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**Time taken** 48 mins 54 secs

**Marks** 50.00/58.00

**Grade** 8.62 out of 10.00 (86%)

Question **1**

Correct

Mark 1.00 out of 1.00

By designing systems to only give users what they really need at that point in time is a method to reduce:

Select one:

- ☒ a. Information Overload ✓
- ☐ b. Costs
- ☐ c. Consistency
- ☐ d. Errors

The correct answer is: Information Overload

Question **2**

Correct

Mark 1.00 out of 1.00

The definition of a system Domain is:

Select one:

- ☐ a.  
What you want to achieve (e.g., create a solid blue square)
- ☐ b.  
How you go about doing it? Ultimately in terms of operations or actions (e.g., select fill tool)
- ☐ c. A high-level description of how a system is organized and operates
- ☒ d.  
The area of work under study (e.g., graphic design) ✓

The correct answer is:

The area of work under study (e.g., graphic design)

## Question 3

Correct

Mark 1.00 out of 1.00

The definition of a system Task is:

Select one:

- ☐ a.  
What you want to achieve (e.g., create a solid blue square)
- ☐ b. A high-level description of how a system is organized and operates
- ☒ c.  
How you go about doing it? Ultimately in terms of operations or actions (e.g., select fill tool) ✓
- ☐ d.  
The area of work under study (e.g., graphic design)

The correct answer is:

How you go about doing it? Ultimately in terms of operations or actions (e.g., select fill tool)

## Question 4

Correct

Mark 1.00 out of 1.00

Which of the following is not involved in the process of interaction design?

Select one:

- ☐ a. Identifying needs and establishing requirements
- ☐ b. Build interactive versions of the designs so that they can be communicated and assessed.
- ☐ c. Evaluate what is being built throughout the design process
- ☒ d. Provide the client with an commercial product that they need to adapt their business to use. ✓
- ☐ e. Develop alternative designs that meet the system requirements.

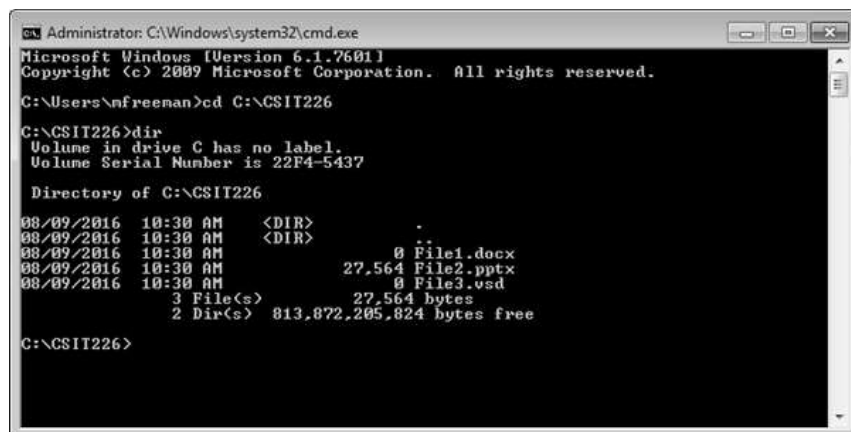
The correct answer is: Provide the client with an commercial product that they need to adapt their business to use.

## Question 5

Correct

Mark 1.00 out of 1.00

What type of interaction style is shown below?



```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\mfreenan>cd C:\CSIT226

C:\CSIT226>dir
Volume in drive C has no label.
Volume Serial Number is 22F4-5437

Directory of C:\CSIT226

08/09/2016  10:30 AM    <DIR>          .
08/09/2016  10:30 AM    <DIR>          ..
08/09/2016  10:30 AM                0 File1.docx
08/09/2016  10:30 AM       27,564 File2.pptx
08/09/2016  10:30 AM                0 File3.vsd
               3 File(s)       27,564 bytes
               2 Dir(s)  813,872,205,824 bytes free

C:\CSIT226>
```

Select one:

- ☒ a. Command language ✓
- ☐ b. Form fill-in
- ☐ c. Menu selection
- ☐ d. Direct manipulation

The correct answer is: Command language

Question **6**

Incorrect

Mark 0.00 out of  
1.00

When it comes to designing help for users, which of the following would be good advice?

Select one:

- ☐ a. Present users with all the information on one screen, so they can search and find the answers themselves.
- ☒ b. Present users with only information that is relevant to the last task that they performed. ✖
- ☐ c. Present users with a limited amount of information at one time.

The correct answer is: Present users with a limited amount of information at one time.

Question **7**

Incorrect

Mark 0.00 out of  
1.00

Clayton Lewis's "peanut butter" theory of usability is about:

Select one:

- ☐ a. In real life, you can't follow system design principles.
- ☐ b. Human factors is just fine-tuning the system developed.
- ☐ c. You can't measure usability.
- ☒ d. Everybody just follows the principles of system design. ✖

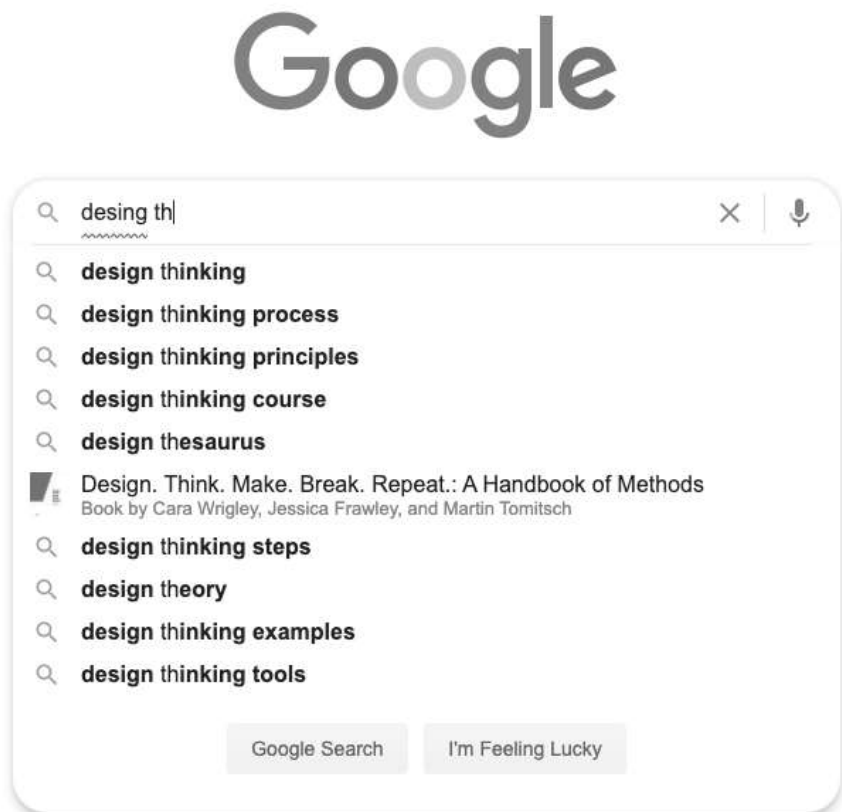
The correct answer is: Human factors is just fine-tuning the system developed.

Question 8

Correct

Mark 1.00 out of 1.00

The following image of Google's search where the user is helped, through the use of suggestions based on what they have input (even with the spelling error) is an example of:



Select one:

- ☒ a. Error Prevention ✓
- ☐ b. Help and documentation
- ☐ c. Aesthetic and minimalist design
- ☐ d. Consistency and Standards
- ☐ e. Recognition rather than recall

The correct answer is: Error Prevention

Question 9

Correct

Mark 1.00 out of 1.00

Design Thinking does not focus on the user.

Select one:

- ☐ True
- ☒ False ✓

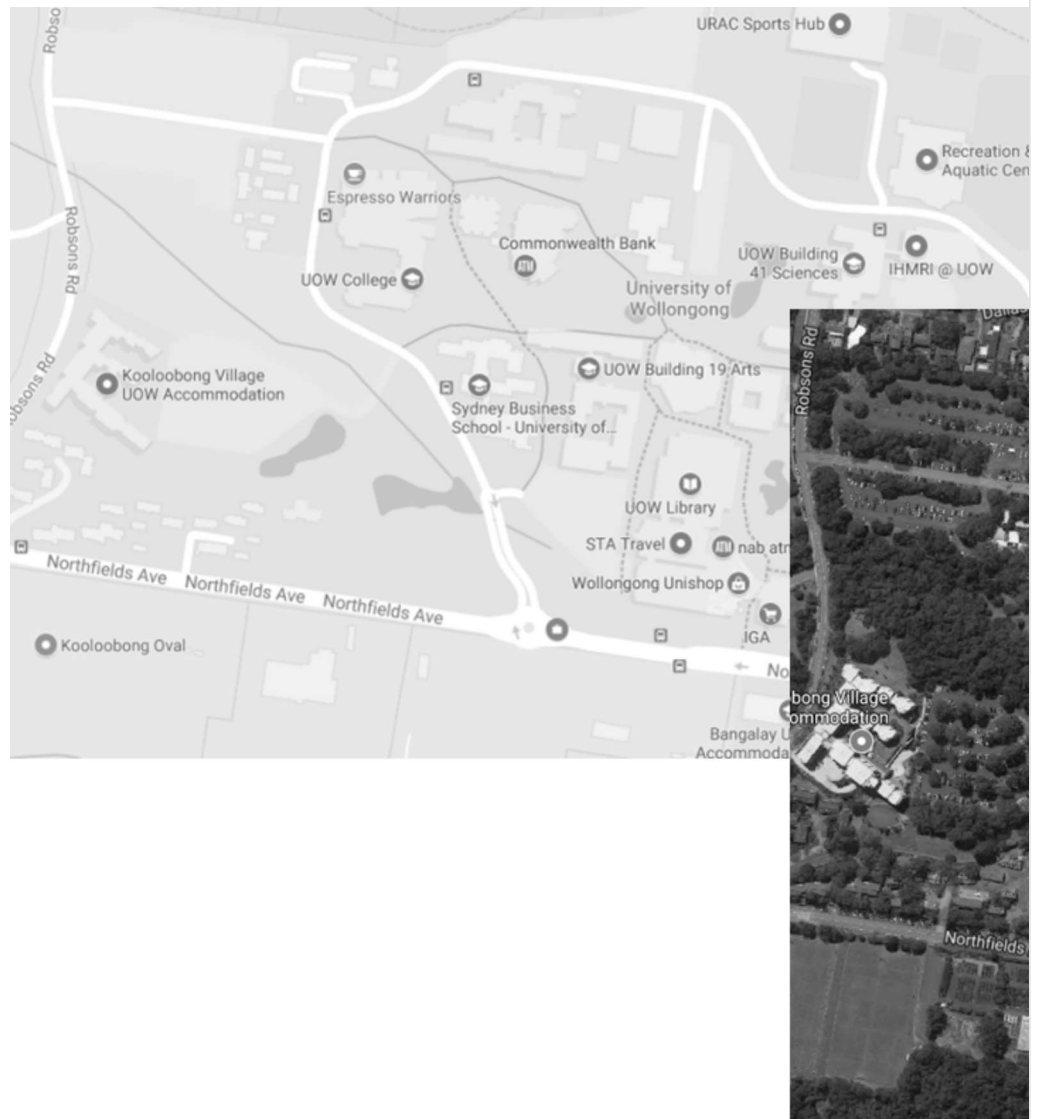
The correct answer is 'False'.

Question **10**

Correct

Mark 1.00 out of 1.00

The following are two options in Google maps, what type of interaction style is shown below?



Select one:

- ☐ a. Command language
- ☐ b. Form fill-in
- ☒ c. Direct manipulation ✓
- ☐ d. Menu selection

The correct answer is: Direct manipulation

Question **11**

Correct

Mark 1.00 out of 1.00

What type of interaction style is shown below?

The screenshot shows the Amazon registration page. It features a central form titled 'Create account' with the following fields: 'Your name', 'Email', 'Password' (with a note 'at least 6 characters'), and 'Password again'. Below these fields is a 'Create your Amazon account' button. At the bottom of the form, there is a link that says 'Already have an account? Sign in'. The page is displayed in a web browser window with the Amazon logo at the top.

Select one:

- ☒ a. Form fill-in ✓
- ☐ b. Command language
- ☐ c. Direct manipulation
- ☐ d. Menu selection

The correct answer is: Form fill-in

Question **12**

Correct

Mark 1.00 out of 1.00

The team responsible for the design of system interfaces should only come from a computer science background.

Select one:

- ☐ True
- ☒ False ✓

The correct answer is 'False'.

Question **13**

Incorrect

Mark 0.00 out of 1.00

When it comes to designing help for users, which of the following would be good advice?

Select one:

- ☒ a. Present users with only information that is relevant to the last task that they performed. ✗
- ☐ b. Present users with a limited amount of information at one time.
- ☐ c. Present users with all the information on one screen, so they can search and find the answers themselves.

The correct answer is: Present users with a limited amount of information at one time.

## Question 14

Correct

Mark 5.00 out of 5.00

Match the levels Parush's (2015) Layered Framework.

Consists of user interface elements—detailed look and feel of each UI element at each place the user visits to perform tasks.

Details level



Consists of detailed conceptual elements serving as the transition from conceptual to detailed design.

Form level



Consists of the conceptual model elements—the metaphorical “places” the user must visit to perform each set of functions and the links between the “places.”

Configuration level



Depicts the navigation and navigation rules—the “routes” the user takes between “places,” the physical elements containing one or more conceptual “places,” and the policy governing the interrelations among the physical elements.

Navigation and policy level



Consists of functional chunks—groups of tasks and objects and their associated parameters that the user uses to accomplish goals.

Function level



The correct answer is: Consists of user interface elements—detailed look and feel of each UI element at each place the user visits to perform tasks. → Details level,

Consists of detailed conceptual elements serving as the transition from conceptual to detailed design.

→ Form level,

Consists of the conceptual model elements—the metaphorical “places” the user must visit to perform each set of functions and the links between the “places.”

→ Configuration level,

Depicts the navigation and navigation rules—the “routes” the user takes between “places,” the physical elements containing one or more conceptual “places,” and the policy governing the interrelations among the physical elements.

→ Navigation and policy level,

Consists of functional chunks—groups of tasks and objects and their associated parameters that the user uses to accomplish goals.

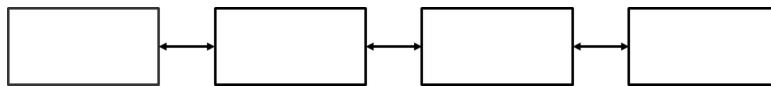
→ Function level

## Question 15

Correct

Mark 1.00 out of 1.00

What kind of interaction sequence is presented in the diagram below?



Select one:

- ☐ a. Hierarchy sequence
- ☐ b. Hub and spokes sequence
- ☐ c. Matrix sequence
- ☒ d. Single sequence ✓
- ☐ e. Network sequence

The correct answer is: Single sequence

## Question 16

Correct

Mark 1.00 out of 1.00

How long do researchers believe working memory holds information for?

Select one:

- ☐ a. 1-2 hours
- ☒ b. 15-20 seconds ✓
- ☐ c. 1-2 days
- ☐ d. 15-20 hours

The correct answer is: 15-20 seconds

Question **17**

Correct

Mark 1.00 out of 1.00

Expand the acronym GUI: (only 3 words)

Answer: Graphical User Interface



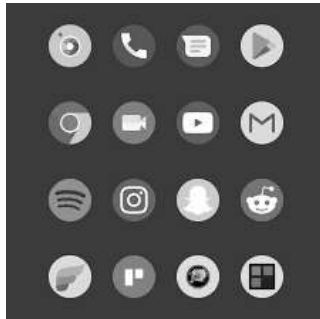
The correct answer is: graphical user interface

Question **18**

Incorrect

Mark 0.00 out of 1.00

Good icon design that can help reduce the strain placed on a user's limited cognitive abilities is an example of:



Select one:

- ☐ a. Error Prevention
- ☐ b. Aesthetic and minimalist design
- ☒ c. Consistency and Standards ✖
- ☐ d. Visibility of System Status
- ☐ e. Recognition Vs. Recall

The correct answer is: Recognition Vs. Recall

Question **19**

Correct

Mark 1.00 out of 1.00

What percentage of the 450 developers interviewed did not identify any of the three principles of system design outlined in the reading?

Select one:

- ☐ a. 12 %
- ☐ b. 35 %
- ☐ c. 42 %
- ☒ d. 26 % ✔

The correct answer is: 26 %



Question **20**  
Correct  
Mark 5.00 out of 5.00

Match the following key terms.

**User Experience**

an approach to product development that incorporates direct user feedback throughout the development cycle (human-centered design) in order to reduce costs and create products and tools that meet user needs and have a high level of usability (are easy to use).



an approach to product development that incorporates direct user feedback throughout the development cycle (human-centered design) in order to reduce costs and create products and tools that meet user needs and have a high level of usability (are easy to use).

**Usability**

The extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use



Designing interactive products to support the way people communicate and interact in their everyday and working lives

**Human-Centered Design**

the active involvement of users and a clear understanding of user and task requirements; an appropriate allocation of function between users and technology; the iteration of design solutions; multi-disciplinary design.



the active involvement of users and a clear understanding of user and task requirements; an appropriate allocation of function between users and technology; the iteration of design solutions; multi-disciplinary design.

**Interaction Design**

Designing interactive products to support the way people communicate and interact in their everyday and working lives



The extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use

**Human-Computer Interaction**

a discipline concerned with the design, evaluation and implementation of interactive computing systems for human use and with the study of major phenomena surrounding them.



a discipline concerned with the design, evaluation and implementation of interactive computing systems for human use and with the study of major phenomena surrounding them.

Question **21**  
Correct  
Mark 1.00 out of 1.00

Expand the acronym UX: (only 2 words)

Answer: User Experience



The correct answer is: User Experience

Question **22**  
Correct  
Mark 1.00 out of 1.00

Expand the acronym NUI: (only 3 words)

Answer: Natural User Interface



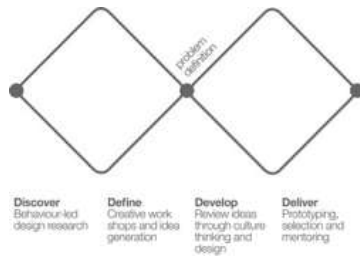
The correct answer is: natural user interface

Question **23**

Correct

Mark 1.00 out of 1.00

Who developed the following Desing Thinging Model?



Select one:

- ☐ a. Ambrose and Harris
- ☒ b. Design Council (UK) ✓
- ☐ c. Stanford d.School

The correct answer is: Design Council (UK)

Question **24**

Correct

Mark 1.00 out of 1.00

The definition of a system Goal is:

Select one:

- ☒ a.  
What you want to achieve (e.g., create a solid blue square) ✓
- ☐ b.  
How you go about doing it? Ultimately in terms of operations or actions (e.g., select fill tool)
- ☐ c. A high-level description of how a system is organized and operates
- ☐ d.  
The area of work under study (e.g., graphic design)

The correct answer is:

What you want to achieve (e.g., create a solid blue square)

Question **25**

Incorrect

Mark 0.00 out of 1.00

The use of a picture of a file to represent the object file is what kind of icon form?

Select one:

- ☐ a. arbitrary
- ☐ b. similar
- ☐ c. compact
- ☒ d. analogical ✗

The correct answer is: similar

Question **26**

Correct

Mark 1.00 out of 1.00

What is the term that is used to describe an attribute of an object that allows people to know how to use it? (one word)

Answer: Affordance ✓

The correct answer is: affordance

Question **27**

Correct

Mark 1.00 out of 1.00

The following image of a system informing the user that it is loading and keeping the user informed if how far to reach completion is an example of:



Select one:

- ☐ a. Match System to Real-World
- ☐ b. Consistency and Standards
- ☐ c. Error Prevention
- ☐ d. Aesthetic and minimalist design
- ☒ e. Visibility of System Status ✓

The correct answer is: Visibility of System Status

Question **28**

Incorrect

Mark 0.00 out of 1.00

The use of an 'x' to represent 'delete' is what kind of icon form?

Select one:

- ☐ a. compact
- ☒ b. analogical ✗
- ☐ c. similar
- ☐ d. arbitrary

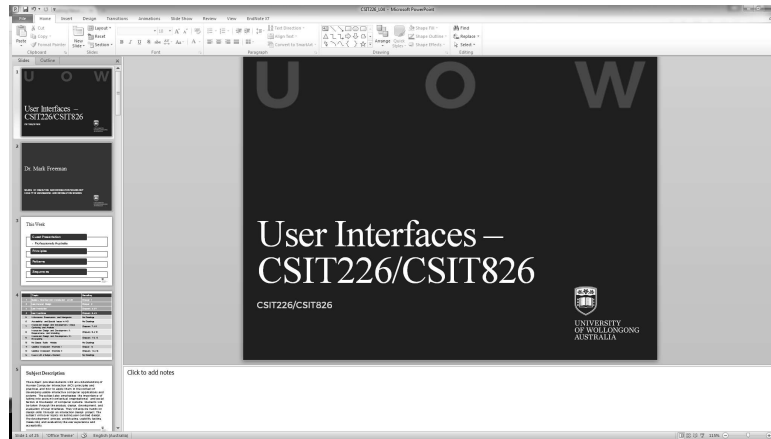
The correct answer is: arbitrary

Question **29**

Correct

Mark 1.00 out of 1.00

What is the main pattern shown in the following screen capture?



Select one:

- ☐ a. Alternative Views
- ☐ b. One-Window Drilldown
- ☒ c. Two-Panel Selector ✓
- ☐ d. Canvas Plus Palette

The correct answer is:

Two-Panel Selector

Question **30**

Correct

Mark 1.00 out of 1.00

The splitting up of a media library into logical categories such as books, videos and music is an example of:

Select one:

- ☐ a. Aesthetic and minimalist design
- ☒ b. Match System to Real-World ✓
- ☐ c. Error Prevention
- ☐ d. Consistency and Standards
- ☐ e. Visibility of System Status

The correct answer is: Match System to Real-World

Question **31**

Correct

Mark 1.00 out of 1.00

The Olympic Message System was printed in English and which other language?

Select one:

- ☐ a. Japanese
- ☒ b. French ✓
- ☐ c. German
- ☐ d. Italian
- ☐ e. Spanish

The correct answer is: French

Question **32**  
Correct  
Mark 1.00 out of  
1.00

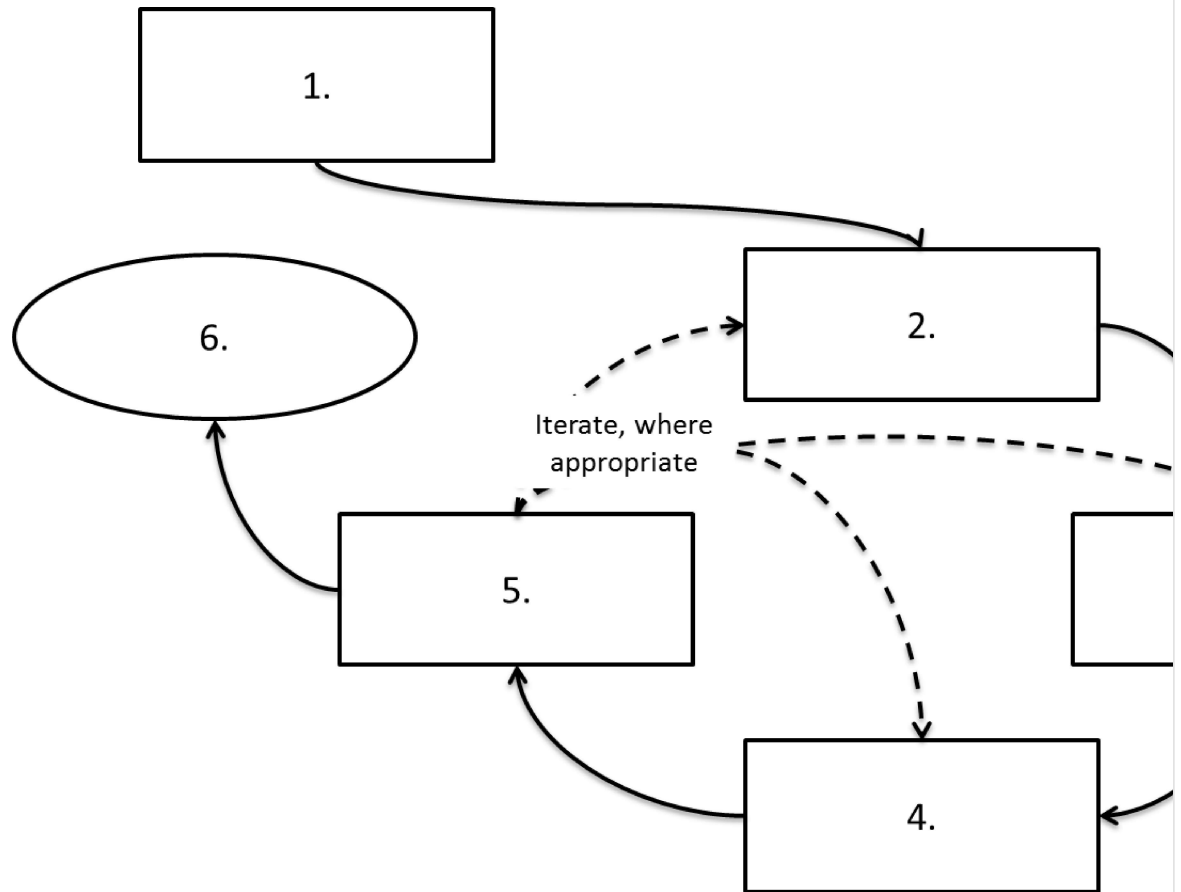
The use of a picture of a pair of scissors to represent 'cut' is what kind of icon form?

Select one:

- ☐ a. similar
- ☐ b. compact
- ☒ c. analogical ✓
- ☐ d. arbitrary

The correct answer is: analogical

Identify each element on the Interdependence of human-centered design activities diagram.



1.

Plan the human-centered design process



2.

Understand and specify the context of use.



3.

Specify the user requirements.



4.

Produce design solutions to meet user requirements.



5.

Evaluate the designs against requirements.



6.

Designed solution meets user requirements.



Evaluate the designs against requirements.

Designed solution meets user requirements.

Plan the human-centered design process

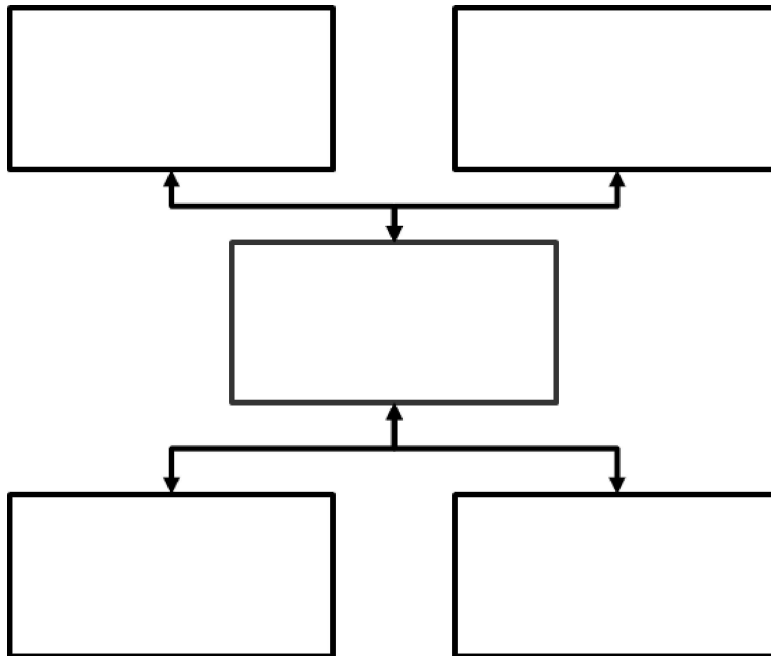
Specify the user requirements.

Understand and specify the context of use.

Produce design solutions to meet user requirements.

Question **34**  
Correct  
Mark 1.00 out of 1.00

What kind of interaction sequence is presented in the diagram below?



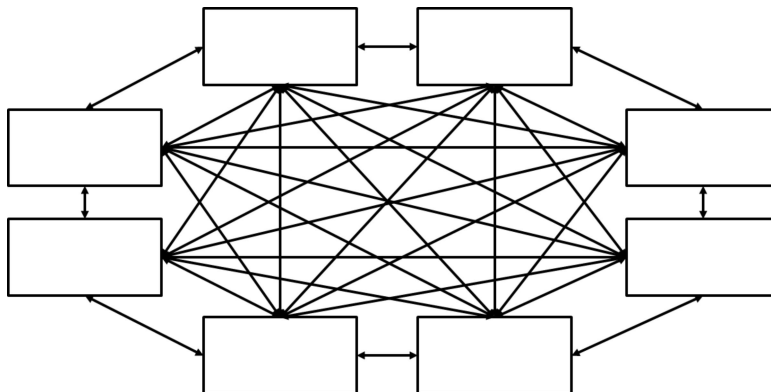
Select one:

- ☐ a. Hierarchy sequence
- ☒ b. Hub and spokes sequence ✓
- ☐ c. Single sequence
- ☐ d. Matrix sequence
- ☐ e. Network sequence

The correct answer is: Hub and spokes sequence

Question **35**  
Correct  
Mark 1.00 out of 1.00

What kind of interaction sequence is presented in the diagram below?



Select one:

- ☐ a. Hierarchy sequence
- ☐ b. Hub and spokes sequence
- ☒ c. Network sequence ✓
- ☐ d. Single sequence
- ☐ e. Matrix sequence

The correct answer is: Network sequence

Question **36**

Correct

Mark 1.00 out of 1.00

Expand the Acronym CLI: (only 3 words)

Answer: Command Line Interface ✓

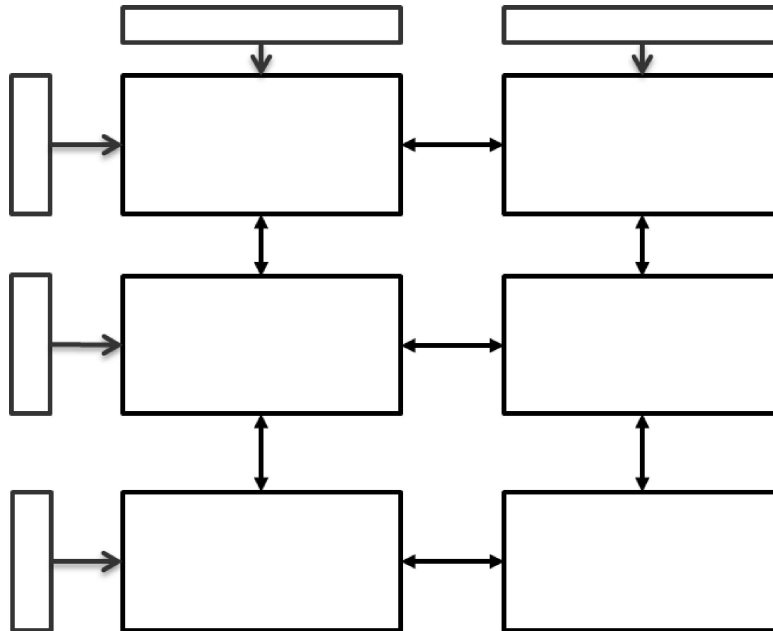
The correct answer is: command line interface

Question **37**

Correct

Mark 1.00 out of 1.00

What kind of interaction sequence is presented in the diagram below?



Select one:

- ☐ a. Hierarchy sequence
- ☐ b. Hub and spokes sequence
- ☒ c. Matrix sequence ✓
- ☐ d. Single sequence
- ☐ e. Network sequence

The correct answer is: Matrix sequence

Question **38**

Correct

Mark 1.00 out of 1.00

Short-term memory is also referred to as...?

Select one:

- ☐ a. Extrinsic cognitive load
- ☒ b. Working memory ✓
- ☐ c. Long-term memory
- ☐ d. Intrinsic cognitive load

The correct answer is: Working memory



Match the usability goal with the question(s) that should be addressed in meeting the goal.

Memorability

What kinds of interface support have been provided to help users remember how to carry out tasks, especially for systems and operations that are used infrequently?



Efficiency

Once users have learned how to use a system to carry out their tasks, can they sustain a high level of productivity?



Effectiveness

Does the system provide an appropriate set of functions that enable users to carry out all their tasks in the way they want to do them?



Learnability

How easy is it and how long does it take (i) to get started using a system to perform core tasks and (ii) to learn the range of operations to perform a wider set of tasks?



Utility

Is the system capable of allowing people to learn well, carry out their work efficiently, access the information they need, buy the goods they want, and so on?



Safety

Does the system prevent users from making serious errors and, if they do make an error, does it permit them to recover easily?



Is the system capable of allowing people to learn well, carry out their work efficiently, access the information they need, buy the goods they want, and so on?

What kinds of interface support have been provided to help users remember how to carry out tasks, especially for systems and operations that are used infrequently?

Does the system prevent users from making serious errors and, if they do make an error, does it permit them to recover easily?

Once users have learned how to use a system to carry out their tasks, can they sustain a high level of productivity?

How easy is it and how long does it take (i) to get started using a system to perform core tasks and (ii) to learn the range of operations to perform a wider set of tasks?

Does the system provide an appropriate set of functions that enable users to carry out all their tasks in the way they want to do them?

The correct answer is:

Memorability

What kinds of interface support have been provided to help users remember how to carry out tasks, especially for systems and operations that are used infrequently?

Efficiency

Once users have learned how to use a system to carry out their tasks, can they sustain a high level of productivity?

Effectiveness

Is the system capable of allowing people to learn well, carry out their work efficiently, access the information they need, buy the goods they want, and so on?

Learnability

How easy is it and how long does it take (i) to get started using a system to perform core tasks and (ii) to learn the range of operations to perform a wider set of tasks?

Utility

Does the system provide an appropriate set of functions that enable users to carry out all their tasks in the way they want to do them?

Safety

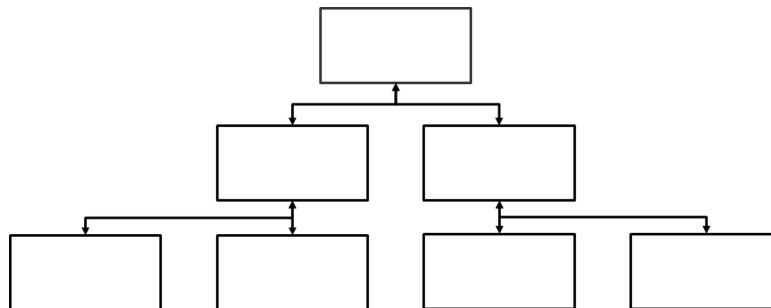
Does the system prevent users from making serious errors and, if they do make an error, does it permit them to recover easily?

Question **40**

Correct

Mark 1.00 out of 1.00

What kind of interaction sequence is presented in the diagram below?



Select one:

- ☐ a. Single sequence
- ☐ b. Hub and spokes sequence
- ☐ c. Network sequence
- ☐ d. Matrix sequence
- ☒ e. Hierarchy sequence ✓

The correct answer is: Hierarchy sequence