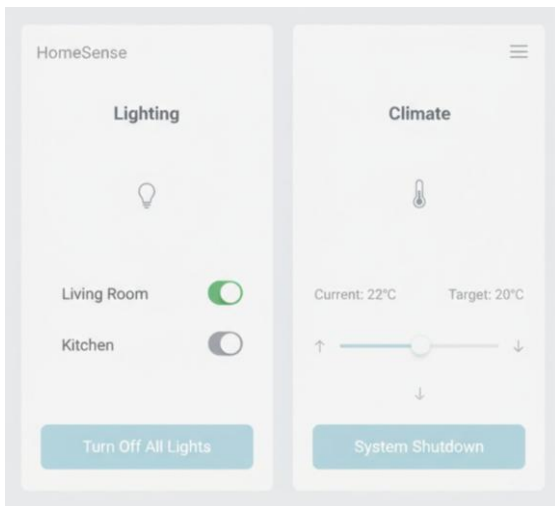


Useability and Visual Communication Ext Response 2

21 Marks



"HomeSense" is a new mobile application designed for smart home management, allowing users to control lighting and climate in various rooms. Following its launch, the development team collected user feedback, highlighting several areas of concern:

- **Confusion between control types:** Users frequently report difficulty quickly distinguishing between the "Lighting" and "Climate" control sections within the app.
- **Accidental system shutdowns:** Several users have reported accidentally triggering "System Shutdown" while intending to "Turn Off All Lights", leading to frustration and unintended disruptions to their home environment.
- **Legibility issues for settings:** Some users struggle to read the exact temperature settings and light intensity percentages displayed on the control interfaces.

Extended Response Questions:

a) Analyse the feedback regarding the "HomeSense" smart home application. Identify three distinct usability issues from the scenario and explain how each issue relates to a specific usability principle. 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