Question 1

(a) In the context of HCI, explain the meaning of evaluation. Give 3 reasons why it is important to evaluate systems.

(b) What are the methods that a designer can use to evaluate the usability of a product/system/software?

Question 2

(a) In HCI, questionnaires have long been used to evaluate user interfaces. Discuss 2 advantages and 2 disadvantages of using questionnaires as a technique of evaluation.

(b) One of the issues of using questionnaires is poor returned rates. Suggest 2 solutions to overcome this problem.

Question 3

(a) Analyse the questionnaire given below and then redesign the questionnaire to improve it. You must show at least 4 improvements in your answer. Give reasons for your answer. *(Note: Do NOT change the last question i.e. let it be an open question)*

PLEASE STATE YOUR AGE IN YEARS: ………

HOW LONG HAVE YOU USED THE INTERNET?   ☐   < 1 YEAR
(PLEASE CHECK ONE ONLY)   ☐   1-3 YEARS
                                                                      ☐   3-6 YEARS
                                                                      ☐   > 6 YEARS

DO YOU USE THE INTERNET TO:

   SEND-EMAIL   ☐
   FIND INFORMATION   ☐
   PURCHASE GOODS   ☐
   VISIT CHATROOMS   ☐
   READ NEWS   ☐

HOW USEFUL IS THE INTERNET TO YOU?
_____
_____

(b) Suggest a cost effective way to evaluate the usability of the Google Classroom. Justify your answer. Include also in your answer the steps to be followed to carry out the evaluation.

Additional questions (on your own, i.e. questions below will not be discussed during tutorial)
List the guidelines for designing questionnaire.