

Engenharia Informática (DI/FCT/UNL)

2013/2014

Interacção Pessoa-Máquina

Evaluation test 2

December 4, 2013

Duration: 1.30h

1 M Mithras
C C...
H Hoffmann
U User
V V...
F Flexibility
E E...
R R...
E E...
A A...

The test is in English. You may answer the questions in English or Portuguese. Either way, you should be concise and clear.

- 1) Consider 'think aloud' evaluation technique and describe:
 - a) How it works and what are its benefits
 - b) Two problems it may cause
- 2) Briefly explain why it is important to choose an appropriate font and point size when designing interactive software.
- 3) Point out two techniques to achieve greater simplicity in a graphic design. Justify.
- 4) What are the differences between heuristic evaluation and normal user studies?
- 5) The following comments belong to a heuristic evaluation performed on a web site. Identify the Nielsen's heuristic that best justifies each of the following usability problems found during the evaluation.
 - a) "Error messages are not clear and sometimes grammatically incorrect."
 - b) "The users have no way to save the data already entered and defer submission for later time."
 - c) "Step by step process, but no indication of progress (e.g.: step 2 of 6)."
 - d) "There is no confirmation page before submitting when editing guest information."
 - e) "The system's target users are from different linguistic communities. But there is no option to choose the language of interaction."
 - f) "There is no context sensitive help."

SCHIPHOL
MIDDELBURG

- 6) Considering the interface shown in the figure below, present the Keystroke Level Model to predict the task completion time when searching for trains from Schiphol to Middelburg on December 10, 2013 (departure time 16:00). For each step, indicate the user action. You don't need to indicate the exact time value for each action.

The screenshot shows the NS website with a 'Journey planner' form. The form has the following fields and options:

- From:** Station 1 (dropdown menu)
- To:** Station 2 (dropdown menu)
- Date:** 4 12 2013 (calendar icon)
- Time:** 16 43 (time picker)
- Options:** ☒ Departure ☐ Arrival
- Buttons:** 'More options' (link), 'Give me the price' (button)

The background of the website features a collage of Dutch wooden clogs and the text 'Holland by train' and 'All about travelling, tickets and prices.'

Interlocutor

- 7) Explain the major evolution steps between the different interaction paradigms.

no menu no
text

GOOD WORK!