Index

Symbols
2D User Interfaces (2D UI) 15
3D applications 16, 31, 37
3D-widgets 31

A
Abstract Container (AC) 29
Abstract individual component (AIC) 30
Abstract Interaction Object (AIO) 28
action cycle 346
ActionScripts 197
Active Servers Pages (ASP) 53
Aesthetic considerations 289
a fortiori 268
After-Scenario Questionnaire (ASQ) 65
aggregate attributes 63
Agile Processes (AP) 139
Agile Web Engineering (AWE) 140
alternative keyboards 171
Americans with Disabilities Act (ADA) 167
anti-proliferation 45
application’s development 342
architectural drawing 15
architectural pattern 235
Artificial Intelligence (AI) 211
asynchronous communication 67
auditory clutter 192
auditory user-model 200
automated evaluation tools 131, 132, 142
Automated Teller Machines (ATMs) 154, 164
automatic speech recognition (ASR) 152

B
BAE SYSTEMS 44, 45, 46, 47, 49, 50, 53, 54, 55, 56, 57
BAE SYSTEMS intranet 45, 47
basic attributes 63, 67
Behavioural psychology 82
bipolar form 296
bipolar scale 296
Blackboard 69, 70, 71, 72
broader context 166
business-oriented usage 59

C
Cameleon Reference Framework (CRF) 17
CD-ROM 6
Changing-State Hypothesis 200
checkpoints review 132
chromatic colors 264, 266, 268, 269, 275
client-customers 107, 108, 117, 119
CLIX 69, 70, 71, 72, 73, 75, 76, 77
Cognitive psychology 82
complex decision-making problem 58
complex patterns 291
complex software system 48
computer-assisted design 15
computer-based tasks 15
computer-mediated communication environment 257
Computer science 82
concomitantly 342
counter behavior 264, 266, 267
counter behaviour models 245
counter-centric methods 38
Content Management Systems (CMS) 115, 116, 117, 118
domain of evaluation 18
contrast pole 298
Controlled evaluations 214
cost-benefit ratio 325
criteria integrity 67
cross-platform design environment 245
culture shift 92
customer experience 149

data collection 264, 345, 347, 348, 349,
   350, 351, 352, 353, 354, 355
data integrity 55
data pools 151
data streams 346, 351
decision-making 105, 118
decision-making model 67, 76
DEPTH method 311, 313, 316, 319, 320
DEPTH toolkit 311, 317
design cycle 228, 235
designer 175, 179
design patterns 309, 311, 312, 313, 314,
   315, 316, 317, 320, 322
development cycle 229, 234, 334, 335
development methodology 15, 30
dialogue manager (DM) 152
Disability Rights Commission (DRC) 172
Drava-Mura Region SMEs 66
DTMF tree-based dialogue 156
Dual-Tone Multi-Frequency (DTMF) 151
Dynamic Systems Development Method (DSDM) 141

e-commerce development process. 85
e-commerce website 265, 266, 267, 268,
   269, 270, 271, 272, 273, 274, 277
e-commerce websites 85, 249, 264, 265,
   266, 267, 269, 270, 271, 272, 275,
   280, 281, 282, 286
economical development 240
economy 81, 85, 91
educational environment 59
e-learning systems 59
e-learning users 72
electronic based system 91
electronic commerce 35, 81, 82, 83, 86,
   95, 96, 97, 98
electronic shopping environment 266
elementary decision rules 63
element-construct intersections 296
der-end-users 310, 311
ergonomic-driven orientation 83
Ergonomics 82
essential parameter 281
e-system 309, 310, 311, 313, 314, 315,
   316, 320
e-tools 210, 211, 212, 214, 215, 217, 218,
   219, 221
European Union Regional Development Fund (ERDF) 290
evaluate options 63
evaluation-based problem 161
Evaluation Cycle Management 58, 60, 61, 64, 66, 72, 77
Evaluation Cycle Management (ECM) 58, 60, 61
expert-based UEMs 213, 214
expert checklist review 133
expert system shell 58, 62, 77
export control 45, 50, 54
Extreme Programming (XP) 141

facial expressions 305
FDD model 141
Feature Driven Development (FDD) 140
Flash Accessibility Panel 197
Flash animation 193
Flash documentation 197
Flash movie 197
functional dimension 237

General Linear Model (GLM) 278
graphical content 194
Graphical User Interfaces (GUI) 15
Grid Technique 290, 296, 298, 299, 300,
   301, 303, 306
Group Elicitation Method (GEM) 299

habitual operations 249
HCI aspects 117, 119
Index

HCI community 296
HCI context 292
HCI literature 247, 251
HCI researchers 90, 212, 222
HDM (Hypermedia Design Model) 137
hearing society 211
heuristic evaluations (HE) 214, 310
Heuristics Evaluation method 325
Hierarchical Interview for Requirement Analysis. (SHIRA) 300
Hierarchical task analysis (HTA) 89
HTML code 282
human behaviour 304
human-centred design approach 82
human-computer interaction (HCI)
  1, 2, 9, 150, 153, 226, 228, 309, 312, 231, 238, 242
human contact 257
Human factors 82, 101
human interaction 82
human-machine communication 150
human tutor 216

I
identification tool 2, 4, 5, 6, 7, 8, 9, 10, 11
industrial environment 325, 335
Information and Communication Technologies (ICT) 212
information-communication technologies 76
Information systems 82
information systems development (ISD) 107
information technology 289
inspection methods 131, 132
intelligent e-tool 216
intelligent web e-tools 210
interaction design 226
interaction prototype 342
Interaction Techniques (IT) 17
interactive communication 150
interface sub-system 154
internal system 151
International Trade in Arms Regulations (ITAR) 45
internet-based education 59
internet-based educational courses 70
ISO definition 5
ITAR control 46
ITAR system 47, 53, 56
ITAR transactions 47

K
key performance indicators (KPIs) 157
knowledge-based techniques 89
knowledge economy 142

L
Learning Management Systems (LMS) 58, 59, 60, 66, 71, 72, 76
lexical information 199
Linux 70
Living Systems Framework (LSF) 290

M
Mac 70
memorization 264, 267, 268, 269, 270, 274, 277, 278, 279, 280, 281, 286
mobile device 207
Model-Driven Development of User Interfaces (MDDUI) 16
Moodle 69, 70, 71, 72, 76
Moodle Learning Management Systems 71
motivational aspects 296
Motivation Systems Theory (MST) 290
multi-attribute decision making
  60, 61, 62, 63, 64, 66, 69, 77
multi-attribute decision support 58, 62
multidisciplinary approach 256
Multimedia 128, 144
multimedia content 193
multi-media products 170
multimodal dialogue 151, 165
Multiple-User Simultaneous Testing (MUST) 345, 346
multi-stage evaluation 60
MUST participants 351, 352, 353
MUST protocols 350
MUST session 346, 349
MUST setting 351
MUST studies 345, 349, 354, 355
MUST testing environment 345

N
natural language generator (NLG) 152
natural language understanding (NLU) 152
negative mood 280, 281
networks 220
non-functional parameters 163
non-recognition 273
non-speech sound 191, 193, 198, 200, 205, 206
novice usability evaluators (NUEs) 315

O
Object-Oriented Hypermedia Design Model (OHDM) 326
online dating websites 172
on-line shopping 245
OOHDM (Object Oriented Hypermedia Design Method) 137
opposite method 298, 302
organisational environment 213

P
PAD scale 277
PC-based systems 170
Peripheral Attention 203, 204
Personal Ratings Forms 306
perspective-based usability inspection technique 326
PHP application 70
physical structure 291
playability 267, 281, 282
post-use 292
preparatory phase 311, 313, 314, 316
product development cycle 346
prototype ITAR support system 47
provider 175
psychobiological measurements 282
psychological theories 290
psychology 289, 291, 295, 307, 308

Q
Qualitative User Experience Survey Tool (QUEST) 306
Questionnaire of User Interface Satisfaction (QUIS) 289

R
Rational Unified Process (RUP) 138
real-life deployment 149
Retail Marketing 243, 256, 257
rich-media web-content 195
RMM (Relationship Management Method) 137
ROI (return on investment) 111
Royal National Institute of Blind People (RNIB) 126
scenario-based approach 47
Scenario based inspection methods 309
scenario-based methods 91
scenario-based usability 81, 91, 311
Schema theory 200
screen-reader 193, 194, 195, 197, 198, 199, 200, 201, 203, 204, 205, 207
screen-reader output 193, 197, 199, 200, 205
screen-readers 191, 192, 193, 194, 195, 196, 197, 198, 207
screenreaders 171
screen-reader software application 193
Self-paced MUST 351
self-paced MUST moderators 349
semi-directing talks 271
semi-structured interview 236
sign languages (SL) 211
Silverlight 193, 208
Small and Medium sized Enterprises (SMEs) 290
social attitude theories 243, 245, 246
Social Attitude Theories 243, 244, 245, 250, 256, 257
social attitude theory 250
social comparison 352, 353, 354, 355
social interactions 352
social networking websites 172
social research 225, 226, 233, 241
social sciences 232, 240
socio-cultural integration 212
Soft Systems Methodology (SSM) 110
software development 1, 2, 3, 11, 325, 341
software development life cycle 16
software development methods 48
software evaluation process 289
software products 83
software system 82
SOR model 267, 274
speech recognition 152, 158, 159, 161, 162
state-of-the-art 149, 156
structured method 311
Student's learning environment 67, 69, 71, 72
survey evaluation 214
synthesis approach 193
system actions 28
system-oriented comparison 59
system prototypes 213

T

task model 20, 21, 22, 23, 26, 27, 29, 30, 32, 33, 35, 37
taxonomy 17, 19, 21, 22, 27, 28, 32
Technology Acceptance Model, (TAM) 290
technology-oriented 227
Text-to-Speech (TTS) 192
theory of motivation 304
Theory of Planned Behaviour (TPB) 245
Theory of Reasoned Action 245, 246
Theory of Reasoned Action (TRA) 245
Three-dimensional (3D) 15
Three Dimensional User Interfaces (3DUIs) 16
time-based content 195
tree of attributes 62, 63

U

UML-based Web Engineering (UWE) 326
Unified Processes (UP) 138
UNIX 70
usability evaluation 1, 2, 3, 4, 5, 6, 9, 10, 11, 12, 13
usability evaluation methods (UEMs) 213
user-based UEMs 213, 214
user-centered 225, 226, 229, 231, 235, 238, 241
user-centered design 225, 226, 229, 231, 235, 238, 239
user-centered methodology 114
User Centred Design Methodology 210, 212
user centred design methodology (UCDM) 211
User Centred Design (UCD) 140
User-Centred Design (UCD) methodologies 140
user-centric measure 154
User Interface Description Language (UIDL) 16
User Interface (UI) 16
user-model 192, 198, 200
UsiXML meta-models 30
UWE (UML-Based Web Engineering) 137

V

verbal language (VL) 211
video formats 195
virtual environment 19, 35, 37, 42
virtual world 33, 35, 37
visual content 154, 192, 198, 199
visual disabilities 193, 194
visual display 194
VoiceXML 193, 194, 207, 208

W

WCAG guidelines 170, 177
WDP technique 324, 325, 326, 332, 333, 334, 335, 336, 337, 338, 339, 342, 344
WDP (Web Design Perspectives-based Usability Evaluation) 324, 325
Web 3D 15, 37
web accessibility 191, 193
Web Accessibility Initiative (WAI) 126, 130, 170, 192
web application 1, 125, 129, 130, 134, 135, 136, 137, 139, 142, 149, 152, 324, 326, 333, 334, 335
web application environment 149
Web Application Extension (WAE) 326
web applications 15, 33, 124, 125, 132, 135, 136, 140, 142, 144, 324, 325, 326, 335, 338, 341, 342
web based education 62
web-based information systems 309
web based information systems (e-systems) 309
web-based software 49
Web-based software projects 85
web-based technologies 81
web based tool 309, 311
web-cast 196
Web Content Accessibility Guidelines (WCAG) 126, 130, 192, 195, 196, 197, 198, 208
web-design 192, 195, 198, 199, 228, 324
web-designers 191, 192
web design product 225, 226, 227, 228, 232, 240
Web developers 345
web development 1, 2, 15
Web development organizations 325, 342
Web Engineering methods 137
web e-tools 210
web interfaces 149, 150, 153, 154, 158, 162, 163
web site 125, 244, 245, 246, 247, 248, 249, 250, 251, 252, 254, 256, 257, 258, 262
web site design 292
website developers 1
website user 174, 175, 176, 180, 182
web-standard guidelines 192
web tool 212, 215, 216, 219, 220
web-users 192, 193, 195, 198, 199
Wide Web Consortium (W3C) 126, 130
WIFI enabled mobile devices 191
Windows 70, 72
Wizard-of-Oz (WOZ) 158
World Health Organisation (WHO) 168
World Wide Web 191
World Wide Web Consortium (W3C) 150, 170