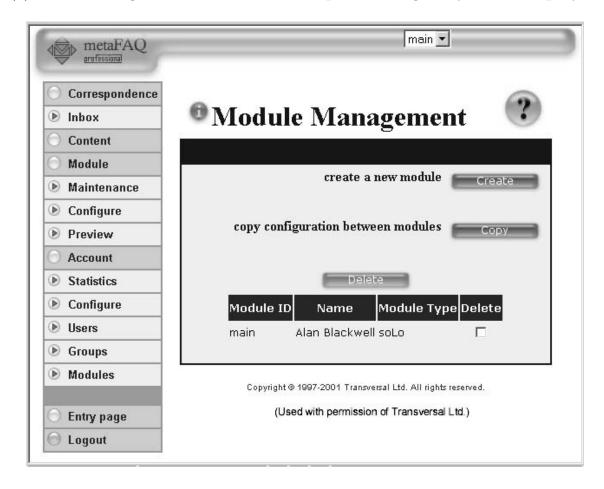## 2002 Paper 9 Question 4

HCI

(*a*) Identify *three* notations that might be found in the user interface of a generic word processor. For *each* of these, identify an important attribute relevant to the design of a new word processor, explaining how *each* would affect users' experience of the product. [10 marks]

(*b*) The following screen shot is taken from a product designed by a local company.

Describe *two* techniques for examining usability of this product, suggesting for *each* of them *four* ways in which they might influence the design. [10 marks]