**Chapter 11 Multiple Choice Questions**

1. The disadvantages associated with anthropomorphic designs include all of the following except:
	1. They may be seen as deceptive, confusing, and misleading
	2. They may give users an erroneous model of how computers work and what the machines’ capacities are.
	3. Users often find them annoying.
	4. They cause users to make more frequent errors.
2. Guidelines for good use of color include all of the following except:
	1. Use color conservatively.
	2. Limit the number of colors
	3. Use black and white in graphic displays for greater information density.
	4. Consider the needs of color-deficient users.
3. Which of the following is not a pitfall of color use?
	1. Consistent color-coding may mislead users.
	2. Color pairings may cause problems.
	3. Color fidelity may degrade on other hardware.
	4. Printing or conversion to other media may be a problem.
4. Well-written error messages will do all of the following except:
	1. Indicate what the user needs to do.
	2. Use a positive tone.
	3. State the problem, cause, and solution
	4. Vary visual format and placement
5. Windows that appear change contents, and close as a direct result of user actions in the task domain are called \_\_\_\_\_\_\_\_\_\_\_\_\_.
	1. Contextual windows
	2. Coordinated windows
	3. Direct action windows
	4. User controlled windows
6. The task concept that describes how information objects change based on user actions is called \_\_\_\_\_\_\_.
	1. Unsynchronized scrolling
	2. Browsing
	3. Coordination
	4. Collaboration
7. Synchronized scrolling is a type of coordination where \_\_\_\_\_\_\_\_\_\_.
	1. The scroll bar of one window is coupled to another scroll bar, and action on one scroll bar causes the other window’s contents to scroll in parallel.
	2. Coordinated windows can be used to support hierarchical browsing.
	3. Browser tabs allow you to view multiple web pages in the same browser without the need to open a new browser session.
	4. Scroll bars can automatically be turned on and off to conserve screen space.
8. Tabbed browsing is a type of coordination where \_\_\_\_\_\_\_\_\_\_\_\_\_.
	1. Windows can automatically be resized and arranged so that they do not overlap each other
	2. Users can view multiple web pages in the same browser without the need to open a new browser session.
	3. The current state of the display with all the windows and their contents is automatically saved.
	4. Dependent windows are opened simultaneously in a nearby and convenient location.
9. Role centered design \_\_\_\_\_\_\_\_\_\_.
	1. Emphasizes the users’ tasks rather than the applications and documents.
	2. Emphasizes users’ applications and documents rather than their tasks.
	3. Will not substantially improve support for individuals in managing their multiple roles.
	4. Could reduce distraction while the user is working in a given role.
10. Requirements for a personal role manager include \_\_\_\_\_\_\_\_\_\_\_\_.
	1. Support a unified framework for information organization according to users’ software.
	2. Support single window actions only for fast arrangement of information.
	3. Allow fast switching and resumption of roles.
	4. Focus users’ cognitive resources on interface-domain actions, not task-domain actions.
11. The magnification from the overview to the detail view is called the \_\_\_\_\_\_\_\_\_\_\_.
	1. Scale factor
	2. Map scale
	3. Detail scale
	4. Zoom factor
12. Web pages or applications that integrate complementary elements from two or more sources are called \_\_\_\_\_\_\_\_\_\_.
	1. Integrations
	2. Mash-ups
	3. Mosh-ups
	4. Open-source
13. Which of the following is not a top-ten mistake of web page presentation of information?
	1. Burying information too deep in a web site.
	2. Overloading pages with too much material.
	3. Providing awkward or confusing navigation.
	4. Putting information in expected places on the page.
14. Web usability for low-vision users can be improved by \_\_\_\_\_\_\_\_\_\_\_.
	1. Giving users the ability to increase text size
	2. Keeping contrast low
	3. Not allowing the site to be viewed in reverse contrast
	4. Eliminating textual error messages
15. Within a sequence, users should be offered some sense of \_\_\_\_\_\_\_\_\_\_\_\_\_.
	1. When exceptions will likely occur.
	2. System performance and its effect on task completion.
	3. How far they have come and how far they have to go to reach the end.
	4. When errors will be uncorrectable.