversion to keep them there Anger — understand the power of metaphysical argumentsand anonymity Envy — create a culture of status around your product andfeed aspirational desires Lust — turn desire into commitment by using emotion todefeat rational behavior Greed — keep customers engaged by reinforcing thebehaviors you desire Now you too can leverage human fallibility to create powerfulpersuasive interfaces that people will love to use — but willyou use your new knowledge for good or evil? Learn more on thecompanion website, evilbydesign.info.

How do we create a satisfactory user experience when limited to a small device? This new guide focuses on usability for mobile devices, primarily smartphones and touchphones, and covers such topics as developing a mobile strategy, designing for small screens, writing for mobile, usability comparisons, and looking toward the future. The book includes 228-full color illustrations to demonstrate the points. Based on expert reviews and international studies with participants ranging from students to early technology adopters and business people using websites on a variety of mobile devices, this guide offers a complete look at the landscape for a mobile world. Author Jakob Nielsen is considered one of the world's leading experts on Web usability. He is the author of numerous best-selling books, including Prioritizing Web Usability and the groundbreaking Designing Web Usability, which has sold more than 250,000 copies and has been translated in 22 languages.

Tog on Software Design discusses the evolution computers will undergo in the coming decade and the impact these changes will have on society as a whole. You'll find essays on topics from quality management to the meaning of standards, to corporate structure and cooperation, interspersed with responses to queries supplied by designers and developers. These essays will furnish industry managers, programmers, and designers with a blueprint for success in the coming decade. Discussion of issues surrounding home, school, and business will give computer enthusiasts a fascinating view of how their lives will soon be transformed.

Reflecting the changes in the hypertext/multimedia market, this book includes illustrated examples of a variety of new hypermedia systems, particularly those related to the Internet, plus many examples of the use of Mosaic and the HTML.

Usability Engineering
Designing Web Navigation
Optimizing the User Experience
Interface Culture
Designing Web Forms for Usability
New Directions for Designing Interactive Systems

Cognetics and the locus of attention - Meanings, modes, monotony, and myths - Quantification - Unification - Navigation and other aspects of humane interfaces - Interface issues outside the user interface.

This book is a practical guide to understanding the web page design and usability factors needed for the eShelf - the online store shelf. The authors help you learn how to create a conceptual framework for your web design that is targeted to the individual the customer relationship.

Today, new media enter our lives faster than ever before. This volume provides a complete, state-of-the-art overview of the newest media technologies and how they can be used in marketing communications - essential information for any organization that program, as well as for experts and students in the fields of advertising and mass communications. Advertising, Promotion, and New Media offers crucial insights on the use of cutting-edge techniques including 3-D advertising, mobile advertising, advergames as well as more familiar Internet advertising formats such as banner ads and pop-ups. It also discusses such important topics as how to select online affiliates, and how to assess the effectiveness of new media advertising and compare it with traditional fo authors offer up-to-date information and thought provoking ideas on emerging technology and how it can be used effectively for advertising and promotion in the future.

Tog on Software Design
A New Approach to Web Usability
Forms that Work
Web Style Guide, 3rd edition