Human Centered Design: The Basics of Usability

FLICC
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Usability and the birth of usability culture are changing the ways information and knowledge are shared. What is human centered design? ISO defines it as "the active involvement of users and a clear understanding of user and task requirements; an appropriate allocation of function between users and technology; the iteration of design solutions; multi-disciplinary design."

This one-day seminar will tackle the main components and leading theories about usability, how to recognize good usability, how to structure a usability test and report upon the findings. Designed for information specialists relatively new to usability culture, this learning-in-practice seminar features encompassing lectures and interactive exercises. See a speaker bio and a draft of the agenda on the reverse.

Date
Thursday, April 6, 2006

Time
9:00 a.m. - 4:00 p.m. (Registration begins at 8:30 a.m. There is no entrance to the Library of Congress prior to 8:30 a.m.)

Place
Mumford Room, 6th floor, Madison Building, The Library of Congress, 101 Independence Ave. S.E., Washington, D.C. 20540

Metro
Capitol South (Orange and Blue Lines)

Sponsor
FLICC Education Working Group

Information
Call FLICC (202) 707-4813; TTY (202) 707-4995

Registration
$125 (charge to FEDLINK Training Account/FT)
$135 (for all other transactions)

To register online, visit the FLICC Educational Programs Web site at
http://www.loc.gov/flicc/feveform.html,
or complete and fax the form below to (202) 707-4825.

Request ADA Accomodations five business days in advance at (202) 707-6362 TTY or **ada@loc.gov**.

Cancellations
Cancellations must be called into the FLICC office (202-707-4813) 48 hours prior to the start of an educational program or the full fee will be charged.

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Human Centered Design: The Basics of Usability   2/24/06
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Payment Method:

❑ Bill the $125 registration fee to my agency's FEDLINK Education/Training (FT) account. To establish an FT account or add funds to an existing account, contact the FEDLINK Fiscal Hotline at 202-707-4900.

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❑ Attached is a standard government training form (e.g. SF182 or DD1556) or other billable document for the registration fee of $135. The Library of Congress will bill my agency based on this document. Originals of these forms must be submitted onsite at registration.

❑ Charge the $135 registration fee to my agency's government credit card. (Do not include the account number; FEDLINK will contact the credit card holder listed below.)

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Human Centered Design: The Basics of Usability

Agenda

8:30-9:00	**Registration**
9:00-9:10	**Welcome**
9:10-10:20	**Usability Foundations**

- Usability definitions—ISO definition of usability, the five components of usability.
- Core questions—Why does usability matter? Why should we care?
- Current usability issues
- User groups and trends—Envisioning the user, the demographics and "technographics"
- Leading usability theories
- Usability culture—Usability in the mainstream

10:20-10:30	***Break***
10:30-12:00	**Usability in Practice**

- First and next steps
- Advantages of good usability
- ROI for usability
- Usability within the SDLC lifecycle of projects
- Usability for federal agencies, libraries and information centers
- Career opportunities and resources

12:00-1:00	***Lunch***
1:00-2:00	**Usability Testing Methods**

- Basic principles of usability testing—Conducting and reporting results
- Testing methods and relevancy—prototyping, participatory design, field studies, surveys
- Quantitative versus qualitative testing
- Testing frequency—An iterative approach
- Structuring tests
- Participants—How many participants are necessary?
- Results—Structuring the usability report

2:00-3:00	**Usability Evaluation**

- Types of usability heuristics
- Ethical and legal considerations

3:00-3:15	***Break***
3:15-4:00	**Usability Applied**

- Interactive exercises, best and worst case examples, federal Web sites

Featured Speaker: Vera T. Rhoads

Vera Rhoads has been working with optimizing Web site solutions for 11 years. She has created, directed and improved the Web strategy and operations, content delivery, usability and user interaction design for companies such as Syracuse University, AARP, Winstar, Fannie Mae and the International Monetary Fund (IMF). She is also an adjunct faculty member at the Graduate School of the University of Maryland, College Park, Where she teaches courses in Usability and Interaction Design. Ms. Rhoads holds Masters degrees from Syracuse University and from Pace University and is finishing her dissertation at Pace University.