King's College London

Online Examination Answer Sheet

ACADEMIC HONESTY AND INTEGRITY STATEMENT

Students at King's are part of an academic community that values trust, fairness and respect and actively encourages students to act with honesty and integrity. It is a College policy that students take responsibility for their work and comply with the university's standards and requirements.

Online proctoring/invigilation will not be used for our online assessments. By submitting their answers students will be confirming that the work submitted is completely their own.

Misconduct regulations remain in place during this period and students can familiarise themselves with the procedures on the College website

I agree to abide by the expectations as to my conduct, as described in the academic honesty and integrity statement.	
Signed:	Yanpu Huang

Student number:	1725298

Question Number: 1	Part:

Answer:

A mental model is a kind of analogy description or representation which is used to explain the process of human internal psychological activities. It can describe and clarify a psychological process or event. In the human-computer interaction, mental model is the user's view of the current system.

Mental model is important because that understanding the concept of mental models can help to understand usability issues in design. Mental models are based on beliefs, not facts. Users plan future actions based on mental models of the system, predicting appropriate processes. The designer's primary goal is to make the user interface fully convey the basic features of the system so that the user can form a reasonable and accurate mental model.

For example, a new hotel booking app can break the old users who using phone to book hotel’s mental model. Because the users who use phone to book hotel have a inertia to call on phone. And to resolve the problem, the new booking app need to have a more convenient and unique APP UI for users, for them to find hotel and book it easier.

Question Number: 2	Part: a

Answer:

1. Hello, it is great to see you and have a short meeting with you, my name is Yanpu, What is your name?(Or are you XXX?) How is it going recently? — warm up questions.
2. What do you usually do when you are alone? —— find people's habit and interest.
3. What things can make you feel happy when you are staying at home? —— find people's habit and interest
5. Do you have any trouble when you staying alone at home? —— find people's trouble in shielding life.
6. What is your most craving thing when you are staying alone at home? ——find people's need.
7. What kind of improvement do you think is needed to make shielding life more convenient? —— find people's need to make shielding more convenient.
8. What kind of improvement do you think is needed to make shielding life funnier? —— find people's need to make shielding funnier.

Question Number: 2	Part: b

Answer:

Questionnaires.

Pros:

- Questions can be closed or open .
- Closed questions are easier to analyse, and may be distributed and analysed by computer.
- Can be administered to large populations .
- Disseminated by paper, email and the web .
- Sampling can be a problem when the size of a population is unknown as is common in online evaluation.

Cons:

- Can’t observe interviewee’s emotion and action.
- Can’t listen the voice and tone they talk.
- Can’t evaluate their human behaviour.
- Can’t ask further question if can.

Short examples:

Using the wechat/whatsapp/email/facebook to send questionnaires:

E.g Can you rate your shielding life in 1-5 score? A.1 B.2 C.3 D.4 E.5

Question Number: 2	**Part: c**

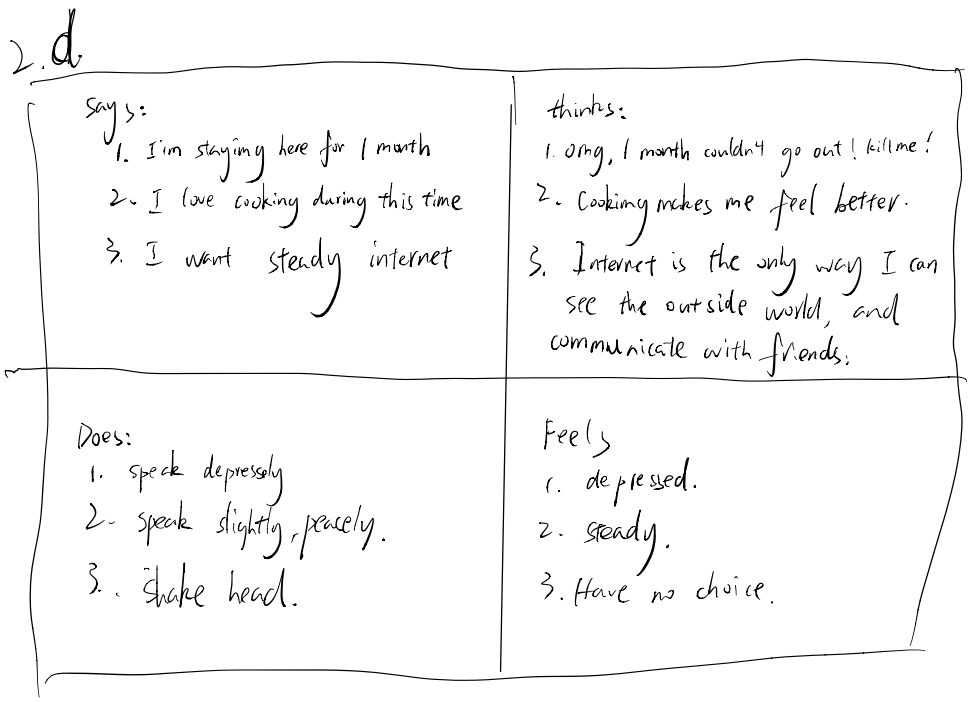
Answer:

2.c.

says:	thinks
1. I like playing video game 2. I twill have trouble if no food. 3. People in shielding need more games.	1. I won't care anything if I have game. 2. I can go online and orden ubereat/delieveroo. 3. Make them feel better.
does:	**feels:**
1. Smile and say 2. joking. 3. Smile.	1. happy, relax. 2. relax 3. peace.

Question Number: 2	Part: d

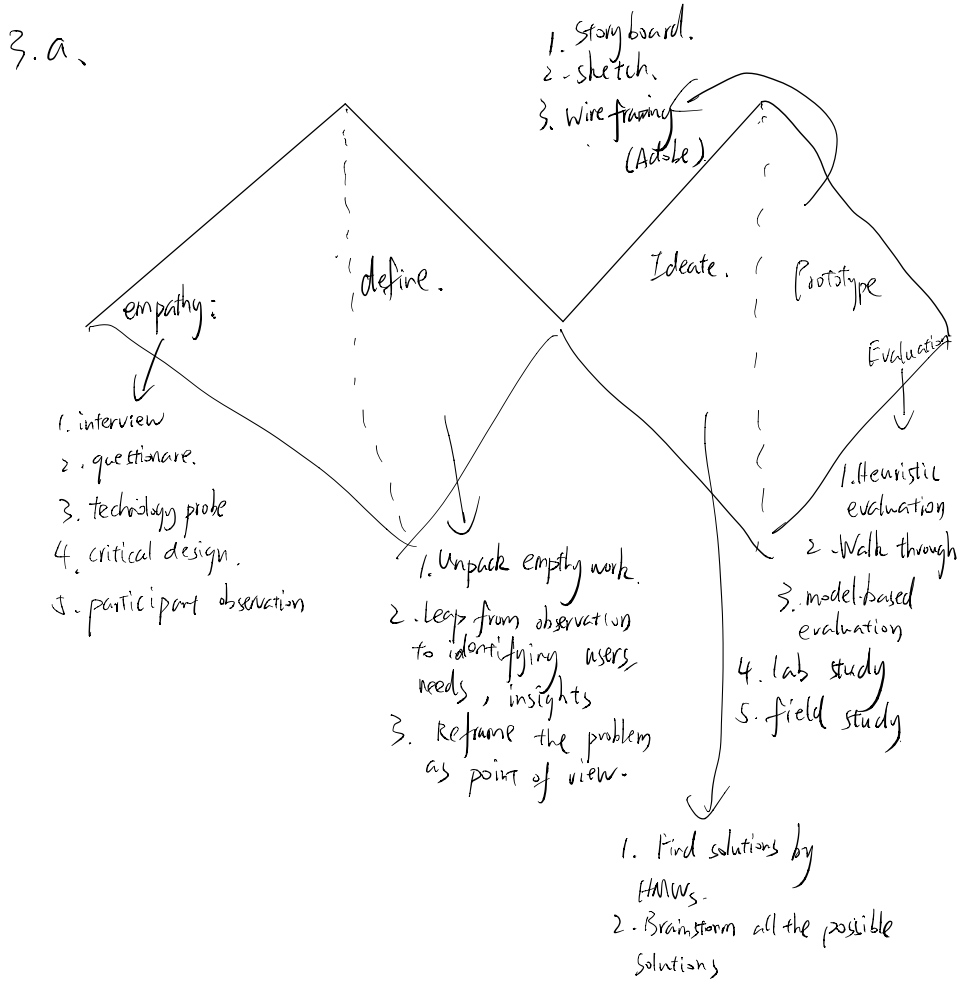
Answer:


2. d.
Says:
1. I'm staying here for 1 month
2. I love cooking during this time
3. I want steady internet
thinks:
1. omg, 1 month couldn't go out! kill me!
2. Cooking makes me feel better.
3. Internet is the only way I can see the outside world, and communicate with friends.
Does:
1. speak depressely
2. speak slightly, peacely.
3. shake head.
Feels
1. depressed.
2. steady.
3. Have no choice.

Question Number:3	Part: a

Answer:

3.a.


1. Storyboard.
2. sketch.
3. Wireframing (Adobe).
empathy:
define.
Ideate.
Prototype
Evaluation
1. interview
2. questionare.
3. technology probe
4. critical design.
5. participant observation
1. Unpack empthy work.
2. Leap from observation to identifying users needs, insights
3. Reframe the problem as point of view.
1. Find solutions by HMWs.
2. Brainstorm all the possible solutions
1. Heuristic evaluation
2. Walk through
3. model-based evaluation
4. lab study
5. field study

Question Number: 3	**Part: b**
Answer: Sketch can be done by pen and paper, and people can do it faster than wireframe. Wireframe can only finished by some specific software like Axure. The wireframe skin style makes your design look finished, while sketch skin style makes your design look imperfect, which will guide you to continue to ask questions and explore. Also sketch can come up the questions and wireframe can solve the questions. In the prototype we would expect to use Wireframe, but before prototype and after ideate we expect to use sketch.	

Question Number: 3	**Part: c**
Answer: The Wizard of Oz approach allowed us to simulate technologies before they had been developed. It should be used in the prototype stage. Yes it would be useful in this context because the it can simulate a model, doest need a lot of evaluate volunteer. In the COVID situation, it is hard to find lots of volunteer.	

Question Number: 4	**Part: a**
Answer: 1. The change of quality of shielding life. 2. The users' mental health 3. User's food supply.	

Question Number: 4	**Part: b**
Answer: 1.Heurisitic evaluation 2. Model-based evaluation	