

1.

Of the five usability measures for practical evaluation, which one is usually accomplished by interviews and surveys?

- ☐ Time to learn.
- ☐ Speed of performance.
- ☐ Rate of errors by users.
- ☒ Subjective satisfaction.
- ☐ Retention over time.

2.

Universal usability deals with accommodating diverse users by...

- ☐ "Dumbing down" interfaces.
- ☒ Innovative design that allow user controlled flexibility.
- ☐ Least common denominator design so everyone can use the same simplified interface.
- ☐ Building separate software to sell to each class of users.

3.

Designers are encouraged to consider the *plasticity* of their designs when building a successful interface. What does this mean?

- ☐ Ensure smooth conversion over different display sizes, such as cell phones to large plasma screens.
- ☐ The ability to translate into multiple languages for people across the world.
- ☐ Provide compatibility with accessibility-support devices for disabled users.
- ☒ All of the above.

4.

One goal in requirements analysis is to ascertain the user's needs. Which of the following methods is the most effective way to serve the user's goals?

- ☐ Due to the fact that frequent tasks are easy to determine, simply support those. Ignore emergency conditions and repair tasks, as they rarely happen.
- ☒ Invest a significant amount of time into task analysis to determine what tasks and subtasks must be carried out.
- ☐ Provide excessive functionality, so you will be sure that no matter who the user is, at least some of the functions you provide will support their goal.
- ☐ Design the look of the user interface well. A user will overlook inadequate functionality if the interface is aesthetically pleasing.

5.

Suppose you are designing a touch-screen interface for a kiosk in a video rental store. You want to provide the ability for the user to search for a movie and then provide information on where it is located in the store. Which of the following would be the most effective way to improve search performance?

- ☐ In order to reduce misspelling errors, after each letter the user types in, provide a dialog box confirming that the user meant to touch that letter.
- ☐ Provide the ability for complex abbreviations, macros and shortcuts so that the search time can be reduced for the user.
- ☐ After each letter is typed in, update a browse-able list of movies whose names are consistent with the input the user has typed in so far.

6.

There are many different types of systems, and each set shares its own unique properties. Try to best match the type of system with its corresponding properties.

A matching question presents 3 answer choices and 3 items. The answer choices are lettered A through C. The items are numbered 6.1 through 6.3. Screen readers will read the answer choices first. Then each item will be presented along with a select menu for choosing an answer choice. Using the pull-down menus, match each item in the left column to the corresponding item in the right column.

6.1 Subjective satisfaction is of modest importance. Retention is obtained by frequent use. Operator training time is expensive, so ease of learning is important.

C

6.2 Lengthy training periods are acceptable to obtain rapid, error-free performance, even when the users are under stress.

B

6.3 Ease of learning, low error rates, and subjective satisfaction are paramount because use is frequently discretionary and competition is fierce.

A

- A** Office, home and entertainment applications.
- B** Life-critical systems.
- C** Industrial and commercial uses.

7.

Designing interfaces to help meet the needs of disabled users will inevitably hurt normal user's productivity.



True



False

8.

Some older adults avoid helpful computer-based devices, such as bank terminals, because they are anxious about breaking the device or making an embarrassing mistake. Which of the following would be a good starting point to help alleviate this fear of a bank terminal?



Interview older adults who are nonusers of computers to help understand the source of their anxiety.



Use ethnographic observations to determine the way the subject interacts with the bank teller for withdrawing and depositing cash.



Perform a controlled experiment comparing older adult's ability to use one bank's terminal over a different bank's terminal.

9.

The ability for novice users to evolve into power users is one property of a well-designed interface. Which of the following methods might best allow a graceful evolution from novice to expert? (Select ALL that apply.)



Provide two completely separate interfaces: one for novices and one for experts. Once the novices feel they have mastered the novice version, they can change interfaces and learn the new system.



Use a single interface that allows the user to increase the complexity of the display when they feel comfortable.



Provide hints and online assistance to users on various ways they can perform a certain task.



Novice users often begin their interactions with an interface by using menu selection. In order to guide them to use more advanced techniques, the interface can casually remove their access to menus and force them to use the power user techniques.

2 choice is correct ^

10.

One goal in requirements analysis is to ensure proper reliability. However, which of the following is not a responsibility of the human interface designer?



Actions must function correctly.



Displayed data must reflect the database contents.



The software architecture, hardware components, and network support must ensure high availability.



Ensure privacy, security and data integrity.



All of the above are responsibilities of the designer.

11.

There is a significant diversity among humans with regard to physical abilities, backgrounds, cultures and age. However, by simply designing an interface for the average, generic human, people of various types will be able to conform to the design without toil.



True



False

12.

Subjectively satisfying the user is an important usability measure for determining the effectiveness of an interface.



True



False

13.

Current research in Human-Computer Interaction is largely done by introspection and intuition. Due to the fact that the field is relatively new, there is little need for a scientific method for interface research.



True



False

14.

Sara works for a large corporation and spends a great deal of her workday at a computer terminal. Occasionally, she'll perform a series of actions and receive a confusing error message on the screen which will impede her work and not allow her to proceed. At this point, Sara should:



Blame her company for not training her well enough to use the software.



Feel guilty for not remembering the correct complex series of actions.



Complain to the designer who did not provide a more convenient mechanism for completing her task.