

Question 7: (3 marks)

An e-commerce website allows customers to purchase items. However, the "Add to Cart" button is sometimes unresponsive, and when clicked, it occasionally adds the wrong item to the cart or adds the same item multiple times. Identify which useability principle this relates to and explain how it is violated.

[illegible]

Question 8: (3 marks)

A government website provides public access to various datasets. Some users with visual impairments find it difficult to distinguish between data columns due to a lack of sufficient colour contrast in the tables.

- Which **POUR principle** of accessibility is violated? [1 mark]
- Explain how this violation impacts accessibility. [1 mark]
- Suggest one specific improvement. [1 mark]

[illegible]

Marking Guide

Question	Response	Mark
7	Identifies the usability principle <i>States that the effectiveness usability principle is violated</i>	1
	Explains how it violates effectiveness <i>Describes how the unresponsiveness, incorrect item selection, or multiple additions demonstrate that the system is not reliable and does not produce the correct output.</i>	1
	Explain the impact <i>This means users cannot complete their task of adding a single, desired item to their cart successfully and accurately</i>	1
6	a) Identifies the POUR principle <i>States that Perceivable is violated</i>	1
	b) Explains impact on accessibility <i>Describes that insufficient colour contrast between data columns makes it difficult for users with visual impairments to visually distinguish and interpret the information presented in the tables</i>	1
	c) Suggests one specific improvement: <i>Recommends using the Colour Contrast Analyser (CCA) to ensure that colour choices for text and backgrounds meet accessibility standards, or implementing an option for a high-contrast display mode</i>	1