



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

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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.

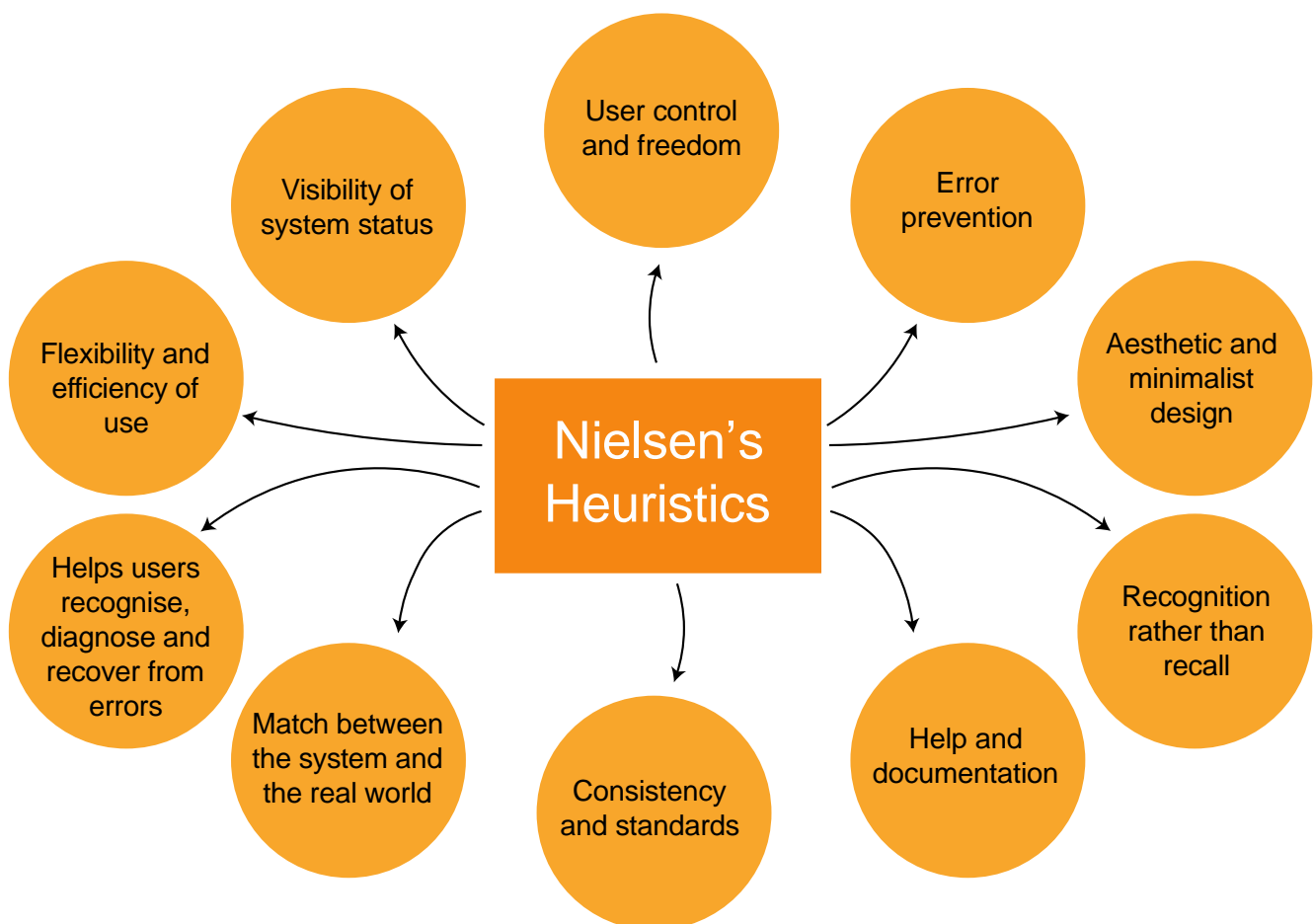
Read all parts of the assessment task before you begin.

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

Office365

Begin your answers on page 3.

RESOURCE: Nielsen's Heuristics



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

ASSESSMENT TASK

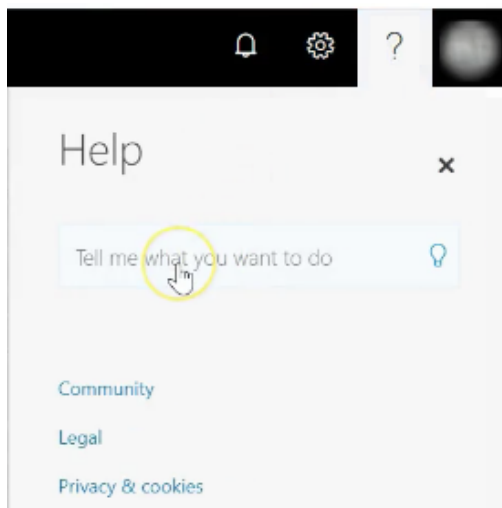
- (a) Describe the role of the interface of your chosen website.

Office 365 acts as Microsoft's online hub for a lot of its most commonly used apps like Word, Excel, PowerPoint etc. This interfaces purpose is to allow the user to access all of its programs form one online service and allowing all the files to be stored in one place with the inclusion of one drive. All the programs in Office 365 share similar interfaces in style and in features making the experience smooth and not so jarring when jumping back and forth between multiple projects in different Office 365 apps.

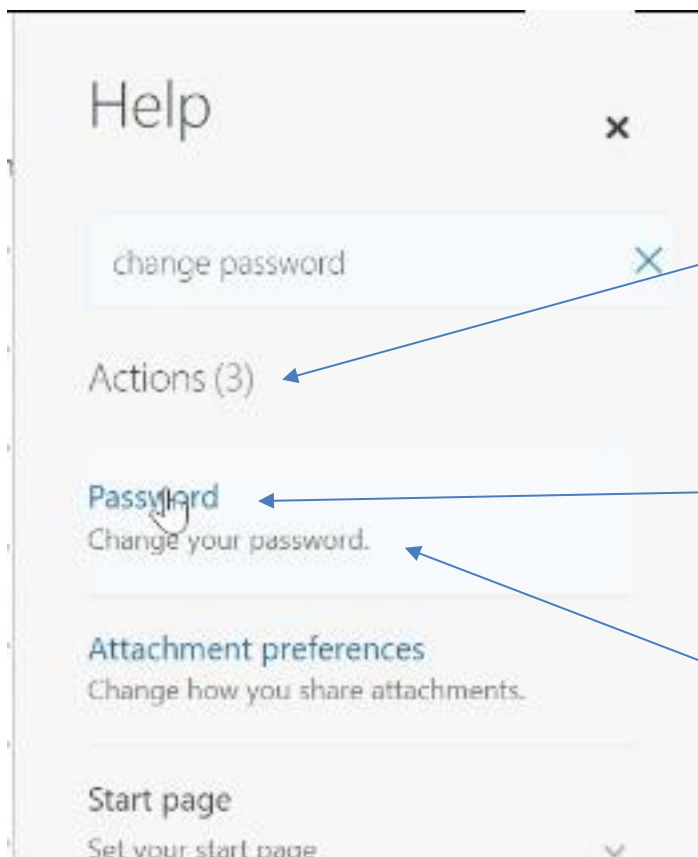
- (b) Identify examples from the interface that illustrate at least FOUR of Nielsen's Heuristics, which are shown on page 2. Illustrate your answer with screenshots from the video.

1. Help and documentation

Throughout the main page of Office 365, OneDrive and Outlook there is a question mark icon in the right-hand corner which when clicked opens up a menu with a text field with the words "tell me what you want me to do" in greyed out font implying it can be written over.



This then allows you to type in any problem you have and the website will then display any functions on said page that would allow you to achieve what you wanted to do. In this case the user puts in "Change password" and the website shows him three actions within the page (displayed under actions) that would attempt to help the user solve its problem putting the most relevant one and the top and putting a small description of what that page would allow you to do to hopefully solve your problem.



Showing the user how many available actions there are to solve his/her problem

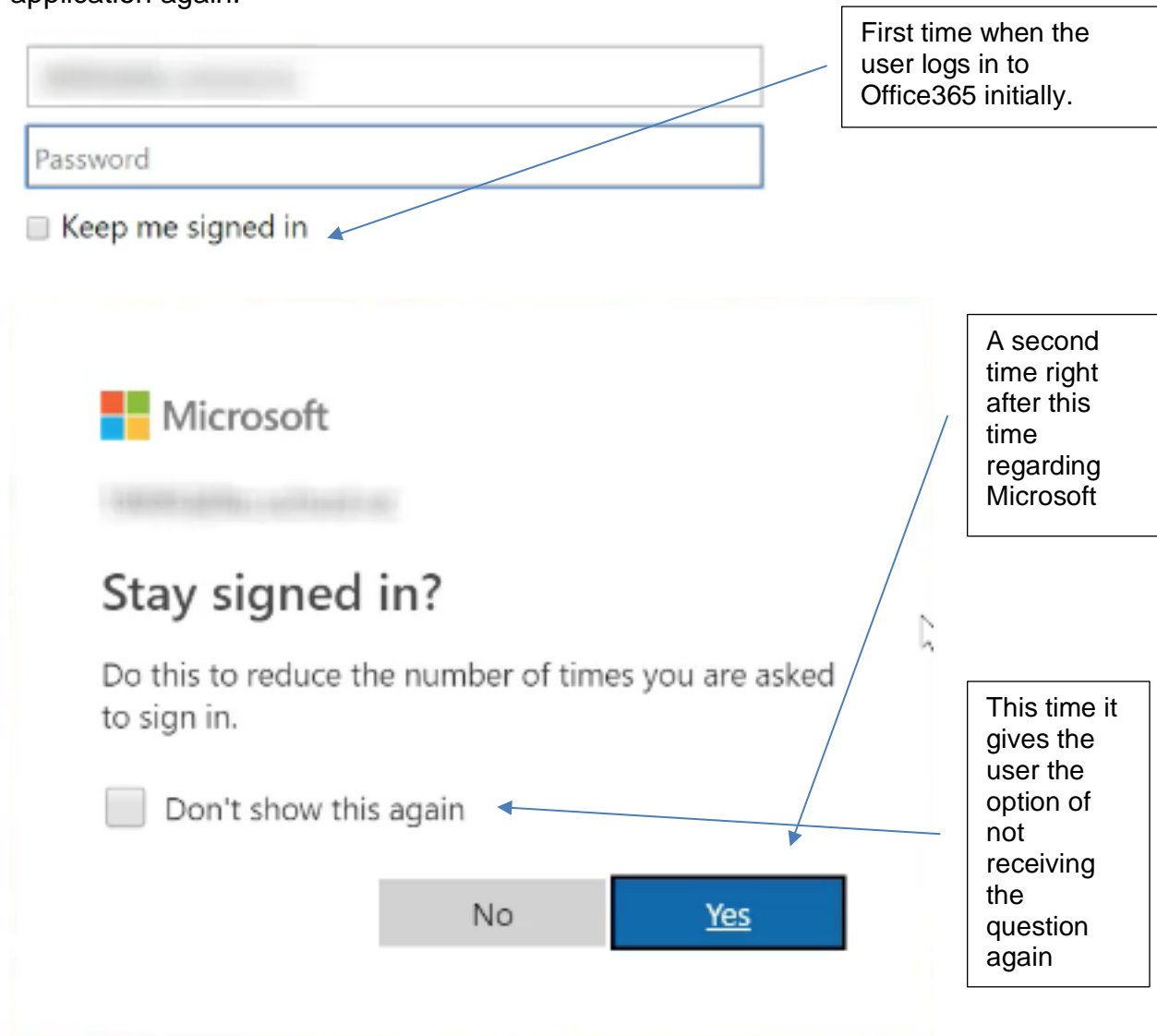
Shows the most relevant result first.

Gives a brief description of what actions you can do on that page that might help solve your issue

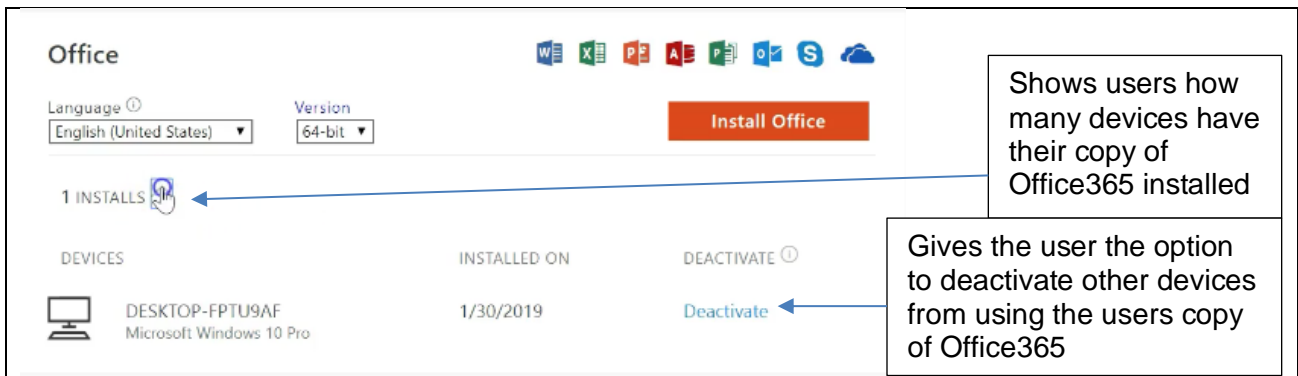
All of these small things make the experience for the user a lot more hassle free and help the user find and fix their problems quickly and efficiently.

2. User control and freedom

During the log in of both Microsoft and Office365 the user is given a lot of choice of whether they would like to have something enabled or not. This gives the user a great deal of control over whether they would like to stay signed in for when they use the application again.

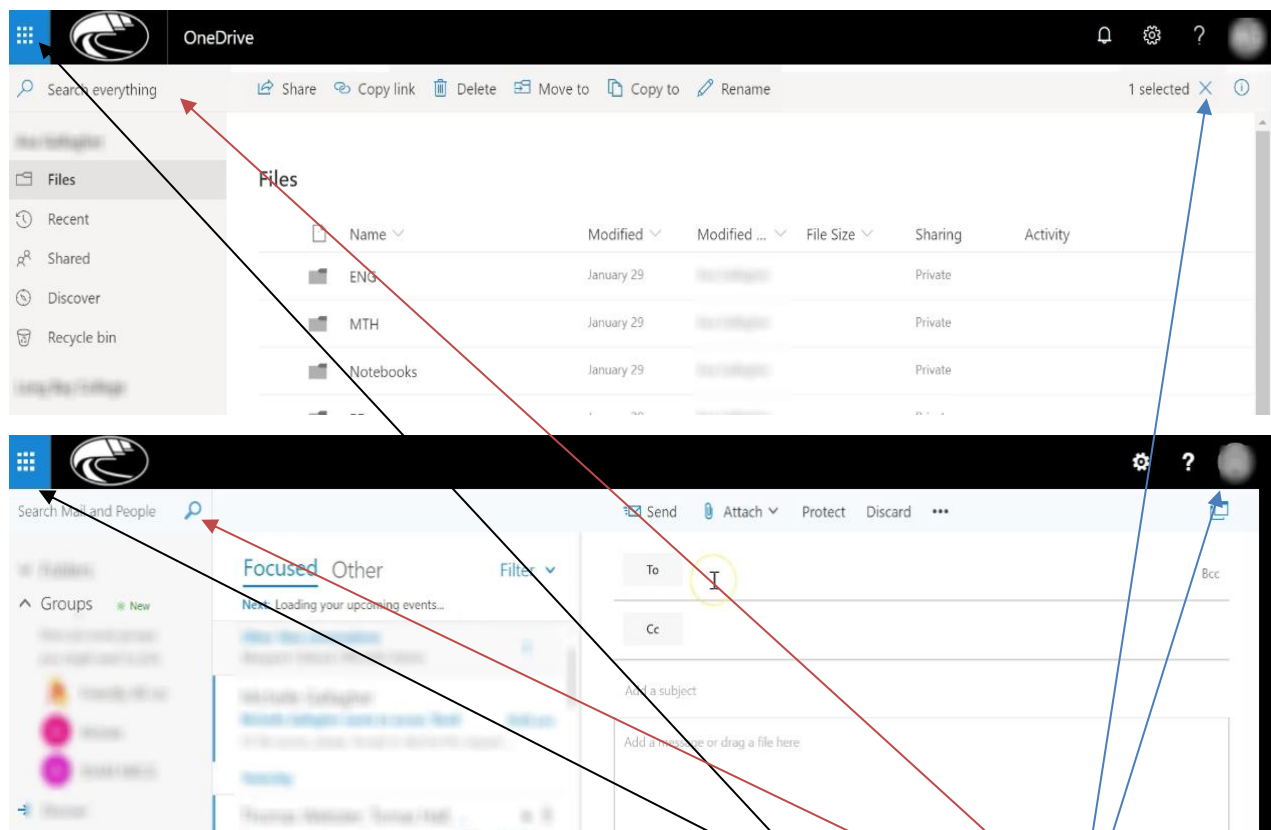


This is helpful because the user may have other people using the same device and not want them to have access to all of his documents. Another time where user control and freedom is found in this interface is in the My Account section where it gives the user the option to look at all the devices that his version of Office365 is installed on and deactivate devices that the user wants



3. Consistency and Standards

Throughout all the programs on Office365 the layout and style of the interfaces remains mostly the same with slight differences depending of the tasks the interfaces need to achieve. This is shown most strongly through the programs Outlook and OneDrive. Both of these pages share very similar layouts for the heading of the page and both of them have buttons that do the same things placed at the same locations on both pages.



Both have the same menu icon in the top left-hand corner

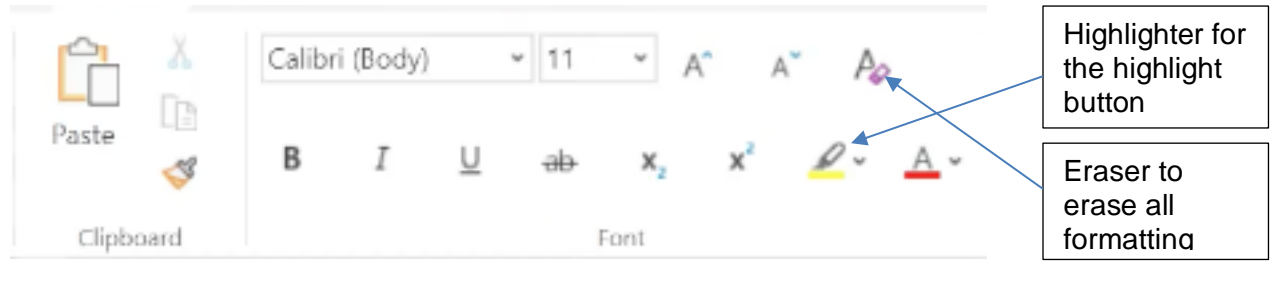
Both have the settings, help and account icons in the top right-hand corner

Both have some form of search bar that allows the user to search the entire pages database for anything.

This is helpful to the user because when using a program like Office365 that allows the user to access a multitude of programs from one interface the user is most likely going to be going back and forth between programs pretty frequently and having a consistent style for these pages makes the jump between them less jarring and more fluid.

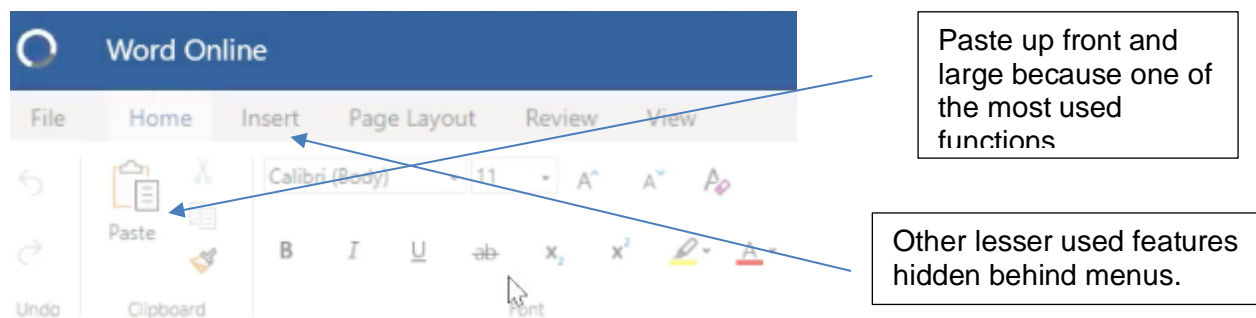
4. Match between system and real world

When designing a digital interface that could possibly be being used by millions of people, nothing is more important than making sure the user understands what certain functions of the interface do. A good way to do this is by matching certain functions and aspects on the interface with things users do in real life such as making the cancel feature on an interface red as to indicate that you are stopping said function from happening. In the programs featured in Office365, Word is a good example of this using real world match in a multitude of ways, like making the button to clear all formatting an eraser and the button to highlight text a picture of a highlighter.

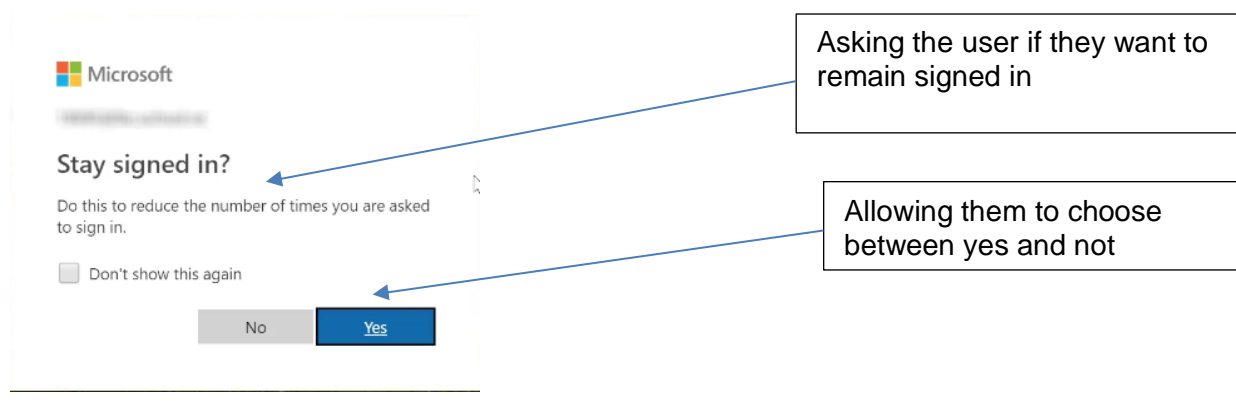


- (c) Evaluate the effectiveness of the interface using Nielsen's Heuristics. To demonstrate an in-depth understanding, evaluation of more than FOUR heuristics is recommended. Illustrate your answer with screenshots from the video.

Office 365s interface does a lot of things right in the terms of usability heuristics which make for it being a rather seamless and productive experience with more than achieves its of being an online hub in which someone can get most of if not all of their work done in one location. One of these Heuristics that Office 365 does right is Consistency and standards. Consistency and standards is that a given interface should follow the industry standards in terms of features and usability and should also be consistent with other programs of similar nature or packaged with it. Consistency and standards is an important one in the case of Office 365 because of its inclusion of multiple programs that are all integrated in some way or another. It's safe to assume that the average Office 365 user is most likely jumping between programs pretty regularly and the fact that all the programs in Office 365 share a visually and functionally similar layout makes so the jump between programs isn't too jarring. along with having consistent features and layouts between pages Office 365's layout is also rather straight forward and not too cluttered. This is along the lines of aesthetic and minimalist design where all the most used features of a page should be upfront and easy to find whilst not being too overwhelming to the user. Word is also another good example of this having a lot of its most used features such as the paste and cut tools up front whilst other lesser used actions are hidden behind clearly labeled menus.

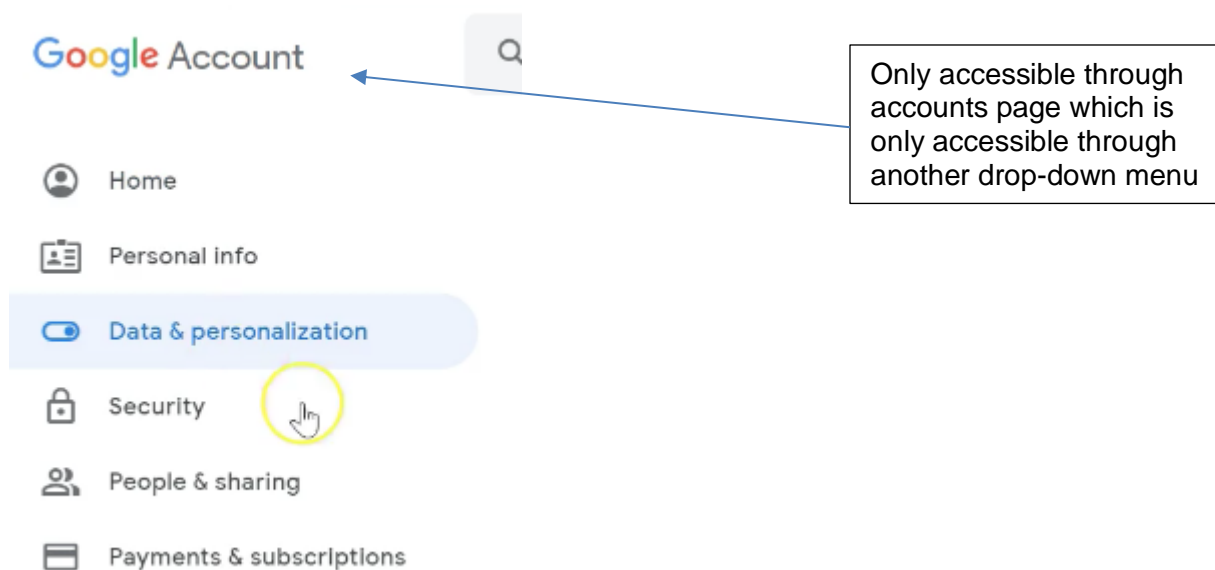


Another heuristic that Office 365 is help and documentation. Help and documentation is that the user should be able to find and be given access to some form of help feature within a given interface which is done pretty well in Office 365 giving the user the chance to access a help menu on all of its major pages such as OneDrive, Outlook and the main page of Office365 where it is under an easy to find and understand question up in the top right corner. Another thing that helps improve the experience of the user is the amount of user control and freedom whenever doing a given task. User control and freedom is the idea that the user should be able to control any actions going on and either approve or cancel them. This shown a lot during the sign in when the user is given the choice of either want to remain signed in or not multiple times and giving the user the option to also not revive these messages again.



- (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.

I have decided to compare Office 365 to another all in one interface Google with its google drive features and email service Gmail all being present in one giant interface. With both of these sties aiming to do the same thing I thought it would be a fair comparison. First thing I'm going to look at is the accessibility of the help and documentation because that is rather important aspect of any interface. The user's ability to find and get help can drastically alter their experience. As already covered Office 365 does a good job at making sure that its help section is readily accessible at most points throughout the interface and that using the help section is easy and intuitive. Googles help section on the other hand is accessible only through the accounts page which arguably a lot less accessible than Office 365's.



But on the other hand, the actual help menu itself on google is far better actually having common issues upfront before any typing is needed and also telling you the necessary steps needed to solve the problem in case the user runs into it again. As opposed to Office 365's help interface which only has the option to take you to where to solve for your problem is which may cause some less experienced users to become reliant on the help feature for getting to these pages. Another thing that contrasts well between the two interfaces is their respective main writing programs Googles being Docs and Office 365's being Word. These two programs differ in the way the top of their respective pages function with Word's being more designed for actions that are most used being up front and other functions being hidden behind menus that often times take very in-depth understanding of where everything is located before it can become efficient and Docs being laid out in a more logical way leaving out some of the most commonly used functions that would've normally appeared on words home screen with the thought that most users who would be using their service on a regular basis would've learnt how to do these functions via shortcuts on the keyboard. Because of this Docs feels like a lot more intuitive to use whilst Word has a lot more features that would aid an unexperienced user and help then do and learn certain function's.

Large paste button because it's one of the most used features

Other features hidden behind unclearly labelled menus

Not many big unnecessary buttons allowing for a more intuitive writing experience

Other features hidden behind menus as well but with a help button that can assist you in navigating them

Despite the few flaws in the execution of googles interface I still believe that it is the more user-friendly system due to the amount of help features involved and ow useable they are along with having a generally less cluttered home page and more useable features.

- (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.

Office 365 gets the job done in terms of being an all in one service for working emailing and just general productivity but there are still a few things that could be tweaked or changed to allow for a better user experience. When emailing in Gmail (Googles emailing service) a list of people you've either emailed in the past or are on the same network assigned email as you will begin to pop up and get narrowed down as you type more characters this allows the user to select the person they want to send the email too before having to type it all out. This is something Outlook (Microsoft emailing service and the one included in Office 365) lacks and could benefit greatly from.



Word should also add a help bar that is imbedded into the top bar of the page allowing unexperienced users who may not know to look up the top of the page outside of the window to use the help feature and search for thing that are hidden behind menus.

