

User and Task Analysis for Interface Design

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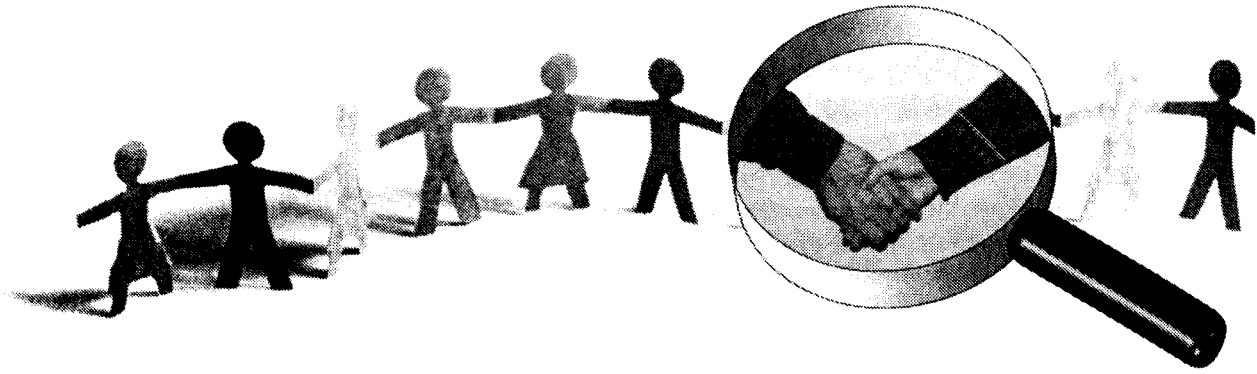
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Contents

Preface.....	xi
About the book	xiv
Acknowledgments.....	xviii
Chapter 1. Introducing User and Task Analysis for Interface Design	1
What is this book about?	3
What is interface design?	5
What makes an interface usable?	6
What is user and task analysis?.....	7
When should you do user and task analysis?	8
Why do user and task analysis at all?	11
Why isn't this done all the time already?.....	13
Where does user and task analysis come from?	14
References cited in the chapter.....	19
Other books and articles for further reading	19
Part 1. Understanding the Context of User and Task Analysis.....	21
Chapter 2. Thinking About Users	23
Why study users?	25
Who are your users?	27
Starting a user and task analysis.....	31
What do you want to know about your users?	35
Jobs, tasks, tools, and mental models: How users define themselves	35
Individual differences	43
What are the trade-offs?	49
References cited in the chapter.....	50
Other books and articles for further reading	50

References cited in the chapter	192
Other books and articles for further reading	192
Chapter 8. Preparing for the Site Visits	193
Issues to consider as you prepare	194
Organizing the team	194
Training the team	198
Materials for the site visits	200
What materials will you need for the team to use during the site visits?	209
What materials will you need to facilitate information gathering?	216
Will you videotape? Audiotape?	218
Deciding what you will do with the data.	222
Staying organized (building in record keeping)	227
Site Visit Plan	228
Site visit plan for SuperSales.	229
Reference cited in the chapter	240
Part 3. Conducting the Site Visit.	241
Chapter 9. Conducting the Site Visit—Honing Your Observation Skills	243
Handling the site visit	244
Learning more about the user	246
Taking notes on the user's environment	249
Understanding the users' goals.	250
Understanding the users' tasks.	257
Asking the user to talk to you and to think aloud	258
Noting where the user starts the task.	259
Noting what triggers the task	260
Taking down the level of detail you need for your issues.	262
Capturing interactions with other resources: people, paper, programs	263
Separating observations and inferences as you watch users	264
Noting where the user ends the task (what happens next)	267
Noting whether the user successfully met the goal.	268
Going on to the next observation or the next part of the site visit.	268
Thanking the user, distributing presents, and taking your leave.	269
References cited in the chapter.	271
Other books and articles for further reading	271
Chapter 10. Conducting the Site Visit—Honing Your Interviewing Skills	273
Listening—the most important part of interviewing	275
Setting expectations about roles and knowledge	276
Planning the questions or issues for site visit interviews	277
Knowing what you are trying to learn.	278
Realizing the power of different types of questions	279
Asking neutral questions	281
Respecting silence	287
Watching body language and other signals from users	287

Capturing exactly what the user says	290
Staying close to your site visit plan	291
Being flexible	292
Giving users opportunities to answer the questions you didn't ask	293
Handling questions from users	293
References cited in the chapter	294
Part 4. Making the Transition from Analysis to Design	295
Chapter 11. Analyzing and Presenting the Data You Have Collected	299
Methods for organizing and analyzing your data	302
Other methods for analyzing your data	329
Methods of enhancing your presentations	333
Selecting the best methods for your analysis	336
Selecting the right methods for analysis depends on team issues	339
References cited in the chapter	344
Other books and articles for further reading	344
Chapter 12. Working toward the Interface Design	345
Designing from what you've learned	347
Qualitative usability goals and measurable objectives	348
Objects/Actions: Nouns/Verbs	351
Metaphors for the interface design	353
Use scenarios	359
Use sequences	361
Use flow diagrams	364
Use workflows	365
Use hierarchies	367
Storyboarding and sketching	369
Video dramatizations	372
References cited in the chapter	374
Other books and articles for further reading	374
Chapter 13. Prototyping the Interface Design	375
Setting the background	376
Building prototypes	381
Evaluating prototypes	386
Continuing the process	401
References cited in the chapter	403
Other books and articles for further reading	404
Chapter 14. User and Task Analysis for Documentation and Training	405
What types of documents and training materials need user and task analysis?	406
What counts as documentation or training in a software application?	407
Why are there so many types of communication in software?	409
Who should prepare documentation and training materials?	411
Why should you do user and task analysis for documentation and training?	411

What might you do during site visits if your focus is documentation or training?	413
What can you do with the information you gather during site visits?	418
How do you move from decisions to prototypes?	423
User's manuals: Why is organizing by users' tasks so important?	425
Getting started manuals: What is minimalism?	427
Online help: What do people want to know?	428
On the screen: What is an embedded performance support system?	430
What about the Web?	432
What about computer-based and Web-based training?	435
Summary	436
References cited in the chapter	436
Other books and articles for further reading	438
Bibliography	439
Appendix A. Template for a Site Visit Plan	447
Issues and objectives	447
Participants	448
Locations	448
Schedule for the field study project	449
Recruiting	450
Data collection techniques and schedule for each site visit	450
Teams	451
Materials	451
Media	452
Data analysis and reporting	452
Appendixes	453
Appendix B. Resources	455
Appendix C. Guidelines for User-Interface Design	457
Menus	458
Windows	460
Dialog boxes	464
Controls	467
Icons	471
Color	473
Behavior	475
Language	477
Index	479

According to this book *User and Task Analysis for Interface Design*, the purpose of task analysis is to understand: User goals: what they are trying to achieve. What is needed to be done to achieve these goals. How users are influenced by their environment. Other factors of influence such as their pre-existing knowledge and past experiences about the task they are performing. Now I rephrased some of the pointers, but the key takeaway remains the same: task analysis is meant for us to understand user goals through reliving their experience step by step, and thus gain a thorough understanding of the influences that shape their decisions and workflow. One way to do this objectively is to write out the observed hierarchical task analysis. Remember also that task analysis is useless when it isn't backed by rigorous user research. Without user research data, any efforts to proceed with task analysis will be in the blind and will result in failure, because you will be capturing mostly what you think the problem involves, as opposed to what the users' actual needs are. Remember also that task analysis is not a one-off process. You can repeat it on your own designs later in the process, since Design Thinking is an iterative process that will eventually lead you back to the "define" stage at some point. User and task analysis for interface design. Hornsby, P. (2010) Hierarchical Task Analysis <https://www.uxmatters.com/mt/archives/2010/02/hierarchical-task-analysis.php>. Task analysis is the process of learning about ordinary users by observing them in action to understand in detail how they perform their tasks and achieve their intended goals. Task analysis helps identify the tasks that your website and applications must support and can also help you refine or re-define your site's navigation or search by determining the appropriate content scope. Purpose of Task Analysis. In their book *User and Task Analysis for Interface Design*, JoAnn Hackos and Janice Redish note that performing a task analysis helps you understand: What your users' goals are; what they a