Question 1

Which three of the following are dialogue principles?

Options:

A- Conformity with user expectations

B- Suitability for learning

C- Suitability for usability

D- Suitability for the task

E- Suitability for engagement

F- Accessibility

Answer:

A, B, D

Explanation:

Dialogue principles and user interface guidelines are rules, of varying levels of specificity, used to guide the design of the interaction (see section 6). They are intended to make the interaction effective, efficient and satisfying, to avoid common usability problems and to ensure a consistent user interface.

Dialogue principles and heuristics are general guidance for the design of usable dialogues. There are seven dialogue principles; examples of dialogue principles are conformity with user expectations and error tolerance. Dialogue principles are not bound to any specific technology or method.

The concepts of affordance and mental model supplement the dialogue principles. Affordance is an aspect of an object that makes it obvious how the object could be used. A mental model is the perception people have of themselves and of the things with which they interact.

Comparison of **dialogue principle**, **heuristic** and **user interface guideline**:

Concept	Applicability
Dialogue principle	General
Heuristic	General, but more specific than a dialogue principle
User interface guideline	Specific to a user interface platform, technology, application domain or organisation

Question 2

Which one of the following best describes a "Post-session interview?

Options:

A- The information that the moderator provides to the test participant ahead of the usability test session

B- The interview that takes place before the usability test session

C- The questions that the moderator asks the test participant during the usability test session

D- The interview that takes place immediately after the usability test session

E- The questions that the moderator asks the test participants approximately one week after the usability test session to gauge their long-term user experience

F- The set of questions asked at the end of a contextual interview

Answer:

D

Explanation:

Stakeholders often observe usability test sessions to see for themselves how the interactive system is performing. Finally, the moderator conducts a brief post-session interview with the usability test participant to understand their overall impressions of the interactive system

Question 3

Which one of the following methods is most useful in helping to develop the navigation structure of a new website?

Options:

A- Contextual interview

B- Focus group

C- Heuristic evaluation of a low-fidelity prototype

D- Heuristic evaluation of a high-fidelity prototype

E- Card sorting

F- Storyboard

Answer:

B, D

Question 4

Choose the statements that are correct about organisational requirements;

Options:

A- Market requirements and organisational requirements are examples of requirements from stakeholders who are not users.

B- A requirement can be a qualitative user requirement or a quantitative user requirement

C- To convert user needs and user requirements into a working interactive system

D- An organisational rule that users have to follow when conducting their tasks.

E- Organisational requirements are requirements on the users that lead to requirements on the interactive system.

F- A statement of what users must be able to locate, recognise, understand, select or input as part of conducting a task with the interactive system to meet identified user needs in a specified context of use.

Answer:
A, D, E

Question 5

Which two of the following statements are valid as-is scenarios for an existing car rental website?

Options:

A- Rachel visits the car rental website to rent a small car so she can drive from Reading to Keswick to visit her brother. She compares the cars available for the dates she wants to travel and chooses the one she likes best. She reserves the car for collection on the evening of the day before her trip.

B- Rachel visits the car rental website to rent a small car so she can drive from Reading to Keswick to visit her brother. It is unclear whether the cars she is considering are available for the dates she wants to travel. Rachel looks for a phone number to speak to someone at the rental company but she can only find a web chat service which is currently offline. Frustrated, Rachel leaves the website and searches for an alternative car rental company.

C- Establish the required departure time; 2. Establish the costs for each available vehicle; 3. Choose a vehicle (based on cost size, personal preferences); 4. Reserve the car; 5. Collect the car.

D- When renting a car, customers need to know which cars are available for their chosen dates so they can complete their journey on time.

E- When renting a car, customers must be able to select their chosen dates so the website can display the cars which are available.

F- Rachel lives in a village outside Reading. She drives but doesn't own a car as her village has good public transport links to the nearest town, where she works, and she finds the bus convenient and cheap. Rachel occasionally visits her brother in Keswick for the weekend. It is too expensive for her to make this journey by train, and the bus takes too long, so she usually rents a car.

Explanation:

Answer C is less correct than answer A and B because it is not narrative and because it is not about a specific user - that is, a persona.
Answer F describes a persona; it is not narrative.

Question 6

Question Type: MultipleChoice

Which three of the following guidelines are important for a successful contextual interview?

Options:

A- The interview must be contextual

B- The interview must not be contextual

C- The interviewer is the master and the user is the apprentice

D- The user is the master and the interviewer is the apprentice

E- The interviewer must ask neutral questions

F- The interviewer must ask leading questions

Answer:

A, D, E

Question 7

Question Type: MultipleChoice

Which two of the following are considered stakeholders but NOT users of a car rental website?

Options:

A- A trainer who is teaching staff at a call centre how to use the car rental website

B- A call centre employee who is using the car rental website to reserve cars on behalf of a customer

C- A designer who is responsible for the user interface design of the car rental website *

D- An accounts administrator who receives an email invoice for a reservation from the car rental website

E- A customer who contacts a call centre employee and asks them to reserve a car for them on the car rental website

F- A marketing executive who is running a '10% off car insurance' promotion on the car reservation website, for all users who reserve a car directly through the website

Answer:

C, F

Explanation:

Stakeholders may or may not be users. Stakeholders are not considered to be users if they are affected by an interactive system but don't interact with it or use its output.

Examples of stakeholders who are not users:

1. The non-technical managers of a team of technical users.

2. People affected by the noise produced by an interactive system.

3. Marketers affected by the impact of the use of the interactive system on the brand.

Examples:

1. A customer (user) uses a car reservation website to make a reservation - The customer is a primary user of the system.

2. A customer (user) calls the reservation centre where a customer service representative uses the same system to make the reservation for them -The customer is an indirect user of the system.

Question 8

Which one of the terms below best characterises the following description?

Elena Montgomery, Human Resources Coordinator, Fluid Pharmaceuticals

Elena is 35 years old. She shares an apartment with her boyfriend of 4 years - they have no children. Her favourite pastimes are dancing tango and preparing wonderful tapas. She speaks conversational Spanish.

Elena spends most of her day processing forms that are needed to hire, transfer, or discharge employees in the Marketing department. If something is incomplete or unclear, she takes the time she needs to find the answer. She is an expert in all relevant forms and procedures.

Elena's goals: Advance in HR, excellence through accuracy; helpfulness; do not fall behind.

Options:

A- Prototype

B- Persona

C- As-is scenario

D- Use scenario

E- User group

F- User group profile

Answer:

B

Explanation:

The context of use is described in user group profiles and personas (who are the users), as-is scenarios (how do users currently do tasks), task models (details about what the tasks are) and user journey maps (how users interact with the interactive system and the organisation providing it).

A user group profile is a generalised description of a collection of users with the same or similar personal characteristics and context of use related to the interactive system.

A persona is a description of a fictitious but realistic user and what he or she intends to do when using the interactive system.

An as-is scenario is a narrative text description of the procedure a specific user currently follows to complete one or more tasks,

A task model is a list of subtasks for each task which the user has to complete to reach their goals. Task models help the design team to design the right solution for each task. User journey maps provide an overview of the touchpoints where users interact with the interactive system and the organisation providing the interactive system. They help stakeholders and user experience professionals understand and optimise the user experience.

A user group profile is a generalised description of a collection of users with the same or similar personal characteristics and context of use related to the interactive system.

A persona is a description of a fictitious but realistic user and what he or she intends to do when using the interactive system.

The main purpose of personas and as-is scenarios is to identify user needs and make it easier for designers, developers and other stakeholders to understand who the users are, what they do, what their obstacles are, and to facilitate discussions within the design team.

Question 9

Question Type: MultipleChoice

Choose three true statements on story boards.

Options:

A- Low-fidelity prototypes are based on use scenarios and storyboards.

B- The purpose of a storyboard is NOT similar to the purpose of a use scenario.

C- A storyboard is a comic book style representation of a use scenario.

D- Storyboards can NOT be used to illustrate a current user experience.

E- A storyboard mainly depicts personas as illustrations

F- A sequence of visual frames illustrating the interplay between a user and an envisioned interactive system.

Answer:

A, C, F

Question 10

Question Type: MultipleChoice

A low-fidelity prototype is:

Options:

A- A low-cost, simple illustration of a design or concept used to gather feedback from users and other stakeholders during the early stages of design.

B- A software prototype of the user interface to the interactive system that is being designed. A high-fidelity prototype more closely resembles the finished interactive system.

C- a conveyed idea in the form of mental images.

Answer:

A

Question 11

Question Type: **MultipleChoice**

"The level of understanding and implementation of a systematic human-centred design process within an organisation" is:

Options:

A- LeanUX

B- Usability Maturity

C- Humancentred design

D- Effectiveness

E- Satisfaction

F- Accessibility

Answer:

B

Question 12

Question Type: MultipleChoice

What concepts are a part of the user experience as defined in CPUX-F?

Options:

A- Expectation /Anticipated use

B- The interactive system

C- Fulfillment of expectations /After use

D- Human-centred design

E- Actual use

F- Quality objectives

Answer:

A, C, E