Congratulations! You passed!
Grade received 83.33%
To pass 80% or higher
 Go to next item

1. Why is it important to engage participants with diverse perspectives and abilities in a usability study? Select all that apply.

    0.5 / 1 point

    ☑ To investigate how people with disabilities interact with the product

    ⊘ Correct
    Including people with disabilities in the study helps to discover the workarounds or technology needed to assist them when using the product, and to avoid sample bias for selected groups.

    ☑ To avoid sample bias for selected groups

    ⊘ Correct
    Including participants with diverse perspectives and abilities in a study ensures all user experiences are represented, and helps designers understand how people with disabilities interact with a product.

    ☑ To include participants with characteristics outside of the desired characteristics

    ⊗ This should not be selected
    While the study should include participants with diverse perspectives and abilities, they should all possess the same primary characteristics listed in the research plan. Including participants with diverse perspectives and abilities ensures all user experiences are represented, and helps designers understand how people with disabilities interact with a product.

    ☑ To identify a key user group to engage in future usability research studies

    ⊗ This should not be selected
    It is important to select a representative sample for any usability study. Including participants with diverse perspectives and abilities ensures all user experiences are represented, and helps designers understand how people with disabilities interact with a product.

2. Imagine you are developing a script for an upcoming usability study. Which of the following should you do in the introduction?

    1 / 1 point

    ○ Assign participants usability tasks

    ◉ Remind participants there are no right or wrong answers

    ○ Remind participants to save their questions until the end

    ○ Ask participants clarifying questions

    ⊘ Correct
    Remind participants before the study begins that they are not being tested, the product is in development. That way, they can provide honest feedback about the prototype or product they are testing.

3. Which of the following example script questions explicitly encourages elaboration?   1 / 1 point

○ **Can you share why that activity was difficult for you?**

○ Was the activity easy to complete?

○ How many attempts did you take to complete the activity?

✓ Correct
This question encourages elaboration; it asks the participant to share more information about their experience.