EXERCISE 9.1

Use the cognitive walkthrough example, and what you know about user psychology, to discuss the design of a computer application of your choice (for example, a word processor or a drawing package). (Hint: Focus your discussion on one or two specific tasks within the application.)

EXERCISE 9.2

What are the benefits and problems of using video in experimentation? If you have access to a video recorder, attempt to transcribe a piece of action and conversation (it does not have to be an experiment - a soap opera will do!). What problems did you encounter?

EXERCISE 9.3

Choose an appropriate evaluation method for each of the following situations. In each case identify

(i) The participants.

(ii) The technique used.

(iii) Representative tasks to be examined.

(iv) Measurements that would be appropriate.

(v) An outline plan for carrying out the evaluation.

(a) You are at an early stage in the design of a spreadsheet package, and you wish to test what type of icons will be easiest to learn.

(b) You have a prototype for a theatre booking system to be used by potential theatre-goers to reduce queues at the box office.

(c) You have designed and implemented a new game system and want to evaluate it before release.

(d) You have developed a group decision support system for a solicitor's office.

(e) You have been asked to develop a system to store and manage student exam results and would like to test two different designs prior to implementation or prototyping.