

## 2008 Paper 7 Question 12

### Human–Computer Interaction

You have identified a market opportunity for home media players that would cater for older members of the population. Many older people have difficulty understanding the operating principles of devices such as MP3 players, “internet radios” for streaming audio, and personal video recorders and players.

Describe design and evaluation processes that could be used by a start-up company to improve the usability of such devices for this population.

You should consider several different stages of the product design cycle, and describe *five* different user interface design techniques that would be relevant at those different stages. [4 marks each]