**Self-test Questions**

Top of Form

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **1** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is not a task that will be carried out by a user of a system through its interface? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Issuing commands to the system to indicate what the user wants to do. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Responding to and correcting errors. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Storing data in a database. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **2** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is the best definition of a metaphor? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | A term that is used figuratively to describe something but is not applied literally. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | A term that is used to describe something as being like something else |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | A narrative technique describing one thing in the guise of another. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **3** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is not a metaphor for the way that users interact with the user interface? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Direct manipulation. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Scenario. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Dialogue. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **4** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which kind of message is both an input message and an output message? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Prompt. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Data. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Help. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **5** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which kind of message is provided by a system when it displays a request for the user to enter data? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Status. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Help. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Prompt. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **6** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Why is the design of direct manipulation GUI interfaces more complicated than text-based dialogues? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | They are event-driven, and the user can create events, such as button clicks, in any order. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | There is no way of representing GUI interfaces in UML. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | They can only be implemented using Visual Basic or Java. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **7** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is not a characteristic of good user-interface dialogues? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Appropriate user support. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Minimal user input. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Minimal feedback from the system. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **8** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif A system provides hypertext help and tooltips, which display information about buttons in the toolbar when the mouse cursor moves over them. Which of the following characteristics of good dialogues is this an example of? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Appropriate user support. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Consistency. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Minimal user input. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **9** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is an example of consistency? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | All dialogue boxes have an ‘OK’ button and a ‘Cancel’ button centred at the bottom of the dialogue box. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | When a shareware package starts, if it has not been licensed, the user has to click a button labelled ‘I agree’, which appears in different positions in the start-up dialogue box on different occasions. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | When entering a value, the user can sometimes type it in and sometimes select it from a list |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **10** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is not an example of minimal user input? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | The user can enter abbreviations. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | The user has to re-enter values in full when he or she has made an error. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | The user can use control key combinations as shortcuts to menu items. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **11** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Some organisations set standards for user interface design. What are these standards called? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Ethnographic standards |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | GUIdes (short for ‘GUI design’). |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Style guides. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **12** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is not a list of factors that affect the design of the user interface? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | The nature of the task that the user is carrying out, the type of user, the amount of training the user will have undertaken, the frequency of use and the hardware and software architecture. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | The nature of the task that the user is carrying out, the type of user, the amount of training the user will have undertaken, the frequency of use and the database architecture. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | The nature of the task that the user is carrying out, the type of user, the choice of requirements gathering techniques, the frequency of use and the hardware and software architecture. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **13** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is a list of approaches to user interface design? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Structured, ethnographic and scenario-based. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Consistent, adequate and minimal. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Requirements, design and evaluation. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **14** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is not a characteristic of structured approaches to user-interface design? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | They are based on a life cycle broken down into stages, steps and tasks. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | They require the designer to participate in the day-to-day work of users. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | They define specific techniques and lay down which techniques to use in each step or task. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **15** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is not a characteristic of ethnographic approaches to user interface design? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | They require the designer to participate in the day-to-day work of the users. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | They use quantitative methods based on statistical analysis. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | They recognise that different users have different subjective experiences of using systems. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **16** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is used as a criticism of laboratory testing of user interface designs? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | The tests lack ecological validity. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | The tests take too long. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | There is not evidence that the tests improve usability. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **17** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is not a characteristic of scenario-based approaches to user interface design? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | They use checklists, such as the contextual analysis questionnaire. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | They use text or storyboards to describe interaction with the system step by step. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | They can be used to visualise how users will interact with a new system. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **18** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which kind of user interface design approach is closest to use case analysis? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Structured. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Ethnographic. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Scenario-based. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **19** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif What is meant by the term ‘design claims’ in scenario-based design? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Expense claims from designers who participate in the day-to-day work of users. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Supporting documentation that justifies the design decisions embodied in scenarios. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Document management support for the use of scenarios. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **20** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is a list of criteria for measuring usability? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Learnability, efficiency, flexibility and reusability. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | User-friendliness, throughput, consistency and attitude. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Learnability, throughput, flexibility and attitude. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **21** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following organizations has laid down standards for the ergonomics of visual display terminals? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | International Standards Organization (ISO). |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Object Management Group (OMG). |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Unified Modelling Group (UMG). |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **22** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif Which of the following is not a requirement on employers under the UK’s Health and Safety Regulations for Display Screen Equipment? | | |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **A)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | The employer must analyse workstations to assess and reduce risks. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **B)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | The employer must provide training on health and safety relevant to workstations. |
|  | | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | **C)**http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | The employer must monitor employees’ use of workstations electronically. |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |

# Results Reporter

Out of 22 questions, you answered 8 correctly, for a final grade of 36%.

|  |  |
| --- | --- |
| 8 correct (36%) | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/bg.gif |
| 14 incorrect (64%) | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/bg.gif |
| 0 unanswered (0%) | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/bg.gif |

|  |
| --- |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Your Results: | | | | |
| The correct answer for each question is indicated by a This is the correct answer.. | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **1** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is not a task that will be carried out by a user of a system through its interface? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **A)** | Issuing commands to the system to indicate what the user wants to do. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **B)** | Responding to and correcting errors. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | Storing data in a database. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **2** | **CORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is the best definition of a metaphor? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **A)** | A term that is used figuratively to describe something but is not applied literally. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **B)** | A term that is used to describe something as being like something else | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | A narrative technique describing one thing in the guise of another. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **3** | **CORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is not a metaphor for the way that users interact with the user interface? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | Direct manipulation. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **B)** | Scenario. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | Dialogue. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **4** | **CORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which kind of message is both an input message and an output message? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | Prompt. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **B)** | Data. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | Help. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **5** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which kind of message is provided by a system when it displays a request for the user to enter data? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **A)** | Status. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **B)** | Help. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | Prompt. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **6** | **CORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Why is the design of direct manipulation GUI interfaces more complicated than text-based dialogues? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **A)** | They are event-driven, and the user can create events, such as button clicks, in any order. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **B)** | There is no way of representing GUI interfaces in UML. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | They can only be implemented using Visual Basic or Java. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **7** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is not a characteristic of good user-interface dialogues? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | Appropriate user support. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **B)** | Minimal user input. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | Minimal feedback from the system. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **8** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | A system provides hypertext help and tooltips, which display information about buttons in the toolbar when the mouse cursor moves over them. Which of the following characteristics of good dialogues is this an example of? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | Appropriate user support. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **B)** | Consistency. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | Minimal user input. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **9** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is an example of consistency? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | All dialogue boxes have an ‘OK’ button and a ‘Cancel’ button centred at the bottom of the dialogue box. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **B)** | When a shareware package starts, if it has not been licensed, the user has to click a button labelled ‘I agree’, which appears in different positions in the start-up dialogue box on different occasions. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | When entering a value, the user can sometimes type it in and sometimes select it from a list | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **10** | **CORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is not an example of minimal user input? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | The user can enter abbreviations. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **B)** | The user has to re-enter values in full when he or she has made an error. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | The user can use control key combinations as shortcuts to menu items. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **11** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Some organisations set standards for user interface design. What are these standards called? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | Ethnographic standards | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **B)** | GUIdes (short for ‘GUI design’). | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | Style guides. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **12** | **CORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is not a list of factors that affect the design of the user interface? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | The nature of the task that the user is carrying out, the type of user, the amount of training the user will have undertaken, the frequency of use and the hardware and software architecture. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **B)** | The nature of the task that the user is carrying out, the type of user, the amount of training the user will have undertaken, the frequency of use and the database architecture. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | The nature of the task that the user is carrying out, the type of user, the choice of requirements gathering techniques, the frequency of use and the hardware and software architecture. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **13** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is a list of approaches to user interface design? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | Structured, ethnographic and scenario-based. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **B)** | Consistent, adequate and minimal. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **C)** | Requirements, design and evaluation. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **14** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is not a characteristic of structured approaches to user-interface design? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | They are based on a life cycle broken down into stages, steps and tasks. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **B)** | They require the designer to participate in the day-to-day work of users. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **C)** | They define specific techniques and lay down which techniques to use in each step or task. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **15** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is not a characteristic of ethnographic approaches to user interface design? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | They require the designer to participate in the day-to-day work of the users. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **B)** | They use quantitative methods based on statistical analysis. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **C)** | They recognise that different users have different subjective experiences of using systems. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **16** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is used as a criticism of laboratory testing of user interface designs? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | The tests lack ecological validity. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **B)** | The tests take too long. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **C)** | There is not evidence that the tests improve usability. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **17** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is not a characteristic of scenario-based approaches to user interface design? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | They use checklists, such as the contextual analysis questionnaire. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **B)** | They use text or storyboards to describe interaction with the system step by step. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **C)** | They can be used to visualise how users will interact with a new system. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **18** | **CORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which kind of user interface design approach is closest to use case analysis? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | Structured. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **B)** | Ethnographic. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **C)** | Scenario-based. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **19** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | What is meant by the term ‘design claims’ in scenario-based design? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | Expense claims from designers who participate in the day-to-day work of users. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **B)** | Supporting documentation that justifies the design decisions embodied in scenarios. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **C)** | Document management support for the use of scenarios. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **20** | **CORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is a list of criteria for measuring usability? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | Learnability, efficiency, flexibility and reusability. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **B)** | User-friendliness, throughput, consistency and attitude. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **C)** | Learnability, throughput, flexibility and attitude. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **21** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following organizations has laid down standards for the ergonomics of visual display terminals? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | International Standards Organization (ISO). | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **B)** | Object Management Group (OMG). | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | Unified Modelling Group (UMG). | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
|  | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| **22** | **INCORRECT** | http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | Which of the following is not a requirement on employers under the UK’s Health and Safety Regulations for Display Screen Equipment? | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **A)** | The employer must analyse workstations to assess and reduce risks. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | |  | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio_selected.gif | **B)** | The employer must provide training on health and safety relevant to workstations. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | This is the correct answer. | |  |  |  | | --- | --- | --- | | http://highered.mcgraw-hill.com/olcweb/styles/v1_Europe/europe/radio.gif | **C)** | The employer must monitor employees’ use of workstations electronically. | |
| http://highered.mcgraw-hill.com/olcweb/styles/shared/spacer.gif | | | | |