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COMMON ASSESSMENT TASK

Level 1 Digital Technologies, 2019

91886 Demonstrate understanding of human computer interaction

Credits: Three

Achievement Criteria		
Achievement	**Achievement with Merit**	**Achievement with Excellence**
Demonstrate understanding of human computer interaction.	Demonstrate in-depth understanding of human computer interaction.	Demonstrate comprehensive understanding of human computer interaction.

Type your School Code and 9-digit National Student Number (NSN) into the header at the top of this page. (If your NSN has 10 digits, omit the leading zero.)

Make sure you have the TWO video files.

Answer all parts of the assessment task in this document.

Your answer should be presented in 12pt Arial font, within the expanding text boxes, and may only include information you produce during this examination session.

You should aim to write between **800–1500 words** in total.

Save your finished work as a PDF file with the file name used in the header at the top of this page ("SchoolCode-YourNSN-91886.pdf").

By saving your work at the end of the examination, you are declaring that this work is your own. NZQA may sample your work to ensure that this is the case.

YOU MUST HAND THIS BOOKLET TO THE SUPERVISOR AT THE END OF THE EXAMINATION.

Achievement
03

INSTRUCTIONS

You are to watch a screen-capture video that shows a website's user interface, and then respond to all parts of the assessment task.

You may play, pause and restart the video as often as you need to. (The video has no sound.)
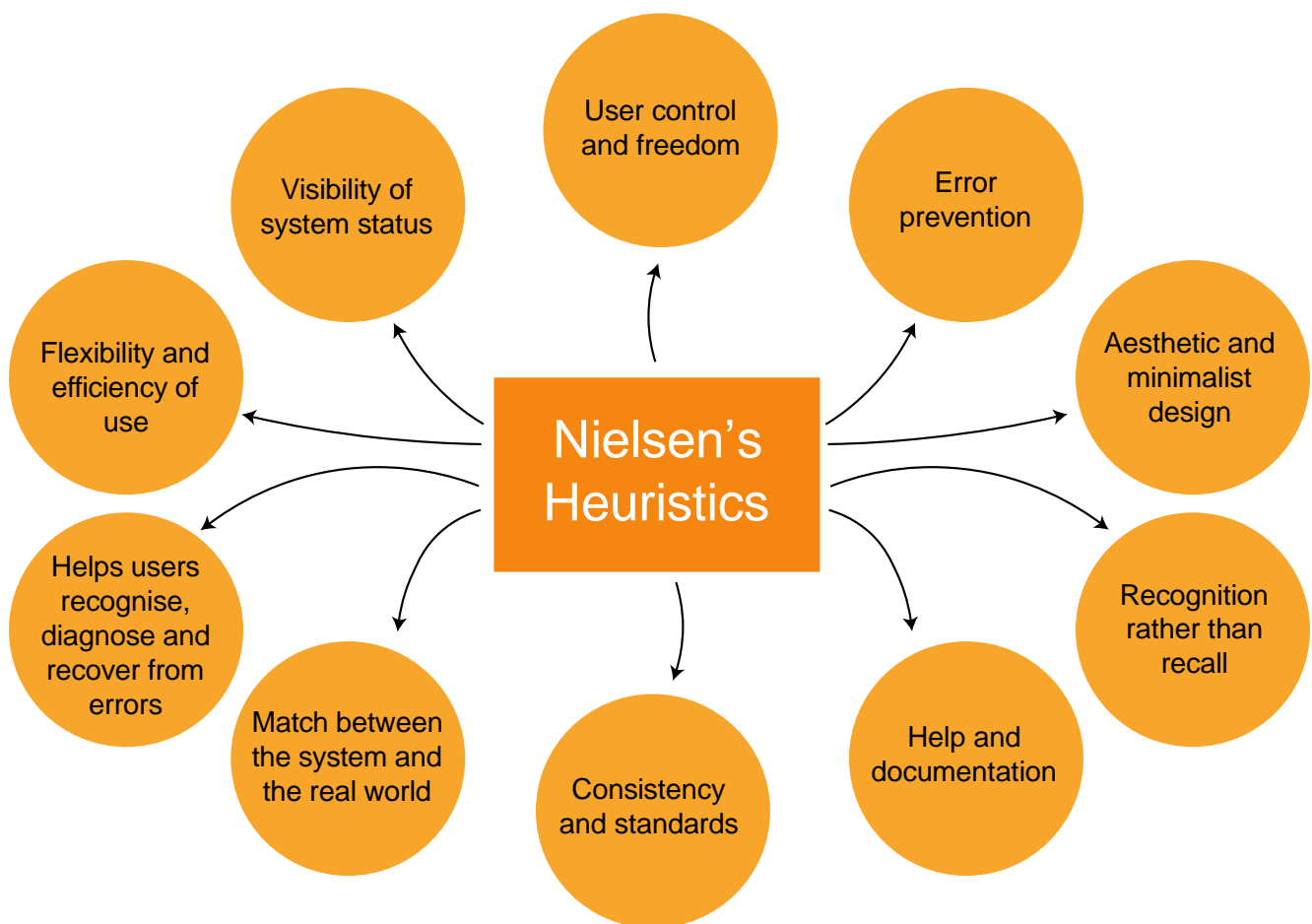
In your answers, you should use the snipping tool (Windows) or take screen shots (Mac) from the video to illustrate the points you make.

Read all parts of the assessment task before you begin.

From the two videos provided, type your chosen screen-capture video in the space below:

Gmail

Begin your answers on page 3.

RESOURCE: Nielsen's Heuristics

Source (adapted): https://www.nngroup.com/articles/ten-usability-heuristics/.

ASSESSMENT TASK

(a)   Describe the role of the interface of your chosen website.

> This interface is able to store and share documents that you send there from google associated websites or from websites if u buy something they might send an email to you to say that your was successfully purchased, this interface also lets you compose new email/messages to send to people. It also receives emails from people.

(b)   Identify examples from the interface that illustrate at least FOUR of Nielsen's Heuristics, which are shown on page 2. Illustrate your answer with screenshots from the video.

User control: the interface should be easy for the user to navigate around the interface and do what they want to.

Aesthetic and minimalist design: the interface should have a good use of white spaces and the design of the interface is laid out nicely.

Match between system and real world: the interface should be easy for the user to follow steps getting through the site and locating what part of the site they want to get to, and have simple language that all users can understand.

Error prevention: it should have a system where you have to confirm the action before it proceeds, and if u accidently click something or get rid of something it should have an undo button.
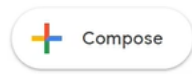
Visibility of system status: the interface should have an inbox and when something appears in that inbox it should have a notification telling you that there is something new in it, and should have some sort of loading screen indicating how long before the interface has loaded.

(c) Evaluate the effectiveness of the interface using Nielsen's Heuristics. To demonstrate an in-depth understanding, evaluation of more than FOUR heuristics is recommended. Illustrate your answer with screenshots from the video.
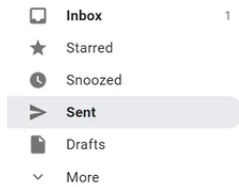
User control: this interface is easy for the user to get around the website easily and with no stress, if u go onto the wrong the page u can click the back arrow which will take you back to the previous page that u were on.
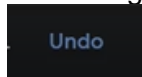
←

Aesthetic and minimalist design: this interface has a well design webpage with colors that are easy on the eye, it has a little over use of white space which makes it easier to find what you're wanting to do like if u wanted to compose an email/message to someone.

+ Compose

Match between system and real world: this interface has used understandable language so it's easier to find what you're looking for and easy to navigate through the interface.

☐ Inbox   1
★ Starred
🕐 Snoozed
➤ Sent
📄 Drafts
∨ More

Error prevention: this interface has a well-designed error prevention system, when you delete something it asked you if you would like to undo what you just did in case it was a mistake.

Undo

it also makes u tick a box to make sure it is the right thing that you want to delete ☐

visibility of system status: this interface always tells you what's happening and what part of the interface u are in and it tells you when you have new messages

☐ Inbox   1
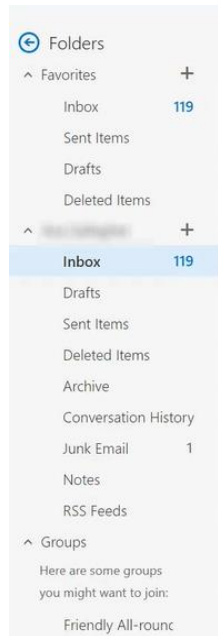
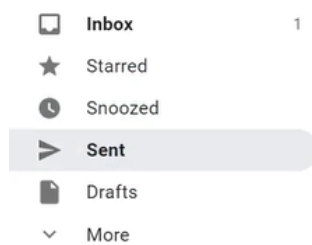it also has a loading bar when you first open Gmail

M

Loading Gmail

(d) Compare and contrast the interface in terms of Nielsen's Heuristics with another interface of your choice. This second interface could be from the other screen-capture video provided, or an interface you have studied.

Gmail and Microsoft outlook have a similar aesthetic and minimalistic design but Gmail has a bit more of an over use of white space compared to Microsoft outlook.

Microsoft outlook:

Gmail:

Gmail just looks tidier and better presented.

They both have pretty similar user control you are able to press a back arrow to go to the previous page you were on.

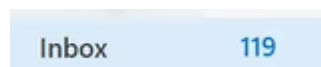Microsoft outlook:

Gmail:

The visibility of system status of both interfaces are pretty much the same.
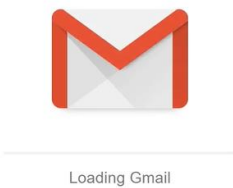
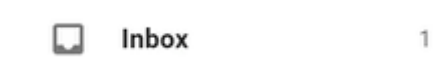Microsoft outlook:

Loading

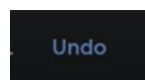Notifications

Gmail:

Loading

Notifications

The two interfaces have a similar error prevention system with how they both have an undo button so if u make a mistake, but Gmail has a notification for it so it will catch your eye and it is also easier to see then the Microsoft outlook one.

Microsoft outlook:

Gmail:

(e)   Use the comparisons you made in (d) as a starting point to recommend possible improvements to your chosen interface. Justify your recommendations in terms of Nielsen's Heuristics.

I think that Gmail could use up a little bit more of the white space.

(There is only one recommendation that I have.)

Achievement Exemplar 2019

Subject	Digital Technologies		Standard	91886	Overall grade	03
Q	**Grade**	**Annotation**				
a		The candidate made an effort to describe the role of Google, which is an internet search engine that has a variety of additional services (i.e. document repository, sending and receiving emails).				
b		The candidate has briefly described five heuristics but does not provide any examples from their chosen interface. The candidate demonstrates this in the next part of the assessment task.				
c		Although the candidate has attempted this part of the assessment task, they merely reiterated what was said in the preceding part (i.e. part b). They also provided examples from the interface. This allowed the candidate to be awarded an Achieved grade. To have earned a Merit grade, the candidate needed to demonstrate an in-depth understanding of human computer Interaction. This would involve evaluating more than four of the 10 heuristics (as stated). To evaluate, the candidate would need to discuss how and why the interface met or violated the heuristics, using examples from their chosen interface. They might have used a ratio, percentage or score (e.g. 1-10) to illustrate how well their chosen interface met the heuristic. They might also have used a ratio, percentage or score to measure those heuristics that were violated, and provided and an explanation for the same.				
d		The candidate attempted to compare two interfaces but their evidence was very weak (e.g. brief responses that lacked substance). They did not provide any evidence of contrasting two interfaces.				
e		The candidate attempted this question. Only one recommendation was made. The corresponding heuristic was not mentioned.				