

1.

Successful design is usually the result of...

- ☐ Intuitive judgments made when design problems occur.
- ☐ Copying ideas from products already established in the market.
- ☒ Thorough task analysis and careful specification of the user communities.

2.

Guidelines documents can help designers solve design problems that occur for a project. How do these documents assist the designer?

- ☐ Provide predictions for how long the user will take to use an interface.
- ☒ Promote consistency among multiple designers in terms of terminology, visual look and action sequences.
- ☐ Describe the types of users who will use a particular piece of software.

3.

By presenting users with complex procedures, cluttered displays, inadequate and inconsistent functionality, and incomplete feedback, which of the following can occur among the users?

- ☐ Debilitating stress and anxiety that can lead to poor performance.
- ☐ Frequent minor and occasional serious errors.
- ☐ Job dissatisfaction.
- ☒ All of the above.

4.

Display design guidelines recommend that control of the display should be held by the...



Designer



User



Software Engineer



Computer

5.

What is the maximum amount of characters expert users would prefer to type rather than change their input device, such as switching from keyboard to mouse?



One to three



Six to eight



Fifteen to twenty

6.

By emphasizing recognition over recall with the use of structured menus, consistent terminology, and high interface apparency, which of the following user groups will benefit most?



Novice users



Intermediate users



Expert users

7.

After task analysis has been completed, the designer must choose an interaction style for the interface. Which of the following is the interaction style when a designer creates a visual representation of the world of actions?



Command language



Natural language



Menu selection



Direct manipulation



Form fill-in

8.

One of the eight golden rules of interface design suggests that providing feedback for every user action is too distracting for the user.



True



False

9.

Designers should be conscious of the type of input users can generate, and design the system so that users cannot make a serious error.



True



False

10.

Gregg works as a travel agent and helps people book flights for business trips and vacations. He uses a computer system that allows him to search for the best deal for his clients. However, the system he uses has a serious bug: if he types the date for the trip in an incorrect format, the system freezes and leaves him unable to continue his task. Which of the following would be the best way to help solve Gregg's problem?

- ☒ Update the interface with blinking text near the date input box to remind the user of the proper formatting of the date.
- ☒ Provide a new system manual to the user, with a section entitled, "Proper Date Formatting".
- ☐ Update the interface so that the user can't input improper dates, such as providing a calendar tool that allow the users to select a day and month from valid choices.

11.

In Norman's model of human-computer interaction, what does he call the gulf of evaluation?

- ☒ The mismatch between the system's representation and the user's expectations.
- ☐ The mismatch between the user's intentions and the allowable actions
- ☐ The mismatch between the designer's user persona and the actual users.
- ☐ The mismatch between a predictive theory and the actual time of the task.

12.

A solution to providing a sense of control to users is to expand the control panel model whereby users specify personal preferences and system parameters.

- ☒ True
- ☐ False

13.

System preferences for Universal Access features are still not easily selectable in either the Mac OS X or Windows Vista products requiring installation of special tools when the product is first purchased for the physically challenged user.



True



False

14.

By decomposing users actions into small measurable steps, the GOMS model and keystroke-level model describe how users carry out a particular action. These models were able to...



Predict novice behavior by taking into account how many errors they make.



Predict expert behavior by assuming error-free performance.



Predicts all types of user behavior, regardless of skill.

15.

The Object-Action Interface model focuses on task/interface objects and actions. It suggests that designers need not familiarize themselves with understanding the user's task. Instead, they should focus on providing a universe of all possible objects and allow the user to apply those objects how they see fit.



True



False

16.

Which of the following are valid problems about systems that rely on extensive syntax?



Acquiring syntactic knowledge is often a struggle due to the arbitrariness of the developed syntax.



Syntactic knowledge rarely provides a hierarchical structure to help cope with the complexity.



Syntactic knowledge is system dependent and the syntax can vary across systems in an unpredictable manner.



All of the above.