

## FIT2001 Systems development - November 2020

[Dashboard](#) / [My units](#) / [FIT2001\\_NOV\\_2020](#) / [Week 9](#) / [Workshop 9 - Quiz 8](#)**Started on** Wednesday, 13 January 2021, 7:09 PM**State** Finished**Completed on** Wednesday, 13 January 2021, 7:17 PM**Time taken** 8 mins 1 sec**Grade** 1.00 out of 5.00 (20%)[Print friendly format](#)

## Question 1

Incorrect

Mark 0.00 out of 1.00

In the following customer registration form, as soon as the customer hits return after entering the final input field - 'Registration date' the system checks that the date is in the right format and proceeds with the registration process if it is. Otherwise it display "Date has an error".

Which of the design guidelines does this interface design and interaction follow:

**Customer Registration Form**

Name	<input type="text"/>
Email	<input type="text"/>
Mobile	<input type="text"/>
Registration DATE	<input type="text"/>

Select one:

- ☐ Aesthetic and Minimalist design
- ☐ Permit easy reversal of actions
- ☐ Support internal locus of control
- ☐ Prevent errors
- ☒ Design dialogues that yield closure



Your answer is incorrect.

The screen design of the label input fields are such that they do not help **prevent errors**. For example, the date field gives no indication of the required format (and there are many possible options), and if you do enter an incorrect option the error message is not helpful as it does not indicate exactly what the date error is and how you go about fixing it. In this interaction the user does not know where they are in the task as there is no indication on the interface as to where they are in the process, and the submission process is rather abrupt, without a confirmation message so the **design dialogues does not yield closure**. Further it does not support **internal locus of control** as users want to be in charge while interacting with the system, and this function starts the registration process without the users having the opportunity to press a submit button. It also does not permit **easy reversal of actions**, as there is no undo or cancel opportunity on the screen. So it is very much about the system being in control.

The system does have a generally pleasing, minimalist design without the screen being busy with flashing pictures, and colourful repeating text. It does have a pleasing **aesthetic and minimalist design** - the correct answer.

The correct answer is: Aesthetic and Minimalist design

### Question 2

Correct

Mark 1.00 out of 1.00

What is a user persona?

Select one:

- ☐ The behaviours, characteristics and goals which the UX designer hopes from a group of users
- ☐ A collection of behaviours, characteristics and goals which belong to a small group of your actual users
- ☒ A fictional individual used to represent the demographics, goals, values and pain points of a large proportion of a product's user group ✓
- ☐ A description of a single important user's behaviour and personality

Your answer is correct.

What is a user persona?

- A user persona should be **a fictional individual used to represent the demographics, goals, values and pain points of a large proportion of a product's user group** - correct answer. The primary persona should represent your largest group of users as your system should primarily cater for them.
- It should not be the **description of a single important user's behaviour and personality** regardless of how important they are as it should represent the majority of your users.
- It should not be about **the behaviours, characteristics and goals which the UX designer hopes from a group of users**. What the designers hope for is irrelevant - the persona should be based on the representative behaviours, characteristics and goals of the users gathered via suitable research methods.
- It should not be based on the **collection of behaviours, characteristics and goals which belong to a small group of your actual users**, as you would then have way too many personas to use and it would be impossible to design and interface to meet all the competing needs of small groups of users.

The correct answer is: A fictional individual used to represent the demographics, goals, values and pain points of a large proportion of a product's user group

### Question 3

Incorrect

Mark 0.00 out of 1.00

Fill in the blank:

The use of \_\_\_\_\_ in user interface design, is using specific knowledge that users already have of other domains while designing interface visuals.

Select one:

- ☐ Cognition
- ☐ Metaphors
- ☒ Consistency
- ☐ Locus of control

✖

Your answer is incorrect.

Metaphors is the correct answer. It uses a concept or word from the real world to convey meaning in the digital world. It helps reduce cognitive load for users and improves ease of learning of the user interface, as it is based on what the user already knows.

The correct answer is: Metaphors

Question 4

Incorrect

Mark 0.00 out of 1.00

In interface design, it is difficult to input correct data when:

Select one:

- ☐ The format of the input is provided in the input field
- ☒ A drop down list of possible inputs are available for the input field
- ☐ A solution message is provided when an error occurs
- ☐ A generic message that is used for all errors is displayed when input is incorrect

✖

Your answer is incorrect.

- A generic message that is used for all errors is displayed when input is the incorrect answer - as it is very difficult to input correct data if the error message is general and not specific to the error that has occurred, and does not give a clear indication of what is wrong and how to fix it. You are then doomed to most likely re-entering incorrect data.
- The format of the input is provided in the input field - is helpful to input correct data as it tells you exactly what is expected of your data input - so having the format in light font in the input field or as part of the label is very helpful in preventing errors.
- A solution message is provided when an error occurs - is helpful as it tells you how to solve your error so that you do not repeat entry of the incorrect input
- A drop down list of possible inputs are available for the input field - if it suits the particular entry field it is very useful to provide a drop down list of the valid options, as it makes it much easier to input a valid option. Thought has to be given to the ordering of the options in the drop down list to maximise ease of use.

The correct answer is: A generic message that is used for all errors is displayed when input is incorrect

Question 5

Incorrect

Mark 0.00 out of 1.00

Which of the following is a useful error message for the user:

Select one:

- ☒ Registration cannot be submitted because the call to the object in the OOD cloud database failed.
- ☐ Catastrophic failure. System closing down.
- ☐ The password is incorrect. Please re-enter. You have 2 more attempts.
- ☐ Data you have entered is wrong.



Your answer is incorrect.

- The password is incorrect. Please re-enter. You have 2 more attempts - This is the correct answer, as the message tell them what the error is, what they have to do and in this instance because there is a constraint of 2 attempts it specifies that as well. So the user clearly know how to fix the error.
- Catastrophic failure. System closing down - This message would frighten the user, and they would be left not knowing what the problem was and what is going to happen next with the system or their computer.
- Data you have entered is wrong - This message is not helpful as it does not say what was wrong, or how to fix it.
- Registration cannot be submitted because the call to the object in the OOD cloud database failed - This message may mean something to a developer, but is meaningless nonsense to a standard user as it is written in technical jargon.

The correct answer is: The password is incorrect. Please re-enter. You have 2 more attempts.

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Jump to...

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