Question 1

8. Gerry works in a bank. One of his responsibilities is to check the amount of cash in the cash machine and reload it to the required level. He does this each morning and on Friday afternoons, in preparation for the weekend. Which one of the following best describes Gerry?

Options:

A- Not a user of the cash machine since he does not withdraw money

B- A primary user of the cash machine

C- A secondary user of the cash machine

D- An indirect user of the cash machine

E- A stakeholder in the cash machine who is not a user

F- A user of the cash machine who is not a stakeholder

Answer:

A

Explanation:

Primary user

A user who uses the interactive system for its intended purpose.

Examples of primary users:

1. A bank customer who uses a cash dispenser to withdraw money is a primary user of the cash dispenser.

2. A call centre operative who uses a reservation system to reserve cars for customers is a primary user of the reservation system.

Secondary user

A user who carries out support tasks with the interactive system, for example to maintain it or to train primary users.

Note: 1.

Secondary users - in particular maintenance staff - typically interact with a different user interface than primary users. This user interface also requires context analysis and specification of user requirements to be usable.

Examples of secondary users:

1. A user who prints a document on a printer is a primary user of the printer. When the same user a moment later changes the ink on the printer, he or she is a secondary user of the printer.

2. A bank employee who restocks a cash dispenser with cash is a secondary user of the cash dispenser.

3. A trainer who teaches a call centre operative how to use a car reservation system is a secondary user of the reservation system.

Indirect user

A user who uses the output of the interactive system, but who does not interact directly with the interactive system.

Examples of indirect users:

1. A bank customer who receives a paper or electronic statement is an indirect user of the bank's computer system.

2. A customer who contacts the call centre to reserve a car is an indirect user of the computer system used by the call centre operative to make the reservation

Question 2

Question Type: **MultipleChoice**

You are conducting a heuristic evaluation of a new car rental website. Which one of the following findings is NOT appropriate for this evaluation?

Options:

A- A 'Cancel reservation' button is missing on the home page

B- The animated ads on the right-hand side of the home page annoyed and distracted me

C- The rental prices are too high

D- Technical terms like CDW, Collision Damage Waiver, are explained well

E- found it difficult to determine the total costs of a rental

F- 1 was unable to figure out whether I can rent a car in Paris and return it in Madrid

Answer:

C

Question 3

Question Type: MultipleChoice

Which three of the following are good examples of survey questions?

Options:

A- Please indicate below which chronic condition(s) you have: Diabetes High cholesterol 3 High blood pressure Heart Problems 3 I have none of the conditions listed

B- Have you had a particularly good or bad experience with the National Health Service in the UK? Yes No

C- Do you think that the National Health Service in the UK is very good (circle the most appropriate answer)? Yes No

D- Would you disagree that our website is hard to use (circle one answer)? 12345 Strongly Disagree Neither agree Agree Strongly disagree nor disagree agree

E- felt confident while using the website (circle one answer) 12 3 4 5 Strongly Disagree Neither agree Agree Strongly disagree nor disagree agree

F- How could we improve the National Health Service's website? Fill in:

....

....

....

Answer:

A, E, F

Question 4

Question Type: MultipleChoice

Which one of the following statements demonstrates the importance of user interface guidelines?

Options:

A- User interface guidelines enforce the human-centred design process by allowing primary users to participate directly in the design process

B- The non-specific nature of user interface guidelines gives designers the freedom to implement user interface elements however they like

C- The specific nature of user interface guidelines ensures that any number of designers are able to implement the same user interface elements in a similar way

D- User interface guidelines allow designers to come up with differences in the appearance and behaviour of user interfaces across an organisation

E- User interface guidelines are primarily intended to devolve responsibility for the design of user interfaces across the whole design team, rather than it being the sole responsibility of the user interface designer

F- User interface guidelines are used in heuristic evaluations to determine whether or not a design meets the organisational requirements

Answer:

C

Explanation:

User interface guidelines are low-level, specific rules or recommendations for user interface design that leave little room for interpretation, allowing designers to implement them consistently.

Style guides are collections of user interface guidelines; they are used to ensure consistency in the appearance and behaviour of user interfaces across interactive systems produced by the same organisation.

Question 5

Unlike usability tests, usability inspections do not involve users, except where a user adopts the role of evaluator.

Options:

A- True

B- False

Answer:

A

Question 6

A task is a set of activities undertaken in order to achieve a specific_____.

Answer:

Question 7

Question Type: **FillInTheBlank**

A _____ is a representation of all or part of an interactive system that, although limited in some way, can be used for analysis, design and usability evaluation.

Answer:

Question 8

Which two of the following affect the user experience of an airline's website, but not its usability?

Options:

A- The graphics on the website are attractive

B- Luggage costs are hidden until users have entered their names

C- It is possible to cancel a ticket and get part of the fare refunded but all users struggled to find out how to get a refund

D- Users consider the fares shown on the website to be quite high

E- The airport search is not error tolerant. For example, a search for 'Strassbourg' does not suggest 'Strasbourg'

F- After the flight, users are annoyed by unsolicited marketing emails from the airline

Answer:

D, F

Explanation:

Answer A is both user experience and usability/satisfaction Answer D is correct according to the definition of 'satisfaction', example 4. It's also more correct than answer A, B, C and E.

Question 9

What is a usability finding? Select two

Options:

A- A usability problem

B- A usability requirement

C- Something that users liked - that is, a positive usability finding.

D- A usability priority

E- Something that the users would like to add

F- The evaluation of the liking of color patterns

Answer:

A, C

Explanation:

Question 10

Question Type: MultipleChoice

The stage REFINED DESIGN involves- choose three:

Options:

A- Navigation structure

B- High-fidelity prototype

C- Use scenarios

D- Style guide

E- Visual design

F- User journey maps

Question 11

Question Type: MultipleChoice

Which three of the following deliverables are created during the activity "Produce design solutions to meet user requirements"?

Options:

A- User experience project plan

B- Storyboards

C- High-fidelity prototypes

D- User requirements

E- Evaluation reports

F- Use scenarios

Answer:

B, D

Question 12

Usability is a part of the user experience as defined in CPUX-R What does usability here consists of?

Options:

A- Efficiency

B- Product, placement and price

C- Satisfaction

D- Interaction with social media

E- Cultural neutrality

F- Effectiveness

Answer:

A, C, F

Explanation:

User experience

A user's perceptions and responses that result from the use and/or anticipated use of an interactive system.

Notes:

1. Users' perceptions and responses include the users' emotions, beliefs, preferences, comfort, behaviours, and accomplishments that occur before, during and after use.

2. User experience is a consequence of brand image, presentation, functionality, system performance, interactive behaviour, and assistive capabilities of the interactive system. It also results from the user's internal and physical state resulting from prior experiences, attitudes, skills, abilities and personality; and from the context of use.

3. Usability criteria can be used to evaluate aspects of user experience.

4. Usability is mainly about the interaction with the interactive system. User experience also takes into account what happens before and after the interaction through to final use and recollections of use. See the examples below.

5. User experience is mainly about satisfaction and fulfilment of expectations.

6. User experience is often referred to as UX.

7. The following figure shows the relationship between user experience and usability. Usability is effectiveness, efficiency and satisfaction during actual use, while user experience is the satisfaction or dissatisfaction during anticipated use, actual use and after use.