Answer everything in the exam booklet. If you are unclear about anything, please note your assumptions with your answer. There are 25 marks on the exam, so you have 3 minutes for each mark. Remember: quality, not quantity. Good luck.

Part 1: 2 marks each x 8 questions = 16 marks. (Write about 1-2 sentences per mark.)

1. What is an example of a heuristic for evaluation? Why are such heuristics useful?

2. What are the two sides of a tradeoff associated with scenario-based design?

3. Why is it difficult to finalize requirements of a new system? What is an approach that may help?

4. Why is it important to consider a user's mental model?

5. What can the GOMS keystroke-level model tell us and what can't it tell us?

6. What is a benefit of engaging users in the design of new software? What is risk if they are not engaged?

7. Why are artifacts important in understanding tasks?

8. What are the two sides of a tradeoff associated with metaphors?

Part 2: 9 marks.   The following screenshot shows the settings I used to generate a recent participation question (the only thing missing is the title). I intended it to be visible only to CS305 students, but instead I got answers from CS828 students as well. I have created groups for CS305 and CS828 and each of these groups is also a grouping. A bit of terminology: grouping means (according to the help text which appears after clicking on the question mark beside the term below) "*a collection of groups within a course. If a grouping is selected, then users assigned to groups within the grouping will be able to work together. Group mode must be set to separate or visible groups.*" From my experience with the system, the stated requirement for "group mode" is not enforced. The assignment did not appear as I anticipated because I forgot to check one box on the interface.

Does the setting that I have mistakenly specified below have any meaning? (1 mark) Outline (point form is acceptable) a problem scenario (2 marks) with claims analysis (2 marks), followed by an activity scenario (2 marks) with claims analysis (2 marks) that address this issue.