Human–Computer Interaction

In designing a university-wide student information system for Cambridge, it is necessary to meet the usability requirements of various groups, including (amongst others):

(i) staff working in college tutorial offices, and

(ii) people applying online for admission as graduate students.

(a) In what respects would the usability requirements of these two groups be likely to differ? [2 marks each]

(b) Which usability analysis methods would provide most insight into typical usage scenarios for each of these two groups? For each method, explain the reason why it would be appropriate, and also the analysis procedures that should be followed. [5 marks each]

(c) Drawing on either heuristic evaluation, cognitive dimensions of notations, or relevant components of both, suggest three specific interaction features that might address the needs of these different users. [6 marks]