



# WHAT IS USABILITY?



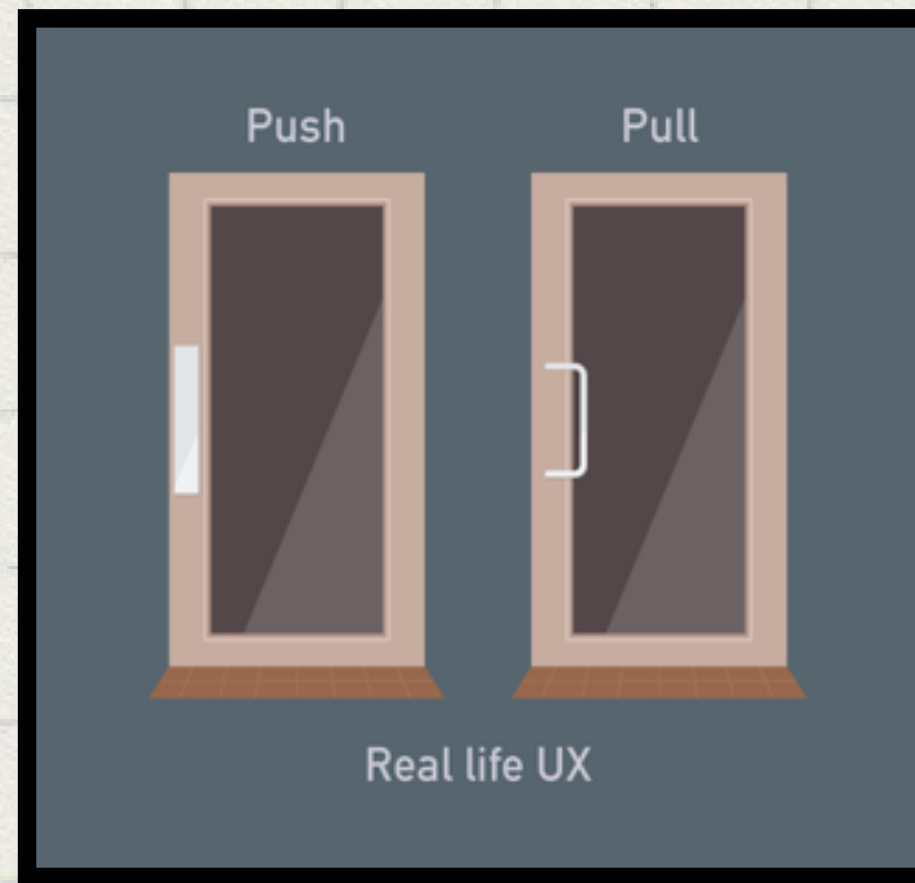
*Aimee Walker, Joliet Junior College*







# NORMAN DOORS





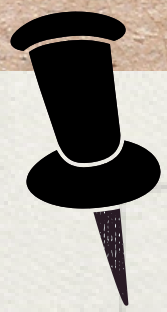
# WHAT IS "USABLE"?



"If something is usable – whether it's a Web site, a remote control, or a revolving door – it means that a person of average (or even below average) ability and experience can figure out how to use the thing to accomplish something without it being more trouble than it's worth."

Krug, S., Bayle, E., Straiger, A., & Matcho, M. (2014). Don't make me think, revisited: a common sense approach to Web usability. New Riders.



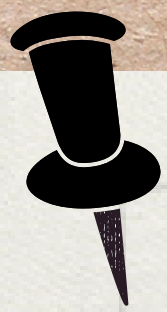


# THINGS THAT MAKE US THINK



Krug, S., Bayle, E., Straiger, A., & Matcho, M. (2014). Don't make me think, revisited: a common sense approach to Web usability. New Riders.

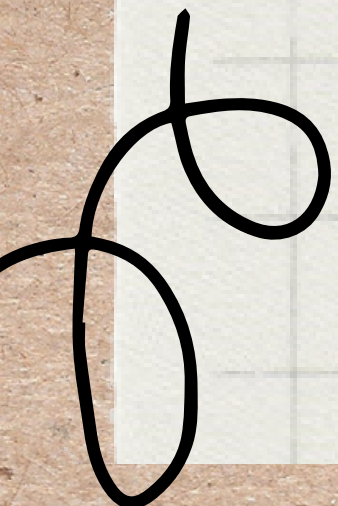




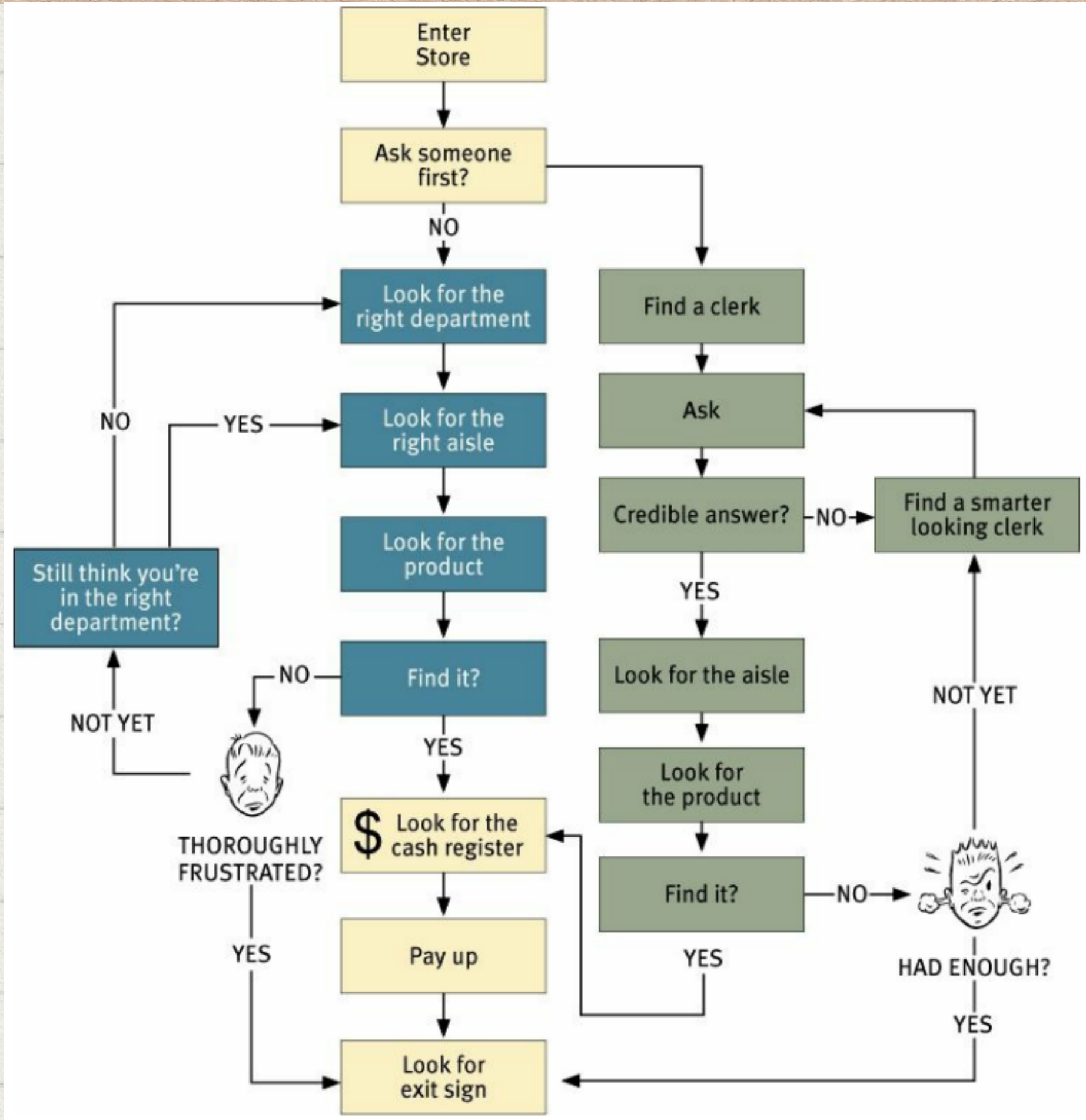
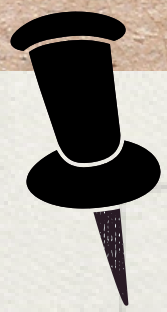
# THINGS THAT MAKE US THINK

< OBVIOUSLY CLICKABLE		REQUIRES THOUGHT >
<p data-bbox="603 1170 719 1221"><i>Click</i></p> 	<p data-bbox="1279 1001 1835 1221">Hmm. <i>[Milliseconds of thought]</i> I guess that's the link. <i>Click</i></p> 	<p data-bbox="2092 1118 2592 1221">Hmm. Does that do anything?</p> 

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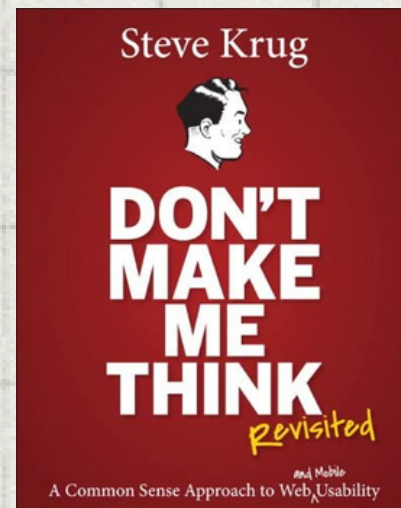




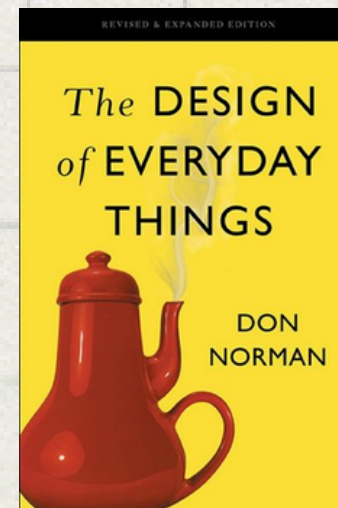




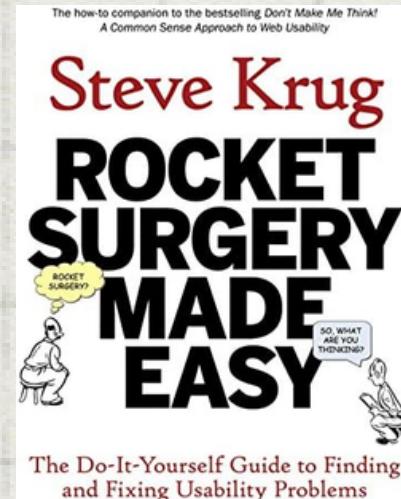
# RESOURCES ON USABILITY



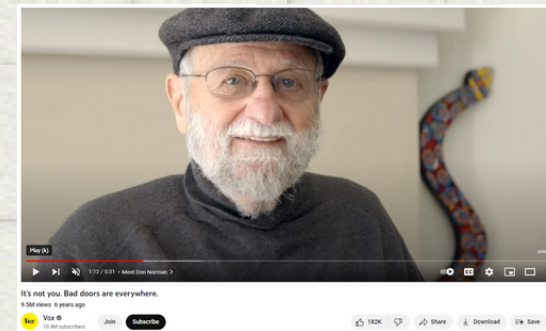
Krug, S., Bayle, E., Straiger, A., & Matcho, M. (2014). *Don't make me think, revisited: a common sense approach to Web usability*. New Riders.



Norman, D. (2013). *The design of everyday things*. Basic Books.



Krug, S. & Matcho, M. (2010). *Rocket surgery made easy: the do-it-yourself guide to finding and fixing usability problems*. New Riders.



Vox. (2016, February 26). *It's not you. Bad doors are everywhere* [Video]. YouTube.  
<https://youtu.be/yY96hTb8WgI>.

