

2002 Paper 7 Question 10

HCI

- (a) Describe *two* quantitative and *two* qualitative techniques for analysing the usability of a software product. [4 marks]
- (b) Compare the costs and benefits of the quantitative techniques. [6 marks]
- (c) Compare the costs and benefits of the qualitative techniques. [6 marks]
- (d) If restricted to a single one of these techniques when designing a new online banking system, which would you choose and why? [4 marks]