UCD Method Collection
Card-set
www.designforusability.org

A world wide web of methods for user centred design!
The Design for Usability (DfU) project aims to reduce usability problems with electronic products. As part of this project, we are developing a selection tool for User-Centred Design methods.

We are working to make the tool available for you in about a year. In the meantime, you are invited to take a look at the method collections that have been completed. This card-set contains the ten most practical and widely used method collections for user-centred design.

Every collection has its own advantages and disadvantages because of a specific scope, categorization, method selection (if any) and detail in which methods are explained. Each collection is explained by the aforementioned way to make the search for a collection easier.

We will present the latest developments on http://linkd.in/DfUexploregroup, and start discussions about the tool. Please feel free to contact us if you have any questions or comments. We hope that this card-set will help you in your work.

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Usability Body of Knowledge

www.usabilitybok.org/methods

- **Quantity and scope**
40 methods and techniques both involving and not involving users in user-centred design projects.

- **Categorization**
None yet. Will be based on the goal of the method (setting requirements, evaluation...) in the future website.

- **Selection**
Based on the categorization above.

- **Explanation detail**
Text-only: Includes a basic description, advantages, disadvantages, how to, considerations and references.

- **About**
The UBoK is a growing library of a wide variety of information and methods on usability that was initiated by the Usability Professionals Association in 2004. In addition to methods and techniques, it also provides information on, for example, organizational topics and related fields. The UBoK continues to grow based on voluntary contributions by usability professionals world-wide.
### Quantity and scope
Finding a selection of suitable methods that match your constraints in user-centred design projects.

### Categorization
There is no visible categorization.

### Selection
Based on wizard-like questions about the goal of your search, project stages according to ISO 18152, constraints and priorities.

### Explanation detail
At this moment, it only includes the method’s name.

### About
Usability Planner is an initiative of two Spanish students and a usability professional with the intent to connect a method selection tool to the UBoK. The Usability Planner is a work in progress.
### Usability Net Methods Table

Visit [www.usabilitynet.org/tools/methods.htm](http://www.usabilitynet.org/tools/methods.htm)

**Quantity and scope**
35 methods (including techniques and general information) that are found to be of value in user-centred design projects.

**Categorization**
On project phases: planning, requirements, design, implementation, testing and post release.

**Selection**
Based on three basic constraints: limited time/resources, access to users and skill/expertise.

**Explanation detail**
Text only: Description type and depth varies between the different methods. Contains at least a summary, benefits, a planning, references and follow-up steps.

**About**
UsabilityNet was a project funded by the European Union to provide resources and networking for usability practitioners, managers and EU projects. Last updated in 2006.
## Generic Work Process

**Quantity and scope**
Offers short descriptions of 88 methods and techniques which can be used throughout the user-centred design process.

**Categorization**
On project process phases: analysis, concept, design, develop and implement.

**Selection**
Based on the categorization above.

**Explanation detail**
Text only: Includes a basic description and references to websites and articles for further reading.

**About**
The Generic Work Process was created by students and researchers from the Rotterdam University of Applied Sciences.

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**Notes**
- The table above lists various methods and techniques grouped under different categories.
- The selection process is based on the categorization of methods and techniques.
- For further understanding, references to websites and articles are included.
- The Generic Work Process is a collaborative effort by students and researchers from the Rotterdam University of Applied Sciences.
Paper Prototyping

What: Gain quick feedback from users about wireframes or detailed interface designs on paper.

When: Paper prototyping can be used for virtually any type of human-computer interface: software, Web site, handheld device, or even hardware. Some paper prototypes are hand-drawn, while others use printed-out screen shots. It is a fast, easy way to discover usability problems in the iterative design phases of your project.

Possible outcomes:
- All sorts of usability issues
- Missing (or misspecified) functional requirements
- Preference for one design alternative
- Separating the gotta-haves from the nice-to-haves

Advantages:
- Fast way to mock up an interface; no coding required
- Finds a wide variety of problems in an interface
- Allows an interface to be refined based on user feedback before implementation begins

Disadvantages:
- Doesn't produce any code
- Does not find all classes of problems with an interface
- Can affect the way users interact with the interface

Also known as: Paper prototyping

Design for Usability Explore
Ready by Q3 2012 via www.designforusability.org

- Quantity and scope
100+ methods, techniques and tools both involving and not involving users in user-centred design projects.

- Categorization
Primary by Product Type (e.g. interface, tangible product) and Research Goal (what do you want to know?).

- Selection
A set of filters can be applied randomly. Examples are Product Type, Research goal, Time span, Man hours & Skills

- Explanation detail
Each method is introduced and includes video, examples, detailed instructions, downloads and user-generated content in the form of reviews and discussions.

- About
This resource is currently being developed as a part of the Design for Usability project. The tool has been designed to make it easier for practitioners to find new methods, and for academics to disseminate methods to industry.

Join us at http://methodexploration.designforusability.org
Usability Methods

Quantity and scope
A selection of 13 methods used in web site development, with extensive explanations.

Categorization
According to the goal of the study: analyse, design or test.

Selection
Based on the categorization above.

Explanation detail
Text only: includes a basic description, benefits, a how to, similar techniques and references.

About
Usability.gov is a one-stop source for USA government web designers to learn how to make websites more usable, useful, and accessible. In addition to methods, the website also provides general information on usability for websites, the development of prototypes and a discussion board.
Testing usability involves observing and questioning sample users as they use post or planned products in typical daily situations.

Researching and testing usability needs to be an integral part of product development, not added on as an afterthought. Start early. Find out what's been done before, watch people use similar products, talk to them. Begin to list key factors—acceptability, adjustability, ease of use, dimensional compatibility, comfort.

Consider the person, the product, where it will be used. Ask the right people: either recruit a cross-section who have the most difficulty. Consider age, dexterity, strength, vision, use, cognition, etc.

Then, ask the right questions, such as assembling, cleaning, questionnaires short and simple. Collect each task, and ask the reason why people like the design. Include questions about the product, observe the test yourself. Consider the person, the product, where it will be used. Ask the right questions, such as assembling, cleaning.

Quantity and scope
A selection of methods explained by usability experts from a number of companies. 16 ‘proper’ methods are practically explained and 16 experimental methods are briefly summarized.

Categorization
On typology (e.g. co-design or observational studies) and location in a folder that distinguishes four qualities.

Selection
A general comparative overview is provided that includes all methods based on the input (budget, time, staffing and expertise) and output.

Explanation detail
A graphical overview of the methods’ main characteristics, references and explanation with examples is provided.

About
A booklet developed in 1999 with the intention of evolving in a book including over 50 methods, explained in detail by an international authority. A huge amount of information for designers is available through www.education.edean.org.
A process visualized as a board game with shortcuts and pitfalls, important considerations, activities and methods included. According to project phase. No selection, the user ‘walks’ through the entire process. Short description of the action of method with a visual icon. A copy of the poster has been sent to all new members of the Usability Professionals Association (UPA). Additional copies can be purchased at http://upassoc.org/upa_store/books_and_posters/index.html#poster.
IDEO METHOD CARDS

www.ideo.com/work/method-cards

IDEO METHOD CARDS

Quantity and scope
51 cards that describe various ways to involve users in product Development; designed for inspiration.

Categorization
On four ways related to people’s actions: “Ask users to help”, “Look at what users do”, “Learn from the facts you gather”, and “Try it yourself.”

Selection
Based on the categorization above, the images and the short descriptions given.

Explanation detail
Includes an example and inspirational image, a short explanation on execution and why it is useful. It also shows how the method helped Ideo to design an example product.

About
The Ideo Method Cards were developed in 2002 by Ideo, one of the worlds’ largest design agencies.
UCD Methods
dpl.kaist.ac.kr/design-methodology/Main_Page

> **Quantity and scope**
A large poster categorizing 42 methods and techniques. An accompanying website provides additional information.

> **Categorization**
On project phases, project constraints, product characteristics, participant information and presentability.

> **Selection**
Based on the categorization above.

> **Explanation detail**
The website gives additional information about the origin of the method, gives a definition, how-to, example images and pros and cons.

> **About**
The poster and wiki was created several years ago by students and researchers from the Korea Advanced Institute of Science and Technology (KAIST).
Other useful tools for user-centred design

**Inclusive Design toolkit**  [www.inclusivedesigntoolkit.com](http://www.inclusivedesigntoolkit.com)
Applies an understanding of customer diversity to the design of mainstream products to better satisfy the needs of more people.

Return on Investment (ROI) calculator for website and app development.

**Global User Research book**  [www.globaluserresearch.com](http://www.globaluserresearch.com)
A website and book about the how & why on conducting global user research taking cultural differences in account.

**Ideo Human Centred Design toolkit**  [ideo.com/work/human-centered-design-toolkit](http://ideo.com/work/human-centered-design-toolkit)
An open-source toolkit to inspire new solutions in the developing world in a human-centred approach.

**Human-Centred Design of Digital Interactions poster**  [namahn.com/resources/poster.htm](http://namahn.com/resources/poster.htm)
Large poster with methods and techniques attached to the UCD process used by Namahn, a design agency.

**Selecting a remote research method**  [www.flickr.com/photos/clearleft/4931570875](http://www.flickr.com/photos/clearleft/4931570875)
Decision tree to navigate through 30 of the most popular services for remote usability testing applications and websites.

**Recommendations for usability card set**  [uselog.com/2010/12/recommendations-for-usability-in.html](http://uselog.com/2010/12/recommendations-for-usability-in.html)
25 cards for developing usable products divided in 6 themes: usability 101, team, process, project, company and market.

**Mental Notes card set**  [www.getmentalnotes.com](http://www.getmentalnotes.com)
A brainstorming tool with 50 insights about human behaviour to apply to websites and applications.

**Design with Intent card set**  [www.danlockton.co.uk/dwi](http://www.danlockton.co.uk/dwi)
101 cards that illustrate patterns for influencing interactions with products, services, environments via the design of systems.

**Creative Whack Pack card set**  [creativethink.com/products.html](http://creativethink.com/products.html)
64 cards with techniques for generating new ideas.

**Oblique Strategies card set**  [http://enoshop.co.uk/oblique.asp](http://enoshop.co.uk/oblique.asp)
Over 100 cards present a question, dilemma, or new way of thinking about the work you are doing; for problem-solving purposes.

**UX Trading Cards**  [http://nform.com/tradingcards/](http://nform.com/tradingcards/)
48 methods, techniques and tools for developing applications and websites (also applicable to product development).

**MetaMemes**  [www.metamemes.com/](http://www.metamemes.com/)
Part deck, but more game; MetaMemes is a collection of 200 ideas, techniques, and words for brainstorming sessions.