**Chapter 2 Multiple Choice Questions**

1. When multiple user classes must be accommodated in one system, the basic strategy is to \_\_\_\_.
	1. Permit a multi-layer (sometimes called level-structured or spiral) approach to learning.
	2. Provide text alternatives for non-text content.
	3. Present data only if they assist the operator.
	4. Provide an open system that mimics the real world.
2. Which of the following is not one of the eight golden rules of interface design?
	1. Strive for consistency
	2. Cater to universal usability
	3. Consider the cost
	4. Offer informative feedback
3. One way to encourage user exploration of an interface’s features is to \_\_\_\_\_.
	1. Standardize screens
	2. Permit easy reversal of actions
	3. Use anthropomorphic design
	4. Blame users when they cause error messages
4. Short-term memory load can be reduced for users by \_\_\_\_.
	1. Making sure users understand the nature of their errors.
	2. Reducing the time required for each step.
	3. Giving them sufficient information about current status and activities.
	4. Avoiding interfaces in which users must remember information from one screen and then use that information on another screen.
5. The need for experienced users to sense that they are in charge of the interface and that the interface responds to their actions is called \_\_\_\_\_\_\_.
	1. Internal Locus of control
	2. External Loss of control
	3. The Control Paradigm
	4. Interface Control Feedback
6. All of the following are good ways to design a system to prevent or respond to errors except \_\_\_\_\_\_\_.
	1. Gray out menu items that are not appropriate
	2. Do not allow alphabetic characters in numeric entry fields
	3. Erroneous actions should leave the system state unchanged, or the interface should give instructions about restoring the state.
	4. Make error messages threatening so that users won’t repeat the mistake
7. All of the following are examples of the golden rule of consistency except \_\_\_\_\_\_\_\_\_.
	1. Use identical terminology in prompts, menus, and help screens
	2. Use consistent color, layout, capitalization, and fonts throughout the design
	3. Organize sequences of action into groups with a beginning, middle, and end.
	4. Require consistent sequences of actions in similar situations.
8. Which of the following statements is not true about feedback?
	1. Feedback is usually distracting and annoying to users.
	2. For every user action, there should be system feedback.
	3. Harsh sounds are appropriate for rare emergency feedback.
	4. Informative feedback at the completion of a group of actions gives operators the satisfaction of accomplishment.
9. Allowing users to personalize the menu contents is a good strategy for \_\_\_\_\_\_\_\_\_.
	1. Facilitating data entry for complex tasks
	2. Accomodating the needs of multiple user classes
	3. Getting the users’ attention
	4. Preventing user errors
10. Which of the following statements is true about task analysis and interface design?
	1. Relative frequency is not important to design decisions
	2. Design experts do not need to observe or consult users to determine task frequency.
	3. Frequent tasks should be simple and quick to carry out, even at the expense of lengthening some infrequent tasks.
	4. Good design will include all possible actions in the hope that some users will find them helpful.
11. Which of the following is not true about command laguage?
	1. Appeals to novice users
	2. Supports user initiative
	3. Requires substatial training and memorization
	4. Allows convenient creation of user-defined macros
12. Which interation style visually presents task concepts?
	1. Natural language
	2. Command Language
	3. Direct Manipulation
	4. Form Fill-In
13. Which of the following is not true about menu selection?
	1. Shortens learning
	2. Encourages exploration
	3. Reduces keystrokes
	4. Provides a clear structure to decision making
14. Machines are generally better than humans at \_\_\_\_\_\_.
	1. Recalling quantities of detailed information accurately.
	2. Selecting alternatives if the original approach fails.
	3. Making subjective evaluations
	4. Sensing unusual and unexpected events
15. Which of the following is not true about redundant data entry?
	1. It is necessary to assure accuracy
	2. It is annoying to users to enter the same information in two locations.
	3. When the same information is required in two places, the system should copy the information for the user
	4. The double entry is perceived as a waste of effort and an opportunity for error