

List of Articles in Usability Interface

Articles from *Usability Interface* are listed here by issue. Articles that document evolution of usability and user experience in technical communication and other articles that are still current and address issues from a general perspective are posted on the UUX SIG website in a single zip file. The articles posted are identified in this list as **(posted on the UUX SIG website)**.

Usability Interface was published primarily as HTML pages. There are no other electronic files for most issues. The few PDFs are not 508 compliant. Thus when the old website was removed, *Usability Interface* became unavailable.

If you need access to a particular article that is not posted on this website, contact the UUX SIG webmaster: ann@annliley.com and the best available copy will be sent to you.

The complete list of articles follows. **All articles are property of the author or publication providing reprint permission. Reprinting this content in part or in whole requires permission from the source.**

April 2011

(This issue is posted in full on the UUX SIG website.)

Writing for the Web by David Dick A review of *Clout* The Art and Science of Influential Web Content.

Interview with Colleen Jones: Consultant, Blogger, Author by David Dick David's interview with Colleen Jones, author of *Clout*.

August Report on the STC India User Research and Usability SIG by Arun Martin

October Report on the STC India User Research and Usability SIG by Arun Martin

From the SIG Manager by Alice Preston, UUX Manager. A preview of STC Conference Sessions and UUX activities at the conference.

September 2010, Vol 15, No. 2

Usability for Technical Writers by Arun Martin

Review of "Strategies for Designing Good Usability Questionnaires" by David Dick

Knowledge at Your Fingertips by Arun Martin **(posted on the UUX SIG website)**

Editorial by David Dick, Newsletter Editor

April 2010, Vol 15, No. 1

Writing for the Web by Arun Martin **(posted on the UUX SIG website)**

A Peek at SUMMIT@Click by David Dick

UUX Website Redesign Update by Cheryl St Charles

Editorial by David Dick, Newsletter Editor

Editorial by Alice Preston, UUX SIG Manager

December 2009, Vol 14, No. 4

Review of Design is the Problem: The Future Must Be Sustainable by Kathleen MacDowell

Evaluating Existing Web Sites and Applications: Consistency by Eric Hughes **(posted on the UUX SIG website)**

Editorial by Sherri Martin-Hutchins, Newsletter Editor

August 2009, Vol 14, No. 3

Mental Models: Aligning Design Strategy with Human Behavior by Mary Deaton, UUX Manager

Evaluating Existing Web Sites and Applications: Navigation and Structure by Eric Hughes **(posted on the UUX SIG website)**

Review of Designing the User Interface: Strategies for Effective Human-Computer Interaction (5th Edition) by Bob Strohmeier

Review of Card Sorting: Designing Usable Categories by Rahel Bailie

Adopting Documentation Usability Techniques to Alleviate Cognitive Friction by Debarshi Gupta Biswas and Suranjana Dasgupta

Editorial by Sherri Martin-Hutchins, Newsletter Editor

Community News by Mary Deaton, UUX Manager

May 2009, Vol 14, No. 2

Usability Professionals Urged to Embrace the Value of Crafted Words by Patrick Lufkin

Lively Controversies over Usability Design by Ben Shneiderman **(posted on the UUX SIG website)**

Evaluation and Usability Testing by Dr. David Farkas **(posted on the UUX SIG website)**

Book Review of Web Application Design Patterns by David Dick, Assistant Manager of the Usability and User Experience SIG and Associate STC Fellow

Editorial by Sherri Martin-Hutchins, Newsletter Editor

Community News by Mary Deaton, UUX Manager

February 2009, Vol 14, No. 1

Webinar Offered by UUX by Sherri Martin-Hutchins, Editor

Preparing for the STC Summit by David Dick, UUX Assistant Manager

Book Review of Forms that Work: Designing Web Forms for Usability by Sherri Martin-Hutchins, Editor

Hot, Hot, Hot: Using Heat Maps to Improve Usability by Rick Sapir, Chapter Webmaster for the Carolina Chapter of STC

Luke Wroblewski on Best Practices for Content Page Design by Patrick Lufkin, co-manager of the 2008-2009 Northern California Technical Communication Competition **(posted on the UUX SIG website)**

Editorial - Behind the Scenes at Usability Interface by Sherri Martin-Hutchins, Editor

Community News by Mary Deaton, UUX Manager

October 2008, Vol 13, No. 4

Designing Forms That Work: A Talk With Caroline Jarrett by Sherri Martin, Editor **(posted on the UUX SIG website)**

Pawan Vora. Author of Web Application Design Patterns. by David Dick, UUX Assistant Manager and STC Associate Fellow

I'd Rather Be Writing - the Man Behind the Words by David Dick, UUX Assistant Manager and STC Associate Fellow

Customizing Your SharePoint Site? Read These 10 Concepts/Gotchas First by Tom Johnson, Author of I'd Rather Be Writing

Editorial by David Dick, Assistant Manager

Community News by Mary Deaton, UUX Manager

May 2008, Vol 13, No. 3

Usability for Everyone by Michael Harvey, Associate Fellow

Making the Case for Explicit Documentation Requirements by Pradipto Das

Evaluating Online Help by Meghashri Dalvi

Why Successful Product Maintenance Requires Usability Testing by Sherri Martin, Assistant Editor **(posted on the UUX SIG website)**

A Moment to Reflect: Usability and User Experience and Technical Communication by Karen Bachmann, UUX Manager **(posted on the UUX SIG website)**

January 2008, Vol 13, No. 2

Issue Home

Bringing Usability to the Front Lines of Medicine by Hunter Whitney for World Usability Day 2007 (Washington, D.C.)

Usability in 3-D Virtual Worlds by Sean D. Williams

Pictures and Profits: The Return on Investment of Visual Information Design Reviewed by Jim Korth

All Those Web Browsers, Which One Do I Pick? by Louellen S. Coker, Senior Member, Lone Star Chapter

Editorial by David Dick, Editor

Community News by Karen Bachman, UUX Manager

October 2007, Vol 13, No. 1

Social or Philosophical Issues Related to the Design and Delivery of User Assistance by Pradipto Das

Innovations in Card Sorting Reviewed by David Dick

Using Technical Communication Skills in User Experience by Theresa Putkey **(posted on the UUX SIG website)**

Using Comics in Technical Documentation by Rajeev Gupta, India Chapter

Understanding Usability Issues of Bidirectional Bilingual Websites by Leah Guren, Israel Chapter **(posted on the UUX SIG website)**

Book Review: GUI Bloopers 2.0: Common User Interface Design DON'Ts and DO's by Jeff Johnson Reviewed by David Dick

Editorial by David Dick, Editor

Community News by Karen Bachmann, UUX Manager

June 2007, Vol 12, No. 4

Control Surfaces Set the Future for Handset Input by ArcChart

Choosing the Right Technique - Washington DC Workshop led by Whitney Quesenbery Report by David Dick **(posted on the UUX SIG website)**

Should Technical Writers Write System Requirements? by David Dick

Usability NJ meeting with Scott Weiss by Richard D. Herring, Secretary, and Cindy Lu

Book Review: Designing Interactions by Bill Moggridge Reviewed by Alice Preston

Editorial David Dick, Editor

Ah, Spring! Karen Bachmann, UUX Manager

January 2007, Vol 12, No. 3

Human-Computer Interface at Google by Eric Hoffer

A 'Way Last Resort'? by Molly Malsam **(posted on the UUX SIG website)**

Book Review: The Persona Lifecycle: Keeping People in Mind Throughout Product Design by John Pruitt and Tamara Adlin. Reviewed by David Dick

Global Online Card Sort for World Usability Day 2006 by Rahel Bailie

Washington DC: Panel Discussion about Usability in Healthcare by David Dick

Philadelphia: User Experience Beyond The Web by Mike Madaio

Editorial: What is World Usability Day? David Dick, Editor **(posted on the UUX SIG website)**

The Power of Storytelling by Karen Bachmann, UUX Manager

October 2006, Vol. 12, No. 2

The User Edit Method for Evaluating the Usability of Documentation by Chauncey Wilson **(posted on the UUX SIG website)**

Kindred Spirits? Usability Practitioners and Technical Communicators by Timothy Keirnan

The Career Path for Usability Professionals: A Review of the UPA DC June 7, 2006 by David Dick

Designs We Love To Hate! by Farilee Mintz

Personas and the Technical Communicator by Geoff Hart **(posted on the UUX SIG website)**

World Usability Day 2006 – How New Jersey will Celebrate by Dick Herring and Cindy Lu

Let's Get It Started by Karen Bachmann, Editor

Editorial by David Dick, Editor

May 2006, Vol. 12, No. 1

Recipe for Designing Usable Documentation by Geoff Hart **(posted on the UUX SIG website)**

Million Dollar Web Usability Tips by Jacqueline Remus and Jessyca Frederick

Case Study: Promoting Usability at Lucent Technologies by Cheryl L. Coyle and Karen L. Ziech, New Jersey Usability SIG

Report on the Seminar "Understanding Web Readers (and Non-Readers): Creating Usable and Effective Web Content" by Scott McDaniel **(posted on the UUX SIG website)**

What Happened to Usability Interface by David Dick, Editor

Epiphany in the Trenches by Karen Bachmann, UUX Community Manager

May 2005, Vol. 11, No. 4

That's a Good Question by Elizabeth Frick

The Key for Effective Documentation: Answer the User's Real Question by Michael J. Albers **(posted on the UUX SIG website)**

Conducting Successful SME Interviews by Jennifer Lambe

Managing Customer Feedback on User Documentation by Jaya Parameswaran

Just Kick It: Six Things You Can Do to Make Your Computer Run Faster by Renee Schurtz

The World is Ready for Usability. Is Usability Ready for the World? by Kathy Straub

The Book Shelf: Institutionalization of Usability: A Step-by-Step Guide Reviewed by Ruth Haworth

Usability in Belgium? David Dick, Editor

A Question of Process Karen Bachmann, UUX Community Manager

Community News and Conference Announcements

February 2005, Vol. 11, No. 3

Usability of U.S. Presidential Candidate Blogs—Why it Matters by Thomas Russo

Six Tips to Ensure a Successful Usability Test by Janice (Ginny) Redish **(posted on the UUX SIG website)**

Have You Used Your Career Center Lately? by Sandra C. Bavasso Roffo

How to Create and Promote a Blog in Eight Easy Steps by Steven Streight

Meet Annik Stahl, Online Advice Columnist for the Microsoft Office Team by Judy Redmond

Is Localization of a Product Essential to Ensure Usability and Customer Satisfaction? by David Dick, Editor

The Pulse of the Usability Community: Transformation and UUX by Karen Bachmann, UUX Community Manager

Interview with Susan Fowler

Usability NJ Hosts Colleagues from China

Letter to the Editor

Community News and Conference Announcements

October 2004, Vol. 11, No. 2

Why Game Documentation is Essential to a Satisfying User Experience by Martin Peterson
What We Learned Evaluating the Usability of a Game by Shannon Lucas and Denise Fulton

Mobile Phone Games Designed for Girls by Sabine Allaey

How Usability and Audit Contribute to Product Design by Rik Manhaeve

Designing High Fidelity Home Pages by Steven Streight

Cross-Referencing Step Numbers in Word by Gloria McConnell

Editorial: Are Games Supposed to be User Friendly? David Dick, Editor

The Pulse of the SIG: Elections and Hurricanes Don't Intimidate Me! by Karen Bachmann, Usability SIG Manager

Book Review: Web Application Design Handbook by Susan Fowler and Victor Stanwick

Review of the Seminar "Moving Forms to the Web" at Usability University by Allen Rotz

SIG News

Call for Proposals: Special Issue on Accessibility and Technical Communication

Letter to the Editor: How to get started writing book reviews

August 2004, Vol. 11, No. 1

User Observation Testing: Forms and Procedures for an Information-Driven Web Site by Steven Streight

Don't Feed the Subject Matter Expert by Geoff Hart

2 Create Web Site by Leanne Krudner

Review- Older Users and the Web by Allen Rotz

Editorial: Keeping the Membership Informed by David Dick, Editor

The Pulse of the SIG: Transformation and the Usability SIG by Karen Bachmann, Usability SIG Manager

From the STC President: Transformation Update or...Introduction by Andrea Ames, STC President

SIG News

April 2004, Vol. 10, No. 4

Meet Ben Shneiderman, Opening Session Speaker at STC Conference (**posted on the UUX SIG website**)

Designing Online Help for Pocket PCs by Prashant Natarajan

How Much Interaction is Too Much? by Clifford Anderson (**posted on the UUX SIG website**)

Top 10 Decisions That Reduce Usability Compiled by David Dick

Tooling Around by Gloria McConnell

Is It Time to Upgrade by David Dick, Editor

Communities of Practice: Dealing with the Changes in the Technical Communication Field by Karen Bachmann, Usability SIG Manager

SIG News

Letter to the Editor

January 2004, Vol. 10, No. 3

Defining an Effective Electronic Performance Support System by Sam Racine, Kristen E. Kralick, and Sathya Yesuraja

Sneak preview of the Usability and Information Design Stem at the 51st Annual STC Conference by Caroline Jarrett

Usable Tours: Transforming the Usability Lab into an IT Learning Zone by Davis Marasco Giveaways to Thank Helpful Users--What's Best? Compiled by David Dick

Types of Usability Methods by Alice Preston **(posted on the UUX SIG website)**

Usability in Practice: Company Profile of Hylotek by Diane Giangrossi

Heuristics to Evaluate Online Help by Donn DeBoard **(posted on the UUX SIG website)**

Intercom Features Usability by David Dick, Editor

Pulse of the SIG: Looking Forward to A New Year in Usability by Karen Bachmann, Usability SIG Manager

Paper Prototyping: The Fast and Easy Way to Design and Refine User Interfaces by Carolyn Snyder, Reviewed by David Dick

Designing Web Sites for Every Audience by Ilise Benun, Reviewed by Whitney Quesenbery

Beyond Borders: Web Globalization Strategies by John Yunker, Reviewed by Jeff Staples

SIG News

Usability SIG Web Site Tests Macromedia FlashPaper by David Dick

October 2003, Vol. 10, No. 2

Uncovering True Motivation: The Whys and Wherefore by Scott McDaniel

Using Personas: Bringing Users Alive by Whitney Quesenbery **(posted on the UUX SIG website)**

Message Severity Levels—How Much Is Enough? by Martin Schwirzke and Mayuresh Ektare

Usability of My Digital Camera by David Dick

Electronic Voting: Usability, Communication, Trust by Karen Bachmann

Book Review: Reshaping Technical Communication: New Directions and Challenges for the 21st Century by Barbara Mirel and Rachel Spilka, eds. (Review by Jeff Staples)

Book Review: Leonardo's Laptop: Human Needs and the New Computing Technologies by Ben Shneiderman (Review by Allen Rotz)

SIG News

Report from DUX - Designing User Interfaces by Fred Sampson

August 2003, Vol. 10, No. 1

Publishing Chapter Newsletters on Paper or Online by Scott Wilson, Lanette Cornwell, and G. David Heath

Results of the Usability SIG Member Survey by David Dick

How the Usability SIG Survey Was Developed by Naomi Kleid

The Harmonics of Usability by Adele Sommers

Attending an STC Conference on a Shoestring Budget by Kathy Bine

Thoughts on Publishing Our Newsletter by David Dick, Editor

The Search for a Well-Defined Usability Discipline by Karen Bachman, SIG Manager

Letter to the Editor: A response to "Crisis in the Profession"

SIG News

April 2003, Vol. 9, No. 4

This issue of Usability Interface is a joint issue with the Special Needs SIG on accessibility. **Visit http://stc-access.org/wp-content/uploads/achieve_apr03.pdf to download this issue.** The UUX SIG regrets this archival file is not accessible.

Observing Users Who Listen to Web Sites by Janice (Ginny) Redish and Mary Frances Theofano

Applied Theory: Working Toward an Accessible Web Site by Kim McConnell

Section 508 from the Hearing Loss Perspective by David Baquis

Online Article: Guidelines for Writing Accessible Online Help by Will Reed, Everyl Yankee, and Wendi Fornoff, with Deborah Murray

Position Paper on the Suitability to Task of Automated Utilities for Testing Web Accessibility Compliance by Bill Killam and Bill Holland

Online Article: Bridging Usability and Aesthetic Design of Wheelchairs by Betsy Fields

Online Article: Stuckness and Low Vision by Gloria Reece

Online Article: I Walk, I See, I Hear by Jodi Shumway

Cognitive Behavior: Learning Disabilities: Being Different Shouldn't Mean Being Discriminated Against by Karen Mardahl

Career Development: Accessible Web Design Program Makes Debut at Northeastern University by P.J. Gardner and Lori Gillen

Book Review: Reshaping Technical Communication: New Directions and Challenges for the 21st Century, by Barbara Mirel and Rachel Spilka, editors book review by Jeff Staples, Houston Chapter

Book Review: Don't Make Me Think by Steve Krug book review by Mark Hall, San Diego Chapter

Web Accessibility Test Tool Available Free to K-12 Students

Links and Short Articles

Editorial: Is it Obligatory to Make Products Accessible? by Mike Murray, Achieve! and David Dick, Usability Interface

Pulse of the SIG: Satisfying Emotional Needs by Karen Bachmann, Usability SIG Manager

Special Needs SIG: These are Exciting Times by Dan Voss, Special Needs SIG Manager

SIG News

January 2003, Vol. 9, No. 3

The Role of Online Surveys in the Usability Assessment Process by Dr. William MacElroy

Methods and Guidelines to Avoid Common Questionnaire Bloopers by Chauncey Wilson **(posted on the UUX SIG website)**

Applied Research: What's in a Number? by Carol M. Barnum **(posted on the UUX SIG website)**

Technology Review: Designing the Small Office of the Future by Naomi Kleid

Creating a Usable Electronic Newsletter In House by Amy Lawless

Book Review - Karen Donoghue's Built for Use: Driving Profitability Through the User Experience reviewed by David Dick

Book Review- Jesse James Garrett's The Elements of User Experience: User-Centered Design for the Web reviewed by Alice Preston and Chauncey Wilson

Book Review - eResumes: Everything You Need to Know About Using Electronic Resumes to Tap into Today's Hot Job Market reviewed by Jeff Staples

Report on the Telephone Seminar, "Looking, Finding, Searching...How Users Do It" by Alice Preston

Report on the TransAlpine Chapter Workshop, "Assuring the Usability of Your Web Site" by Suzana Rakovic

Manager's Column: Include the Usability SIG in Your Professional Development Plan by Karen Bachmann

October 2002, Vol. 9, No. 2

Crisis in the Profession by Charlie Kreitzberg

Guidelines for an Effective Resume and Portfolio by Tessa Johnson

A Visit to the Home of the Future by Kathy Bine

Helping Web Customers Sniff Out a Deal by Kathy Bine **(posted on the UUX SIG website)**

Judy Blostein Earns a Masters by Judy Blostein

Book Review by Allan Rotz

Support a SIG by Karen Bachmann

Editorial by David Dick

August 2002, Vol. 9, No. 1

Usability Strategies for Intranet Web Site Design by David Dick **(posted on the UUX SIG website)**

How to Use Front Page to Design a Corporate Intranet by Bonnie Yelverton

Intranet Usability and Section 508 by Kathy Bine **(posted on the UUX SIG website)**

Building Blocks to a Body of Knowledge: To Certify or Not to Certify by Whitney Quesenbery

Gail Hughes Wins Excellence in Usability Award by Deb Sellars **(posted on the UUX SIG website)**

April 2002, Vol. 8, No. 4

What I Learned as a Writer from Doing Usability and Interface Testing by Anne F. Jackson

The Politics of Usability by Thomas McCoy

How Usable Software Can Liberate Users by Mike Mullins

Hart's Law: The Magical Number Three, Plus or Minus Zero by Geoff Hart

I Bought a PC! Lessons in Usability by David Dick

Pulse of the Usability SIG: Signs of Spring? by Whitney Quesenbery

January 2002, Vol. 8, No. 3

Usability, Jr.—How to Run a Successful Usability Test with Children, by Silica Larkin

What Children Want, by David Dick

Testing Educational Software with Children, by Yves Rannou

Web Survey Considerations, by David Kimmel

Technology Review—Using my PDA as a Project Management Tool, by Karla Caldwell

Should a GO Button be Included with a Drop-down List? by Vanessa Mosher and Steven Weintraub

Book Review: Usability Engineering: Scenario-Based Development of Human-Computer Interaction

Pulse of the Usability SIG, by Whitney Quesenbery

October 2001, Vol. 8, No. 2 - Success Stories

Seize the Day: Taking Our Place as Owners of the User Interface by Jennifer Atkinson

The Secret of Success, by David Dick

Pulse of the Usability SIG, by Whitney Quesenbery

Measuring Usability with the USE Questionnaire, by Arnold M. Lund

Online Personal Information Managers: The Cure for a Bad “Outlook”, by Michael Hendry and David Rivers

Technology in the Classroom, by David Dick with Fabien Vais

August 2001, Vol. 8, No. 1 - Web Usability

VA Site Offers Alternate Route by Basil White

Equality of Access: Putting the Content of the Internet within the Grasp of the Disabled by Kim Weathersby

Up Close with Tharon Howard: Architect of the Online Usability Community by David Dick

NCI Announces New Research-Based Web Design Guidelines for Improving Health Information Web Sites by James Mathews

Student Perspectives on Selected Human Factors Graduate Programs by Jennifer Trich Kremer

Pulse of the Usability SIG by Whitney Quesenbery

April 2001, Vol. 7, No. 4 - Style Guides

Guidance on Style Guides: Lessons Learned by Chauncey E. Wilson **(posted on the UUX SIG website)**

Using a Style Guide to Build Consensus by Whitney Quesenbery **(posted on the UUX SIG website)**

Does Usability Have a Role in Telecommunication? by Alice Preston and David Dick

Let's Work Together by Whitney Quesenbery **(posted on the UUX SIG website)**

Read the Instructions by David Dick

Wireless Web Application Resources

January 2001, Vol. 7, No. 3

Online Help - Too Much of a Good Thing? by Avi Parush and Debi Karporovsky Parush **(posted on the UUX SIG website)**

Secondary Windows in Online Help - What do Users Really Make of Them? by Matthew Ellison

Voters Learn the Importance of Usability by Whitney Quesenbery

Are You Satisfied with Online Shopping by David Dick

Why Users Don't Complain about Unusable Forms by Caroline Jarrett

How to Thaw the Turkey by Joyce Thomas

October 2000, Vol. 7, No. 2

Usability and Quality: Partners in Achieving Effective Documentation by Ralph E. Robinson and Dick Miller **(posted on the UUX SIG website)**

Are Organizations Doing Enough to Improve Customer Satisfaction by David Dick and Shelby Rosiak

How Technical Communicators Can Apply User-Centered Design to Their Work by Lori Fisher **(posted on the UUX SIG website)**

GUI Bloopers: How Not to Design Software by Jeff Johnson **(posted on the UUX SIG website)**

Results on a Study of Usability Testing by Elaine Ostrander (Full report)

Quality, Usability, and the Ontological Argument for the Existence of God by Craig Marion

SIGs: A Good Investment by George F. Hayhoe

Musing on Metrics: Why Measure Usability? by Steve Jong **(posted on the UUX SIG website)**

The Bookshelf: Review of GUI Bloopers: Don'ts and Do's for Software Developers and Web Designers by Jeff Johnson by David Dick

July 2000, Vol. 7, No. 1

Prototyping Using Visio by Robin Kavanagh and John Soety

Market Research and Usability by Caroline Jarrett **(posted on the UUX SIG website)**

21st Century Technology for Usability and User Interface Design Activities by Chauncey Wilson and Len Conte

Practical Use of Voice and Speech Recognition Software by Vannesa Mosher

April 2000, Vol. 6, No. 4

Improving User Documentation and Customer Care by Cem Kaner and David Pels

Justification for Documentation Testing by David Dick **(posted on the UUX SIG website)**

Evaluating the Usability of Documentation - Heuristic Inspections for Documentation by Vesa Purho **(posted on the UUX SIG website)**

Looking for Information about Usability Testing Documentation? by Scott McDaniel **(posted on the UUX SIG website)**

Going Hollywood by Dick Miller

January 2000, Vol. 6, No. 3

Getting Started with Usability Testing by Dr. Tharon Howard **(posted on the UUX SIG website)**

Add New Tricks to Your Performance by Mary Wise, President of STC

The Value of Usability by Steve Mackos

Moving From Documentation to Usability: The Dangerfield Effect by Dick Miller **(posted on the UUX SIG website)**

Getting Corporate Approval by Frederic Drake and Frances Fleek

A Profile of Technical Communicators in Usability by Whitney Quesenbery and Helena Mentis **(posted on the UUX SIG website)**

Getting Involved in Product Usability as a Technical Communicator by Karen Molloy

From the SIG Manager's Desk - Technical Communicators and Usability by Whitney Quesenbery

October 1999, Vol. 6, No. 2

Working Together: People with Disabilities and Computer Technology by Sheryl Burgstahler **(posted on the UUX SIG website)**

Web Accessibility Initiative by Whitney Quesenbery **(posted on the UUX SIG website)**

Wheelchair Access? You've Got to be Kidding by Judy Skinner **(posted on the UUX SIG website, talks about founding of the STC Special Needs Committee)**

Accommodating Color Blindness by Paul Hoffman **(posted on the UUX SIG website)**

Convincing the Skeptics by David Dick **(posted on the UUX SIG website)**

From the SIG Manager's Desk by Whitney Quesenbery

July 1999, Vol. 6, No. 1

Surrogate Tests - When You Can't Get To Your Users by Scott McDaniel

EPSS: What Does It Mean to You by Craig Marion

Tracking Usability Problems for a Project by Chauncey Wilson **(posted on the UUX SIG website)**

Don't Get Angry - From the Editor's Desk by David Dick

Usability SIG Computing Environment by Dick Miller

July 1998 - April 1999, Vol 5, No. 1-4

Achieving Usability Beyond ISO 9001 by David Dick April 1999

How to Successfully Send Microsoft® Word Attachments by Dennis R. Arter April 1999

Severity Scale for Classifying Usability Problems by Chauncey Wilson April 1999 **(posted on the UUX SIG website)**

Remote Usability Testing Tools by Alice Preston January 1999

Creating Standards and Strategies by David Dick January 1999

When Testing for Ease of Use and Testing for Functionality Diverge: Considerations for Combining Usability and Quality Assurance by Erica J. Seidel October 1998 **(posted on the UUX SIG website)**

Getting Started With Usability by David Dick October 1998 **(posted on the UUX SIG website)**

Field Trials: Trials and Tribulations of a Field Visit by Robi Gunn October 1998

Focus Groups to Study Work Practice by Meghan R. Ede October 1998

How Many Subjects Do I Need for a Statistically Valid Survey by Daryle Gardner-Bonneau July 1998

Optimizing System Usability Without Re-Design by M. David Orr July 1998

Ten Guidelines for User-Centered Web Design by Raïssa Katz-Haas, content author, and Aimée Truchard, editor July 1998

Hardware Heuristics by Chauncey Wilson July 1998 **(posted on the UUX SIG website)**

August 1997 - April 1998, Vol 4, No. 1-4 and earlier

Notes on Moving from a Character Cell to GUI by Chauncey Wilson, edited by Robi Gunn April 1998

Pros and Cons of Co-participation in Usability Studies by Chauncey Wilson, author and Judy Blostein, editor April 1998 **(posted on the UUX SIG website)**

Polite, Personable Error Messages by Julianne Chatelaine January 1998

Don't Forget the Power User by Chauncey Wilson October 1997 **(posted on the UUX SIG website)**

Techniques for Analyzing and Reporting Usability Data October 1997 by Chauncey Wilson **(posted on the UUX SIG website)**

Usability Reports by Chauncey Wilson August 1997 **(posted on the UUX SIG website)**