


## National University of Computer and Emerging Sciences, Lahore Campus

	<b>Course Name:</b>	Human Computer Interaction	<b>Course Code:</b>	
	<b>Program:</b>	BS-CS	<b>Semester:</b>	Fall 2019
	<b>Duration:</b>	60 Minutes	<b>Total Marks:</b>	30
	<b>Paper Date:</b>	7th November 2019	<b>Weight:</b>	15%
	<b>Section:</b>	Section C and D	<b>Page(s):</b>	3
	<b>Exam Type:</b>	Midterm-II		

**Student : Name:** \_\_\_\_\_ **Roll No.** \_\_\_\_\_

**Section:** \_\_\_\_\_

**Instruction/Notes:** Attempt all 4 questions. Before starting the paper, make sure you have the exam of your section, as different sections have different exams. Your answers should be precise and to the point. Use the given space only. Extra sheets are not allowed. Avoid cutting or overwriting. There are three printed sides of the exam. Use blue pens to attempt the paper.

Q 1. Suggest how each of the following issues can be accounted for in the light of The Abowd-Beale's Interaction Framework. Specify which **translation** discussed in this theory best explains the behavior of the system and why. (8 marks)

a. The user sees three unlabeled buttons on a microwave interface. The user has no idea which button controls the heating timer.

Translation:

Why?

b. A student clicks the 'drop course' button after selecting a course, but there is no response and the student is not sure about what happened.

Translation:

Why?

c. A graph shows the count of grades given in a particular course. The components in the graph are not labeled.

Translation:

Why?

d. When a Wifi device is turned on, it should show a stable green light. A user turned it on but the green light is blinking.

Translation:

Why?

Q 2. Fill in the table below.

(10 marks)

Error	Type of error	Recommended solution to avoid the specific error
User long presses the filename in a list of files, in a mobile app, thinking he will see further options, but instead long press does nothing.		
User wanted to save file but accidentally presses the open button next to save button.		
User always double clicks mouse left button to open a file in a web browser, but single click is enough to do that.		
While using a hand blender, user presses the start button of the blender while cleaning it.		
User selected a text, pressed the scissors (cut) symbol, then selected another text and pressed the copy symbol. When he opens the clipboard to paste the cut text, he finds out that text which was cut is not stored in the clipboard for pasting later.		

Q3. Specify the interaction style that is best suited for the following applications/tasks. In each case you can choose from one of these styles: question/answer, natural language, menus, point & click and form-fills. (6 marks)

Application/task	Interaction Style
Telephone-banking module in which list of services offered are presented to the callers.	
Google maps	
Music player for Android phones	
Online customer survey for Bundu Khan	
Automated troubleshooter	
Room reservation system for PC Hotel	

Q4. Circle the correct option (True/False): (6 marks)

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