UNIVERSITY *of* LIMERICK

O L L S C O I L   L U I M N I G H

FACULTY *of* SCIENCE *and* ENGINEERING

Department of Computer Science
and Information Systems

End-of-Semester Assessment Paper

Academic Year:	**2008/09**	Semester:	**Semester 2**
Module Title:	**Human-Computer Interaction**	Module Code:	**CS4826**
Duration of Exam:	**2 Hours**	Percent of Total Marks:	**60**
Lecturer(s):	**Dr Luigina Ciolfi**	Paper marked out of :	**100**

Instructions to Candidates:

- Answer any 4 questions out of 5
- Each question carries equal marks

Question 1
"The Psychology of Everyday Things" by Donald A. Norman is one of the "classic" texts on user-centred design. Discuss its main contributions to the field of human-computer interaction, listing the principles and guidelines proposed by Norman in this work.

Question 2
Describe the methodology of "heuristic" (or expert) evaluation and discuss its advantages and disadvantages. In your answer you should also present and describe the guidelines that are normally used when adopting this technique. Also comment on your experience in using this methodology as part of your practical project.

Question 3
Different design processes or models have been proposed as conceptual and practical tools for guiding the design of interactive technologies. Describe the three design processes described in class, highlighting and discussing their advantages and disadvantages.

Question 4
Contextual Inquiry is a qualitative method used for studying users' activities in the workplace. Describe and discuss the main features of this method, and highlight its potential advantages and disadvantages.

Question 5
Two approaches to conducting user studies are commonly used in HCI: model-based approaches, often relying on quantitative measurement, and empirical approaches focusing on qualitative aspects of a particular activity or user group. List and describe examples from both groups, and discuss what are the main reasons for HCI to shift its focus toward qualitative methodologies.