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# 02JSKOV - HUMAN COMPUTER INTERACTION

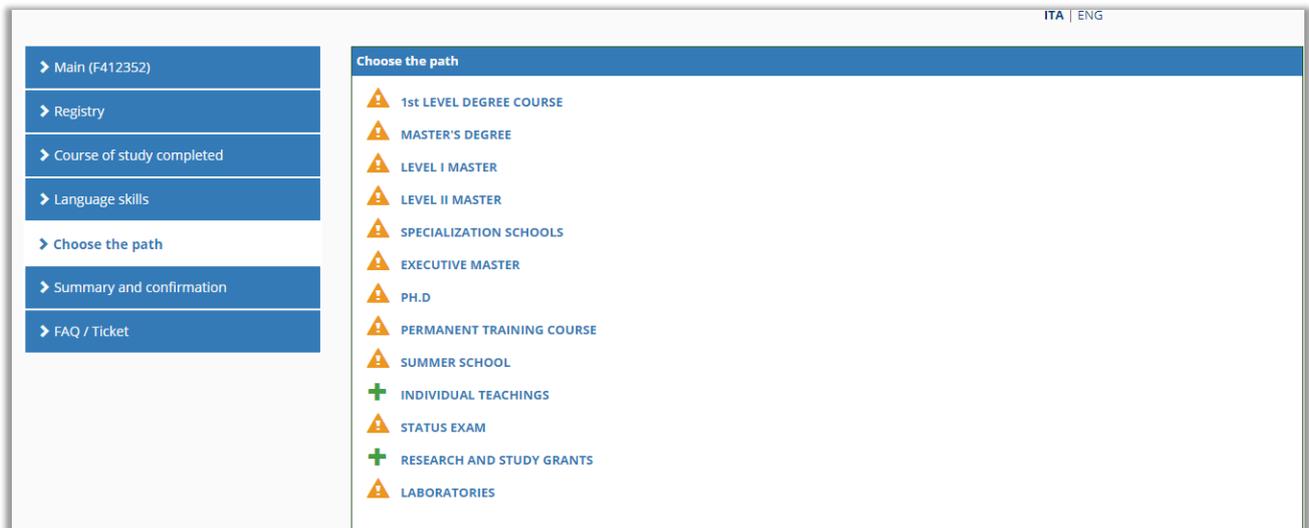
WRITTEN EXAM – 2021-01-28

Closed-book exam: no notes or other material are allowed. Allowed Time: 60 minutes.

The responses should be easy to read (write clearly!) and reasonably short (around 5-10 lines long).

1.

Consider the following fragment of a webpage, containing a step in the enrollment to Politecnico di Torino by a foreign student. Report and discuss the main violations (at least 4) of the Nielsen Usability Heuristics (see the summary in the next page) that can be found in this snapshot.



2.

Given the following task, produce a *Hierarchical Task Analysis*, including the main tasks, sub-tasks, and plans.

Task: *Share a group of pictures, from your smartphone, with a group of friends from your contacts.*

3.

List the questionnaires that are frequently used during Usability testing, and briefly mention their relative advantages.

4.

In which cases is a low-fidelity prototype preferable to a high-fidelity prototype?

**Nielsen's Usability Heuristics**

- #1: Visibility of system status
- #2: Match between system and the real world
- #3: User control and freedom
- #4: Consistency and standards
- #5: Error prevention
- #6: Recognition rather than recall
- #7: Flexibility and efficiency of use
- #8: Aesthetic and minimalist design
- #9: Help users recognize, diagnose, and recover from errors
- #10: Help and documentation