

Feedback — Quiz 3

You submitted this quiz on **Wed 14 Nov 2012 1:19 AM PST -0800**.
You got a score of **6.00** out of **6.00**.

This quiz is about the material covered up to Weeks 4 and 5 lectures so we recommend you to watch all the videos before submitting your answers.`alert("Boo!");`hahaha

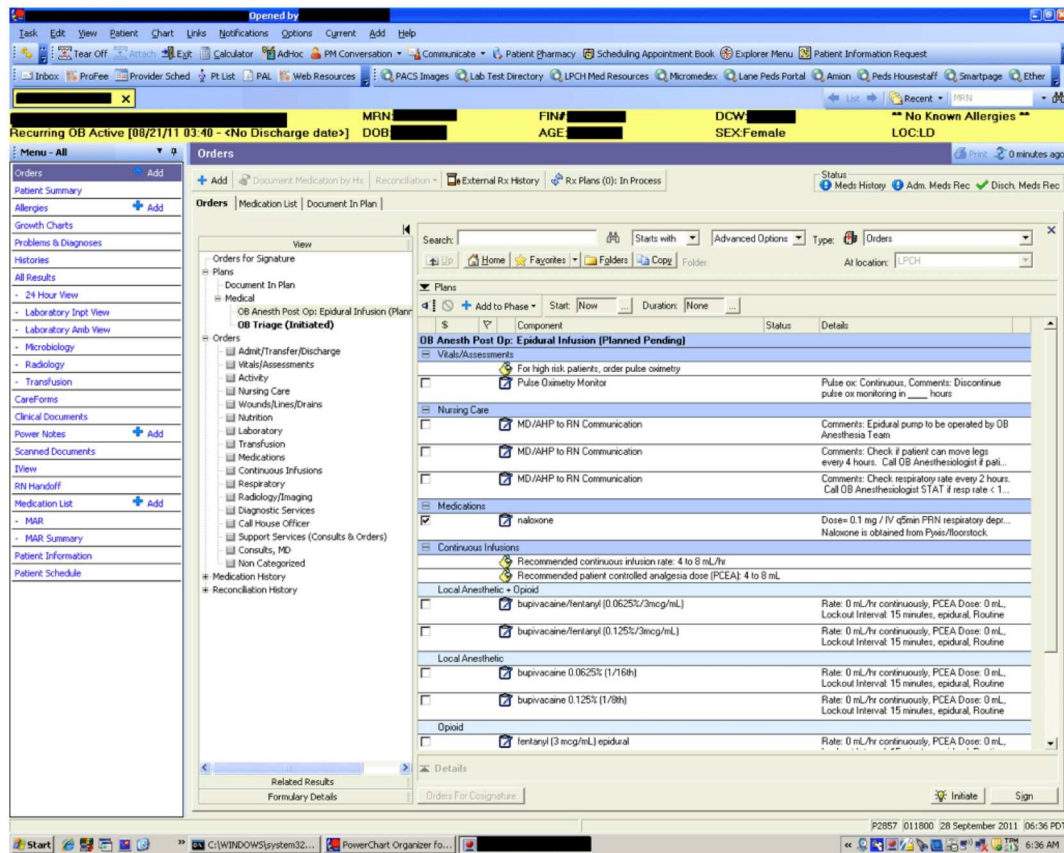
Question 1

In which of these cases is heuristic evaluation preferable to user testing? Check all that apply.

Your Answer	Score	Explanation
<input type="checkbox"/> When your participants know absolutely nothing about design	✓ 0.20	Heuristic evaluation are usually done by "experts" who are familiar with the heuristics (or who can refer to them easily).
<input type="checkbox"/> You want to gather feedback from a lot of people	✓ 0.20	Heuristic evaluation is best with 3 to 5 people.
<input checked="" type="checkbox"/> When you want a cheap solution	✓ 0.20	Given that HE require fewer participants, you are likely to save money.
<input checked="" type="checkbox"/> When you want to gather feedback quickly	✓ 0.20	Heuristic evaluation is often quicker than user testing because they require less participants (3 to 5). Also, the fact of guiding their answers along the Heuristics help them think about some problems.
<input type="checkbox"/> When you want to have accurate feedback	✓ 0.20	By definition, user testing is more accurate than Heuristic Evaluation because the participants are not biased by the heuristics they try to follow. In that sense, HE can miss some problems.
Total	1.00 / 1.00	

Question 2

What heuristic is clearly violated by **both** these interfaces?



edd

https://ssl.catalinaexpress.com - New Accounts - Mozilla Firefox

Booking Functions

My Account	New Account	Find Account	Submit
Reservation Lookup	New Reservation	Reset Entries	Exit

Travel Information

General Information	Schedule & Fares	Travel Policies	Site Map
Catalina Island	About Us	Contact Us	Reservation Tips

All fields marked *** are required. Once all information has been entered: Click "Submit"

Questions or Comments
Zip Code, Phone, Fax: Numbers only. No dashes. Phone & Fax = 5555555555. No special characters.

If you live outside the United States, Please call 800-622-2354 for reservations.

Click "Exit" to return to the Home Page.

ACCOUNT		CITY	SAN FRANCISCO ***
PASSWORD	***** ***	ZIP CODE	94110 ***
CONFIRM	***** ***	STATE	CALIFORNIA ***
FIRST NAME	SCOTT ***	COUNTRY	
LAST NAME	KLEMMER ***	PHONE	***
ADDRESS LINE 1	***	FAX	
ADDRESS LINE 2		EMAIL ADDRESS	SRK@CS.STANFORD.EDU ***

Your Answer

Score


Explanation


None

<input type="radio"/> Flexibility and efficiency	
<input checked="" type="radio"/> Aesthetics and minimalist design	✓ 1.00
<input type="radio"/> Help	
<input type="radio"/> Recognize, diagnose, & recover from errors	
<input type="radio"/> Recognition over recall	
Total	1.00 / 1.00

Question 3

What heuristic is clearly violated by this interface?

 You have successfully answered the questions and logged in to your account. To start using your account, you must choose a new PIN. This will protect the privacy and security of your account and make it easier to log in the next time.

 **Failed to change PIN. The New PIN was not entered correctly. Please try again.**

To better protect your account, please make sure your PIN is easy for you to remember, but difficult for others to guess. When you are finished, click 'Continue' to start using your account.

* Required field

NOTE: If you plan to use the automated phone system, your new 4 to 8 character PIN should be numbers only.

Employer: Stanford University

SSN: XXXX-XX-XXXX

(SSN has been masked for your privacy and security)

Choose a New PIN: *

(Must be 4 to 8 characters in length)

Re-Type Your New PIN: *

Continue

Your Answer	Score	Explanation
<input type="radio"/> Show system status		
<input type="radio"/> Aesthetic & minimalist design		

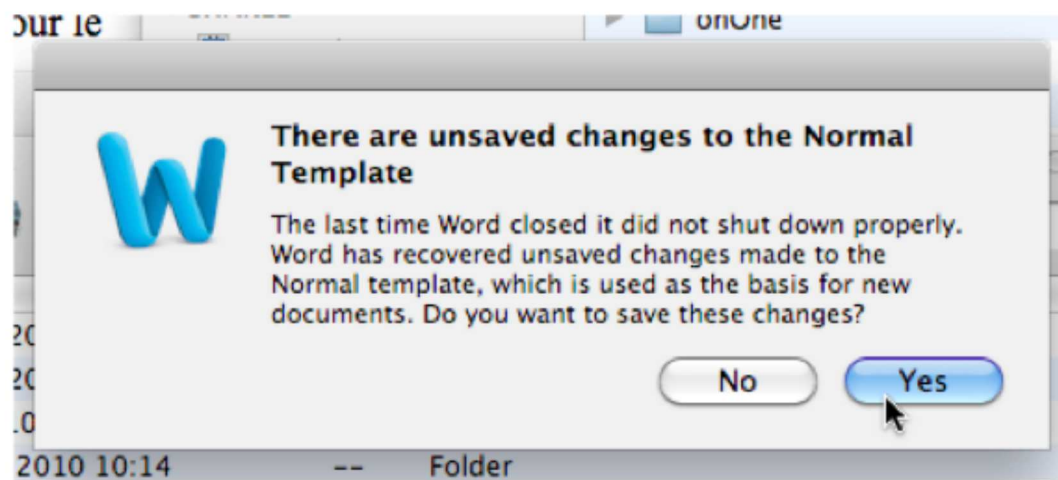
☐ Error prevention

☒ Recognize, diagnose, & recover from errors ✓ 1.00 The error message isn't precise about what went wrong and what the user should do to correct his error.

Total 1.00 / 1.00

Question 4

The OS X dialog for Word puts the [Yes]/[No] buttons close together.



Because the buttons are too close, a user clicks [No] in Word when they intend to click [Yes]. Was this a slip or a mistake?

Your Answer	Score	Explanation
-------------	-------	-------------

☐ Both

☐ Mistake

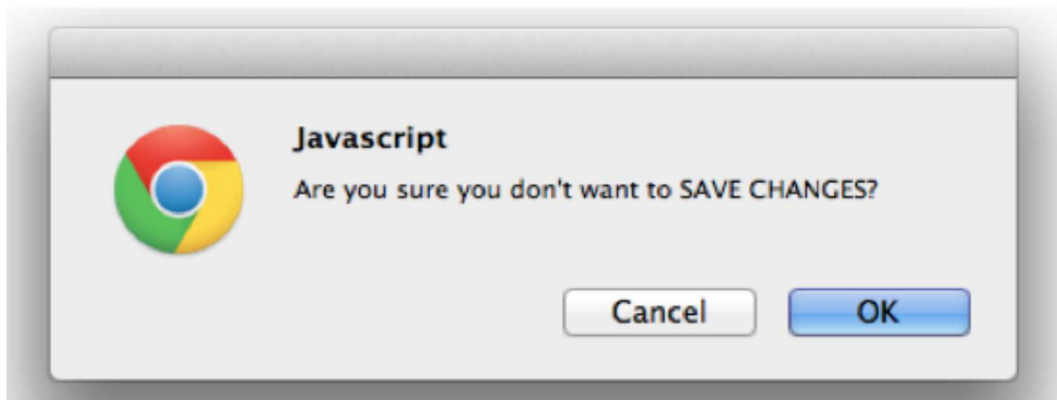
☐ None

☒ Slip ✓ 1.00 This is a motor error.

Total 1.00 / 1.00

Question 5

A website asks its users:



A user is in a hurry, clicks OK when she wants to save changes, and is surprised when her changes are not saved. Does she make a slip or a mistake?

Your Answer	Score	Explanation
<input type="radio"/> Both		
<input type="radio"/> Slip		
<input type="radio"/> None		
<input checked="" type="radio"/> Mistake	✓ 1.00	The wording of the dialog was unclear, causing the user to misunderstand what the dialog was asking. The question is misleading: if you have a quick glance at the alert popup, you only see "SAVE CHANGES". But in fact the full sentence means the opposite.
Total	1.00 / 1.00	

Question 6

The New York MTA map uses subway stations spaced for readability (all stations are at least 0.25 inch apart on the map). It represents subway lines as horizontal, vertical or at 45 degrees, while distorting landmasses, routes and directions to so.



In which situations would an MTA style map be more useful than a map that is to scale?

Your Answer	Score	Explanation
<input type="checkbox"/> When you're trying to get from point A to point B, and you have two subway lines to choose from (which follow different routes), and you want to choose the one that is the shorter distance	✓ 0.20	This map is not to scale.
<input checked="" type="checkbox"/> When a commuter exclusively uses MTA to travel, and wants to find a subway route from downtown Manhattan to JFK airport	✓ 0.20	With the regular spacing between stations and the parallel/perpendicular lines, it is easier for the user to visualize a line from JFK to Manhattan than if the lines were curved and entangled.
<input type="checkbox"/> None of the other propositions	✓ 0.20	Are you sure this map is not more efficient than a map that is to scale?

<input checked="" type="checkbox"/> When a traveller wants to count the number of stations from one point to another.	✓ 0.20	The regular spacing between the stations makes it easy to count them without forgetting any.
<input type="checkbox"/> When a tourist wants to find the southernmost subway-station of the MTA system	✓ 0.20	The geography of the map is not accurate: some lines next to the edges are compressed, and we don't really know where they are located in reality.
Total	1.00 / 1.00	

