

Question 1

45 / 45 pts

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Match the term with the definition:

The amount of confidence the user has when using the system

The amount of confidence the user has when using the system

Clues within the design encouraging the user to form a consistent mental model of the system

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The path to becoming proficient

to becoming proficient. You selected Learnability. This was the correct answer.

Learnability

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Learnability

The degree in which the functionality and the data of the system is available to the user when he or she needs it

The degree in which the functionality and the data of the system is available to the user when he or she needs it

The degree in which the interface resembles something with which the user has used before

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Does the user want to use the system? Motivation

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The amount of effort or time required to perform a task	Efficiency
The amount the user needs to know to master the system	

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Simplicity

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Simplicity

Question 2 5 / 5 pts

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The Office 97 AutoCorrect feature was widely criticized because it compromised what usability principle?

☒ Trust

Some users were observed double-checking each and every correction. We eased this task in later versions by putting some UI (called On Object UI or OOU) on all corrections to make it easier for the user to see what was done.

Question 3

5 / 5 pts

The phrase "a force multiplier" is related to this variable.

- ☐ Trust
- ☐ Mapping
- ☐ Visibility
- ☐ Efficiency
- ☐ Familiarity
- ☐ Simplicity
- ☒ Motivation
- ☐ Learnability

Question 4

5 / 5 pts

The time or effort required to achieve proficiency

- ☐ Trust
- ☐ Motivation
- ☐ Mapping
- ☐ Efficiency
- ☒ Learnability
- ☐ Simplicity
- ☐ Visibility
- ☐ Familiarity

Question 5

5 / 5 pts

Show everything at once, and the result is chaos. Don't show everything, and stuff gets lost

☐ Simplicity

☒ Visibility

☐ Trust

☐ Efficiency

☐ Learnability

☐ Mapping

☐ Motivation

☐ Familiarity

Question 6

5 / 5 pts

A computer shall not waste your time or require you to do more work than is strictly necessary

☒ Efficiency

☐ Simplicity

☐ Mapping

☐ Trust

☐ Motivation

☐ Learnability

☐ Familiarity

☐ Visibility

Question 7

5 / 5 pts

Consistency and Compatibility are the two main components

- ☐ Trust
- ☐ Efficiency
- ☐ Mapping
- ☐ Simplicity
- ☐ Learnability
- ☒ Familiarity
- ☐ Motivation
- ☐ Visibility

Question 8

5 / 5 pts

Common tools to achieve this include Metaphors, Direct Education, and Deductive Reasoning

- ☐ Visibility
- ☒ Mapping
- ☐ Learnability
- ☐ Trust
- ☐ Simplicity
- ☐ Efficiency
- ☐ Familiarity
- ☐ Motivation

Efficiency.

Question 9

5 / 5 pts

A <computer> may not injure <your data> or, through inaction, allow <your data> to come to harm

- ☐ Simplicity
- ☐ Visibility
- ☐ Efficiency
- ☐ Learnability
- ☒ Trust
- ☐ Motivation
- ☐ Familiarity
- ☐ Mapping

Question 10

5 / 5 pts

I woke up this morning and noticed that one of my sprinklers was shooting water into my neighbor's open bedroom window. He did not wake up yet because he is a sound sleeper, but I get the feeling he won't be too pleased by this development. Meanwhile, I need to shut off that sprinkler. I rush into the garage and open the sprinkler control device. Unfortunately it does not tell me which zone is currently on (the sprinkler divides my yard into 12 zones, each zone corresponding to a half dozen heads) nor which zone corresponds to the troubled head. How can I know which zone to turn off so I can leave the other 11 on?

What is the main usability variable at work here?

- ☐ Learnability
- ☐ Efficiency
- ☐ Mapping
- ☐ Simplicity
- ☐ Familiarity
- ☐ Motivation
- ☐ Trust

- ☒ Visibility

I do not have enough information presented at decision time to make the correct decision. The first problem is visibility; once it is fixed then all is well.

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Question 11

5 / 5 pts

My professor was grading my homework on I-Learn and then hit the navigate-back button on the mouse by accident. He is so clueless! Didn't he know that most mice have that button these days? Anyways, this caused him to navigate away from the screen where he was inserting a lengthy commentary about how excellent my scenario and storyboard were. Realizing his mistake, he navigated back to find the edit control was empty! All his edits were lost by this mistaken navigation. Now he carefully places his edits in notepad before copy-pasting them into I-Learn.

What usability variable did blackboard fail at here?

☐ Visibility☐ Simplicity☒ Trust

His is fundamentally a trust issue. Because the user sees the system as untrustworthy, he needs to go through extreme measures (read "efficiency loss") to keep from losing data. One common unintentional action yielding a catastrophic loss is a trust issue.

☐ Efficiency☐ Mapping☐ Familiarity☐ Learnability☐ Motivation

All the information necessary is present. He just made a mistake.

Question 12

5 / 5 pts

I was recently looking through season 1 of *Lost* for an amusing little piece about one of the characters. Not remembering which episode it was on or anything that was going on, I was forced to look through all 7 disks in the DVD set. Unfortunately, it takes about 15 seconds for my DVD player to boot the movie, I have to sit through the copy-protection warning which is another 60 seconds, then I need to wait for the menu screen to finish its animations before I can make my episode selection. All in all, I spend almost 20 minutes wading through all this dead time.

What usability principle did the *Lost* DVD fail at here?

☐ Learnability☐ Simplicity☐ Mapping☐ Familiarity☐ Trust☒ Efficiency

An expert would still spend 10 minutes because of the slow warning-screens that we are forced to sit through. ARGH! how many times do I need to look at it already?

☐ Visibility☐ Motivation

True the complete transcript of each episode is not present on the box, but that would be unreasonable. The interface (box and DVD menus) display all the data that one would expect them to. They can't help it if I am looking for something specific.