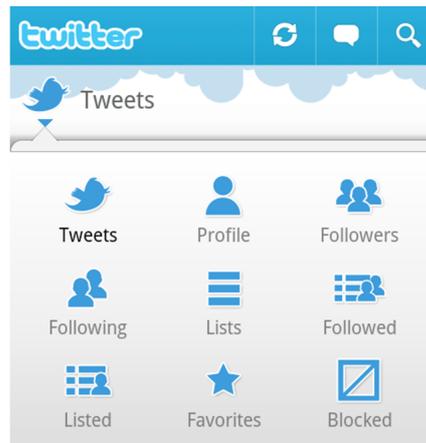


6 Interaction Design (HG)

- (a) Describe three problems that affect the data and requirements gathering process, and provide one solution for each problem. [3 marks]
- (b) State and briefly describe each of the six principles of Gestalt psychology that have implications for user interface design. Explain how each of the six principles of Gestalt psychology have been employed in the design of the interface given in the figure below. [12 marks]



- (c) A company has just completed the heuristic evaluation of a digital music player, and identified the problem areas provided in the list below. Indicate which usability principle or principles each problem violates for five of the following problems. [Note: it is possible that each problem violates more than one usability principle, and that the same principle is violated multiple times for different problems.]

P1. Inconsistencies between menus and buttons.

P2. Some language does not correspond with user terminology.

P3. There are buttons that the user may not realize are buttons.

P4. Not all buttons have tooltips.

P5. There are inconsistencies with Windows operating system standards.

P6. Undo commands basically unsupported.

P7. Help content uses different terminology from application.

P8. System does not always provide user with enough information about the task being performed. [5 marks]