2007 Paper 8 Question 14

Human–Computer Interaction

In designing a university-wide student information system for Cambridge, it is necessary to meet the usability requirements of various groups, including (amongst others):

  (*i*) staff working in college tutorial offices, and

  (*ii*) people applying online for admission as graduate students.

(*a*) In what respects would the usability requirements of *these two* groups be likely to differ?   [2 marks each]

(*b*) Which usability analysis methods would provide most insight into typical usage scenarios for each of these two groups? For *each* method, explain the reason why it would be appropriate, and also the analysis procedures that should be followed.   [5 marks each]

(*c*) Drawing on either heuristic evaluation, cognitive dimensions of notations, or relevant components of both, suggest *three* specific interaction features that might address the needs of these different users.   [6 marks]