Question 5: (3 marks)

A hospital's patient record system includes a feature to record a patient's entire medical history, but doctors report that they cannot easily access a summary of current medications, which is a critical daily task. Explain how this system fails the **utility** principle and suggest two improvements to address this.

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Question 6: (4 marks)

Consider a smart home application that allows users to control lighting, heating, and security cameras. The app uses small, unlabelled icons for all controls, and users struggle to remember what each icon does.

- a) Identify the usability principle primarily affected by this design choice. [1 mark]
- b) Explain why this principle is affected. [1 mark]
- c) Suggest two improvements to enhance the usability of these controls. [2 marks]

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Marking Guide

Question	Response	Mark
5	**Explains how it fails the utility principle** *Describes that while the system has a lot of features, it lacks a key feature (easy access to current medications) that is relevant and available at the right time for doctors to complete a critical daily task completely and appropriately*	1
	Suggests two improvements the address the utility principle:	
	• Improvement 1 • *Recommends adding a dedicated section or a quick-view module on the patient's dashboard for current medications*	1
	• Improvement 2 • Suggests implementing filtering or search options specifically for medication types to quickly find relevant information	1
6	**Identifies the usability principle** *States that learnability is primarily affected*	1
	Explains why *Describes how small, unlabelled, and possibly unfamiliar icons make it hard for users to understand what each control does, hindering quick comprehension and familiarisation with the app's functions*	1
	Suggests two improvements:	
	• Improvement 1 • *Recommends adding clear text labels below or next to each icon to explicitly state its function.*	1
	• Improvement 2 • *Recommends using universally recognised icons (familiar patterns) or providing tooltips that appear on hover/long-press to explain icon functions*	1