

**Question 1**

*Experts (UI/HCI Specialists)* can be involved in the design of user interfaces.

- (a) Explain how they can help developers to produce better user interfaces.
- (b) Evaluate the advantages and disadvantages of involving experts?

**Question 2**

Many large software development companies have usability laboratories to test their software.

- (a) Discuss the pros and cons of testing software in a usability laboratory.
- (b) How many tester(s) is/are needed for the first test and subsequent tests. Give reason for each of your answers.

**Question 3**

(a) Compare and contrast between *field studies* and *usability testing in a usability laboratory*.

(b) For field studies, what do you think are the right things to do in order to minimise the *Hawthorne/Observer Effect*?

(c) Fill-in the empty cells for the table below:

| Evaluation and testing        | Techniques |
|-------------------------------|------------|
| (1) with users involvement    |            |
| (2) without users involvement |            |