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  

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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?  

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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