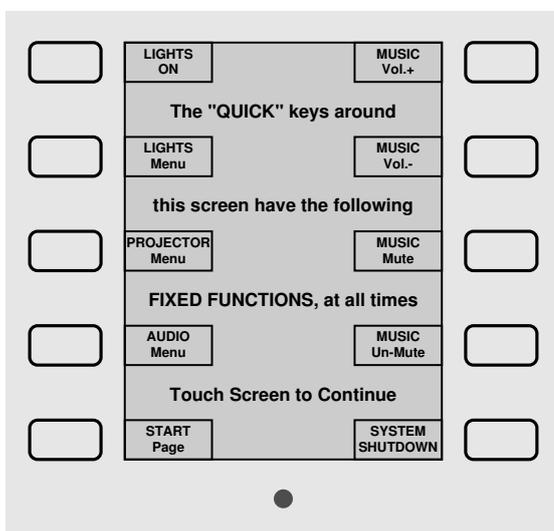


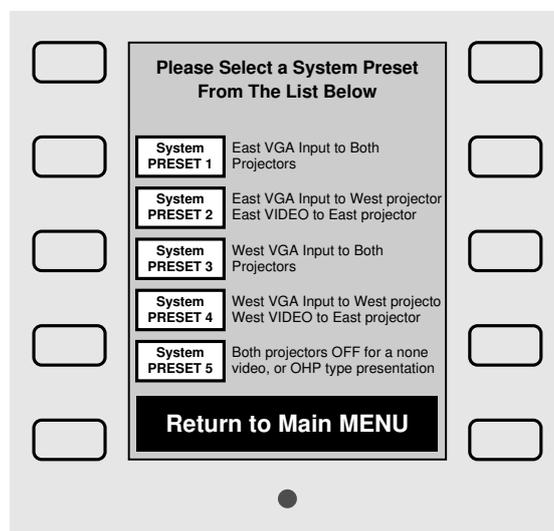
2003 Paper 9 Question 1

Human-Computer Interaction

- (a) A visiting HCI lecturer in Cambridge, when approaching the Gates building, sees the sign “Caution Site Entrance”. What does this illustrate about mental models of the designers and viewers of the sign? [4 marks]
- (b) On commencing his lecture, he must use the control interface shown below. Describe briefly how to apply *both* a heuristic evaluation *and* cognitive walkthrough to evaluate usability of this interface, identifying from *each* method *two* usability problems. [12 marks]
- (c) Sketch an alternative design for *one* of the screens. Describe a cognitive dimensions trade-off that might occur in this alternative design. [4 marks]



Screen A



Screen B

