

- Q1a. Translation: **Articulation**
- Why? **User does not know how to give input to the system**
- b. Translation: **Presentation**
- Why? **The system does not present the output to the user**
- c. Translation: **Presentation**
- Why? **The system does not present the output to the user properly**
- d. Translation: **Observation**
- Why? **User does not interpret the presented output properly**

***1 mark for each correct answer**

Q 2. Fill in the table below.

(10 marks)

Type of error	Recommended solution to avoid the specific error
Mistake	Increase understanding of the user somehow. Subjective answer
Slip	Increase distance between buttons.
Mistake	Increase understanding of the user somehow. Subjective answer
Slip	Introduce a safety button to ensure user does not press it unintentionally when not in operation.
Mistake	Increase understanding of the user somehow. Subjective answer

***If the left column is wrong, the right column answer is given only 0.5 marks even if correct.**

**** Otherwise, 1 mark for each correct answer**

Q3.

Interaction Style
Menus
point and click / natural language (both are acceptable)
point and click / menus (both are acceptable)
Form fills/question answer (both are acceptable)
question answer
Form-fill

Circle the correct option:

- a. There is only one user category for any software to be developed. (True/False)
- b. Questionnaires are filled to find out the user characteristics and the user category. (True/False)
- c. A user profile is the same throughout all software being developed for a user category. (True/False)
- d. The user behaviour we observe during contextual task analysis, will ultimately be altered, unlike ethnography. (True/False)
- e. Observations must be made while doing User Profiling to ensure that no point regarding user's behaviour is missed out. (True/False)
- f. A task scenario is an instance of the use case. (True/False)
- g. Microsoft PowerPoint is an example of process-oriented software. (True/False)
- h. A customer-support service application is an example of process-oriented software. (True/False)
- i. The major displays identified during conceptual model design, include design for dialog boxes. (True/False)
- j. A usability goal which includes average expert time to learn a benchmark task or set of tasks, is an ease-of-learning goal. (True/False)
- k. A usability goal which uses the average novice trials as a measure is quantitative goal. (True/False)
- l. The system will respond within maximum 5 seconds of getting input sentence is an absolute, qualitative goal. (True/False)