Human–Computer Interaction

You have been asked to work as a usability consultant, for a company where the development team has created a new version of an existing product. Two important requirements were that the new user interface should be both efficient and intuitive.

(a) How would you interpret each of these requirements, in the light of your knowledge of HCI? [1 mark each]

(b) The development team claim that their new user interface is already more efficient than the old one. Explain in detail how you could measure whether this claim is justified. [7 marks]

(c) The developers also claim that their new version is already more intuitive than the old one. Explain in detail how you could measure whether this claim is justified. [7 marks]

(d) What technique could you have used to predict each of these measured improvements, if you had been consulted earlier in the design cycle? [2 marks each]