CITA03 WORKSHOP:
Building Usable Computing Products (Full Day)

Speaker
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Introduction
Computing products (such as software applications, web sites, information kiosks, and mobile computing devices) have become a part of our lives. Today, there still exist many products that are difficult to use, and usually frustrate the users. Such unusable products may result in people not buying your software, or your customers visiting your competitor's web site, or bring a rash of complaints. However, there are computing products are easy to use, intuitively you know how to use them. Such products take effort to build. In this workshop, we will provide you with the fundamentals of how to develop usable products, or at least improve the usability of computing products. At the end of this workshop, you will see computing products in a different light.

Audience
This workshop will be most beneficial to individuals who are involved in the development of computing products. These individuals include software developers, web designers, programmers, content writers, and software project managers; generally anyone interested in developing usable products.

At Course Completion
After the workshop, attendees will:
- Know what is usability, and its importance to the design of computing products or systems
- Have basic knowledge about the discipline of human-computer interaction
- Understand the method to develop usable computing products
- Know 10 guidelines which can be applied to design of and evaluation computing products
- Know how to design a simple usability evaluation experiment
- Able to apply two usability evaluation techniques – in the evaluation of a software application and a website

Pre-requisites
- Computer literate and have basic knowledge of WIMPS (Windows, Icons, Menus, and Pointers) and know how to use the Internet
- Have involved in development computing products (not necessary but advantageous to realise full benefit of workshop)

Workshop Outline
Lectures:

- Introduction and definition of usability – what is usability?
- Importance of usability – from product quality perspective
- Psychology of Everyday Things
- Usability Engineering Lifecycle – Methodology to create usable products
- Usability Guidelines – For development and assessment of products' usability
- Usability Testing – How to set up an experiment to evaluate usability?

Hands-on session:
- Design a simple experiment based a case study scenario
- Evaluation of a software application using the think aloud method
- Evaluation of a web-site (you choose the web-site) using the Web Heurestics technique.