

Question 1

“To the user the UI is the system. Most interfaces need to be designed to accommodate both the novice and expert users at the same time.”

Do you agree with the above statement? Give 2 examples (**own examples**) to support your answer.

Question 2

- (a) How do the requirements of an expert user differ from those of a novice? Present your answer in a table format.
- (b) If you are developing a system that needs to cater for both the novice and expert users at the same time, which category of user would you pay more attention to? Give reasons for your answer.

Question 3

To design an effective interactive system, it is necessary to know the answers to the following 3 questions:

- 1. Who are the users?
- 2. What are the tasks?
- 3. What is the environment in which the system will operate?

Give reasons why it is important for a designer to have the answers to the above 3 questions?

Additional questions (on your own, i.e. questions below will not be discussed during tutorial)

Examine a(n) interface/computer application/website that you are UNFAMILIAR with.

- (i) Which type of user(s) does it cater for?
(you only need to state whether the interface/computer application/website is designed for novice or expert user or both)
- (ii) How do you know that this is the case?
- (iii) How does it make you feel as a novice user of that particular system?
- (iv) How could it be improved?

Examine a(n) interface/computer application/website that you are FAMILIAR with.

- (i) Which type of user(s) does it cater for?
(you only need to state whether the interface/computer application/website is designed for novice or expert user or both)
- (ii) How do you know that this is the case?
- (iii) How does it make you feel as a user of that particular system?
- (iv) Do you have any suggestion for improvement?