02JSKOV - HUMAN COMPUTER INTERACTION

EXAM SIMULATION – 2022-01-13 / **POSSIBLE SOLUTIONS**

POSSIBLE ANSWER TO QUESTION 1

Examples of problems and violations:

- Consistency: the title is in Italian, the text is in English
- Consistency: the acronym CPD and the acronym JCT refer to the same thing, but they are different
- Ambiguity: the dialog contains 2 questions, it's not clear to which of the questions the Yes/No choice refers to
- Ambiguity: the actual "question" for the Yes/No response is the LAST one (which is NOT formulated as a question, as it has an exclamation mark)
- Standards and User Freedom: NO (I don't want to fill the questionnaire) and LATER (please ask me later) are two separate choices. The standard solution would be a Yes/No choice, with a "remind me later" checkbox, or a 3-button choice.
- Standards: the "No, later" button is in Red, that should be reserved for errors or for dangerous situations (instead, it's a valid choice)
- Standards: the smileys in the buttons don't add any information, and make the buttons look non-standard

POSSIBLE ANSWER TO QUESTION 2

Pros:

- Possibly faster drawing time, and cleaner result
- Ease of reuse of similar parts of different pages
- If using a tablet with a pen, it may easily be integrated by hand-drawn portions (especially if they are complex to draw with a graphic software)
- …

Cons:

- Users may perceive an excessive "precision" and will refrain from producing "strong" feedback
- The time & quality investment introduces additional "friction" to throw away the design and explore different options
- There will be a strong temptation to use colors or "realistic" visual design
- Needs to be printed in any case; the printed version could look different (in size, resolution, aspect ratio) from the on-screen one, and may require tweaking
- …

POSSIBLE ANSWER TO QUESTION 3

User tolerance refers to the possible level of tolerance that a user of an AI system might have with each specific feature of the system. The concept of tolerance is connected to the properties of reliability, safety,

and trustworthiness of a human-centered AI system, and it is strictly dependent from the role of the feature: if it's a non-critical feature, users will be more forgiving.

Example of AI feature that is tolerated: word suggestions on smartphone keyboards, since it's a small feature happening at the right moment and easy to ignore.

Example of AI feature that isn't tolerated: very frequent and blocking feedback requests for improving the quality of movie recommendations, since it might erode the trust in the system.

POSSIBLE ANSWER TO QUESTION 4

Each evaluator will find different problems. If the 4 evaluators work separately, the number of distinct problems that may be found tends to increase. The different observations will then be merged, so in the final report we have the union of all problems found by any expert.

Conversely, if they worked together in evaluating the prototype, each expert's judgement would be affected by the others', and some opportunities to discover problems will be missed. Also, one expert will "operate" the prototype, and the others will just "look", having a less direct feeling. Finally, the discussion would inevitably merge discussions about "finding new problems" and "agreeing on the gravity of a problem", that in the traditional setting are tackled in clearly separated phases.