



## SSE Webinar

### Intentionally Eclectic User Experience Engineering

**DATE:**

**Wednesday,  
August 5, 2009**

**TIME:**

**12:00pm–1:00pm**

**LOCATION:**

**Online via Webex**

**ATTEND:**

SSE Webinars are open to all Stevens' students, faculty, staff, and invited guests.

**To participate via Webex, please RSVP by Tuesday, August 4, 2009 to [sse@stevens.edu](mailto:sse@stevens.edu).**

Webex participants will receive a weblink to join the presentation.

The logo for Stevens Institute of Technology features the word 'STEVENS' in a large, bold, red, serif font. Below it, the words 'Institute of Technology' are written in a smaller, red, serif font.

**Speaker:**

**Mr. Tom Dayton  
User Experience Generalist  
NASA Ames Research Center**

**Abstract:** Some large organizations that try to avoid a waterfall software design and development process by using a whirlpool approach nonetheless stovepipe their user experience people and activities. For example, some have specialists who do nothing but formal usability testing on the designs produced by other people—the “designers.” The problem is not the specialization itself, but the isolation of those specialists. In contrast, for more than 15 years I have been using eclectic approaches that are more akin to whitewater than to waterfall or even whirlpool. In this talk I will describe pragmatic ways I have and still am using eclectic approaches in a variety of companies and projects, each having different challenges.

**Bio:** Tom Dayton is the User Experience Generalist lead for NASA's Mission Control Technologies (MCT) project, which is based at NASA's Ames Research Center in Silicon Valley. That project is going to provide the human-computer interface portions of the mission control software that the ground-based flight controllers will use to control the upcoming Orion spacecraft and moon bases, and more immediately is in the process of replacing the same sort of software being used in the International Space Station's mission control room. (All those control rooms are in Houston at Johnson Space Center.) Before joining NASA in 2004, Tom was a Principal Usability Engineer at Sun Microsystems for seven years, and before that at Bellcore for seven years. He started all that by getting a PhD in experimental psychology with emphases on the intersection of cognition, decision theory, research methodology, and human-computer interaction, followed by a post-doc at IBM's T.J. Watson Research Center. Tom creates, uses, and teaches participatory design methods and user experience design styles, in a very intentionally eclectic approach. He co-invented The Bridge method and was co-principle author of the Design Guide for Multiplatform Graphical User Interfaces. He contributed to the Java Look and Feel Design Guidelines and the Sun Web Application Guidelines. He taught at many conferences around the world until he got just plain tired of going to conferences.