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HCI Quiz 6

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1. Name one of the three factors to consider when assigning a severity rating in a heuristic evaluation:

whether the problem is merely cosmetic or limits functionality
impact

2. Which method involves asking these questions about each step in a task?

1. Will the user be trying to achieve the right effect?
2. Will the user know that the correct action is available?
3. Will the user know that the correct action will achieve the desired effect?
4. If the correct action is taken, will the user see that things are going ok?

Nielsen's

3. For the method in question 2, which type of interface should it be used for?

- a. traditional software only
- b. complex software/websites that require extensive training
- c. websites only
- d. simple software/websites that require no training

4. Why is a heuristic evaluation sometimes called "discount usability"?

The heuristic provides insight into usability without the need of a large group of people to evaluate it independently.

5. What's a major difference between Nielsen's heuristics and the Research-Based Web Design and Usability Guidelines?

Nielsen's heuristics do not take into specific accounts of the disable audience, whereas ROWDUG targets a wide audience.

ok

6. What is a double-expert (in a heuristic evaluation)?

When a given situation can fall under two or more heuristics

Choose *2* of Nielsen's heuristics and give an example of a real life success story or failure for each. If you don't know the exact name, that's ok, but I should be able to tell which one you're talking about.

✓ 7. Heuristic Aesthetic and minimalism

✓ 8. Example Cramming lots of information and colors into the ETSU emails means that it doesn't look nice, but more importantly, people aren't as likely to read it.

✓ 9. Heuristic Use common ideas: Consistency and standards

✓ 10. Example Reuse of iOS from iPhone to iPad not only saved Apple the hassle of creating another OS, but meant users already knew how to use the iPad.

Bonus: Name one of Shneiderman's Eight Golden Rules. If you don't know the exact name, that's ok, but I should be able to tell which one you're talking about. Write an explanation if that helps.