**Topic 8: Conducting Research and User Interviews**

**Formative Assessment 08**

**Using computer technology to research a computer topic (114076)**

**Gathering Info for software development (115358)**

*Hello and welcome to the assessment. Here you’ll prove to the world just how much you know and understand about what you’ve just learnt in the learner guides. This is an important part of your time at Umuzi because once this is done, you’ll be certified! So please, take this time to learn everything you can! Take a look at some pointers below with regard to answering the questions…*

* *Be specific*
* *Write professionally - no shorthand!*
* *Your answers must be original and come from your brain and your brain only.*
* *No copy/paste tricks! Our markers have seen it all and will know if you’re taking shortcuts.*
* *Remember, sloppy or poor work will be sent back to you to do again, and you will be penalized, so do it properly the first time and you’ll be done in no time.*
* *Ask for help at any time. Ask your friends, a manager, anybody!!*
* *Don’t skip any questions! You must do them all!*
* *You’ll see two boxes after each question - one for your answer and one for the marker’s comments. DO NOT delete the marker’s comments if you are required to resubmit your work after the first attempt. Should you have to do it again you will see a new box* ***under*** *the marker’s comments, so fill that one out in* ***BLUE****. Remember!! It’s not the end of the world if you have to resubmit. You’re here to learn, so don’t beat yourself up if you don’t get it right on the first go. Obviously, try your best to get it right on the first attempt, but if not, you have another chance to do it properly!*

*Ok, and that’s that! Time to get to it! Good luck, have fun and enjoy! :)*

**Enter your name and surname below**

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| **Luvo Spofana** |

**1.** **List the 4 methods that Human-Centered Design recommends for research [4 Marks] (4 SO:1 AC:1-3/SO:3 AC:1-3)**

**Your answer below**

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| * Learn from people * Learn from experts * Immerse yourself in context * Analogous Inspiration |

**Marker’s Comments**

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**2. Give three reasons why it is important to plan your questions before you conduct an interview? [6 Marks] (6 SO:1 AC:1-4)**

**Your answer below**

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| This allows you to establish the objective of your interview and establishing that helps you know what criteria needs to be met and what questions are relevant and should be focused on to properly assess the criteria.  Planning your questions helps you set how you want the conversation to flow.  This helps provide a consistent approach to the interview as leads to a fair process because the participants will be asked the similar if not the same questions, thus reducing the chances of the interview derailing and going off topic. |

**Marker’s Comments**

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**3. List and briefly describe three things you should consider when creating questions for a survey or questionnaire. [6 Marks] (6 SO:2 AC:1-5)**

**Your answer below**

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| You may be looking for historical overviews of what has worked and what hasn’t, or you may be looking for radical opinions from participants, that’s why it is important to consider the objective of your research and focus of the information you’re looking for.  How you order your questions – questionnaire and survey questions should follow a logical flow and not illogically jump from topic to topic because that may easily confuse participants and have some withdraw their participation overall.  Impact of survey or questionnaire fatigue – Avoid questions that place a heavy burden your respondents, questions that require the participant’s comprehension or working memory and questions that increase a participant’s mental fatigue during the survey. |

**Marker’s Comments**

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**4. Describe three ways Human-Centered Design suggests that you capture and consolidate what you learned during your research [5 Marks] (5 SO:2 AC:1-5/SO:4&5 AC:1-2)**

**Your answer below**

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| Take time to regroup – Allocate extra time so that right after your interview you can be able to share your impressions and thoughts with your team.  Share your impressions – Compare experiences and impressions by listening to each other’s recollections of the research.  Illustrate new ideas – If the observation has sparked a thought or new idea, illustrate them so that it can be easier for you to communicate your thoughts and ideas to your team and for them to build onto your ideas by brainstorming concepts. |

**Marker’s Comments**

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