Chapter 3 Multiple Choice Questions

1. Which of the following is an example of how not to specify a requirement?
   1. “The user shall choose between regular, mid-grade, and premium gasoline within 10 seconds.”
   2. “The pump shall permit a user 10 seconds to choose a fuel grade.”
   3. “The ATM shall permit a user five seconds to select a withdrawal amount.”
   4. “The application will ask if a user needs password help after two incorrect entries.”
2. Fictitious characters that represent the different user types within a targeted demographic that might use a site or product are called \_\_\_\_\_\_\_\_\_\_\_\_\_.
   1. Personalities
   2. Human models
   3. Personas
   4. Storyboards
3. The process of planning for, preparing, and then conducting field interviews to observe and understand the work tasks being performed is known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
   1. Environmental design
   2. Task modeling
   3. Models of development
   4. Contextual inquiry
4. Careful observation of users in their workplace is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
   1. Ethnographic observation
   2. Work Modeling
   3. Paper prototyping
   4. Scenario development
5. Storyboarding is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
   1. Sharing typical user experiences as a story.
   2. Using pictures and graphs to describe the initial user-interface concepts, business rules, and automation assumptions.
   3. Conveying the high-level goals of the new system
   4. Weighing individual rights versus societal benefits
6. The direct involvement of people in the collaborative design of the things and technologies they use is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
   1. Social impact statement
   2. Scenario development
   3. Participatory design
   4. Model consolidation
7. Describing situations that portray typical needs of potential users is called \_\_\_\_\_\_\_\_\_\_\_\_\_.
   1. Scenario development
   2. Participatory design
   3. Social impact statement
   4. Model consolidation
8. Which of the following is not a benefit of creating a social impact statement?
   1. Preventing problems that could be expensive to repair.
   2. Improving privacy protection
   3. Minimizing legal challenges
   4. Streamlining the design process
9. The process of reviewing and “walking” the consolidated data and sharing the personas created is called \_\_\_\_\_\_\_\_.
   1. Visioning
   2. Storyboard
   3. Expert review
   4. Participatory design
10. One successful method for determining user-interface requirements is to use \_\_\_\_\_\_\_\_\_\_.
    1. Visioning
    2. Storyboards
    3. Ethnographic observation
    4. Social impact statements
11. Which of the following is not true about participatory design?
    1. More user involvement brings more accurate information about tasks
    2. Participatory design is inexpensive to carry out compared to other methods.
    3. Participatory design may generate antagonism from people who are not involved or whose suggestions are rejected.
    4. User involvement may lengthen the implementation period.
12. The “Four Es” of creating a guidelines document are \_\_\_\_\_\_\_\_\_\_.
    1. Ergonomics, Education, Execution, Evaluation
    2. Education, Enforcement, Exception, Enhancement
    3. Entertainment, Evaluation, Execution, Elaboration
    4. Evaluation, Exception, Enforcement, Ethnographic
13. Which of the following is not true about design?
    1. Design is a process; it is not a state and it cannot be adequately represented statically.
    2. The design process is strictly hierarchical; it must be accomplished from the bottom-up.
    3. The process is radically transformational; it involves the development of partial and interim solutions that may ultimately play no role in the final design.
    4. Design intrinsically involves the discovery of new goals.
14. Customers and users can be given a very realistic impression of what the final system will look like when designers use \_\_\_\_\_\_\_\_\_\_\_\_.
    1. A printed version of the proposed displays
    2. User interface software tools such as Flash, Java, or Visual Studio
    3. Proper guidelines documents
    4. Personas
15. Legal issues regarding user interface design include \_\_\_\_\_\_\_.
    1. Effectiveness, Usability, Profitability, Sustainability
    2. Access, Piracy, Ergonomics, User rights
    3. Privacy, Safety/Reliability, Copyright, Freedom of Speech
    4. Ownership, File sharing, Libel, Security
16. Day in the life scenarios are helpful to \_\_\_\_\_\_\_\_\_.
    1. Characterize what happens when users perform typical tasks.
    2. Identify inconsistencies in the design.
    3. Prevent legal issues from occurring.
    4. Consider multiple audiences and goals.
17. The four pillars of design are:
    1. Identify Business Needs, Determine Costs, Expert Review, Evaluation
    2. User-interface Requirements, Guidelines Documents and Processes, User-Interface Software Tools, Expert reviews/Usability testing
    3. Return on Investment, Role Specialization, Legal Issues, Social Impact
    4. Project Schedule, Project Process, Planning for Migration, Evaluating Results