CS828-001 201030
Final Exam
December 16, 2010, 14:00 – 17:00
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Answer everything in the exam booklet. I won't answer any questions during the exam, just state your assumptions with your answer. There are 60 marks on the exam, so you have 3 minutes for each mark. Remember: quality, not quantity. Good luck.

Part 1: 4 marks each x 10 questions = 40 marks.

1. What does one gain and lose by employing the scenario based design approach?

2. Compare and contrast the examination of e-mail archives in place of field studies.

3. What needs to be considered when deciding which parts of an activity to automate?

4. Explain the importance of "gulf of evaluation" and "gulf of execution" to our course.

5. How do we balance efficiency with ease of learning when deciding how to specify commands?

6. Discuss whether it is feasible to do user testing on a tight budget and schedule.

7. How is it possible to get valuable insights from users about their usability problems?

8. How is it possible to overcome the "production paradox" with respect to documentation?

9. Reduced interpersonal communication cues can help discussion of awkard concerns, but this may also encourage inappropriate behaviour. How do we balance these issues?

10. How would you approach the tradeoff between localization of interfaces, which improves cultural diversity at higher cost, and globalization of interfaces that weakens cultural diversity while saving money?

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

Consider the following situation. *Bob is pleased overall with his experience in moodle this semester. Now that the final exam is almost upon him and his students, he is feeling overwhelmed. He looks at the course home page and sees that it could fill 3 or 4 pages. He's not sure which areas need his attention. He's particularly unsure about the individual presentation assignment he gave. He wants to ensure that the students have all their other marks in place before the exam, but he has a lot on his mind and this may just take too much time and effort right now.*

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).

Have a great Christmas break. I have enjoyed the class. I hope that you did too.