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HCI Quiz 4

Name: Brandon Buchanan

1. Name a benefit of using personas.

✓ Describes one type of user, gives information about a typical user

2. Name a pro and a con of doing Contextual Inquiries

✓ Pro: Allows direct observation of a user, what a user reports can be different than what user does

Con: Can be boring and drawn out

3. Which is the most appropriate "role" for you to take when performing a CI (choose one):

- ✓
- ☐ Guest, where they are the host
 - ☒ Apprentice, where they are the master
 - ☐ Interviewer, where they are the interviewee
 - ☐ Expert, where they are the novice

4. When (at what stage) in the software development process does CI take place?

✓ Requirements, the users' process affects what is designed to provide for a better user experience.

5. What is a "breakdown" in Contextual Inquiry?

✓ A fluke in a particular process that hinders the user, like a user trying to send an email, but the server is down.

Write the names of each of the 5 types of CI models, and a brief description of the information they contain:

Model Name	Description
6. Workflow	The user and people or systems he/she interacts with
7. Sequence	Flow of processes to demonstrate a task,
8. Cultural	The user and people and the relationships they have between each other, not as a technical aspect, but a social one.
9. Artifact	An object that a user utilizes during their work, like paper or a computer.
10. Physical	The environment of the user.

Bonus: What is a Likert scale?

+2 Simple scale of rating, usually with ~~1-5~~ or strongly agree/disagree, agree/disagree, and neutral options.

~~1~~
Bonus 2

+3 Pet Supplies