

## 2001 Paper 9 Question 4

### Advanced Graphics and HCI

(a) Which usability evaluation techniques are most appropriate to the following situations? For *each*, say why this is so.

(i) An expert user performing a familiar task.

(ii) An expert user designing a novel solution.

(iii) A new user using a system for the first time.

[6 marks]

(b) Sketch *three* screens of a prototype for an online newspaper that can be customised to users' interests.

(i) How could a development team test the usability of this prototype cheaply and quickly? Describe some basic procedures that could be applied during testing.

(ii) Contrast the benefits of doing a Cognitive Walkthrough evaluation to those of the procedure you have just described, in the context of this system.

(iii) Give an example of one stage of the Cognitive Walkthrough process, as it would apply to one of the screens you have sketched.

[14 marks]