

Practice Short Response Questions: Usability Principles

Question 1: (3 marks)

A new online banking application is being developed. It features an option for users to transfer large sums of money. Explain how the **safety** usability principle should be applied to this feature to prevent user errors and justify two specific implementations.

[illegible]

Question 2: (3 marks)

A school's online portal allows students to view their grades, but it often lags during peak times, and grades sometimes display incorrectly before a page refresh. Identify how the **effectiveness** usability principle being compromised and explain how to improve it with two recommendations.

[illegible]

Marking Guide

Question	Response	Mark
1	Explains safety in context: <i>Focuses on preventing serious user errors and allowing easy recovery from mistakes in high-risk financial transactions</i>	1
	Justifies two specific implementations:	
	<ul style="list-style-type: none"> Implementation 1 (e.g., confirmation dialogue): <i>Justifies adding a confirmation pop-up requiring the user to explicitly confirm the transfer details before execution.</i> 	½
	<ul style="list-style-type: none"> Justification for Implementation 1: <i>This acts as an error prevention mechanism, making users pause and review.</i> 	½
	<ul style="list-style-type: none"> Implementation 2 (e.g., undo function/transaction limits): <i>Justifies providing an option to undo the transaction within a short timeframe or setting daily transaction limits that require additional verification for exceeding them.</i> 	½
	<ul style="list-style-type: none"> Justification for Implementation 2: <i>An undo function offers error recovery, while limits enhance error prevention and well-being by reducing potential financial loss.</i> 	½
2	Explains effectiveness in context: <i>Describes how unresponsiveness, incorrect display, and lag prevent users from successfully completing tasks (viewing grades accurately and efficiently)</i>	1
	Provides two recommendations to improve effectiveness:	
	<ul style="list-style-type: none"> Recommendation 1 (e.g., bug fixes): <i>Suggests fixing underlying software bugs to ensure grades update correctly and reliably every time.</i> 	½
	<ul style="list-style-type: none"> Justification: Explain how this recommendation directly enhances the reliability, accuracy or quality of outcome of the system. 	½
	<ul style="list-style-type: none"> Recommendation 2 (e.g., server optimisation): <i>Recommends optimising server performance or network infrastructure to reduce lag during peak times, ensuring data is delivered in a reasonable amount of time.</i> 	½
	<ul style="list-style-type: none"> Justification: Explain how this recommendation directly enhances the reliability, accuracy or quality of outcome of the system. 	½