

**Final Exam**  
CS305/CS828 201210 • D. H. Hepting  
April 19, 2012 • 14:00-17:00

Answer everything in the exam booklet. I won't answer any questions during the exam, just state your assumptions with your answer. There are 50 marks on the exam, so you have over 3 minutes for each mark. Remember: quality, not quantity. Good luck.

**Part 1: 2 marks each x 15 questions = 30 marks. (Try to write about 1-2 sentences per mark.)**

1. What does Fitts' Law describe?
2. How can one use the SBD process on a project that is being maintained?
3. Can a common application be unintuitive? Why?
4. How can a low fidelity prototype be valuable?
5. Are WIMP interfaces still valuable? Why?
6. How can one tell if the level of detail in a scenario is appropriate?
7. How do information and interaction scenarios relate to the gulfs of execution and evaluation?
8. How is Gestalt important to us in this class?
9. If 2 people go through a tutorial example in CogTool and do all the steps properly, their predicted times might still be different. Why?
10. What did Nielsen have to say about "bugs versus bad design"?
11. Give an example for each of analytical and empirical evaluation.
12. What is the business case for understanding what users want from a software system?
13. Can we ensure that a user has the correct mental model?
14. How can a high fidelity prototype be a hindrance?
15. What may happen if people are coerced to participate in a user study?

**Part 2: 10 marks each x 2 questions = 20 marks.**

Consider the following situation. *Jim wants to buy eggs from a local farmer, Malcolm, who has a website for his farm. Malcolm makes deliveries to Regina every month and advertises eggs for sale on his website before his scheduled deliveries. When all the eggs are sold, no further orders can be placed. Malcolm's other customers have always placed their orders before Jim and so Jim hasn't gotten any of Malcolm's eggs yet. Jim would like to let Malcolm know he wants to buy his eggs, but can't.*

1. Does this description constitute a problem scenario? Why? If needed, write a version that includes any missing elements (use your experience this semester to make realistic assumptions). Do a claims analysis.
2. Explore possible solutions by brainstorming the implications of metaphors and technology, thinking about the relevant HCI knowledge, and sketching a possible interface (with annotations as appropriate).