Starting Points for Thinking about Usability and User Experience (UX)

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Case Studies in Design Informatics 1

Here are some useful definitions of usability and user experience that can serve as your starting points.

Usability

I like to go with the ISO definitions (http://www.usabilitynet.org/tools/r_international.htm) as a starting point.

ISO 9241-11: „Usability: the extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use.“

ISO 25010 (Quality of a Product in Use): Effectiveness, efficiency, satisfaction + freedom from risk and context coverage

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User Experience

„User experience is the totality of the effect or effects felt by a user
as a result of interaction with, and the usage context of,
a system, device, or product,
including the influence of usability, usefulness, and emotion impact during interaction,
and savouring the memory after interaction.
Interaction with is broad and embraces seeing, touching, and thinking about the system or product, including admiring it and its presentation before ant physical interaction.“
Hartson & Pyla 2012, p. 5

„Life is about connection, and UX is no different.
I submit that our work needs to nurture our own spirit and those of our users.
Even when we are working on a product that has no obvious component of connection, we will serve our users best if we keep the possibility present in our minds.“
Buie 2012, in Harrison & Pyla, 2012, p. 28

Hartson, R. & Pyla, P.S. (2012): The UX Book. Waltham, MA: Morgan Kaufmann.