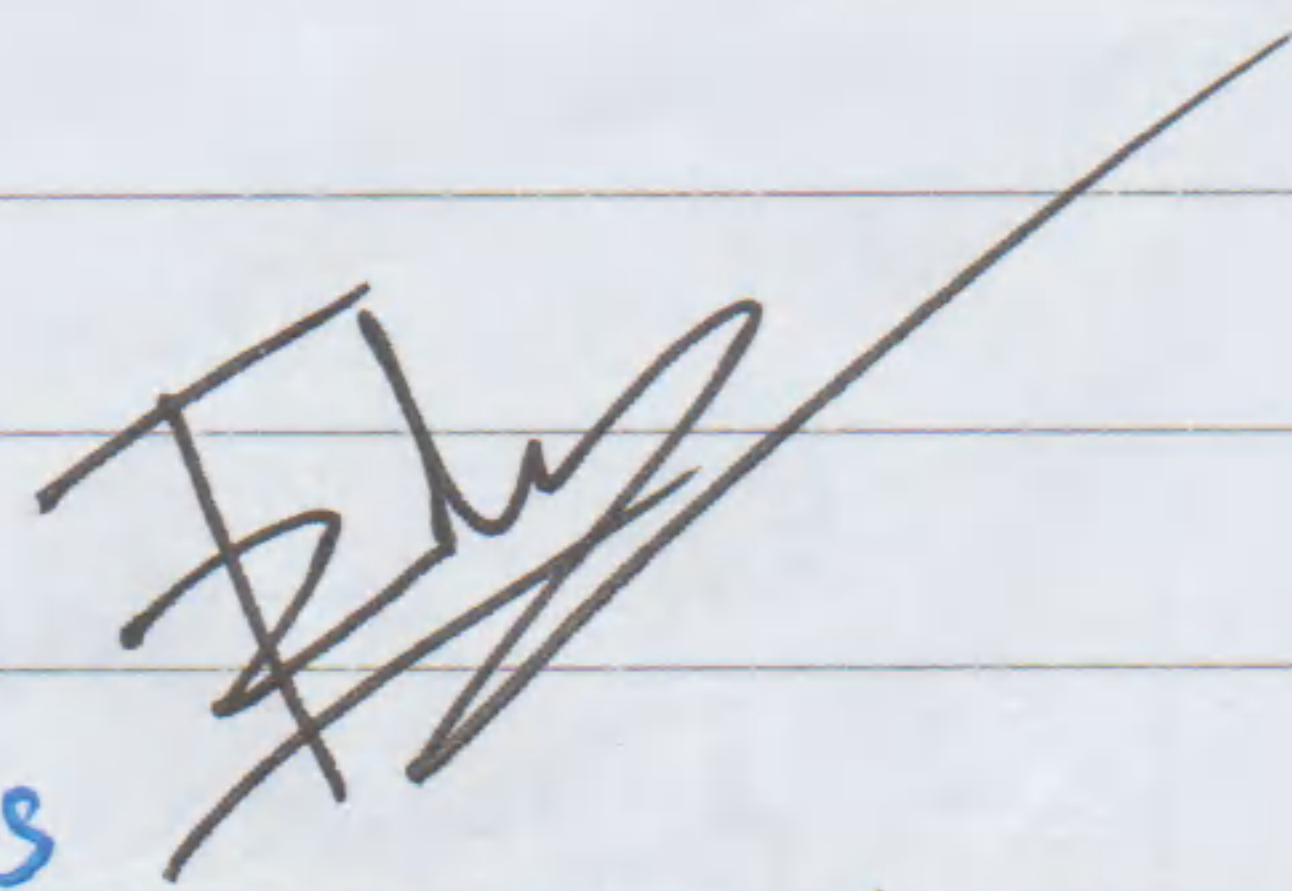


PART A

Question 1

- a. 1- User satisfaction rating after using the app
2- Time taken to complete certain tasks
- b. The data analysis technique chosen for these data is in controlled settings where we directly receive feedback from a group of users as testers. By monitoring users doing tasks in the app we can measure the time taken and whether the user is struggling with navigating menus. After that, we can get feedback from the user on how they feel about the app, and whether they experience smoothness in using it.
- c. The data gathering technique chosen is direct observation in a controlled environment so that we can focus on getting specific set of data for improving our app.
- d. 1- What is your target audience for this app?
2- How fast does it need to be acceptable time for user to complete tasks?
3- What is the app trying to accomplish?
4- How will you this app as successful in being user friendly?
- e. 1- Captured results may be limited.
2- Need time to analyze qualitative data.
3- Quality of data may vary
4- Large amount of quantitative data needs tools to analyze
5- findings may not be applicable in natural settings



Question 2

a. 1- Attention

2- Perception

b. - Provide tools to dyslexia student to assist writing like spell and grammar checker

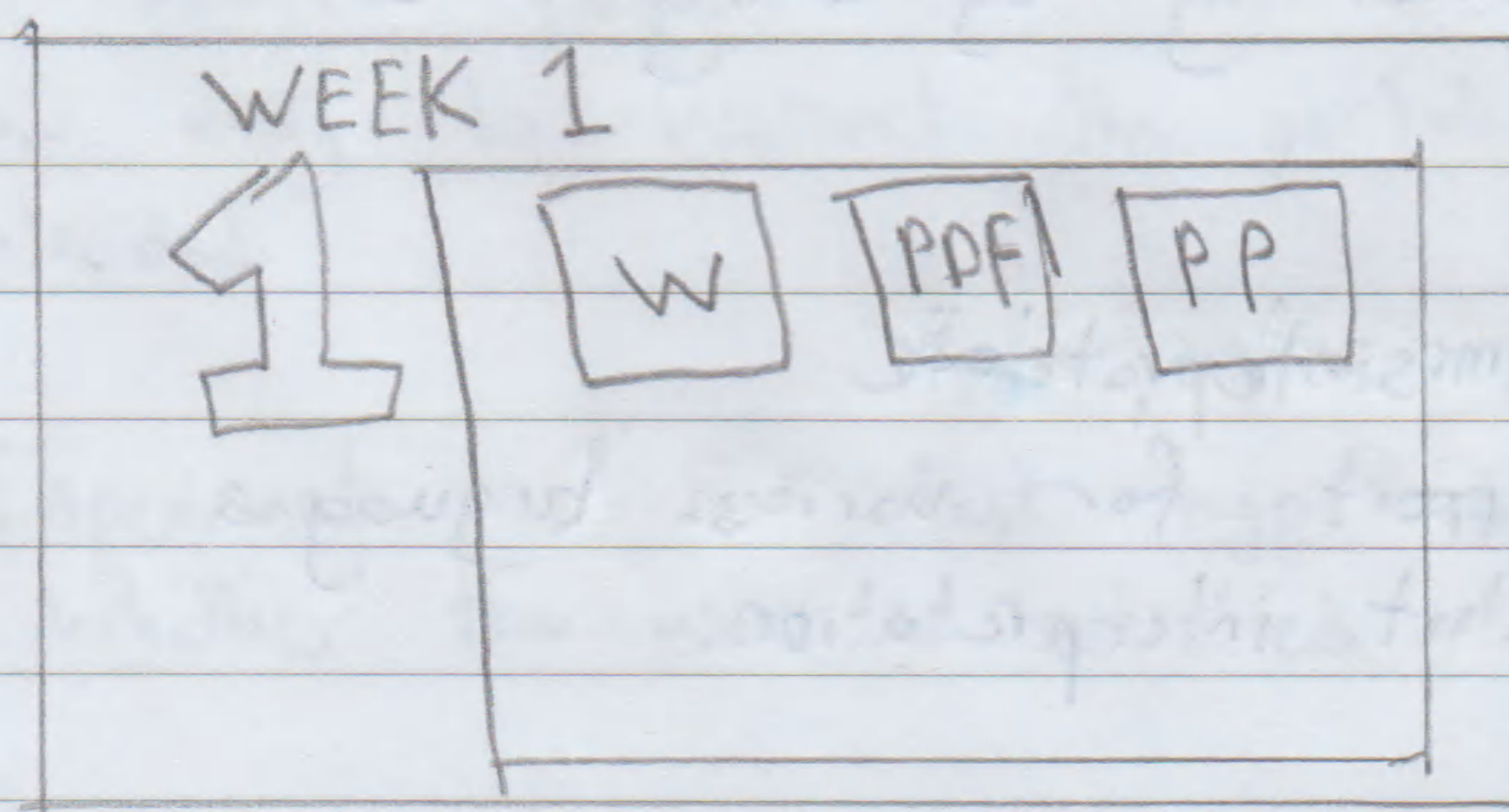
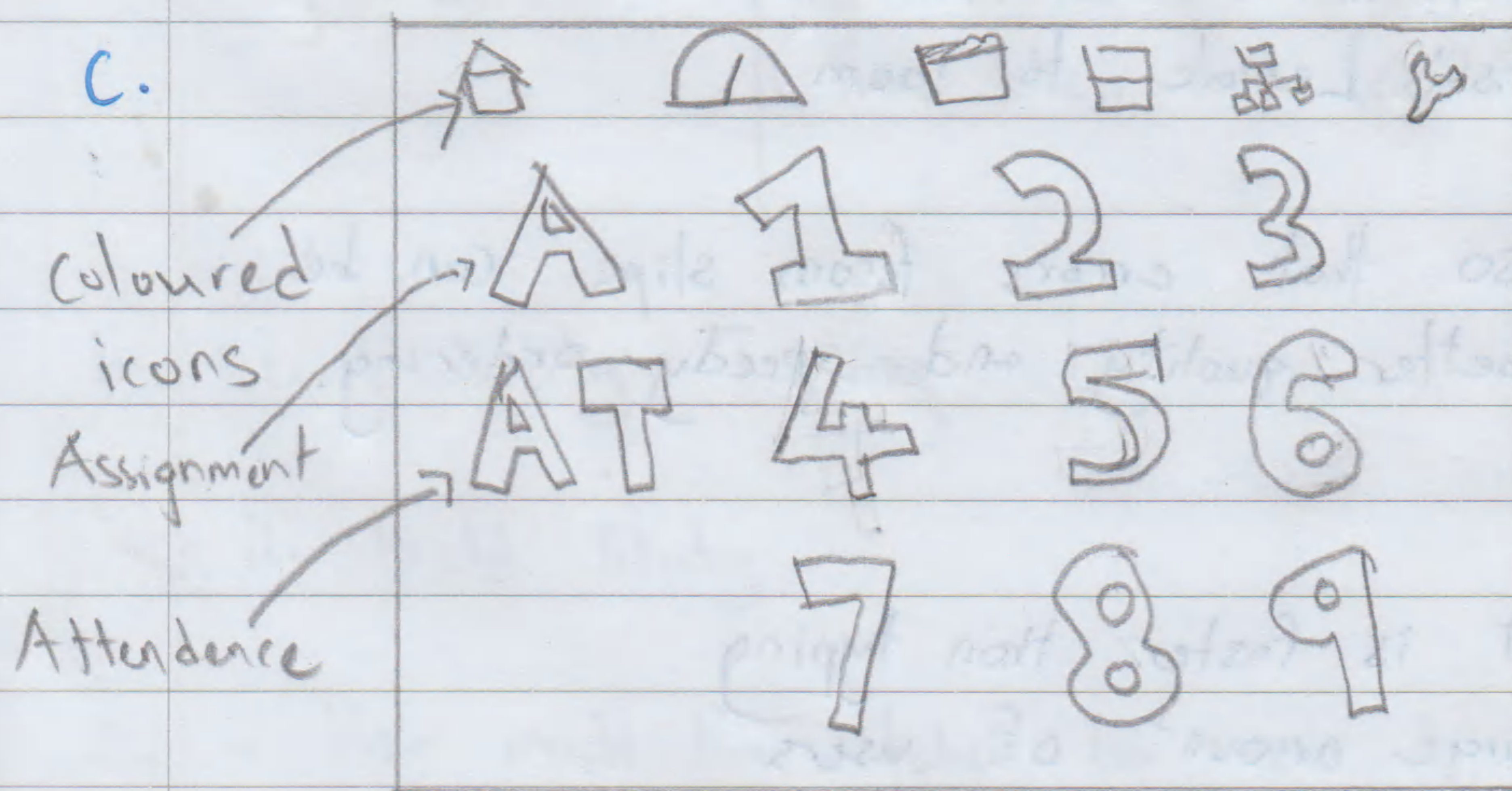
- Use technology to visualize questions with familiar shapes such as diagram and figures

- Turn assignments into online games to keep their attention

- Use AI to identify and highlight key points in questions

- Use voice recognition to turn speech to words.

c.



- d.
- 1- App users are not limited to just regular users, different user may have different difficulty in navigating apps.
 - 2- The more accessible our app, the larger the audience that can use and experience the app.

Question 3

- a.
- User open the app and proceed to login
 - User is presented with a list of addons to their Nasi Lemak (e.g. fried egg, sambal)
 - User enter their room number
 - Display invoice to user and payment method (online / cash)
 - Deliver Nasi Lemak to room

- b.
- Push buttons so that errors from slips can be prevented for better quality and speedy ordering.

c. Advantages

- Voice as an input is faster than typing
- Accessible to large amount of users
- Can improve productivity by saving time

Disadvantages

- Voice can be misinterpreted
- Need constant support for various languages
- Accent can distort interpretation

Izham
3

e. 1- Usability testing

- To gather and monitor user performance in using the app and to improve on flaws using data

2- Interview

- To get user opinions on the app and take suggestions for new features or improvements

Question 4

a.	Usability Testing	Field Study
User involvement	Tasked with specific tasks	Small, user left to their work
Location	Controlled location such as lab	Natural workstation
Type of data	Quantitative and Qualitative (Time taken and feedback)	Qualitative (How user interact with product)

b. i. Usability Testing

ii. Field Study

- c.
- How much time taken for user to navigate from login page to subject page.
 - How easy to instruct the portal to do what the user intended

d. 1- Experiments are to test hypothesis

- Whether the user is satisfied with the design

2- Predict relationship between variables

- To test whether user is comfortable in different situation such as loud room,

Izham
4

e. Design Principles

- Rules a designer must follow to create effective and attractive composition
- The fundamentals are emphasis, balance, alignment, contrast, repetition, and proportion

Usability Principles

- Rules to maximize interface usability and limiting issues on user interface
- Fundamentals are visibility, matching, user control, consistency, error prevention, recognition, flexibility, minimalist, and documentation.

f. It is important to get feedbacks from the user so that the development and the product fulfill the user needs.

Thy
5