A User Experience Design Toolkit

Abstract:
User experience design (UXD) is a user-centered and interdisciplinary process, throughout which designers need applicable and feasible methods, tools and criteria. Still only few methods and tools supporting designers in understanding, creating and evaluating user experience systematically are to be found. This paper aims at creating a framework of selected methods, which support designers, even non-UXD-experts, in these activities. The methods come from the fields of product development-engineering, industrial design and interface design and have been applied and adapted in a research project with collaboration with automotive industry. With reference to current state of the art, the methods applied are reviewed and extended with recommendations identified by the researchers. The recommendations should support UXD-practitioners in selecting appropriate, usable and applicable methods, which are most likely to result in positive user experience.

Stichworte: DUXU methods and tools; Management of DUXU processes; Story telling

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