PAPER 9q4 - HCI QUESTION SAMPLE ANSWER (18 minutes)
2002   20/20

(a) i) A TABLE OF CONTENTS ✓ THE COGNITIVE DIMENSION OF ✓
VISCOSITY ✓ COULD BE OF CONCERN, IF IT WERE TOO DIFFICULT
TO ADD NEW SECTIONS OR CHANGE LEVELS ✓

ii) A TABULAR PIECE OF TEXT. ✓ THIS MIGHT SUFFER AN
PREMATURE COMMITMENT ✓ ~~PREMATURE ABSTRACTION~~, IF USERS WERE REQUIRED
TO DEFINE THE STRUCTURE OF THE TABLE BEFORE ENTERING DATA. ✓

iii) A SEARCH AND REPLACE DIALOGUE, ✓ ESPECIALLY THE NOTATION
USED TO DEFINE THE SEARCH STRING, WHICH MIGHT SUFFER
FROM POOR CLOSENESS OF MAPPING ✓ IF IT EMPLOYED DIFFERENT
NOTATIONAL CONVENTIONS FROM THE BODY TEXT. ✓ (10)

(b) FIRST TECHNIQUE: COGNITIVE WALKTHROUGH ✓
THIS WOULD INVOLVE SIMULATING THE ACTIONS OF A USER WITH
SPECIFIC KNOWLEDGE, CARRYING OUT SOME SCENARIO. ACCESSIBILITY
CONSIDERATIONS MIGHT CHANGE THE LABELLING OF THE ITEMS ✓ IN
THE LEFT, SO USERS CAN FIND FUNCTIONS THEY NEED. FEEDBACK ✓
TO ACTIONS SHOULD SHOW THE RESULTS OF COPY AND DELETE. ✓
THE QUESTION-MARK AND ":" BUTTONS BOTH SEEM TO INDICATE
WAYS OF GETTING HELP. ✓ THE USER WOULD HAVE TO KNOW
WHAT A MODULE IS SOMEHOW ✓

SECOND TECHNIQUE: HEURISTIC EVALUATION ✓
THE INTERFACE SEEMS COMPLETELY INCONSISTENT WITH PLATFORM
STANDARDS ✓
IT IS NOT "MINIMALIST", BUT SEEMS TO HAVE A GREAT DEAL
OF SPURIOUS DECORATION ✓
IT IS NOT CLEAR THAT THE "DELETE" OPERATION WILL BE
REVERSIBLE (OR WHAT THE "DELETE" CHECKBOX DOES ✓
THE OPERATION TO COPY CONFIGURATION BETWEEN MODULES
SEEMS TO INITIATE A DIALOGUE RATHER THAN ALLOWING
DIRECT MANIPULATION ✓

(10)

MARKING GUIDE : PAPER 9/ HCI

PART A – ONE MARK FOR CORRECTLY IDENTIFYING COGNITIVE
DIMENSIONS OF NOTATIONS AS APPROPRIATE ANALYTIC METHOD
THEN FOR EACH NOTATION:
- ONE MARK FOR DESCRIBING THE NOTATIONAL
FORMALISM
- ONE MARK FOR NAMING A RELEVANT DIMENSION
- ONE MARK FOR EXPLAINING ITS CONSEQUENCES
$$(3 \times 3)$$

PART B – ONE MARK FOR EACH EVALUATION METHOD
NAMED, THEN ONE MARK FOR EACH POTENTIAL
IMPROVEMENT. THESE SHOULD REFER TO THE
WAY THEY WERE DISCOVERED, OR USE TECHNOLOGY
APPROPRIATE TO THE EVALUATION METHOD NAMED
$$(5 \times 2)$$