02JSKOV - HUMAN COMPUTER INTERACTION

EXAM SIMULATION – 2021-01-14 / **POSSIBLE SOLUTIONS**

POSSIBLE ANSWER TO QUESTION 1

Positive:

- Grid system, easy to locate content.
- Clear containment of lecture information into boxes.

Negative:

- Inconsistent row spacing, leading to
    - a "messy" page
    - the difficulty of identifying start-end times
    - inconsistency between lecture duration and size of the information box
- Inconsistent hour formatting (why are some hours bold?)
- Low recognition of the elements inside the information box (same font, same color, same style for the different information items)

POSSIBLE ANSWER TO QUESTION 2

In Usability Testing the users should be instructed to perform one or more tasks, and these should be clearly defined, in order to:

- Limit the study to the portion of the application that is of interest.
- Ascertain whether users are able to reach the goal of the task (and in which way).
- Measure the chosen metrics, which will be defined according to the specific task.

POSSIBLE ANSWER TO QUESTION 3

Independent variables:

- Button vs. icon
- Size
- Color
- Vertical position (top/bottom)
- Horizontal position (left/right)

Dependent variables:

- Time needed to activate the function
- Number of undesired applications (number of "back" actions immediately after selecting the action)

POSSIBLE ANSWER TO QUESTION 4

Open-ended questions are good for a qualitative analysis, exploring user needs and user habits, in particular for discovering knowledge that is unknown or unexpected for the interviewer. Closed questions would be better for quantitative analysis, instead.

Advantages:

- Allow the user to express their needs.
- Allow the interviewer to follow-up and get more information.
- Encourage the user to speak freely and provide more details.

Avoided mistakes:

- Avoid the "interviewer bias" that could suggest the "preferred" answer to the user.
- Missing some important (for the user) aspect.