

Useability and Visual Communication Ext Response 1

A high school is developing a new online portal for students, called "StudyHub," designed to help them manage their assignments, view important announcements, and access various learning resources. After an initial pilot phase, the development team collected user feedback to identify areas for improvement. Some recurring issues highlighted by students include:

- **Difficulty locating current assignments:** Students frequently report that they struggle to quickly find and prioritise their upcoming assignments among all the displayed content.
- **Occasional data loss during form submission:** Some students have experienced their work disappearing after submitting online forms (e.g., for assignment drafts or feedback) without receiving a confirmation.
- **Challenges for visually impaired students:** Feedback from students using screen readers or high-contrast settings indicates that certain interactive elements and text on the portal are difficult to perceive or operate effectively.

Extended Response Questions:

a) Analyse the feedback regarding the "StudyHub" portal. Identify three distinct usability issues from the scenario and explain how each issue relates to a specific usability. Provide one specific example from the scenario for each identified issue. [9 marks]

[illegible]

Marking Guide Question 1 & 2

21 Marks

Part A

Response	Mark
Identifies one distinct usability issue	1
Explains how the identified issue relates to a specific usability principle (utility, safety, accessibility, learnability, or effectiveness)	1
Provides one specific example from the scenario for the identified issue	1
Identifies a second distinct usability issue	1
Explains how the second identified issue relates to a specific usability principle (utility, safety, accessibility, learnability, or effectiveness)	1
Provides one specific example from the scenario for the second identified issue	1
Identifies a third distinct usability issue	1
Explains how the third identified issue relates to a specific usability principle (utility, safety, accessibility, learnability, or effectiveness)	1
Provides one specific example from the scenario for the third identified issue	1

Part B

Response	Mark
Recommendation 1	
• States a clear, specific, and actionable design improvement	1
• Identifies a relevant usability principle	1
• Provides a clear and logical justification of how the improvement addresses the identified usability principle, explicitly linking to the scenario	1
• Identifies at least one appropriate visual communication principle	1
• Identifies at least one appropriate visual communication element	1
• Clearly explains how the visual communication element is leveraged to optimise the user experience, explicitly linking to the design improvement	1
Recommendation 2	
• States a clear, specific, and actionable design improvement	1
• Identifies a relevant usability principle	1
• Provides a clear and logical justification of how the improvement addresses the identified usability principle, explicitly linking to the scenario	1
• Identifies at least one appropriate visual communication principle	1
• Identifies at least one appropriate visual communication element	1
• Clearly explains how the visual communication element is leveraged to optimise the user experience, explicitly linking to the design improvement	1

Useability Principles	Visual Comm Principles	Visual Comm Elements
Utility Safety Accessibility Learnability Effectiveness	Balance Alignment Contrast Hierarchy Proximity Repetitions Harmony	Shape Form Tone Colour Line Scale Space Proportion Texture