

1.

Once a designer gains enough experience, it is wasteful of time and resources to evaluate their creations thoroughly.



True



False

2.

Which of the following evaluation methods involves participants that are chosen to represent the intended user communities and then perform tasks with the interface?



Expert reviews



Usability testing



Surveys

3.

Expert reviews are proven to be an effective way to evaluate interfaces. Which of the following are true about expert reviewers? (Select ALL that apply)



They can use a variety of methods, such as heuristic evaluation, consistency inspection and cognitive walkthrough.



They note possible problems with the interface and produces solutions to the problem.



They should take training courses, read manuals and try the interface as close as possible to a realistic work environment.



They can be used early or late in the design phase.

4.

Controlled experiments and usability tests are two different ways to test the effectiveness of a user interface. The following list of answer choices are properties of testing methods. Check all of the boxes of those properties that are *true* of usability tests:

☐

Have at least two treatments and seek to show statistically significant differences.

☒

Designed to find flaws in user interfaces rapidly.

☐

Outcome is a report with recommended changes.

☐

Provides validation or rejection of hypotheses.

5.

An effective technique to gain insight into users' motivations for their actions is to:

☐

Capture video of their interactions

☐

Measure brain activity with electrodes

☒

Use the think aloud method

6.

Which of the following are valid limitations of usability testing (Select ALL that apply):

☒

Emphasizes first-time usage.

☐

Usability testing generally raises the cost of a project significantly.

☐

Provides limited coverage of the interface features.

☐

Require more participants than controlled experiments.

7.

What is the central goal of acceptance testing?

- ☒ Verify adherence to the requirements set forth.
- ☐ Detect flaws in the interface.
- ☐ Determine "user-friendliness" of the interface.

8.

After a system's release, evaluation during active use is necessary to provide interface refinements to support even higher levels of service. Of the following evaluation methods, which one offers the most direct way to determine which errors occur most often in a system interface?

- ☐ Interviews and focus-group discussions.
- ☒ Continuous user-performance data logging.
- ☐ Online or telephone consultants.
- ☐ Discussion and news groups.

9.

Simulating the day in the life of the user should be a part of the expert-review process. Which of the following methods fulfills this goal?

- ☐ Heuristic evaluation.
- ☒ Cognitive walkthrough.
- ☐ Formal usability inspection.
- ☐ Consistency inspection.

10.

When using experts for an expert review, it is important that the expert selected have little knowledge of the project and no meaningful relationship with the organization.



True



False

11.

One technique that expert reviews have at their disposal is to create a bird's eye view of an interface. This is done by laying out a full set of printed screens on a floor or wall. What advantage does this view give the reviewer?



Allows the reviewer to simulate how visually-impaired users will see the interface.



Provides a low-fidelity prototype to the developers to implement an interface that uses navigation based on clicking various screenshots.



Enables the reviewer to quickly see if the fonts, colors and terminology are consistent and that multiple developers have adhered to a common style.

12.

Eric runs an on-line gourmet foods business store on the World Wide Web. In order to better serve his customers, he wishes to ensure his interface meets his user's needs. However, he is a small business and his testing budget is modest. Which of the following testing methods would be most appropriate?



Hire a web interface expert to examine the new interface.



Place a web-based survey on the website to identify the problems users are having.



Set up a usability lab and invite participants to try out the new website.