



## Preface

*Training is everything. The peach was once a bitter almond; cauliflower is nothing but cabbage with a college education.*

—Mark Twain

In 2005, I sat down to redesign the usability course for the Online Technical Writing Certificate Program for California State University, Sacramento. I spent a few hours researching usability-related books from a number of Web sources that included book sites and the Society for Technical Communication. Then I got up to go to the kitchen to get my credit card so I could order a large number of books. That was the beginning of my journey.

The creation of that course was a tremendous journey. I augmented my existing knowledge a great deal during that journey, and I share that knowledge to a new group of students each semester. As I put together the course, I wondered why there wasn't a book that discussed current theory and practice of not only user interface design, but also usability design and testing that ensures that the interface design is useful. I talked with Carole McClendon, my literary agent, about expanding the course into a book, and she got me in touch with Addison-Wesley.