

Strategies to enhance the user experience

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People

The members of Nielsen Norman Group are user experience pioneers...they advocated user-centered design and usability before it became popular to do so.

- [Jakob Nielsen](#), Ph.D.
"The Guru of Web Page Usability" (N.Y. Times)
- [Donald A. Norman](#), Ph.D.
"The Guru of Workable Technology" (Newsweek)
- [Bruce "Tog" Tognazzini](#)
"Leading Authority on Software Design" (HotWired)

[Nielsen Norman Group Members >](#)

Events

[User Experience 2001/2002](#) conference:

- Washington, DC, October 21-24
- London, UK, November 4-7
- Sydney, Australia, mid-2002

Note: the conferences will *proceed as planned* despite the recent tragic terrorist attacks.

Services

[Services](#) are offered world-wide, and can be customized to meet your needs:

- [Process and Strategy](#)
- [Design and Usability Evaluation](#)
- [Keynotes, Seminars, and Workshops](#)

Publications

[Publications](#) by Nielsen Norman Group and its members, including books, articles, reports, and whitepapers. Recent publications include:

- [230 tips to improve the way you run user tests](#)
- [Locator guidelines](#) (usability of store and office finders)
- [Design guidelines for e-commerce user experience](#) (207 rules)
- [How to design the PR section of your site](#) to optimize usability for journalists
- [WAP usability](#) (field study of WAP users)

About Nielsen Norman Group

Nielsen Norman Group is headquartered in Silicon Valley, with offices in New York City, Chicago, and San Diego.

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Jakob, Don, Tog

Nielsen Norman Group's vision is simple: To help companies enter the age of the consumer, designing human-centered products and services. As experts on corporate culture and the human-centered design process, we help you develop corporate-wide product development strategies and processes that focus on your customers and enhance user experience.

Recent Press Coverage

Internet Magazine asks Jakob Nielsen [what the Internet will be like in 20 years](#)

Credit Suisse Bulletin: [Interview with Jakob Nielsen](#) after a visit to headquarters in Zurich

National Public Radio: [Radio interview with Jakob Nielsen and Don Norman](#) (RealAudio format)

San Jose Mercury News: [The future of Web design from one who knows it](#)

New York Times: [Corporate Sites Seem to Skim on the Facts](#)

CNN: [Web usability guru pitches better design in Asia](#)

New York Times: [From Ballots to Cocktails, Questions of Design](#)

Business Week wrote up a [case study of one of our projects](#)

Web Techniques: [When Nielsen Stalks...](#)

Interviews with Jakob Nielsen in [U.S. News & World Report](#), [Philadelphia Inquirer](#), [Sunday Morning Herald](#), and the [BBC](#) (3 minute streaming video)

New York Times: [A Thumbtack Omen for Web Phones](#)

USA Today reports on attempts by several group members to [buy holiday presents online](#)

Bruce Tognazzini [profiled](#) in The Independent (London)

Financial Times [interviews Nielsen and Norman](#) about the User Experience World Tour and directions in Web usability

Business Week [profiles Jakob Nielsen](#)

FORTUNE [story about the User Experience World Tour](#)

Profiles of Jakob Nielsen in the [Sunday Times](#) (London) and [Adobe.com](#)

Don Norman [profiled](#) by [Guru.com](#)

WIRED News [profiles Jakob and Don](#)

Nielsen Norman Group Report

Clemens Wendtner



Nielsen Norman Group Report:

Google Voice For Dummies Bud E. Smith, Chris Dannen, 2009-10-02 Save time and money with Google's revolutionary new phone system Google Voice combines existing phone lines, e-mail and Web access into one central communication channel. Tech industry watchers expect it to give Skype some serious competition yet little information is available on this new Google service. Google Voice For Dummies is the first and only book on Google's breakthrough new offering and provides essential information for individuals and businesses who want to take advantage of this exciting new technology. Google Voice is expected to have a major impact on telephony and to offer major cost savings for individuals and businesses. This guide focuses on an in-depth understanding of setting up and using Google Voice and how to integrate it with other Google services including Gmail, Google Chat and Google Talk. Discusses managing Google Voice within organizations and examines key concerns for business schools, government and other kinds of organizations. Explains how Google Voice connects with the many phone options currently available and how to move toward an optimized and inexpensive yet flexible and powerful phone environment. The book is supported by news and updates on www.gvDaily.com, the leading Google Voice question and answer site created by authors Bud E. Smith and Chris Dannen. Google Voice For Dummies supplies much needed information on this free and exciting technology that the New York Times has called revolutionary.

UX Lifecycle Clive Howard, Jeremy Baines, 2023-10-15 This book is for business leaders looking to build software that creates better business outcomes by delivering effective product experiences. Over the last decade, one of the biggest trends in technology has been a growing appreciation for the User Experience (UX). UX Lifecycle provides a UX methodology framework for implementing continuous improvement within organizations. It will help to address the basics such as defining what UX is, the importance of research, how UX is a process and not a job title, and where business value comes from improving efficiency, effectiveness, and satisfaction. At the heart of the UX process is the most important stakeholder: the user. This book will help you create the business case, education, processes, skills, tools, and the philosophy to deliver effective and enjoyable user experiences. These in turn will drive success in the modern software-enabled organization. Includes key considerations for creating a business case for UX within their organization and engaging senior business roles around the necessary business change required.

Media Relations Handbook for Government, Associations, Nonprofits, and Elected Officials, 2e Bradford Fitch, Human communication is a constant, continuous, and dynamic phenomenon. You cannot not communicate, nor can you uncommunicate. For an individual entity, there is only ONE communication. Not multiple, not varieties, only one. That one communication is the culmination of all that has been communicated by the entity until the now in time. You cannot go back and uncommunicate something. You can only begin from the now to create the intended outcome. That outcome is always a negotiation with the receiver, audience, community to cultivate an agreed understanding. For a communication professional, understanding this fact is essential. No matter where you work, someone has been communicating something before you.

began You cannot un communicate it You cannot create a new beginning but you can begin now to create a new outcome Research continues into the changes in communication wrought by the Internet and public expectations that are experiencing mercurial change As best practices are now being developed the Media Relations Handbook 2e can give you guidance and ideas that will spark your innovation **People and Computers XIX - The Bigger Picture** Tom McEwan, Jan Gulliksen, David Benyon, 2007-12-20 As a new medium for questionnaire delivery the Internet has the potential to revolutionize the survey process Online Web based questionnaires provide several advantages over traditional survey methods in terms of cost speed appearance flexibility functionality and usability Bandilla et al 2003 Dillman 2000 Kwak they can incorporate links and it is possible to encode difficult skip patterns making such patterns virtually invisible to respondents Despite this and the emergence of numerous tools to support online questionnaire creation current electronic survey design typically replicates the look and feel of pap based questionnaires thus failing to harness the full power of the electronic survey medium A recent environmental scan of online questionnaire design tools found that little if any support is incorporated within these tools to guide questionnaire design according to best practice Lumsden Morgan 2005 This paper briefly introduces a comprehensive set of guidelines for the design of online questionnaires It then focuses on an informal observational study that has been conducted as an initial assessment of the value of the set of guidelines as a practical reference guide during online questionnaire design 2 Background Online questionnaires are often criticized in terms of their vulnerability to the four standard survey error types namely coverage non response sampling and measurement errors

Human-Computer Interaction Andrew Sears, Julie A. Jacko, 2009-03-02 Hailed on first publication as a compendium of foundational principles and cutting edge research The Human Computer Interaction Handbook has become the gold standard reference in this field While human computer interaction may have emerged from within computing significant contributions have come from a variety of fields including industrial engineering psychology education and graphic design No where is this more apparent then when designing solutions for users as diverse as children older adults and individuals with physical cognitive visual or hearing impairments Derived from select chapters in The Human Computer Interaction Handbook this volume emphasizes design for these groups and also discusses HCI in the context of specific domains including healthcare games and the aerospace industry **Computer Human Interaction** Masood Masoodian, Steve Jones, Bill

Rogers, 2005-03-01 APCHI 2004 was the sixth Asia Pacific Conference on Computer Human Interaction and was the first APCHI to be held in New Zealand This conference series provides opportunities for HCI researchers and practitioners in the Asia Pacific and beyond to gather to explore ideas exchange and share experiences and further build the HCI network in this region APCHI 2004 was a truly international event with presenters representing 17 countries This year APCHI also incorporated the fifth SIGCHI New Zealand Symposium on Computer Human Interaction A total of 69 papers were accepted for inclusion in the proceedings 56 long papers and 13 short papers Submissions were subject to a strict double blind peer review process The

research topics cover the spectrum of HCI including human factors and ergonomics user interface tools and technologies mobile and ubiquitous computing visualization augmented reality collaborative systems internationalization and cultural issues and more APCHI also included a doctoral consortium allowing 10 doctoral students from across the globe to meet and discuss their work in an interdisciplinary workshop with leading researchers and fellow students Additionally tutorials were offered in association with the conference

Introduction to Service Engineering Waldemar Karwowski, 2010-01-12

What you need to know to engineer the global service economy As customers and service providers create new value through globally interconnected service enterprises service engineers are finding new opportunities to innovate design and manage the service operations and processes of the new service based economy Introduction to Service Engineering provides the tools and information a service engineer needs to fulfill this critical new role The book introduces engineers as well as students to the fundamentals of the theory and practice of service engineering covering the characteristics of service enterprises service design and operations customer service and service quality web based services and innovations in service systems Readers explore such key aspects of service engineering as The role of service science in developing a smarter planet Service enterprises including enterprise value creation architecture of service organizations service enterprise modeling and the application of methods of systems engineering to services Service design including collaborative e service systems and the new service development process Service operations and management including service call centers Service quality from design operations to customer relations Web based services and technology in the global e organization Innovation in service systems from service engineering to integrative solutions service oriented architecture solutions and technology transfer streams With chapters written by fifty seven specialists and edited by bestselling authors Gavriel Salvendy and Waldemar Karwowski Introduction to Service Engineering uses numerous examples problems and real world case studies to help readers master the knowledge and the skills required to succeed in service engineering

Research-based Web Design & Usability Guidelines, 2006 The guidelines were originally designed to help NCI staff improve the presentation of cancer related information to cancer researchers and the public though they are applicable to anyone who designs and manages information web sites

Automated Web Site Evaluation M.Y. Ivory, 2013-06-29 Among all information systems that are nowadays available web sites are definitely the ones having the widest potential audience and the most significant impact on the everyday life of people Web sites contribute largely to the information society they provide visitors with a large array of services and information and allow them to perform various tasks without prior assumptions about their computer literacy Web sites are assumed to be accessible and usable to the widest possible audience Consequently usability has been recognized as a critical success factor for web sites of every kind Beyond this universal recognition usability still remains a notion that is hard to grasp Summative evaluation methods have been introduced to identify potential usability problems to assess the quality of web sites However summative evaluation remains limited in

impact as it does not necessarily deliver constructive comments to web site designers and developers on how to solve the usability problems. Formative evaluation methods have been introduced to address this issue. Evaluation remains a process that is hard to drive and perform while its potential impact is probably maximal for the benefit of the final user. This complexity is exacerbated when web sites are very large, potentially up to several hundreds of thousands of pages, thus leading to a situation where evaluating the web site is almost impossible to conduct manually. Therefore, many attempts have been made to support evaluation with models that capture some characteristics of the web site of interest.

Web Information Systems Engineering - WISE 2010 Lei Chen, Peter Triantafillou, Torsten Suel, 2010-12-29

Welcome to the Proceedings of WISE 2010, the 11th International Conference on Web Information Systems Engineering. This year WISE returned to the place where the inaugural conference was held in 2000, Hong Kong. WISE has also been held in 2001 (Kyoto, Japan), 2002 (Singapore), 2003 (Rome, Italy), 2004 (Brisbane, Australia), 2005 (New York, USA), 2006 (Wuhan, China), 2007 (Nancy, France), 2008 (Auckland, New Zealand), and 2009 (Poznan, Poland). Continuing its trend, this year's WISE provided a forum for engineers and scientists to present their latest findings in Web-related technologies and solutions. The submitted contributions address challenging issues in Web services, search, modeling, recommendation, and data mining, as well as keyword search, social network analysis, query languages, and information retrieval and extraction. This year WISE received 170 submissions from 25 countries, including Argentina, Australia, Austria, Belgium, Canada, China, Czech Republic, France, Germany, Hong Kong, Greece, Iran, Ireland, Italy, Japan, The Netherlands, Norway, Singapore, South Korea, Spain, Sweden, Switzerland, Taiwan, UK, and the USA. After a thorough reviewing process, 32 papers were selected for presentation as full papers; the acceptance rate was 18.8%. In addition, 19 papers were selected for presentation as short papers, yielding an overall acceptance rate of 30%.

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