**ASSESSMENT RECORD FOR WRITTEN ASSESSMENT + PRACTICAL PERFORMANCE**

This document is for recording the compliance with the User Experience Design (ICT-DES-3007-1.1) based on the evidence gathered on the candidate for Learning Units 1 to 3.

| CANDIDATE NAME: | Teo Boon Wee |  | ASSESSMENT DATE: | 28/10/2024 |
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| MOBILE PHONE NO: | 88246838 |  | ASSESSOR NAME: | Alexis Cheong |
| NRIC/FIN NO. : | 794Z |  |  |  |

| **Learning Outcome / TSC Statements** | | **Assessment Criteria** | **Tick** | | **Evidence of ‘C’/’NYC’** |
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| **Competent ‘C’** | **Not yet competent ‘NYC’** |
| **LU1 Solving Problems with User Experience Design** | LO1 Examine user experience (UX) design process and applications   * K3 Steps in the user interaction process   LO2 Measure indicators of user experience at each stage of the user interaction process to define the relationship between problem-solving and UX design   * K2 Indicators of user experience * K3 Steps in the user interaction process | 1. Think of a positive experience you have had personally with a digital product or service. Then answer the 5-part question below:  a) How did the user research process contribute to the positive experience? | C |  |  |
| b) Recall the various stages in your interaction process and identify at least 2 indicators that reflect how well the IT product or service meets your needs, expectations, and/or goals. |
| c) Outline the user task flow to illustrate the user experience (i.e., steps taken to achieve the goals stated above) |
| d) Identify 2 difficulties you faced |
| e) Provide suggestions to overcome those difficulties |
| LU2 User Research – The Heart of UX | LO3 Gather user feedback to identify their needs and experiences in various steps and interactions they encounter   * K1 Techniques for gathering and analysing user feedback * K4 Parts of a user flow chart | 2. What are some forms of User Testing? Briefly explain how it works | C |  |  |
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| LU3 User Centrism | LO4 Analyse user patterns and feedback to identify performance levels and gaps between the existing and desired user experience   * K6 Types of User Response | 3. What does Qualitative Research measure? Provide an example of a question you might ask during Qualitative Research, and a sample answer | C |  |  |
| 3b. What does Quantitative Research measure? Provide an example of a question you might ask during Quantitative Research, and a sample answer |

By signing, the candidate agrees to accept the assessment results:

Assessor’s signature: Jeremiah Maximus Lim Candidate’s signature: Teo Boon Wee

Remarks:

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