**Chapter 1**

1. Which one of the following is **not** a usability measure that can be used to produce a practical evaluation of a system?
   1. Rate of human errors
   2. Speed of task completion
   3. System messages
   4. Subjective satisfaction
2. Interface researchers apply the scientific method (controlled experimentation) to validate their designs. Which one of the following is **not** a step in the scientific method?
   1. Application of non-statistical tests
   2. Writing a lucid statement of a testable hypothesis
   3. Controlling for bias in subjects, procedures, and materials
   4. Measuring of specific dependent variables
3. Controlled experimentation has weaknesses. Which one of the following is **not** one of them?
   1. Laboratory conditions may distort the situation
   2. Extremely good or poor performance by individuals may be overlooked
   3. Controlled experiments do not control for bias
   4. Anecdotal evidence or individual insights may be given too little emphasis
4. Which of the following is not a special interface need of children?
   1. Their evolving dexterity means that mouse dragging, double-clicking, and small targets cannot always be used
   2. They have long attention spans
   3. Their emerging literacy means that written instructions and error messages may not be effective
   4. They have limited capacity to work with multiple concepts simultaneously
5. The special interface needs of older adults include all of the following **except** \_\_\_\_\_\_\_\_\_\_.
   1. Providing users with control over font sizes, display contrast, and audio levels
   2. Making sure all screens have low levels of contrast
   3. Designing interfaces with easier-to-use pointing devices
   4. Providing clearer navigation paths
6. The special interface needs of people with disabilities include all of the following **except** \_\_\_\_\_\_\_\_\_\_.
   1. Keyboard or mouse alternatives
   2. Text-to-speech conversion
   3. Limited functionality
   4. Screen magnification

1. Which of the following is not a way to alleviate the concerns of reluctant users?
   1. Reduce the size of screens and fonts
   2. Simplify the interface.
   3. Avoid using a deceptively anthropomorphic style
   4. Don’t require users to remember a complex sequence of actions.
2. The principle of creating designs that work well across different display sizes and platforms is called \_\_\_\_\_\_\_.
   1. Design Plasticity
   2. Design Modality
   3. Heuristic Design
   4. Compatible Design
3. Lengthy training periods are most acceptable for \_\_\_\_\_.
   1. Home and entertainment applications
   2. Exploratory, creative, and collaborative interfaces
   3. Sociotechnical systems
   4. Life-critical systems
4. Which of the following is a challenge of accommodating diverse hardware and software?
   1. Producing satisfying and effective Internet interaction on high-speed and slower connections.
   2. Making text input comprehensible
   3. Creating complex sequences of interaction
   4. Ensuring software only works on the latest hardware platforms
5. User-interface design concerns for internationalization include the following except
   1. Characters, numerals, special characters, and diacritical marks
   2. Sensing versus intuition
   3. Left-to-right versus right-to-left versus vertical input and reading
   4. Date and time formats
6. Which group of users often has a great capacity to enjoy repetition?
   1. Older users
   2. Users with disabilities
   3. Power users
   4. Children
7. Which of the following statements is true?
   1. Designs that accommodate the needs of children, older adults, and users with disabilities can improve the quality for all users.
   2. Thorough user and task analyses are too expensive to be considered in real-world design situations.
   3. Success in product development cannot be measured in terms of hard evidence that universal usability is being attained.
   4. Users should accept responsibility when they get a message like SYNTAX ERROR.
8. Basic data about human dimensions comes from research in \_\_\_\_\_\_\_\_\_.
   1. Human intelligence
   2. Personality differences
   3. Anthropometry
   4. Anthropomorphism
9. Ease of learning, low error rates, and subjective satisfaction are paramount considerations for home and entertainment applications because \_\_\_\_\_\_\_.
   1. Use is discretionary and competition is fierce.
   2. Development is costly for these applications
   3. Users are under stress
   4. Users have concerns about misuse of private information.
10. Which of the following is an appropriate guideline for consistency ("Principle of least astonishment")?
    1. Colors should vary between screens of similar function
    2. Icons should be consistent between screens
    3. Terminology should vary between screens to prevent user boredom
    4. Users must adapt to inconsistent interface behavior
11. Which of the following is not true about modality?
    1. Modes should be used whenever possible to simplify user choices
    2. In a preemptive mode, other software functions are inaccessible
    3. Use modes cautiously
    4. When modes are used, designers should make user actions easily reversible
12. How well users maintain their knowledge is called \_\_\_\_\_\_\_\_.
    1. Time to learn
    2. Usability motivation
    3. Speed of Performance
    4. Retention over time
13. Which of the items below is an example of cognitive directness?
    1. Use 'real-world' metaphors whenever possible
    2. Minimize mental transformations of information
    3. Use meaningful icons/letters
    4. All of the above
14. Successful designs for novice and first-time users of socio-technical systems emphasize \_\_\_\_\_.
    1. Ease of learning and providing feedback that builds trust
    2. Rapid performance of complex procedures
    3. Use of visualization tools to spot unusual patterns
    4. Avoiding operator fatigue, stress, and burnout