Quiz #1 –Applied HCI
Instructor Dr.Wafa Basit
Date: 10th September,2025

Student Name:----------------------------   **Roll#: ------------------------------**

Problem Scenario

A university has received complaints from students that its online course registration portal is **confusing and time-consuming**. Students report difficulties in:

- Finding available courses,
- Understanding prerequisites, and
- Registering without system errors.

The university wants to **redesign the portal** to improve usability, efficiency, and student satisfaction.

Questions

Q1. Identify **three user goals** that should guide the redesign of the course registration portal. (3 marks)

Q2. Apply the **Goal-Question-Metric (GQM) Approach** to measure one of the goals. write

- The goal,
- A key question, and
- At least one metric that could be collected. (6 marks)

Q3. Propose a **solution design** that is closer to the **mental model of the students** rather than the system's implementation model. Briefly explain how your solution aligns with their expectations. (6 marks)

Q4. Identify the **domain** of this project and explain why it is important to recognize the domain before starting design. (4 marks)

Q5. Suggest at least **three ways to research user requirements** for this project (e.g., methods of gathering data from students). Explain briefly why these methods are suitable. (8 marks)