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**CS 352: Usability Engineering**

**Winter 2010, Dr. Burnett**

**Quiz #1 Grading - 2 points per question (10 points total).**

1. We know that Norman's gulfs:
  - (1) gulf of execution and
  - (2) gulf of evaluationdescribe gaps that can exist in the user's understanding of the interface. This helps us to think about how to design the interface to enable the user to cope with them. Write the number of the gulf (1 or 2) next to the descriptions below:
  - a) Gap in understanding how to perform the desired task: \_\_\_\_\_
  - b) Gap in understanding whether the user did the right action for the desired task: \_\_\_\_\_
  
2. Different interfaces have different usability goals. Which goals are described below? (Choose from: utility, learnability, effectiveness, memorability, safety)
  - a) How easy an interface is to understand before ever using it: \_\_\_\_\_
  - b) How easy an interface is to recollect how to use after learning it: \_\_\_\_\_
  
3. Which design principle refers to interface elements (e.g. buttons, icons, links and scrollbars) encouraging the action they intend to support? (Circle the one best answer.)
  - a) feedback
  - b) constraints
  - c) consistency
  - d) affordance
  
4. Chapter 2 says sometimes designers choose a "metaphor" when designing. Into which of Mike Madison's 6 steps would choosing a metaphor fit? (Circle the one best answer from Mike's 6 steps: pre-dispositions, research, concept, prototype, insight, strategy).
  
5. When should you do interaction design? (Circle the one best answer.)
  - a) At the beginning of software project to establish needs and requirements correctly.
  - b) During the design and implementation phases.
  - c) During the testing phase.
  - d) All of the above
  - e) None of the above.

*Important: If you need to make any assumptions, write them down on the test so that we know what you're thinking!*