

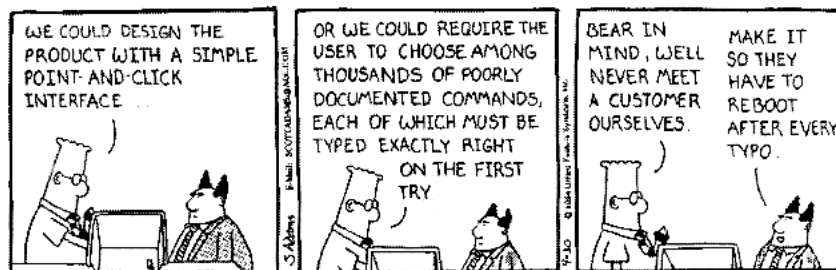
User Centered Design

Why User Centered Design is important

Approaches to User Centered Design

Saul Greenberg

System Centered Design



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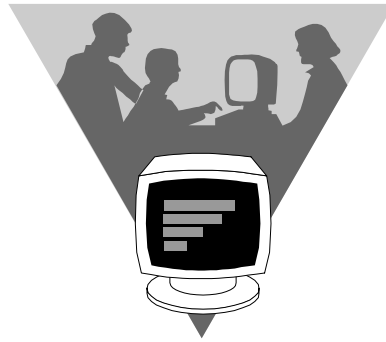
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System Centered Design

What can be built easily on this platform?

What can I create from the available tools?

What do I as a programmer find interesting to work on?



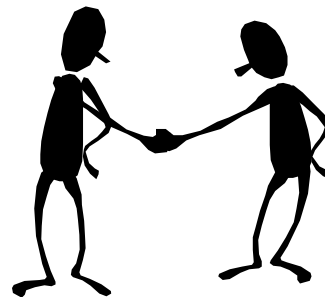
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User Centered System Design

Design is based upon a user's

- abilities and real needs
- context
- work
- tasks

...know the person you are designing for.



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User Centered System Design

Three assumptions

- A good design will satisfy the needs of the user group
- Collaborative
- Constant communication

From Denning and Dargan, p111 in Winograd, Ed., *Bringing Design to Software*, Addison Wesley

Denning and Dargan, 1996

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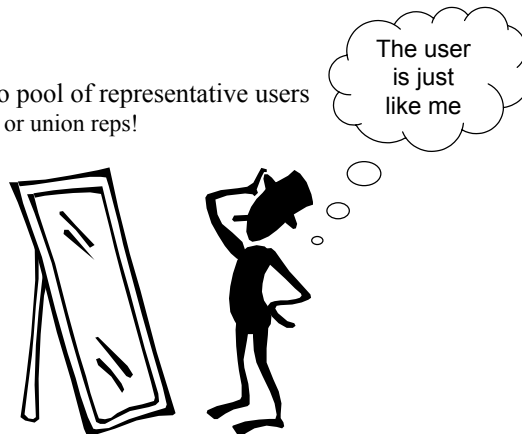
Participatory Design

Problem

- intuitions wrong
- traditional methods (e.g., interviews) suffers from a number of weaknesses
- designer cannot know the user sufficiently well to answer all issues that come up during the design

Solution

- designers should have access to pool of representative users
 - END users, not their managers or union reps!



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Participatory Design

Users become first class members in the design process

Users considered subject matter experts

Iterative design process



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Participatory Design (Up Side)

- Users are excellent at reacting to suggested system designs
- Users bring in important “folk” knowledge of work context
- Greater buy-in for the system often results



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Participatory Design (Down side)

- Hard to get a good pool of end users
- Users are not expert designers
- The user is not always right



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Methods For Involving The User

At the very least, talk to users

- surprising how many designers don't!

Contextual Inquiries

- interview users *in their workplace*, as they are *doing their job*
- used to discover user's culture, requirements, expectations, etc.

Explain designs

- get input at all design stages
 - all designs subject to revision
- important to have visuals and/or demos
 - people react far differently with verbal explanations

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What You Now Know

User centered design

- design is based upon a user's real needs, tasks, and work context

Participatory design

- brings end-user in as a first class citizen into the design process

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