

# User eXperience Evaluation Methods in product development (UXEM)

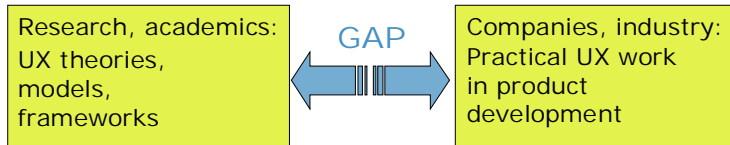
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## MOTIVATION

The main objectives of the workshop were to:

- Find the appropriate UX evaluation methods for practical product development
- Create discussion between academics and practitioners on applicability of UX evaluation methods



Hedonic aspects, emotions  
Co-experience  
Dynamics of experience  
etc. etc.

Functionality, usability  
Novelty  
Product life cycle  
etc. etc.

## REQUIREMENTS TO UX EVALUATION METHODS

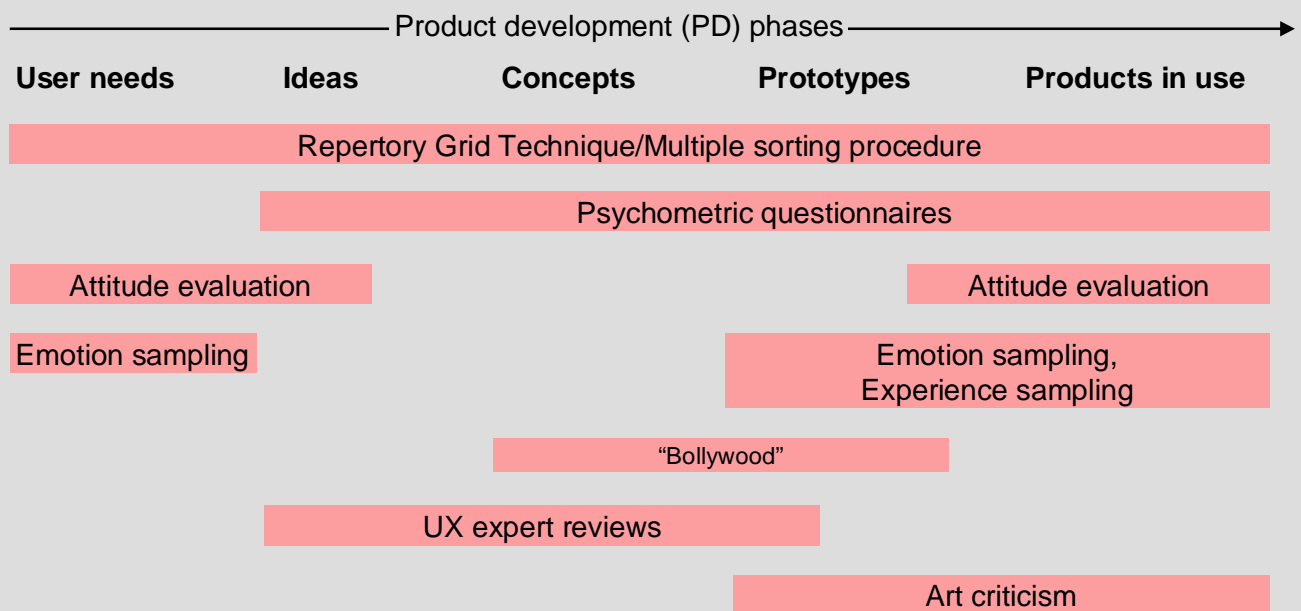
UX evaluation methods for product development need to be:

- Fast, lightweight and cost-efficient
- Valid, reliable, repeatable
- Applicable for various types of products and prototypes
- Producing measurable output (quantitative and qualitative)
- Engaging to different stakeholders

Workshop programme and papers are accessible on:  
[http://www.cs.tut.fi/ihte/CHI08\\_workshop/](http://www.cs.tut.fi/ihte/CHI08_workshop/)



## Experiential evaluation methods for different PD phases



## CONCLUSIONS AND CHALLENGES

- UX evaluation requires an understanding of what UX actually is; currently this is far from being settled.
- UX perspective adds something to the traditional usability perspective; however it is still hard to even put a name to this added value: is it "emotional", "experiential" or "hedonic"?
- When we decide what are the added UX aspects we are looking for, there seem to be a wealth of methods already in use within HCI or from other disciplines, which could be adapted to this particular aspect of evaluation.
- We have to understand UX and make it manageable and measurable. Given the fruitful discussions in the workshop, a practice-driven development of the UX concept may be a valid road to a better understanding of UX.

## WORKSHOP PARTICIPANTS

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