Αξιολόγηση Διαδραστικών Συστημάτων με Επίκεντρο τον Χρήστη

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Abstract

We use interactive systems such as web sites, mobile apps, virtual environments, every day. These interactive systems provide services in a wide range of application areas - such as information, governance, education, and work. User-centered evaluation is an important activity of quality assurance for these interactive systems, which examines the extent to which the system satisfies and is compatible with users' expectations, goals, knowledge, and abilities. Evaluation is one of the three focus areas of the Human-Computer Interaction curriculum according to the ACM (Association of Computing Machinery). It is also one of the three principles of user-centered design according to the ISO 13407 standard. It is included as a necessary activity in every model of the life cycle of interactive systems. Although there are many user-centered methods of evaluating interactive systems, in some cases the evaluation is not handled with due diligence, it is done hastily, often based on few criteria, or none at all. The result is unpleasant user experiences such as system errors, interaction dead-ends, inability to understand and achieve goals and ultimately little acceptance of the systems. The methodological evaluation of the user experience is primarily concerned with the study of usability, accessibility, collaborative work and user experience. The book presents a significant range of evaluation methods with practical examples. The book can help students and professionals studying Human-Computer Interaction to delve into evaluation methods and be guided in their application.