



USABILITY THAT WORKS

International Training in Usability & User-Centered Design

Introductions to Usability & User-Centered Design

Short overview courses introduce core usability concepts

- * **The Business Value of Usability**
Focuses on the business value of usability
- * **Introduction to User-Centered Design & Usability**
Learn about the usability toolkit and apply it to your work

Practical Workshops on Design Techniques

Learn how to design web sites and interactive applications that work for users

- * **Information Architecture**
Learn how to structure information for use on internet, intranet & software
- * **Interaction Design**
Learn to design the navigation & user interaction on web sites and applications
- * **Personas**
Create user personas to improve audience analysis and usability
- * **Forms That Work**
Understand forms to improve their design

Usability Evaluation Techniques

Run your first usability test or expand your skills

- * **Introduction to Usability Testing**
Plan and run your own usability tests
- * **Running Your First Usability Test**
Create and practice a detailed usability test session
- * **Interviewing Skills for Usability Testing**
Improve your interview & usability facilitation skills
- * **Conducting Expert Usability Reviews**
Learn to evaluate a product with an expert usability eye
- * **Card Sorting**
Collect user input to organize information for your web site or documentation



Instructors



Gerry Gaffney

Gerry Gaffney is the founder & director of Information & Design. Gerry has a keen interest in 'do-it-yourself' usability. Gerry lectures under-graduate and post-graduate students in various universities on usability and user experience design.

Australia

Gerry has spoken on this and related topics in Australia, China, Hong Kong and Taiwan, has been interviewed on national radio and has written several newspaper articles (many of which are available on the Information & Design site under Articles & Presentations).

He is passionate about the need to improve the quality of the relationship between humans and the products we use.

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Caroline Jarrett

An independent usability consultant. After 13 years as a project manager of computer systems integration projects, she founded Effortmark Limited in order to concentrate on 'what systems are for' instead of 'how the system is put together'.

United Kingdom

Through her work with the United Kingdom tax authorities, she became fascinated with forms and now specialises in evaluation and design of paper and web forms, and effective implementation of business process that includes forms.

She is writing a book about designing forms with Gerry Gaffney of Information and Design in Melbourne. Caroline has also tutored for The Open University in Project Management and in User Interface Design and Development. She is co-author of the textbook "User Interface Design and Evaluation" (Morgan Kaufmann, 2005), two of the units of the Open University course 'User Interface Design and Evaluation'.

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Whitney Quesenbery

Whitney Quesenbery is a user interface designer, design process consultant, and usability specialist with a passion for clear communication. As the principal consultant for Whitney Interactive Design she works with large and small companies develop usable web sites and applications.

USA

Whitney is a leader in both Society for Technical Communication (STC) and Usability Professionals' Association (UPA). With Design for Democracy she works to ensure the usability of voting systems. She is a frequent author, teacher and presenter. Her work on "Dimensions of Usability" was included in Content and Complexity (eds. Albers and Mazur, Erlbaum, 2003), and contributed a chapter exploring the connections between personas and storytelling to The Personas Lifecycle by Pruitt and Adlin (Morgan Kaufmann, fall 2005)

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Daniel Szuc

Daniel Szuc is the Principal Usability consultant with Apogee Usability Asia Ltd. - www.apogeehk.com - a Hong Kong-based usability company that assists companies in Asia like PCCW, HSBC, Cathay Pacific, Marriott, Yahoo and eBay make their products easier to use. He has also worked with Telstra Australia and IBM.

Asia

Daniel has spoken on Usability in Hong Kong, China, Singapore and Australia.

He is a founding member and President of the Usability Professionals Association chapter in Hong Kong and holds a BS in Information Management from Melbourne University Australia.

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