HCI

(a) Describe two quantitative and two qualitative techniques for analysing the usability of a software product. [4 marks]

(b) Compare the costs and benefits of the quantitative techniques. [6 marks]

(c) Compare the costs and benefits of the qualitative techniques. [6 marks]

(d) If restricted to a single one of these techniques when designing a new online banking system, which would you choose and why? [4 marks]