Usability Engineering: Scenario-Based Development of Human-Computer Interaction (Interactive Technologies)

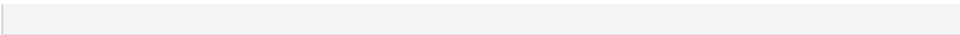*By Mary Beth Rosson, John M. Carroll*

Usability Engineering: Scenario-Based Development of Human-Computer Interaction (Interactive Technologies) By Mary Beth Rosson, John M. Carroll

You don't need to be convinced. You know that usability is key to the success of any interactive system-from commercial software to B2B Web sites to handheld devices. But you need skills to make usability part of your product development equation. How will you assess your users' needs and preferences? How will you design effective solutions that are grounded in users' current practices? How will you evaluate and refine these designs to ensure a quality product? *Usability Engineering: Scenario-Based Development of Human-Computer Interaction* is a radical departure from traditional books that emphasize theory and address experts. This book focuses on the realities of product development, showing how user interaction scenarios can make usability practices an integral part of interactive system development. As you'll learn, usability engineering is not the application of inflexible rules; it's a process of analysis, prototyping, and problem solving in which you evaluate tradeoffs, make reasoned decisions, and maximize the overall value of your product.

- Written by prominent HCI educators who understand how to teach usability practices to students and professional developers.
- Interleaves HCI theory and concepts with a running case study demonstrating their application.
- Gradually elaborates the case study to introduce increasingly sophisticated usability engineering techniques.
- Analyzes usability issues in realistic scenarios that describe existing or envisioned systems from the perspective of one or more users.
- Emphasizes the real world of usability engineering-a world in which tradeoffs must be weighed and difficult decisions made to achieve desired results.

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Editorial Review

Review
"This book is ideally suited for a problem-based curriculum in which students simultaneously learn good development processes while completing a term project. The book gives excellent guidance, and the case study approach is an excellent organizer and motivator. At last, the proper problem-based textbook."
—Don Norman, Nielsen Norman Group

"One of the nice things about this book is that it identifies where tradeoffs exist in developing user interfaces. Too many books provide guidelines as if they were absolute; unfortunately, this is not the case. Tradeoffs must be constantly made, and understanding how one usability objective can impact another is critical to good design."
—Jon Meads, Usability Architects

From the Back Cover

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About the Author

Mary Beth Rosson has been an associate professor of computer science at Virginia Tech since 1994. Prior to that, she worked at the IBM T.J. Watson Research Center as a research staff member and as manager of tools and architectures. She is the author of many contributed chapters, journal articles, and conference presentations and papers.

John M. Carroll is Professor of Computer Science, Education, and Psychology, and Director of the Center for Human-Computer Interaction, at Virginia Tech. He has written more than 250 technical papers, more than 25 conference plenary addresses, and 12 books. He serves on 10 editorial boards for journals and handbooks, has won the Rigo Career Achievement Award from ACM, received the Silver Core Award from IFIP, and is a member of the CHI Academy.

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