

Third Edition



# Measuring the User Experience

Collecting, Analyzing, and Presenting UX Metrics



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Bill Albert • Tom Tullis

# Measuring The User Experience

**Aaron Marcus**



## **Measuring The User Experience:**

Measuring the User Experience Bill Albert, Tom Tullis, 2010-07-27 *Measuring the User Experience* provides the first single source of practical information to enable usability professionals and product developers to effectively measure the usability of any product by choosing the right metric applying it and effectively using the information it reveals Authors Tullis and Albert organize dozens of metrics into six categories performance issues based self reported web navigation derived and behavioral physiological They explore each metric considering best methods for collecting analyzing and presenting the data They provide step by step guidance for measuring the usability of any type of product using any type of technology This book is recommended for usability professionals developers programmers information architects interaction designers market researchers and students in an HCI or HFE program Presents criteria for selecting the most appropriate metric for every case Takes a product and technology neutral approach Presents in depth case studies to show how organizations have successfully used the metrics and the information they revealed

Measuring the User Experience Bill Albert, Tom Tullis, 2022-02-08 *Measuring the User Experience Collecting Analyzing and Presenting UX Metrics Third Edition* provides the quantitative analysis training that students and professionals need This book presents an update on the first resource that focused on how to quantify user experience Now in its third edition the authors have expanded on the area of behavioral and physiological metrics splitting that chapter into sections that cover eye tracking and measuring emotion The book also contains new research and updated examples several new case studies and new examples using the most recent version of Excel Helps readers learn which metrics to select for every case including behavioral physiological emotional aesthetic gestural verbal and physical as well as more specialized metrics such as eye tracking and clickstream data Provides a vendor neutral examination on how to measure the user experience with websites digital products and virtually any other type of product or system Contains new and in depth global case studies that show how organizations have successfully used metrics along with the information they revealed Includes a companion site [www.measuringux.com](http://www.measuringux.com) that has articles tools spreadsheets presentations and other resources that help readers effectively measure user experience

*Measuring the User Experience* Thomas Tullis, William Albert, 2008 An important aspect of usability is being able to measure how usable a system really is and how changes to the user interface of the system impact the end user experience This aspect of usability is known as usability metrics This work looks at how to collect analyse and present usability metrics

*Measuring the User Experience* Thomas Tullis, William Albert, 2008

**Measuring the User Experience** Bill Albert, Tom Tullis, 2013-05-23 *Measuring the User Experience* was the first book that focused on how to quantify the user experience Now in the second edition the authors include new material on how recent technologies have made it easier and more effective to collect a broader range of data about the user experience As more UX and web professionals need to justify their design decisions with solid reliable data *Measuring the User Experience* provides the quantitative analysis training that these professionals

need The second edition presents new metrics such as emotional engagement personas keystroke analysis and net promoter score It also examines how new technologies coming from neuro marketing and online market research can refine user experience measurement helping usability and user experience practitioners make business cases to stakeholders The book also contains new research and updated examples including tips on writing online survey questions six new case studies and examples using the most recent version of Excel Learn which metrics to select for every case including behavioral physiological emotional aesthetic gestural verbal and physical as well as more specialized metrics such as eye tracking and clickstream data Find a vendor neutral examination of how to measure the user experience with web sites digital products and virtually any other type of product or system Discover in depth global case studies showing how organizations have successfully used metrics and the information they revealed Companion site [www.measuringux.com](http://www.measuringux.com) includes articles tools spreadsheets presentations and other resources to help you effectively measure the user experience

**User Experience Re-Mastered** Chauncey Wilson, 2009-09-11 User Experience Re Mastered Your Guide to Getting the Right Design provides an understanding of key design and development processes aimed at enhancing the user experience of websites and web applications The book is organized into four parts Part 1 deals with the concept of usability covering user needs analysis and card sorting a tool for shaping information architecture in websites and software applications Part 2 focuses on idea generation processes including brainstorming sketching persona development and the use of prototypes to validate and extract assumptions and requirements that exist among the product team Part 3 presents core design principles and guidelines for website creation along with tips and examples on how to apply these principles and guidelines Part 4 on evaluation and analysis discusses the roles procedures and documents needed for an evaluation session guidelines for planning and conducting a usability test the analysis and interpretation of data from evaluation sessions and user interface inspection using heuristic evaluation and other inspection methods A guided hands on tour through the process of creating the ultimate user experience from testing to prototyping to design to evaluation Provides tried and tested material from best sellers in Morgan Kaufmann s Series in Interactive Technologies including leaders in the field such as Bill Buxton and Jakob Nielsen Features never before seen material from Chauncey Wilson s forthcoming and highly anticipated Handbook for User Centered Design

Measuring the User Experience, 2nd Edition William Albert, Thomas Tullis, 2013 Measuring the User Experience was the first book that focused on how to quantify the user experience Now in the second edition the authors include new material on how recent technologies have made it easier and more effective to collect a broader range of data about the user experience As more UX and web professionals need to justify their design decisions with solid reliable data Measuring the User Experience provides the quantitative analysis training that these professionals need The second edition presents new metrics such as emotional engagement personas keystroke analysis and net promoter score It also examines how new technologies coming from neuro marketing and online market research can refine user experience measurement

helping usability and user experience practitioners make business cases to stakeholders The book also contains new research and updated examples including tips on writing online survey questions six new case studies and examples using the most recent version of Excel Learn which metrics to select for every case including behavioral physiological emotional aesthetic gestural verbal and physical as well as more specialized metrics such as eye tracking and clickstream data Find a vendor neutral examination of how to measure the user experience with web sites digital products and virtually any other type of product or system Discover in depth global case studies showing how organizations have successfully used metrics and the information they revealed Companion site [www.measuringux.com](http://www.measuringux.com) includes articles tools spreadsheets presentations and other resources to help you effectively measure the user experience

### **Handbook of Usability and User-Experience**

Marcelo M. Soares, Francisco Rebelo, Tareq Z. Ahram, 2022-05-19 This volume of the Handbook of Usability and User Experience UX presents research and case studies used to design products systems and environments with good usability and consequent acceptance pleasure in use good user experience and understanding of human interaction issues with products and systems for their improvement The book presents concepts and perspectives of UX it also discusses methods and tools that use requirements analysis activity elicitation recording and analysis to guarantee a good user experience In addition it introduces usability and UX in the automotive industry usability and UX in a digital interface game design and digital media usability and UX in fashion design and some case studies on usability and UX in various contexts in product design We hope that this second volume will be helpful to a larger number of professionals students and practitioners who strive to incorporate usability and UX principles and knowledge in a variety of applications We trust that the knowledge presented in this volume will ultimately lead to an increased appreciation of the benefits of usability and incorporate the principles of usability and UX knowledge to improve the quality effectiveness and efficiency of everyday consumer products systems and environments

The UX Book Rex Hartson, Pardha S. Pyla, 2012-01-25 The UX Book Process and Guidelines for Ensuring a Quality User Experience aims to help readers learn how to create and refine interaction designs that ensure a quality user experience UX The book seeks to expand the concept of traditional usability to a broader notion of user experience to provide a hands on practical guide to best practices and established principles in a UX lifecycle and to describe a pragmatic process for managing the overall development effort The book provides an iterative and evaluation centered UX lifecycle template called the Wheel for interaction design Key concepts discussed include contextual inquiry and analysis extracting interaction design requirements constructing design informing models design production UX goals metrics and targets prototyping UX evaluation the interaction cycle and the user action framework and UX design guidelines This book will be useful to anyone interested in learning more about creating interaction designs to ensure a quality user experience These include interaction designers graphic designers usability analysts software engineers programmers systems analysts software quality assurance specialists human factors engineers cognitive psychologists cosmic psychics trainers technical

writers documentation specialists marketing personnel and project managers A very broad approach to user experience through its components usability usefulness and emotional impact with special attention to lightweight methods such as rapid UX evaluation techniques and an agile UX development process Universal applicability of processes principles and guidelines not just for GUIs and the Web but for all kinds of interaction and devices embodied interaction mobile devices ATMs refrigerators and elevator controls and even highway signage Extensive design guidelines applied in the context of the various kinds of affordances necessary to support all aspects of interaction Real world stories and contributions from accomplished UX practitioners A practical guide to best practices and established principles in UX A lifecycle template that can be instantiated and tailored to a given project for a given type of system development on a given budget

Quantifying the User Experience Jeff Sauro, James R Lewis, 2016-07-12 Quantifying the User Experience Practical Statistics for User Research Second Edition provides practitioners and researchers with the information they need to confidently quantify qualify and justify their data The book presents a practical guide on how to use statistics to solve common quantitative problems that arise in user research It addresses questions users face every day including Is the current product more usable than our competition Can we be sure at least 70% of users can complete the task on their first attempt How long will it take users to purchase products on the website This book provides a foundation for statistical theories and the best practices needed to apply them The authors draw on decades of statistical literature from human factors industrial engineering and psychology as well as their own published research providing both concrete solutions Excel formulas and links to their own web calculators along with an engaging discussion on the statistical reasons why tests work and how to effectively communicate results Throughout this new edition users will find updates on standardized usability questionnaires a new chapter on general linear modeling correlation regression and analysis of variance with updated examples and case studies throughout Completely updated to provide practical guidance on solving usability testing problems with statistics for any project including those using Six Sigma practices Includes new and revised information on standardized usability questionnaires Includes a completely new chapter introducing correlation regression and analysis of variance Shows practitioners which test to use why they work and best practices for application along with easy to use Excel formulas and web calculators for analyzing data Recommends ways for researchers and practitioners to communicate results to stakeholders in plain English

Handbook of Research on User Experience in Web 2.0 Technologies and Its Impact on Universities and Businesses Pelet, Jean-Éric, 2020-09-18 As various areas of discipline continue to progress into the digital age diverse modes of technology are being experimented with and ultimately implemented into common practices Mobile products and interactive devices specifically are being tested within educational environments as well as corporate business in support of online learning and e commerce initiatives There is a boundless stock of factors that play a role in successfully implementing web technologies and user driven learning strategies which require substantial research for executives and

administrators in these fields The Handbook of Research on User Experience in Web 2.0 Technologies and Its Impact on Universities and Businesses is an essential reference source that presents research on the strategic role of user experience in e learning and e commerce at the level of the global economy networks and organizations teams and work groups and information systems The book assesses the impact of e learning and e commerce technologies on different organizations including higher education institutions multinational corporations health providers and business companies Featuring research on topics such as ubiquitous interfaces computer graphics and image processing this book is ideally designed for program developers and designers researchers practitioners IT professionals executives academicians and students

**Design, User Experience, and Usability. Interaction Design** Aaron Marcus, Elizabeth Rosenzweig, 2020-07-10 This book constitutes the refereed proceedings of the 9th International Conference on Design User Experience and Usability DUXU 2020 held as part of the 22nd International Conference on Human Computer Interaction HCII 2020 in Copenhagen Denmark in July 2020 The conference was held virtually due to the COVID 19 pandemic From a total of 6326 submissions a total of 1439 papers and 238 posters has been accepted for publication in the HCII 2020 proceedings The 40 papers included in this volume were organized in topical sections on UX design methods tools and guidelines interaction design and information visualization and emotional design

**Design, User Experience, and Usability: Theory and Practice** Aaron Marcus, Wentao Wang, 2018-07-10 The three volume set LNCS 10918 10919 and 10290 constitutes the proceedings of the 7th International Conference on Design User Experience and Usability DUXU 2018 held as part of the 20th International Conference on Human Computer Interaction HCII 2018 in Las Vegas NV USA in July 2018 The total of 1171 papers presented at the HCII 2018 conferences were carefully reviewed and selected from 4346 submissions The papers cover the entire field of human computer interaction addressing major advances in knowledge and effective use of computers in a variety of applications areas The total of 165 contributions included in the DUXU proceedings were carefully reviewed and selected for inclusion in this three volume set The 55 papers included in this volume are organized in topical sections on design thinking methods and practice usability and user experience evaluation methods and tools and DUXU in software development

**Multi-Sensor Information Fusion** Xue-Bo Jin, Yuan Gao, 2020-03-23 This book includes papers from the section Multisensor Information Fusion from Sensors between 2018 to 2019 It focuses on the latest research results of current multi sensor fusion technologies and represents the latest research trends including traditional information fusion technologies estimation and filtering and the latest research artificial intelligence involving deep learning

**Advances in Human Factors in Sports and Outdoor Recreation** Paul Salmon, Anne-Claire Macquet, 2016-07-09 This book describes cutting edge applications of human factors for sport and outdoor recreation disciplines and provides practical guidance on a range of methods for describing representing and evaluating human team and system performance in sports domains Contributions in this book show how various human factors methods applied historically in the complex safety critical domains are suited to

describing and understanding sports performance and sports injury prevention The book discusses a wealth of methods for different purposes such as data collection task analysis including cognitive task analysis workload measurement assessing situation awareness performance assessment including team performance assessment decision making and cognition in sports human error identification and interface evaluation methods With respect to other publications in human factors and ergonomics which have been more focused on the biomechanical physiological environmental and equipment related aspects of sports performance this book gives a special emphasis to research on analysis of individual and team sports cognitive and social human factors and covers both sports and outdoor recreation disciplines Based on the AHFE 2016 International Conference on Human Factors in Sports and Outdoor Recreation held on July 27 31 2016 in Walt Disney World Florida USA this book provides readers with a timely survey of new methods that can be implemented during any sport or outdoor recreation event for analyzing and improving the performance and safety of both individuals and teams *Design, User Experience, and Usability* Aaron Marcus, Elizabeth Rosenzweig, Marcelo M. Soares, 2023-07-08 This 5 volume HCII DUXU 2023 book set constitutes the refereed proceedings of the 12th International Conference on Design User Experience and Usability DUXU 2023 held as part of the 24th International Conference HCI International 2023 which took place in Copenhagen Denmark in July 2023 A total of 1578 papers and 396 posters have been accepted for publication in the HCII 2023 proceedings from a total of 7472 submissions The papers included in this volume set were organized in topical sections as follows Part I Design methods tools and practices emotional and persuasive design Part II Design case studies and creativity and design education Part III Evaluation methods and techniques and usability user experience and technology acceptance studies Part IV Designing learning experiences and chatbots conversational agents and robots design and user experience Part V DUXU for cultural heritage and DUXU for health and wellbeing **Design, User Experience, and Usability: Theories, Methods, and Tools for Designing the User Experience** Aaron Marcus, 2014-05-16 The four volume set LNCS 8517 8518 8519 and 8520 constitutes the proceedings of the Third International Conference on Design User Experience and Usability DUXU 2014 held as part of the 16th International Conference on Human Computer Interaction HCII 2014 held in Heraklion Crete Greece in June 2014 jointly with 13 other thematically similar conferences The total of 1476 papers and 220 posters presented at the HCII 2014 conferences were carefully reviewed and selected from 4766 submissions These papers address the latest research and development efforts and highlight the human aspects of design and use of computing systems The papers accepted for presentation thoroughly cover the entire field of Human Computer Interaction addressing major advances in knowledge and effective use of computers in a variety of application areas The total of 256 contributions included in the DUXU proceedings were carefully reviewed and selected for inclusion in this four volume set The 66 papers included in this volume are organized in topical sections on design theories methods and tools user experience evaluation heuristic evaluation media and design design and creativity *Design, User Experience, and Usability. Design*



*Philosophy and Theory* Aaron Marcus, Wentao Wang, 2019-07-10 The four volume set LNCS 11583 11584 11585 and 11586 constitutes the proceedings of the 8th International Conference on Design User Experience and Usability DUXU 2019 held as part of the 21st International Conference HCI International 2019 which took place in Orlando FL USA in July 2019 The total of 1274 papers and 209 posters included in the 35 HCII 2019 proceedings volumes was carefully reviewed and selected from 5029 submissions DUXU 2019 includes a total of 167 regular papers organized in the following topical sections design philosophy design theories methods and tools user requirements preferences emotions and personality visual DUXU DUXU for novel interaction techniques and devices DUXU and robots DUXU for AI and AI for DUXU dialogue narrative storytelling DUXU for automated driving transport sustainability and smart cities DUXU for cultural heritage DUXU for well being DUXU for learning user experience evaluation methods and tools DUXU practice DUXU case studies **Human-Centered Design, Operation and Evaluation of Mobile Communications** June Wei, George Margetis, 2024-05-31 This book constitutes the refereed proceedings of the 5th International Conference on Design Operation and Evaluation of Mobile Communications MOBILE 2024 held as part of the 26th International Conference HCI International 2024 which was held in Washington DC USA during June 29 July 4 2024 The total of 1271 papers and 309 posters included in the HCII 2024 proceedings was carefully reviewed and selected from 5108 submissions The MOBILE 2024 proceedings were organized in the following topical sections Part I Mobile health and wellbeing mobile applications serious games and advanced interfaces Part II Mobile commerce marketing and retail mobile security privacy and safety mobile user experience and design **Modeling Users' Experiences with Interactive Systems** Evangelos Karapanos, 2012-08-09 Over the past decade the field of Human Computer Interaction has evolved from the study of the usability of interactive products towards a more holistic understanding of how they may mediate desired human experiences This book identifies the notion of diversity in users experiences with interactive products and proposes methods and tools for modeling this along two levels a interpersonal diversity in users responses to early conceptual designs and b the dynamics of users experiences over time The Repertory Grid Technique is proposed as an alternative to standardized psychometric scales for modeling interpersonal diversity in users responses to early concepts in the design process and new Multi Dimensional Scaling procedures are introduced for modeling such complex quantitative data iScale a tool for the retrospective assessment of users experiences over time is proposed as an alternative to longitudinal field studies and a semi automated technique for the analysis of the elicited experience narratives is introduced Through these two methodological contributions this book argues against averaging in the subjective evaluation of interactive products It proposes the development of interactive tools that can assist designers in moving across multiple levels of abstraction of empirical data as design relevant knowledge might be found on all these levels Foreword by Jean Bernard Martens and Closing Note by Marc Hassenzahl

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## Measuring The User Experience Introduction

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