

Question 9: (4 marks)

A new social media platform allows users to post images. When a user deletes an image, there is no confirmation message, and the image is permanently removed without any option to undo.

- Identify the usability principle being violated. [1 mark]
- Describe two aspects of this principle that are not being met. [2 marks]
- Propose one feature to improve the user experience based on this principle. [1 mark]

[illegible]

Question 10: (4 marks)

A school's digital timetable app is praised for its comprehensive features, allowing students to check their schedules, exam dates, and assignment deadlines. However, the app's interface is designed with a very cluttered layout, small text, and uses academic jargon that new students find confusing. Which two usability principles are most likely compromised by this design? Justify your choices.

[illegible]

Marking Guide

Question	Response	Mark
9	a) Identifies the usability principle <i>States that safety is being violated</i>	1
	b) Describes two aspects not met:	
	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
	<ul style="list-style-type: none"> • Error Prevention: • <i>The absence of a confirmation message before an irreversible action means there is no warning system to prevent users from accidentally deleting images</i> 	1
	<ul style="list-style-type: none"> • Error Recovery: • <i>The permanent removal of the image without an undo option or a recovery mechanism means users cannot easily recover from an accidental deletion</i> 	1
	c) Proposes one feature: <i>Suggests implementing a confirmation dialogue that asks "Are you sure you want to delete this image?" before permanent removal, or adding a "recently deleted" folder where images can be restored for a limited time</i>	1
10	Identifies two usability principles: <i>States that Learnability and Accessibility are most likely compromised</i>	2
	Justifies choice for Learnability: <i>The cluttered layout, small text, and use of academic jargon make the app difficult for new students to understand quickly and use intuitively, hindering their ability to learn the system efficiently</i>	1
	Justifies choice for Accessibility: <i>Small text and a cluttered layout directly impact the Perceivable aspect of accessibility, making it hard for users with visual impairments to see and distinguish information. The academic jargon also affects Understandability for a wider range of users</i>	1