

Human Computer Interface (IT359)

Tutorial 1

1. Briefly explain what is meant by the terms perception, physiology and cognition. [3 marks]
2. Identify three different ways in which “functional ageing” can affect interface development. [6 marks]
3. Environmental factors can impair users' ability to recall information that is necessary to operate complex, computer systems. Briefly explain how such disruptions can impair both short-term AND long-term memory. [6 marks]
4. You have been asked to help in the development of a new computerized call centre. Customers from a national Bank will ring up if they wish to change the details of their account. For instance, they might want to open a new account, close an old account, they might want to change the address of the person who owns the account and so on. Briefly explain how you might use two different requirements elicitation techniques to identify the potential usability problems that might arise for people working with this new system. Identify the principle strengths and weaknesses of each technique. [10 marks]