



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MATAURANGA O AOTEAROA

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KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

COMMON ASSESSMENT TASK

Level 1 Digital Technologies, 2019

91886 Demonstrate understanding of human computer interaction

Credits: Three

Achievement Criteria		
Achievement	Achievement with Merit	Achievement with Excellence
Demonstrate understanding of human computer interaction.	Demonstrate in-depth understanding of human computer interaction.	Demonstrate comprehensive understanding of human computer interaction.

Type your School Code and 9-digit National Student Number (NSN) into the header at the top of this page. (If your NSN has 10 digits, omit the leading zero.)

Make sure you have the TWO video files.

Answer all parts of the assessment task in this document.

Your answer should be presented in 12pt Arial font, within the expanding text boxes, and may only include information you produce during this examination session.

You should aim to write between **800–1500 words** in total.

Save your finished work as a PDF file with the file name used in the header at the top of this page ("SchoolCode-YourNSN-91886.pdf").

By saving your work at the end of the examination, you are declaring that this work is your own. NZQA may sample your work to ensure that this is the case.

YOU MUST HAND THIS BOOKLET TO THE SUPERVISOR AT THE END OF THE EXAMINATION.

INSTRUCTIONS

You are to watch a screen-capture video that shows a website's user interface, and then respond to all parts of the assessment task.

You may play, pause and restart the video as often as you need to. (The video has no sound.)

In your answers, you should use the snipping tool (Windows) or take screen shots (Mac) from the video to illustrate the points you make.

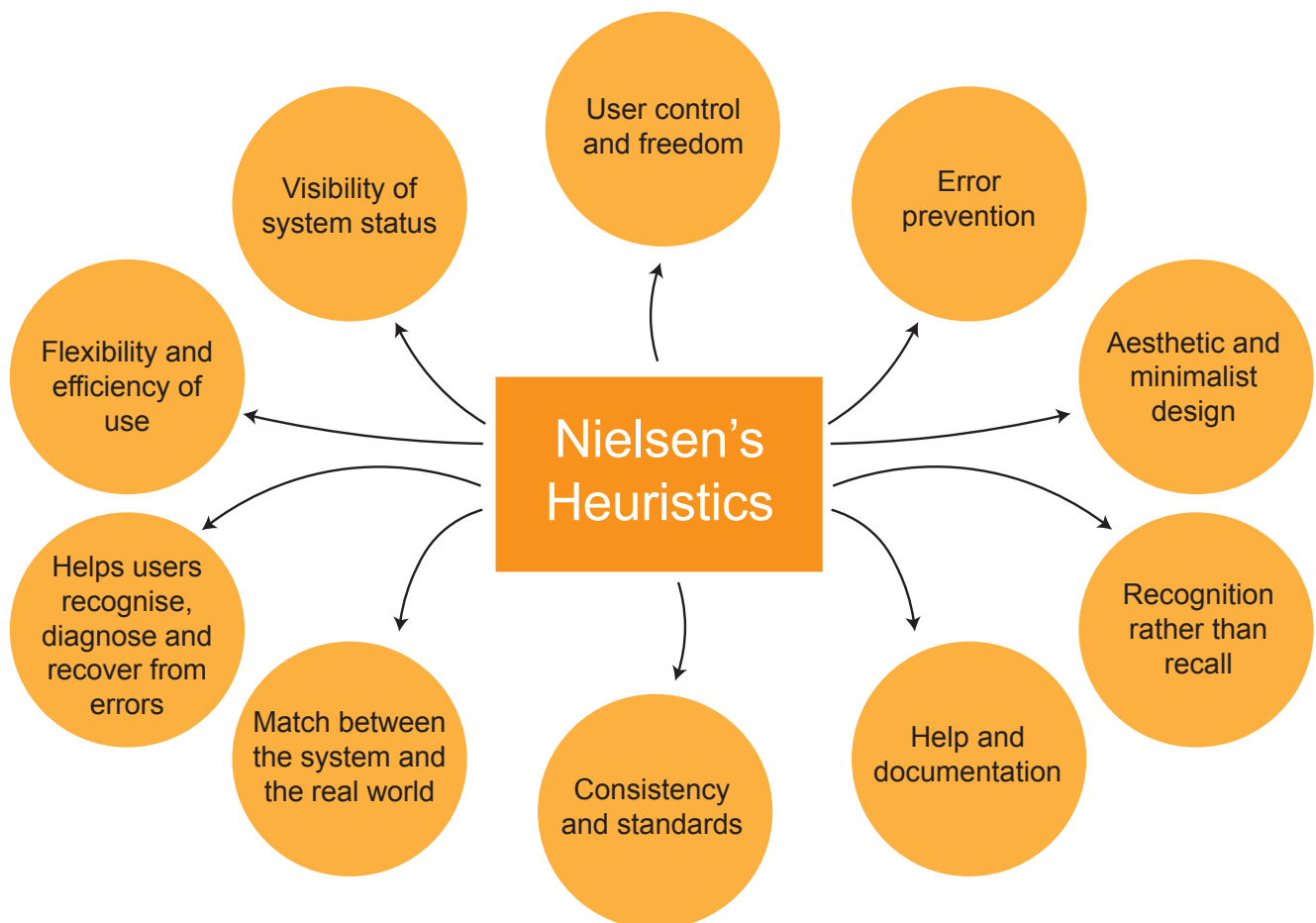
Read all parts of the assessment task before you begin.

From the two videos provided, type your chosen screen-capture video in the space below:

Google.mp4 - 91886-vid-2019-

Begin your answers on page 3.

RESOURCE: Nielsen's Heuristics



Source (adapted): <https://www.nngroup.com/articles/ten-usability-heuristics/>.

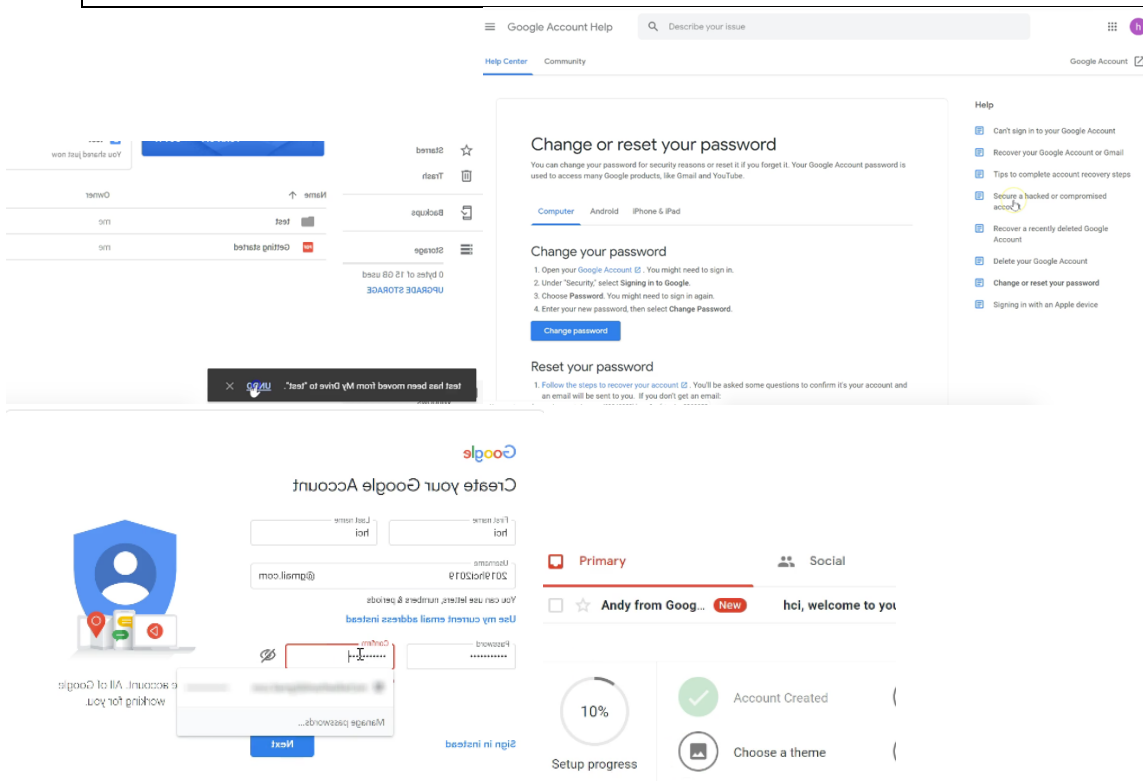
ASSESSMENT TASK

- (a) Describe the role of the interface of your chosen website.

It is to make an understanding of how to create a google account and change the password, giving a lot more understanding of google and the google accounts.

- (b) Identify examples from the interface that illustrate at least FOUR of Nielsen's Heuristics, which are shown on page 2. Illustrate your answer with screenshots from the video.

1. Help users recognize, diagnose and recover from errors.
2. Help and documentation
3. Error prevention
4. visibility of system status



- (c) Evaluate the effectiveness of the interface using Nielsen's Heuristics. To demonstrate an in-depth understanding, evaluation of more than FOUR heuristics is recommended. Illustrate your answer with screenshots from the video.

1. **Help users recognize diagnose and recover from errors** is to help other users or the computer to point out errors and fix it in the matter of seconds. It is very useful compared to something that isn't there to help.
2. **Help and documentation** it is for searching up tools that can do many things such as change password, find your history, see who's got your account and where the technology with the account on it is, and ect. Without help it would make it very difficult to do many things it would also be a lot of time wasting.
3. **Error prevention** is to stop an error from getting in the way of any sort of thing many sites include error prevention because without it many people wouldn't use the site. Without error prevention many things wouldn't work and it would crash a lot of things to.
4. **visibility of system status** it is to see how the system is going and how much of something is installed or if the status of something isn't going well it shows you. System status is just easier to understand how much of something you need or have.

- (d) Compare and contrast the interface in terms of Nielsen's Heuristics with another interface of your choice. This second interface could be from the other screen-capture video provided, or an interface you have studied.

- (e) Use the comparisons you made in (d) as a starting point to recommend possible improvements to your chosen interface. Justify your recommendations in terms of Nielsen's Heuristics.