

# CS 100

Tuesday

10 November 2015

# Today's Agenda

0. Galmont Consulting
1. Announcements and Calendar
2. Homework Q&A
3. Team Geek Ch. 6: Users
4. Group Meetings

# 0. Graham Tucker

- Associate Test Automation Engineer  
Galmont Consulting
- University of Kentucky  
BS in Computer Science



# 1. Announcements and Calendar

- HW4 Milestone 1 Feedback
  - At portal
- HW4 Milestone 2
  - Due tonight!
- HW4 Milestone 3
  - Due in two weeks! More guidance today...
- Office hours this week
  - *Wednesday (tomorrow) only: 10-12am*
- Class next week: Google Hangout with Team Geek Author!

## 2. Homework Q&A

- M1 feedback
- M2 submission – follow checklist
- M3 treatment and video
  - Overview and details (on class website)
  - Crucial components
    - Video: 1 minute
    - One pager written treatment: follow instructions

# Preparing for HW5 (“perf”)

- Document your Team Process
  - Roles, milestones, design decisions
  - Keep track of performance
  - (“perf” is short for “performance evaluation”)
- Be an enabler
  - Help people with their roles where possible
  - Ask questions
  - Over-deliver

# 3. Reading from “Team Geek”

Chapter 6: Users (are people, too?)

Fitz (one of the authors)

<http://www.youtube.com/watch?v=QP4NI5o-WUw&feature=youtu.be>



**Brian W. Fitzpatrick** <fitz@gmail.com>

Jul 24 ☆



to Brent, Ben ▾

I don't think I have any additional questions. Glad to do a Google Hangout with your class after everyone's read the book. :)

As always, I look forward to the feedback. Cheer's and let us know if there's anything we can help out with.

-Fitz



**Brent Seales** <seales@netlab.uky.edu>

Jul 25 ☆



to Brian ▾

Wow, the hangout would be terrific!

Right now a great slot for that would be 4pm EST Tuesday 18 November.

We will have completed the book reading/discussion the week before.

The next available class slot after that would be 4pm EST Tuesday 2 December.

Could we calendar one of those slots now?





# News Flash

- Your work is for *other people*
- Those people are important
- What they think is important
- How they use the result of your work is important
  
- Marginalizing the user is a mistake

# Marketing

- Vaporware?
  - Over-promise, underdeliver
- Under-promise
- Over-deliver
- You cannot ignore marketing
- First impressions matter!
- Choose launches you can \*make\*

# Usability

- User is the center of attention
- Who is the audience for your work?
- “Barrier to entry”
- Speed matters
- Usability depends on FOCUS
- Lazy programmers = unusable products
- Hidden is good -> when users can find things

# Customer Satisfaction

- Users want to be heard
- Users want to be acknowledged
- Give users gifts
- Create “delight”
- Generate numbers
- Be patient, be kind, be humble, be without condescension
- You are so blessed to be an ENGINEER! Project thankfulness and helpfulness.

“Finally and most importantly, I’d like to thank my fans...”



# Epilogue

- Humility
- Respect
- Trust

It's the basis for more than just software design.

It's how to live your life!

# 4. Group Meetings

- Connect with your group
- Get work done!
  - Finalize M2
  - Discuss plan for M3
  - Be creative