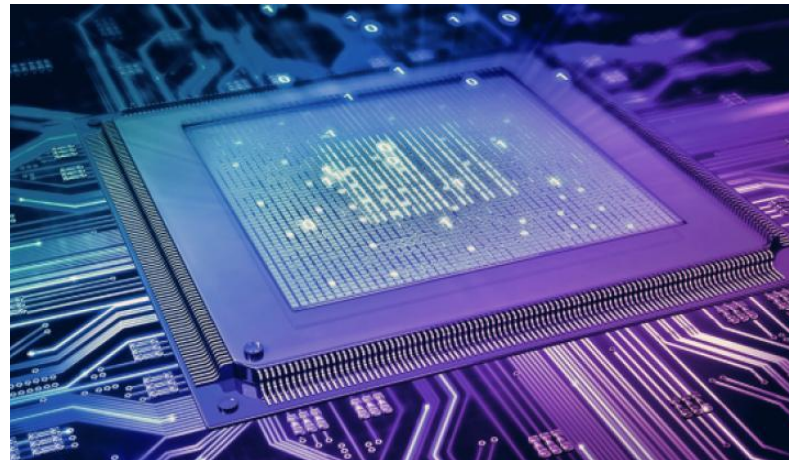# Introduzione all'usabilità nelle interfacce web

Presentazione del Corso
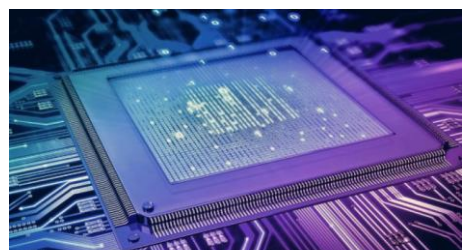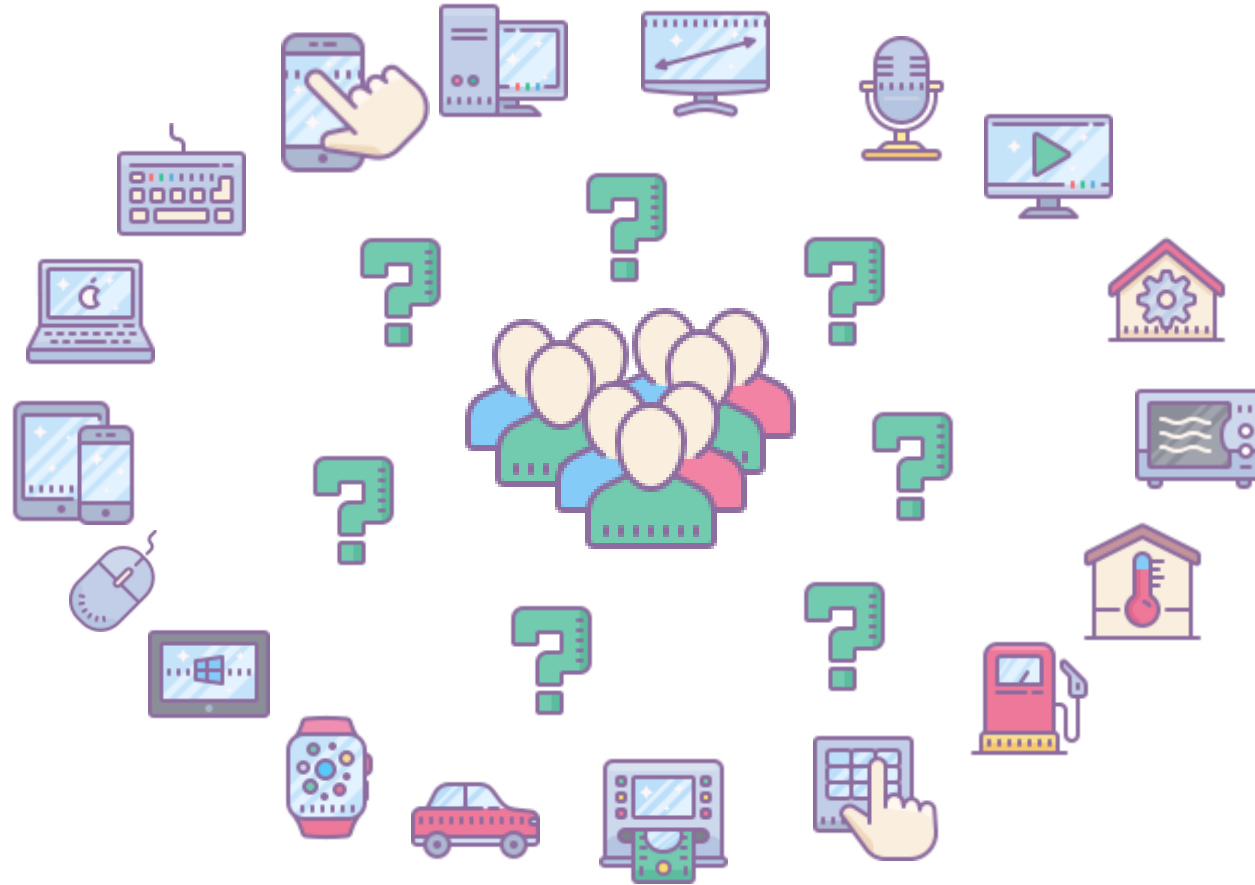
Luigi De Russis, Fulvio Corno

Giugno-Luglio 2021

POLITECNICO DI TORINO

e-Lite

Motivation

Motivation

Challenges

- How to design the user experience when interacting with modern applications, devices, and environments?

- How to ensure that people use such interfaces and systems with "joy" rather than "frustration"?

- How to accommodate UX into the design and development cycle of a project?

- Deep down inside every software developer, there's a budding graphic designer waiting to get out. And if you let that happen, you're in trouble. Or at least your users will be, anyway…
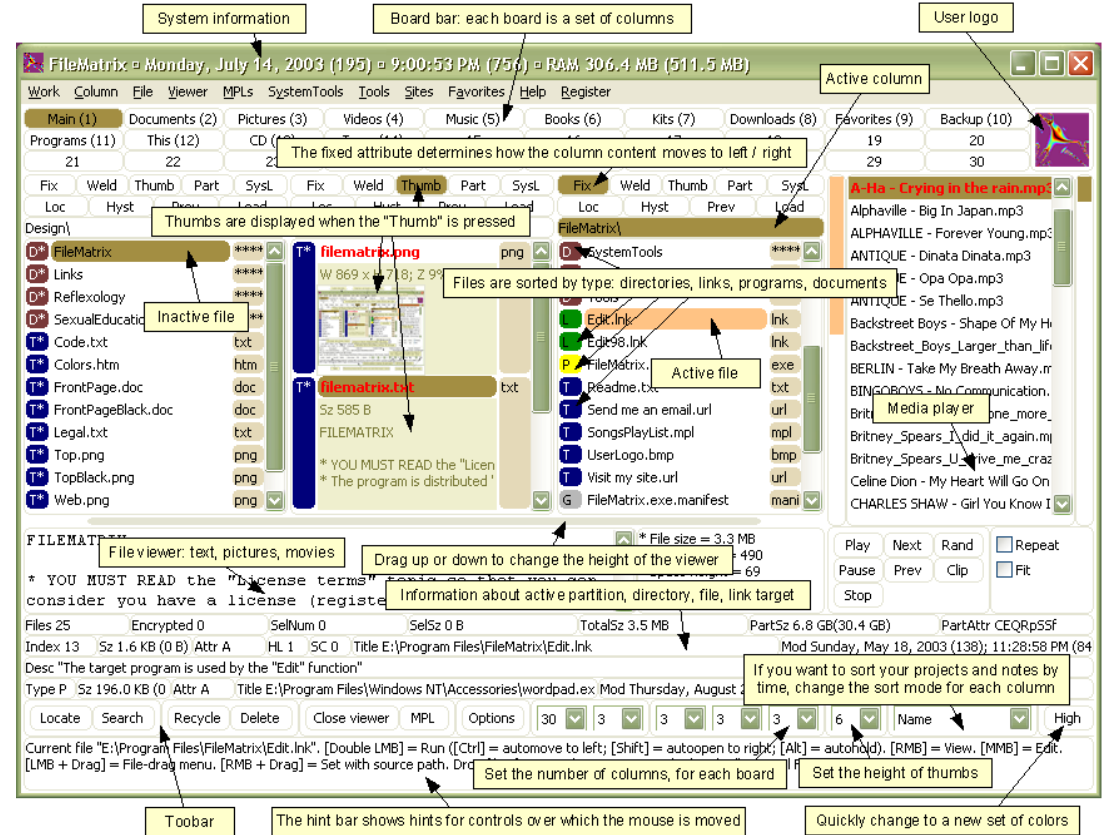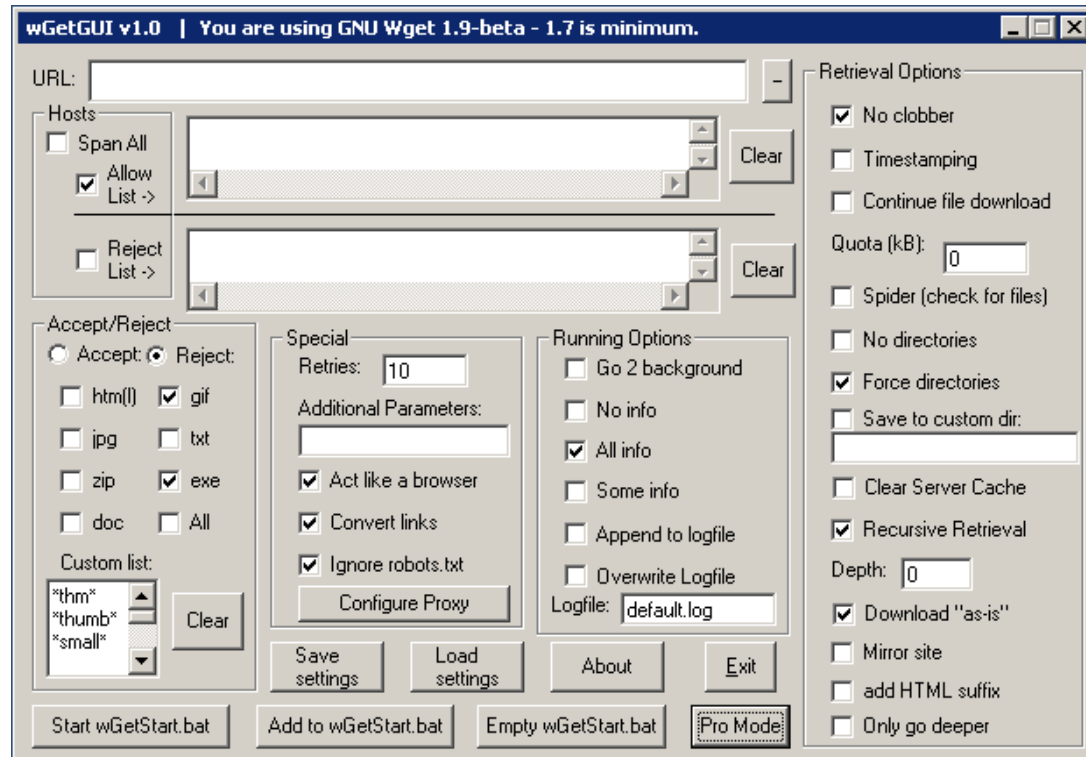
Jeff Atwood, 2006
https://blog.codinghorror.com/this-is-what-happens-when-you-let-developers-create-ui/

- The two hardest problems in computer science are: (i) people, (ii) convincing computer scientists that the hardest problem in computer science is people, and, (iii) off by one errors.

Prof. Jeffrey P. Bigham, 2018
http://www.cs.cmu.edu/~jbigham/

Developers' Attitude

https://thedailywtf.com/articles/Classic_WTF_-_Enter_the_Matrix

Programma del corso

Incontro	Ore	Argomento
1	2	User Experience. Introduzione alla UX ed alla Human Computer Interaction. Definizione di usabilità. Criteri e linee guida di usabilità.
	1	**Esercitazione:** Identificazione di pagine/applicazioni del Politecnico da utilizzare come caso di studio
2	1	Le 10 Euristiche di Valutazione dell'usabilità di Nielsen
	2	**Esercitazione:** Valutazione euristica delle pagine proposte
3	1,5	Tecniche di Needfinding (osservazione, interviste, sondaggi, …)
	1,5	**Esercitazione:** Needfinding su un caso di studio ipotetico, lavorando in piccoli gruppi.
4	2	Architettura dell'informazione. Criteri di visual layout e pattern di interazione
	1	**Esercitazione:** Prototipazione: carta, wireframe, mockup
5	3	**Esercitazione** finale: riprogettazione di una pagina/servizio con wireframe o paper prototype.

Estratto da…

Precisazioni

- Ragioniamo sull'usabilità delle interfacce web
  - Non è un giudizio sullo sviluppatore (persona o team)
  - È indipendente dalle tecnologie adottate
  - È indipendente dalle capacità tecniche

- Faremo spesso esempi su siti del Politecnico
  - Per avere più diretta ricaduta sul vostro lavoro
  - Per parlare di cose che conosciamo meglio
  - Per ragionare anche del processo che ha portato a certi successi/insuccessi

- Ci metteremo *sempre* dal punto di vista dell'utente
  - Senza compromessi (anche se nel mondo reale ce ne saranno…)

Suggested Books

- Don Norman, "The Design of Everyday Things: Revised and Expanded Edition", Hachette UK, 2013, ISBN 0465072992/ 9780465072996

- S. Krug, "Don't Make Me Think: A Common Sense Approach to Web and Mobile Usability - revisited", Pearson Education, 2014, ISBN 0321648781/9780321648785
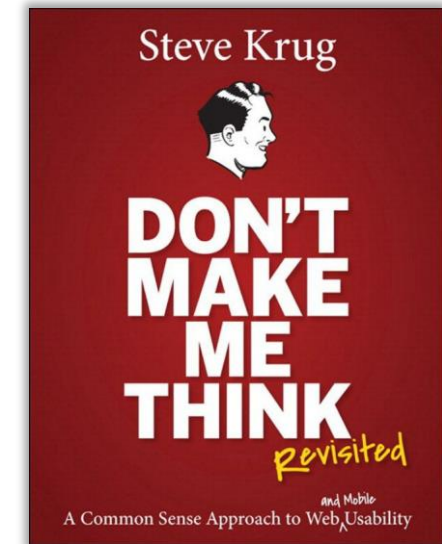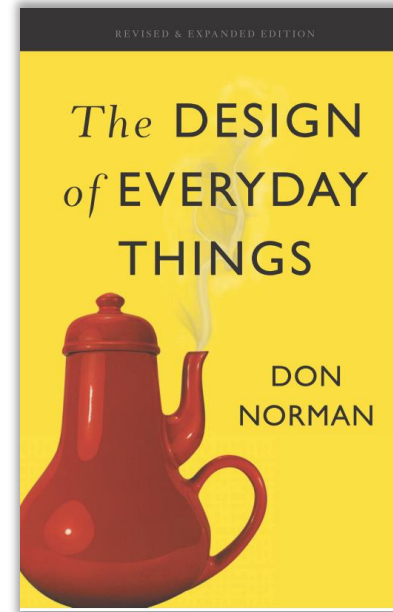
Suggested Books

- Alan Dix, Janet Finlay, Gregory D. Abowd, Russel Beale, "Human-Computer Interaction", 3rd edition, Prentice Hall, 2004, ISBN 0-13-046109-1

- Shneiderman, Plaisant, Cohen, Jacobs, Elmqvist, "Designing the User Interface: Strategies for Effective Human-Computer Interaction", 6th edition, Pearson, 2016, ISBN 013438038X / 9780134380384
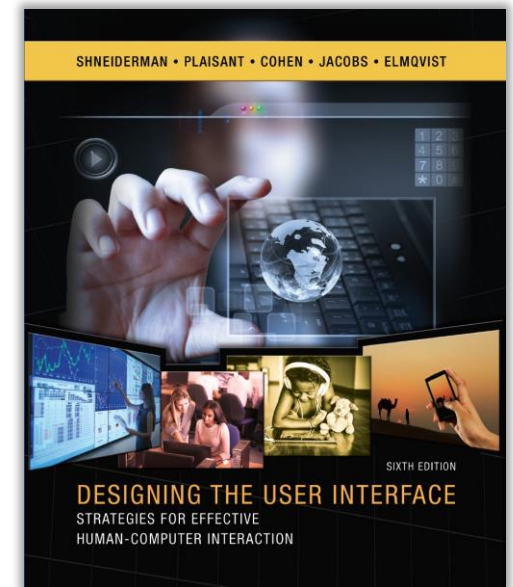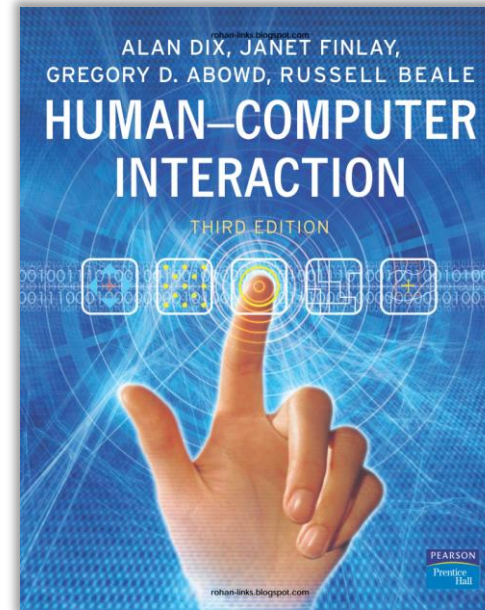
Suggested Books

- I. Scott MacKenzie, "Human-Computer Interaction: An Empirical Research Perspective", Morgan Kaufmann, 2013, ISBN 978-0-12-405865-1

- David Benyon, "Designing Interactive Systems", 3rd edition, Pearson, 2014, ISBN 978-1447920113
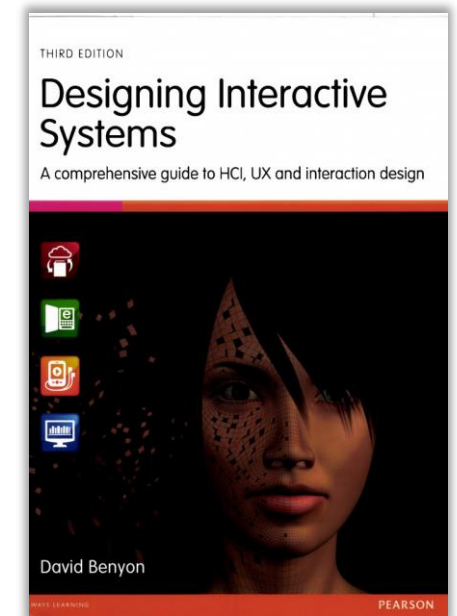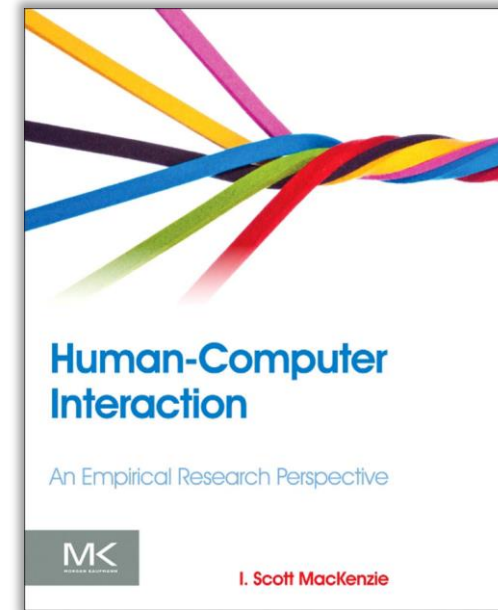
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