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HCI Quiz 1

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If a company's software or website becomes more usable, name 3 areas/expenses in which they will be able to save or earn money.

1. Reduces training
2. Reduces tech support
3. Increases traffic flow (more ads viewed or more products sold)

4. What's another name for this field besides Human Computer Interaction or Usability?

Information Architecture

5. What is "mapping" in an interface?

Physically and logically locating controls or labels with the portion of the interface they control.

6. What is "affordance" in an interface?

Giving controls the appearance that they should be handled or noticed, like the horizontal lines on a scroll bar.

7. Give an example of a "constraint" in an interface.

Greying out fields to disable them when not in use.

8. What is the field of ergonomics concerned with?

How to best lay out a space so that an individual can be comfortable and productive.

9. Give an example of a modal interface / interaction.

A switch on central air that controls whether heat, cold, or just the fan is blowing.

Ok... I'll buy that

10. What's the most frustrating user interface you've dealt with, and why? You'll get credit for any reasonable answer.

Droid. It's great for twinking things, but I do enough - I just want my phone and tablet to work.

Bonus: What is knurling? Why is it used?

Giving a surface slight raised features as to make gripping easier.