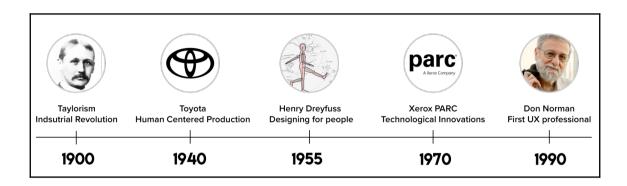
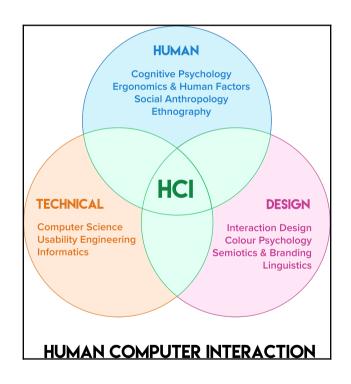
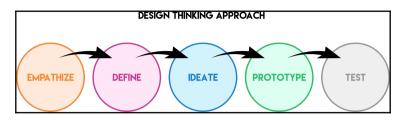
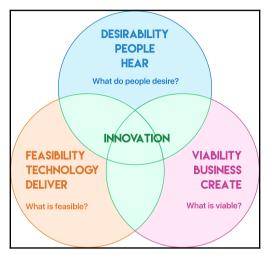
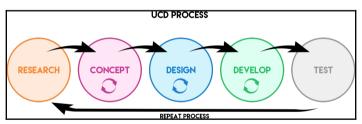
## **Chapter 1: The Fundamentals of UX**

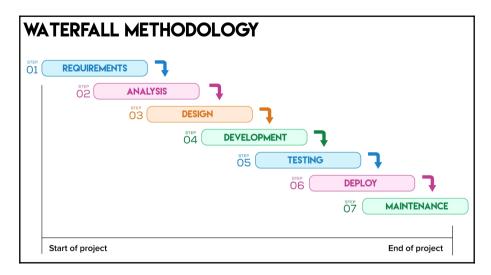


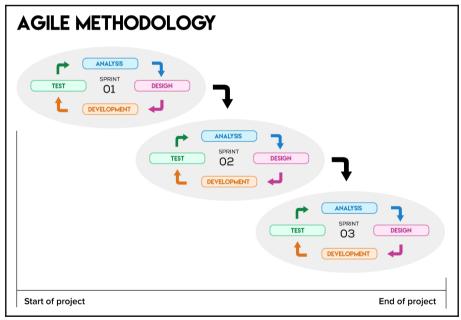


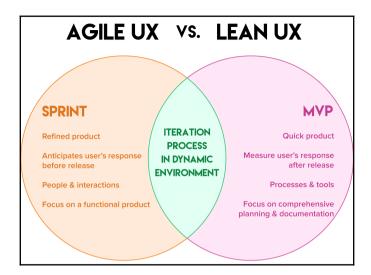


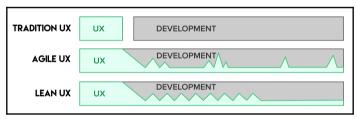


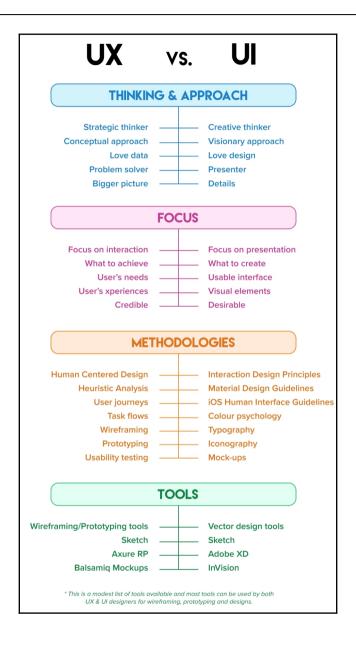




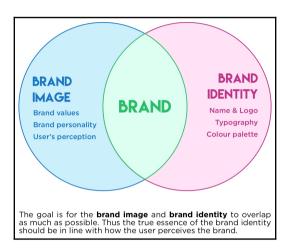


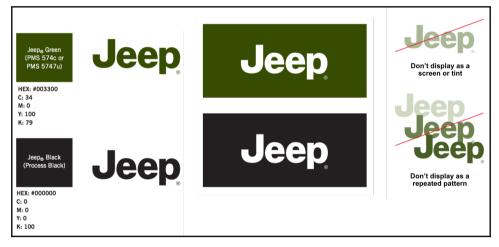






### **Chapter 2: Stand Out from Your Competitors**



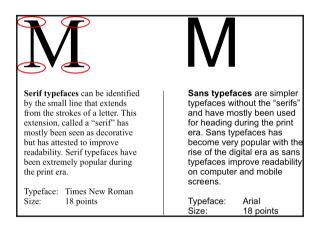


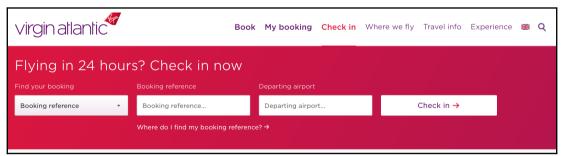


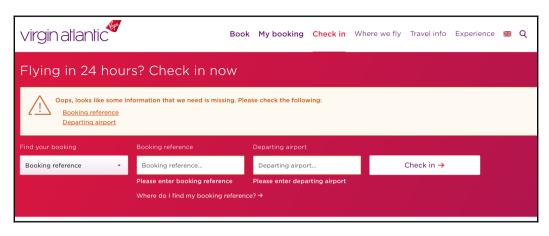




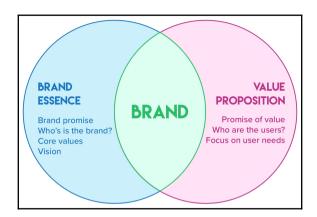


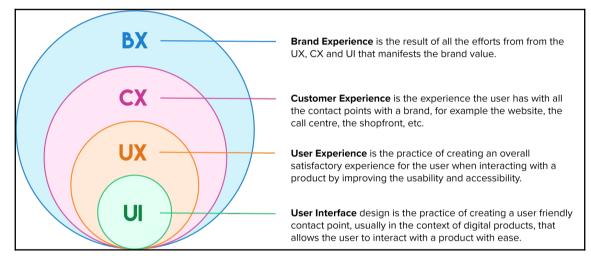






WELCOME BACK	WELCOME BACK		
LOG IN WITH FACEBOOK	LOG IN WITH FACEBOOK		
OR WITH AN EMAIL ADDRESS	OR WITH AN EMAIL ADDRESS		
E-mail address	E-mail address		
Password Forgot password?	Please enter a valid e-mail address.  Password Forgot password?		
LOG IN	Please enter your password.		
BACK	LOG IN		
	BACK		





## **SWOT**

#### **STRENGTHS**

Areas within the company that is advantageous to the company.

#### **WEAKNESSES**

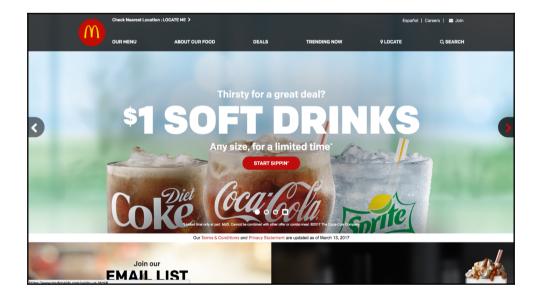
Areas within the company that can be improved.

#### **OPPORTUNITIES**

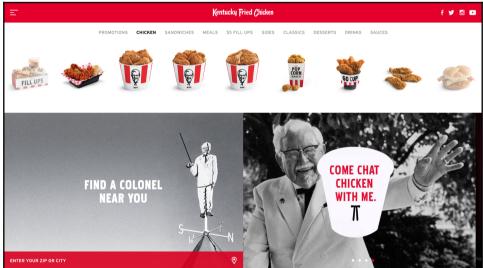
External factors that can potentially improve the company.

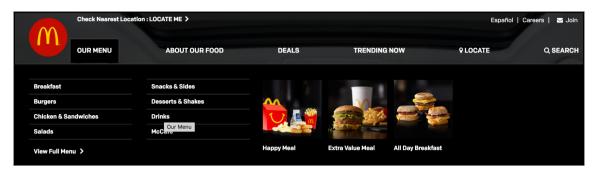
#### **THREATS**

Potential risks from external factors that can do damage.























**HOT DOGS** 



**CHICKEN & MORE** 



2 FOR \$10 MEAL DEAL



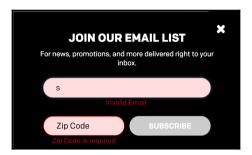
2 FOR \$4 BREAKFAST



2 FOR \$5 MIX & MATCH



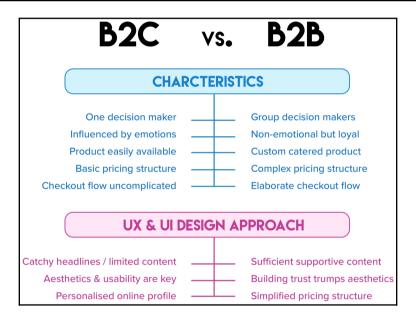








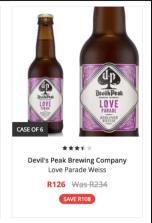
	McDonalds	Burger king	KFC
Content & Navigation	5	9	9
Aesthetics & style	6	9	9
Heuristic Analysis	5	5	5
UI Animation	3	2	8
	4.7	6.2	7.7



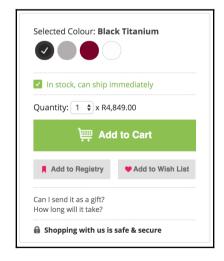


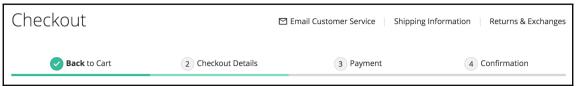


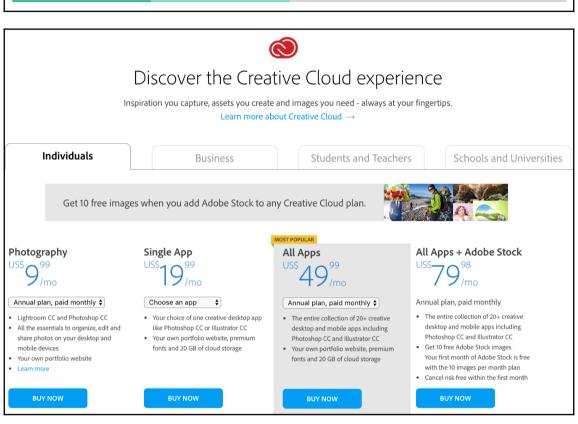


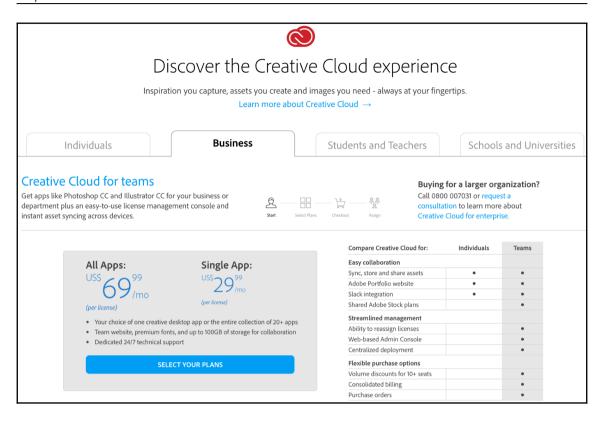


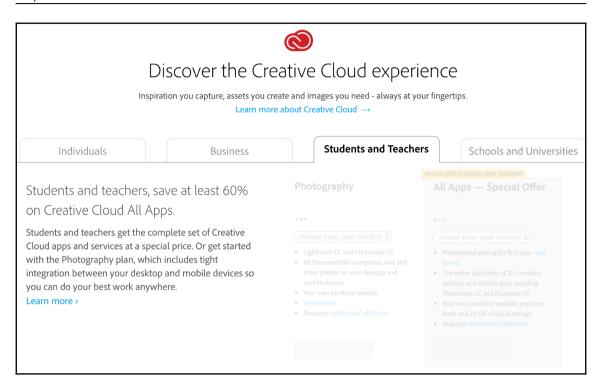


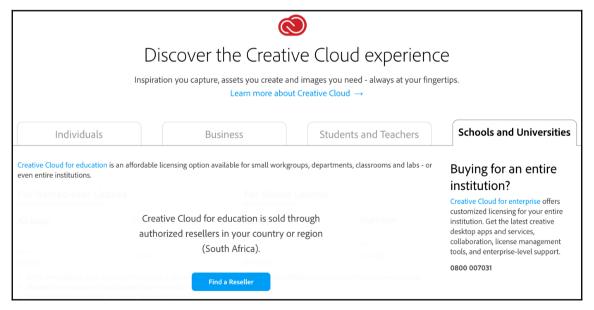




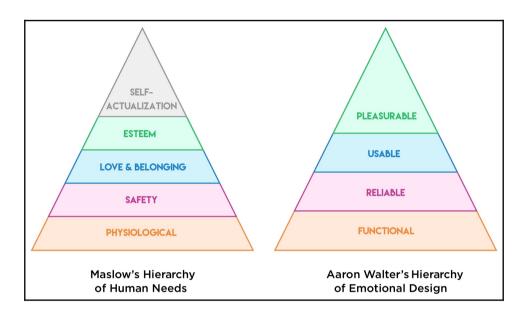


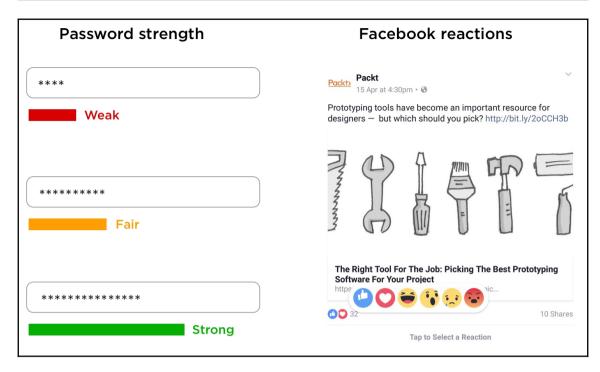


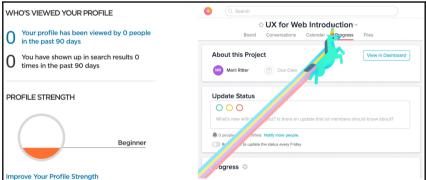




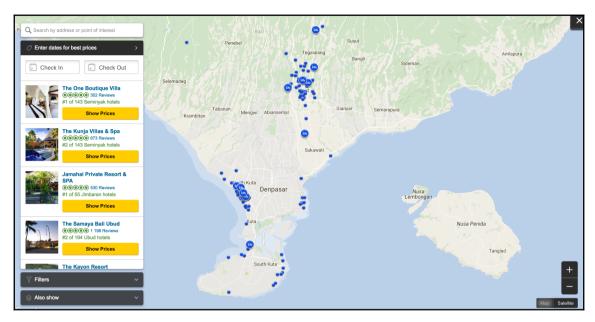
## **Chapter 3: Creating an Emotional Connection with the User**





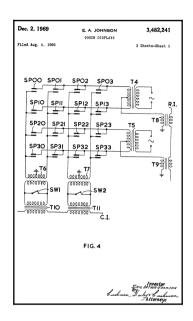






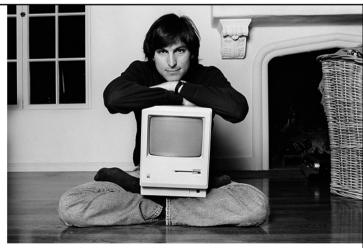


# **Chapter 4: Best Practices for Usability Within the User Interface (UI)**



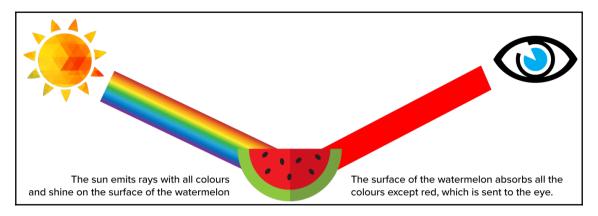


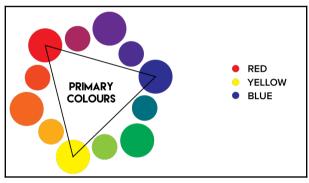


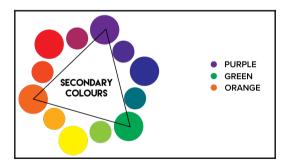


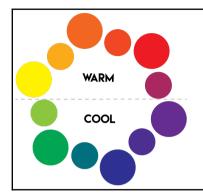
The Xerox Alto, the first GUI

1985 - Steve Jobs









Warm colours are stimulating, evoke a feeling of energy and connect emotionally with warmth. Because warm colours are quite intense, they should be used in moderation as the user can easily feel anxious or drained if used in excess.

Cool colours are soothing in nature, tend to be more relaxing and connect emotionally with trust. Because cool colours can possibly come across as a bit dull, it's always good to balance it out with some warm colours to ensure the user stays interested.



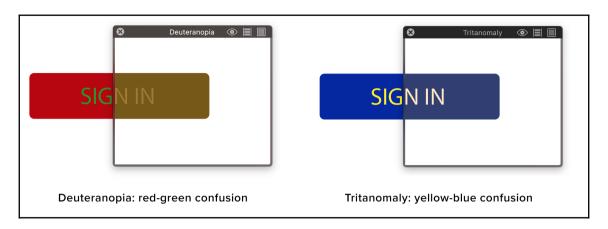
Table 2
Detected crime data<sup>1</sup> for selected area in Glasgow City Centre<sup>2</sup>
By calendar year, 1998 to 2004

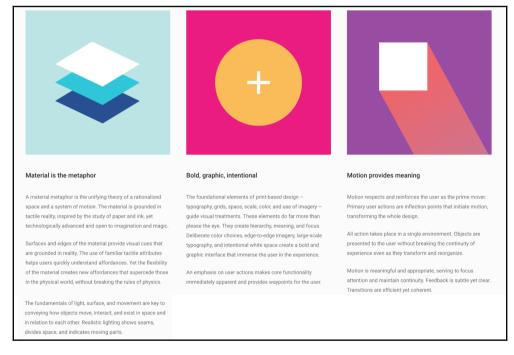
Crima antanama	January to December						
Crime category	1998	1999	2000	2001	2002	2003	2004
SVC - Serious Assault	4	1	3	1	1	0	1
SVC - Robbery	5	3	3	3	3	0	4
SVC - Other Violence Crimes	0	1	1	1	0	1	0
SVC - Indecency Crimes	1	3	8	1	0	1	0
Housebreaking (Domestic)	0	0	0	0	0	0	0
Housebreaking (Other)	3	9	10	1	3	5	10
Motor Vehicle Crime	3	2	3	0	0	0	0
Theft	4	14	8	10	8	5	22
Shoplifting	52	127	163	99	28	31	50
Other Dishonesty	25	37	51	29	22	69	28
Vandalism/Fireraising etc.	2	3	1	5	4	4	6
Offensive Weapons/Knives	3	11	10	6	4	5	15
Drug - Supply	6	8	7	4	15	6	3
Drug - Possession	8	23	7	8	19	10	32
Other Misc. Crimes	9	10	9	5	13	7	19
Common Assault	9	17	34	14	19	14	34
Breach of the Peace	48	47	69	36	43	40	59
Racially Aggravated Conduct/Harassment	0	0	0	0	0	1	2
Anti-social Behaviour (Scotland) Act 2004	0	0	0	0	0	0	0
Drunk and Incapable	1	1	3	3	4	5	7
Consumption of alcohol in designated places	15	9	16	7	4	7	17
Other Misc. Offences	18	5	9	4	19	6	13
Dangerous driving offences	0	0	1	0	0	0	0
Driving Carelessly	1	0	0	1	0	0	1
Drink, Drug driving offences incl. Failure to provide a specimen	1	0	1	0	0	0	3
Speeding offences	0	0	0	0	0	0	0
Seat belt offences	2	0	0	0	0	0	0
Mobile phone (whilst driving) offences	0	0	0	0	0	0	0
Other Driving Offences	6	4	8	7	6	10	9

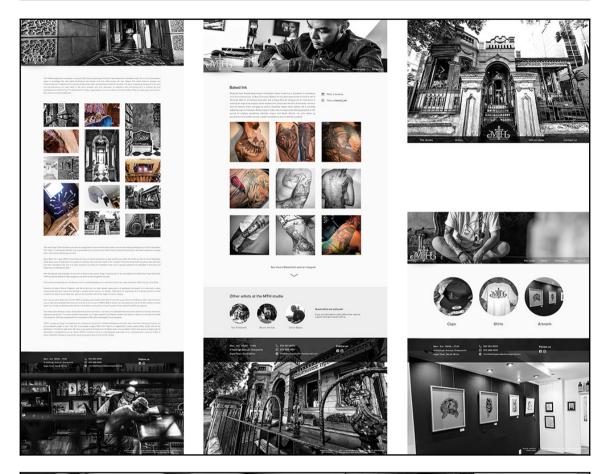
<sup>&</sup>lt;sup>1</sup> Data was sourced from the Corporate Crime Database and is based on the date that the crime report was raised. Only records recorded on the Crime Management System are included, no conditional offer of fixed penalty data is included.

Source: Corporate Crime Database

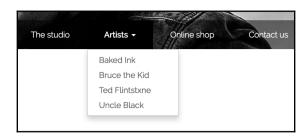
<sup>&</sup>lt;sup>2</sup> Data was selected if the x and y co-ordinates recorded on the crime report were mapped along Buchanan Street (including one premise deep either side) between Bath Street and Argyle Street. Please note that approx. 32 percent of crimes have no x & y co-ordinates recorded and are therefore excluded from the data provided.

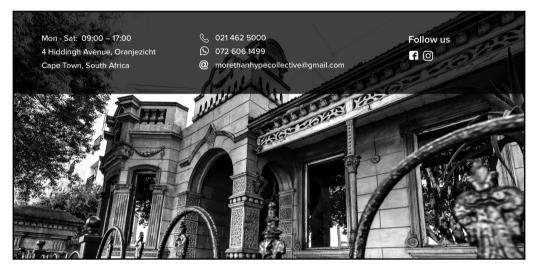


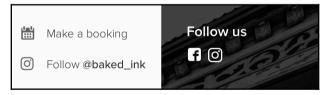




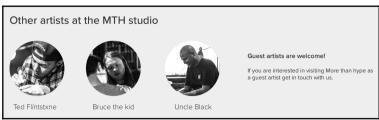


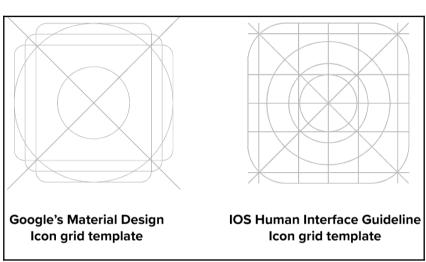


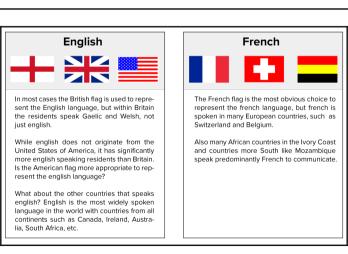




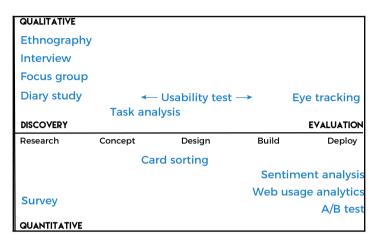


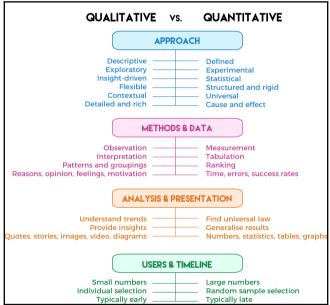




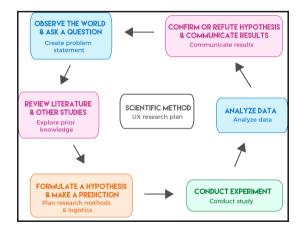


# **Chapter 5: Set a Solid Foundation - Research and Analyze**





FOCUS	METHODS	CONTEXT
USABILITY & EXPERIENCE	A/B test Cognitive walkthrough Diary study Ethnography Eye tracking Focus group Heuristic analysis Interview Sentiment analysis Survey Usability test Web usage analytics	Field Lab Field Field Lab Lab Lab Lab Field Field Field Field Field Field Field Field
INFORMATION ARCHITECTURE, CONTENT & TASKS	Card sorting and tree testing Cognitive walkthrough Content audit Ethnography Heuristic analysis Interview Survey Task analysis Web usage analytics	Lab / Field Lab Lab Field Lab Lab Lab Lab Lab Lab / Field Lab Field Field Lab Field
STAKEHOLDERS	Content audit  Ethnography Interview Survey	
COMPETITORS	Competitor analysis Cognitive walkthrough Heuristic analysis Usability test	Lab Lab Lab Lab / Field



GOALS	SIGNALS	METRICS
Enhance company brand	Positive social media comments about the brand values of "comfort while exercising" and "wide range to fit all sizes"	Positive mentions of brand with value keywords on Twitter and Facebook
Display product range more clearly	Customers find products more easily	Number of clicks to find product
Improve retention	Increase numbers of returning customers	Increased proportion of return visitors
Increase online sales	Increased conversion from visits to sales	Increased proportion of sales to visits

## Chapter 6: Create a UX Strategy - Users and Content

### PERSONA TEMPLATE

#### Description

A summary of the user's characteristics and narrative of the user's habits and behaviour.

#### Goals & tasks

- What motivates the user?
- What is the user looking for?
- What is the user looking to do?
- What are the user's needs?



#### Quote

"A unique quote to sum up the user's personality, ambitions and needs."

#### Name

- First & last name
- Personal / Professional title

#### Occupation

- Occupation
- Qualification

#### Demographic

- Age
- Gender
- Nationality
- Ethnicity
- Marital status

#### Environment

- Internet connection
- Online habits
- Devices

### PERSONA EXMAPLE

#### THE INNOVATOR

Amara Faye, is a young African American woman in her early twenties who lives in the vibrant city of Los Angeles. The city fits her personality perfectly as she lives for creative input from her environment. She knew from a young age that she wants to go into a creative field and being an Art Director comes naturally to her. She studied Visual Communication at the Los Angeles Creative School and landed her first job right after at an ad agency. She owns a Macbook Pro, iPad & iPhone and is connected to the internet 24/7. She spends on average between 5-8 hours a day online for both work and personal purposes.

#### What motivates Amara?

With her creative nature, Amara is motivated by anything visually stimulating, from taking art classes to exploring upper class deep house clubs in the CBD of Los Angeles.

#### What is she looking for? Amara is looking for new creative ways to express herself.

What is she looking to do? Amara is looking for inspiration to keep her up to date with new creative trends.

#### What are Amara's needs? She wants to explore inspirational and creative platforms online.



"Find that creative spark and look for ways to make it a fire"

#### Name

Amara Faye (Miss)

#### Occupation

Art Director

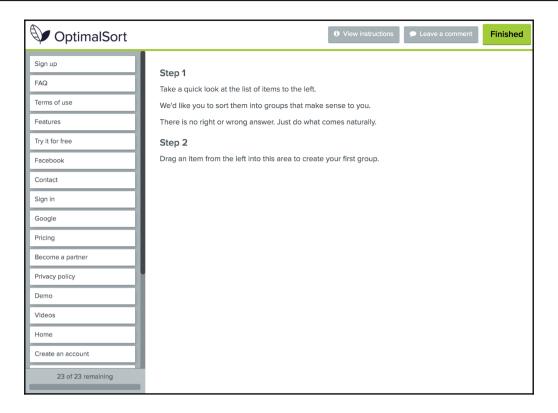
BA in Visual Communication

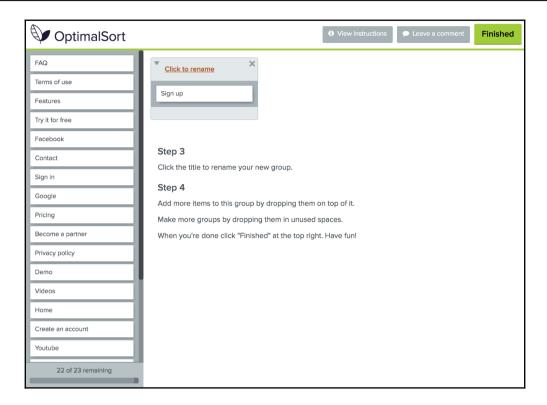
#### Demographic

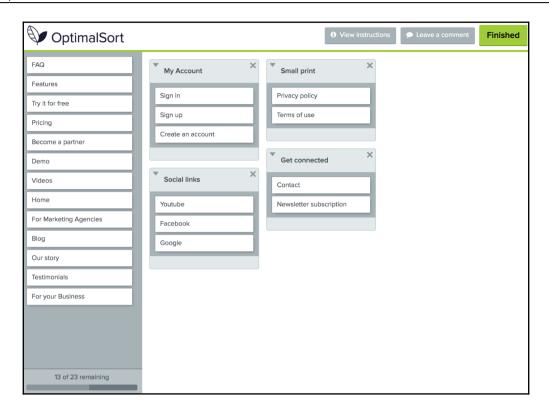
24, Female African American Single

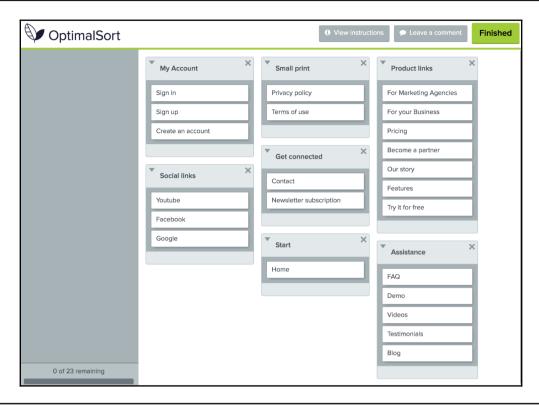
#### **Environment**

10MB Fibre & 3G 5 - 8 hours a day Desktop, tablet & mobile



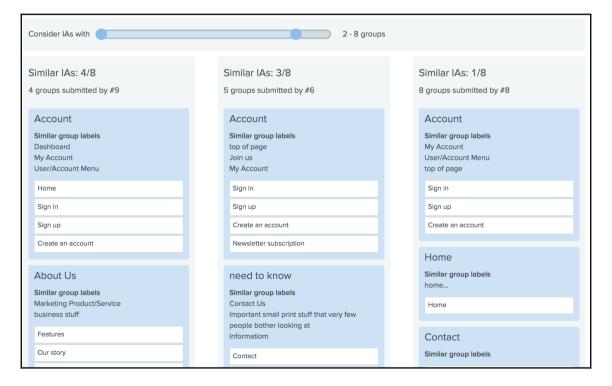


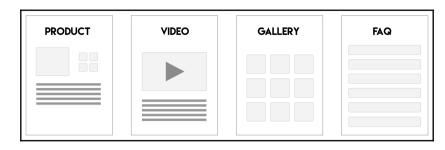


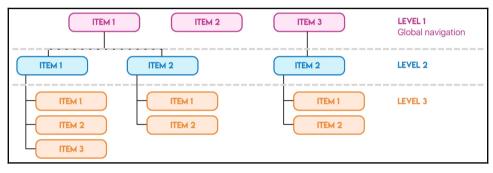


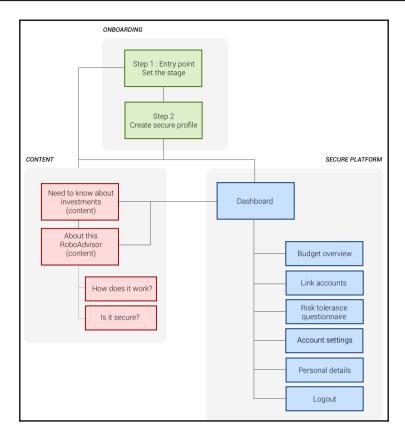
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	A Sub Menu of something like "Our Product" in Main Menu				Demo	1.0	1		
			6		Try it for free	2.0	1	4.00	4
					For your Business	3.0	1	1.00	1
					Show 3 more				
	About Us				Our story	1.0	1		
		8		Features	2.0	1	1.00	1	
			S		Pricing	3.0	1	1.00	'
					Show 5 more				
	About Us		_		Our story	1.0	1	4.00	4
					Features	2.0	1		
		5		Testimonials	3.0	1	1.00	1	
					Show 2 more				

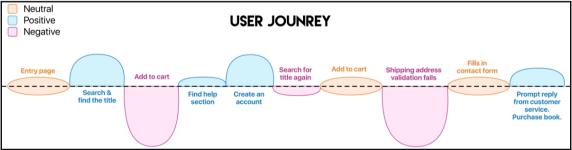
CARD NAME	*	UNIQUE CATEGORIZATIONS $\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$	CATEGORIES	AVG POS	FREQ
Become a partner		8	info for other businesses	1.0	1
			Join us	2.0	1
			Our Product	2.0	1
			Show 5 more		
Blog		7	Resources	1.0	1
			content to generally enrich the site and create more interest	2.0	1
			Propaganda	2.0	1
			Show 4 more		
Contact		7	Contact Us	1.0	2
			Contact	1.0	1
			need to know	1.0	1
			Show 4 more		

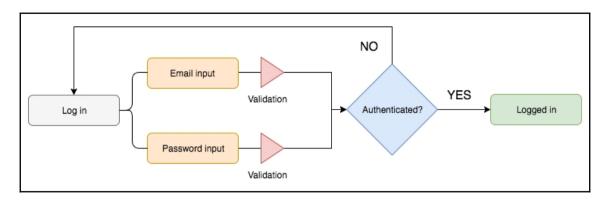




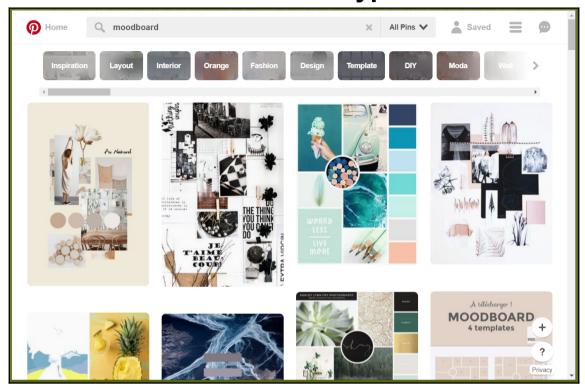






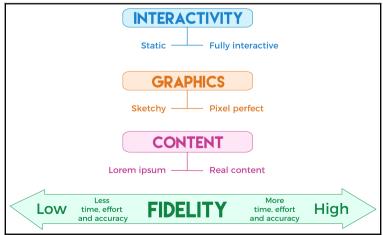


## **Chapter 7: Bring Your UX Strategy to Life with Wireframes and Prototypes**

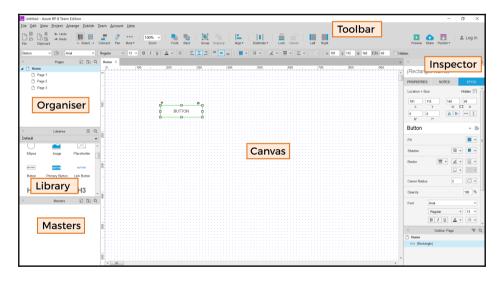


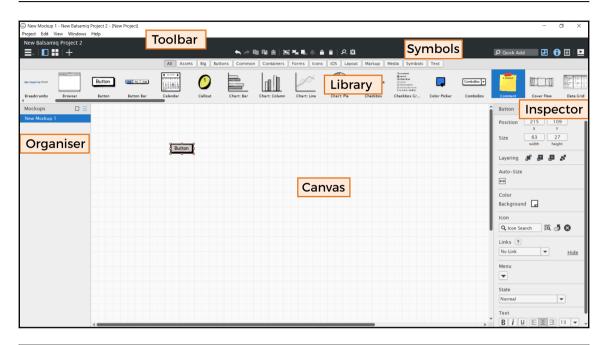
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KEY WORDS Template Stark Plain INSPIRATION	#Hexcode #Hexcode #Hexcode #Hexcode  TEXTURES  TYPOGRAPHY  This is a Heading Font name and weight, size, #Hexcode  This is a Sub-heading Font name and weight size, #Hexcode  This is body text. It should be long enough to give an idea of what it would look like in a wrapped and justified paragraph.  Font name and weight, size, #Hexcode
Button Cons	

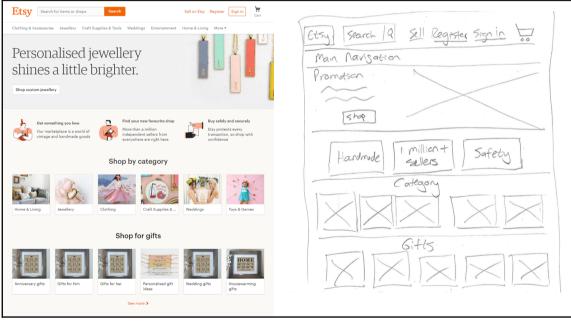


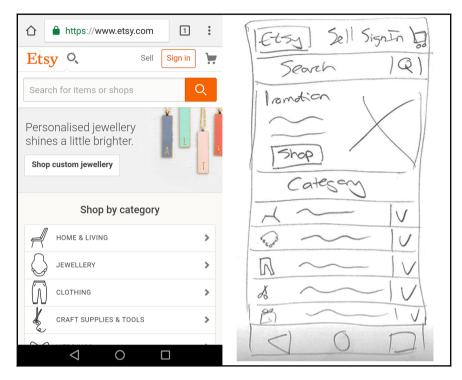


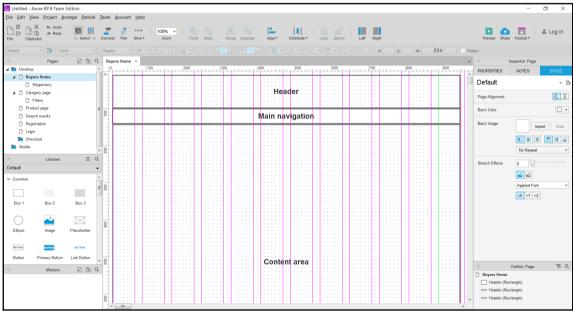
LEARNA	BILITY
Paper	Easy
Keynote Powerpoint	Invision Balsamiq Keynotopia Pencil Sketch
PURPOSE	
General	Specific
Photoshop	Axure
Illustrator	Proto.io
Text editor (HTML)	Hard

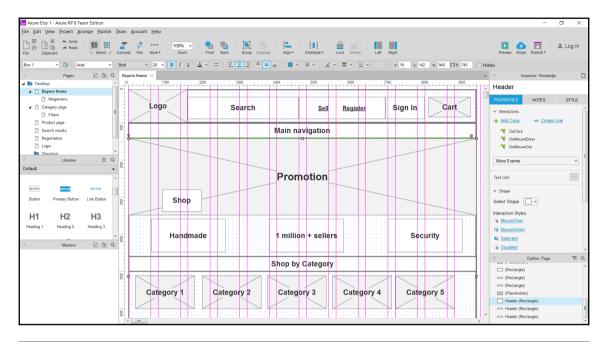


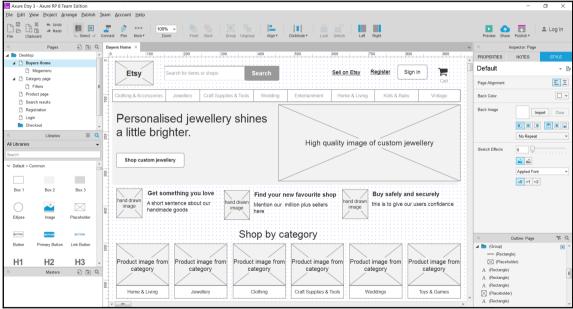


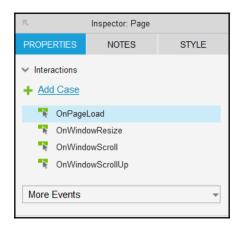


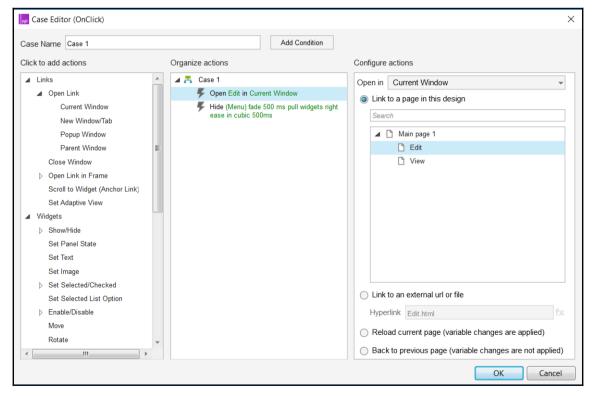




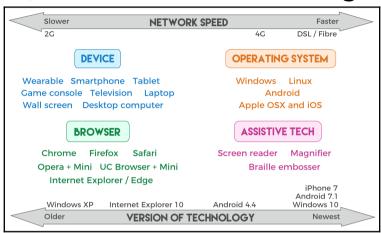




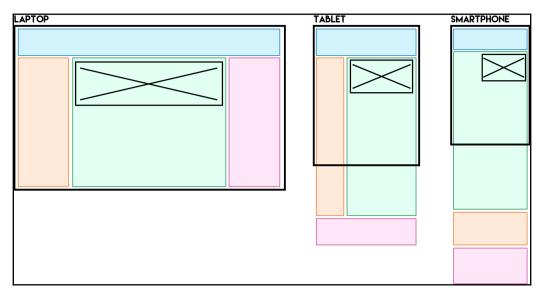


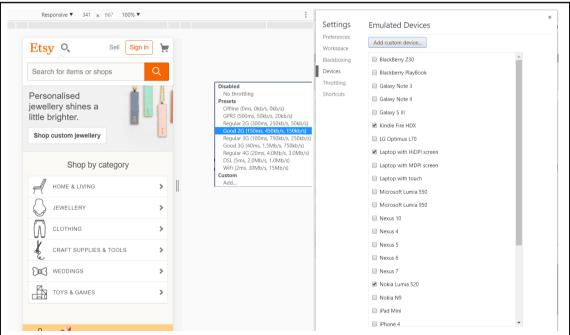


## **Chapter 8: Building Your Product - Devices, Browsers, and Assistive Technologies**

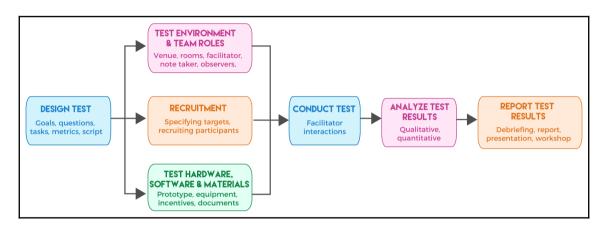


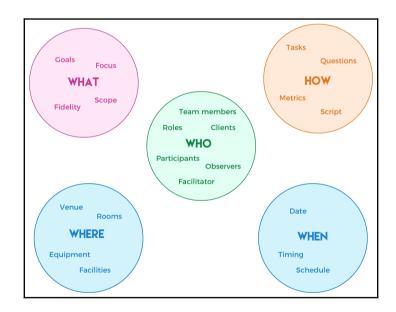
INPUT	OUTPUT										
	Computer monitor	10-inch Tablet	7-inch Tablet	Smartphone	Speakers	Screen reader	Braille embosser	Printer	Smartwatch	Television	Wall screen
Keyboard + Mouse											
Keyboard											
Mouse											
Touch screen											
Game controller											
Joystick											
Microphone											
Touch pad											
Remote											
Camera (gestures)											
Stylus											





## **Chapter 9: Optimize your UX Strategy with Iterative User Testing**





USABILITY COMPONENT	METRICS
EFFECTIVENESS	Task success Task completion
EFFICIENCY	Time on task Steps to complete task
SATISFACTION	Rating scale for enjoyment, ease of use, usefulness Expressions of satisfaction / frustration
DISCOVERABILITY	First clicks First impressions Expressions of satisfaction / confusion
LEARNABILITY	Time on task for repeat tasks Task success for repeat tasks Number of errors for repeat tasks Expressions of mastery / confusion
ERROR PRONENESS	Number of errors Severity of errors

**WELCOME** (2 minutes)

What is your name?

What do you do for a living?

RADIO (5 minutes)

How much do you listen to the radio? (When and where, How, Were you listening on the way here? What was on?)

What kinds of things do you like listening to on the radio? (Any favorite shows or DJs?)

Do you ever go to to the websites of radio stations that you like? (Why/why not? How often? When was the last time? Why?)

**TECHNOLOGY** (5 minutes)

Do you listen to audio streaming? (How often? When was the last time? Tell me about it)

What websites do you look at for fun (not for work)? (When? What triggers you?)

Do you ever comment or post things on these websites? (When was the last time? / Why not?)

TASKS (45 minutes)

We are going to ask you to do some tasks on a website I'm about to show you. It is still a prototype, which means it is not finished and some things won't work the way they should. I'll tell you what to ignore. Let's open it and you can tell me what you think.

Home page: What do you see here? What can you do? Is there anything interesting to you here? Go ahead and look.

How would you find out about something you've heard on air? (E.g. the DJ mentioned a video you want to look at)

Show me how you would request a song?

What would you expect to find on the DJ pages? Let's go look at your favorite DJ's profile.

END (3 minutes)

On a scale of 1 to 7, how easy or difficult was it to find what you wanted on the site? Why?

What did you think of the website? Any final comments? (Anything missing that you expected?)

USABILITY TEST CHECKLIST								
What to test (scope, fidelity)		Participants recruited						
Date confirmed		Script						
Venue booked		Prototype ready (including dummy data if necessary)						
Facilitator and other key roles filled		Equipment ready (ref Equipment checklist)						
Stakeholders and team members invited		Incentives ready						
Task and scenario list		Documents ready (NDA, consent form)						
Recruitment brief		Pilot test						

	Participant 1	Participant 2	Participant 3	Participant 4	Participant 5
Discoverability					
Task 1					
Task 2					
Task 3					
Task 4					
Task 5					
Task 6					
Task 7					
Task 8					

## **Chapter 11: A Practical Guide to Web Accessibility**

