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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.

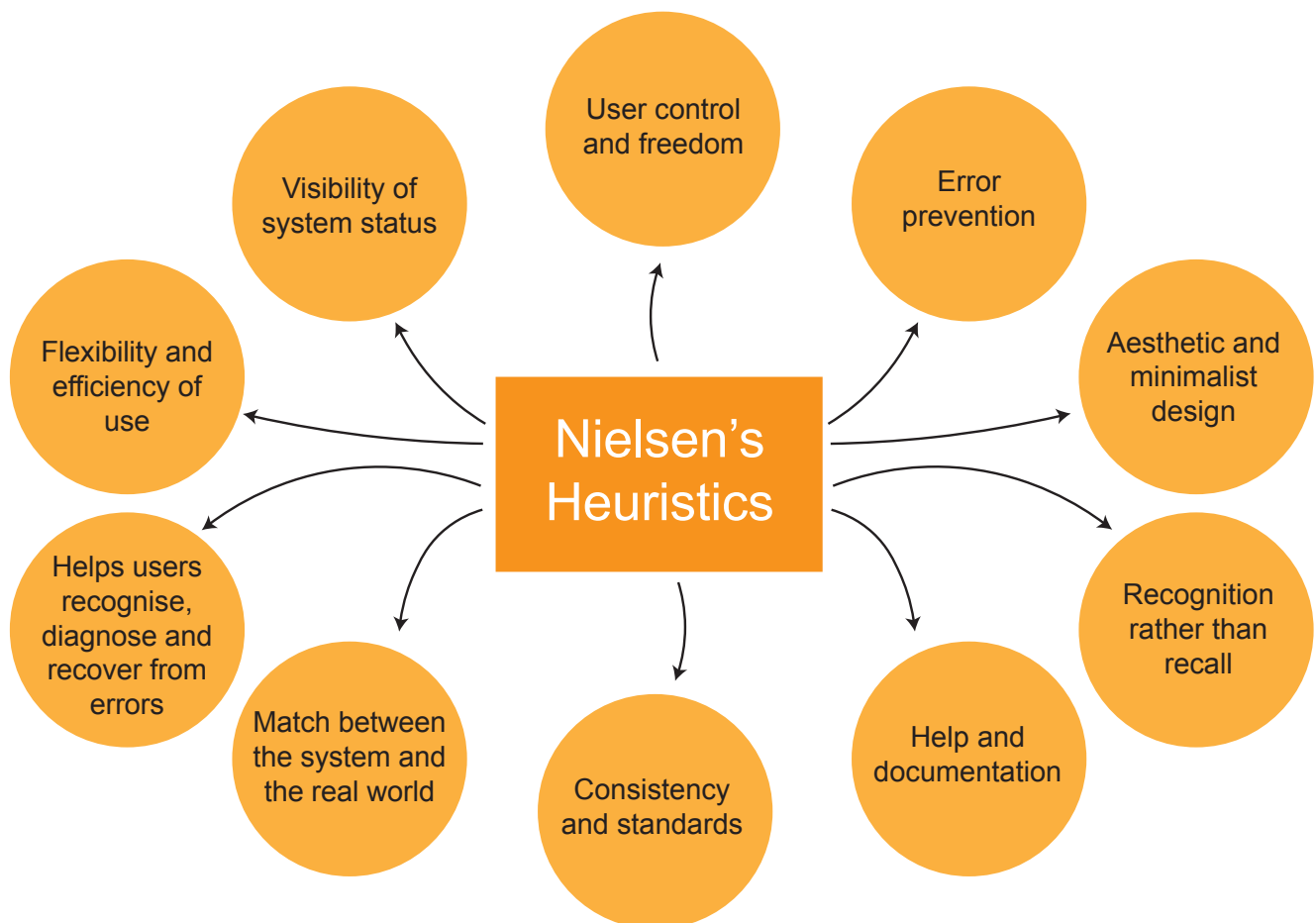
Read all parts of the assessment task before you begin.

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

Google

Begin your answers on page 3.

## RESOURCE: Nielsen's Heuristics



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

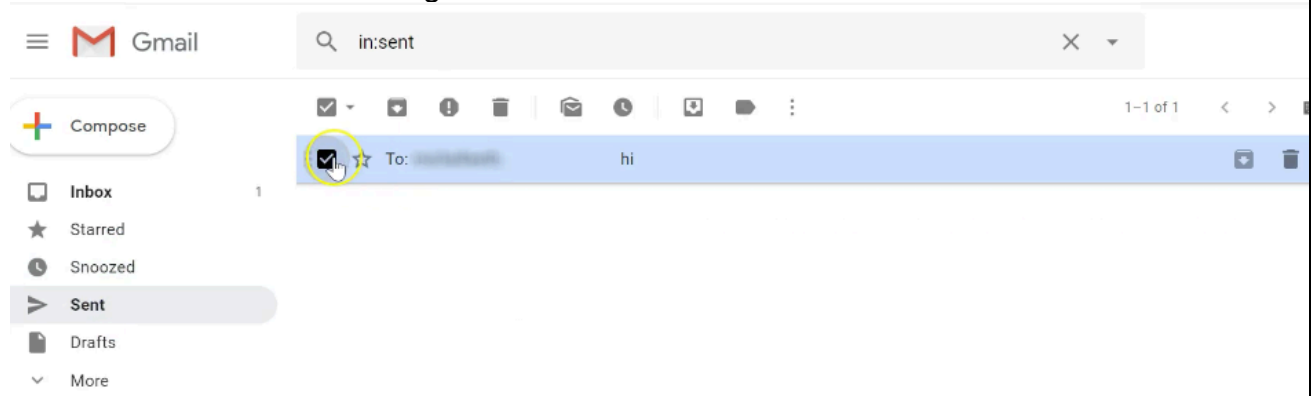
## ASSESSMENT TASK

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

The website "Google" has a lot of function that are very easy and reliable for any age. It lets us send mails to our family, Writing essay. You can do variable things on google, By customizing your layout, Making your account as secure as possible to even making it usable for people in different counties to access google and an overall clean and professional design with minimal options for the older people.

- (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.

### Aesthetic and minimalist design



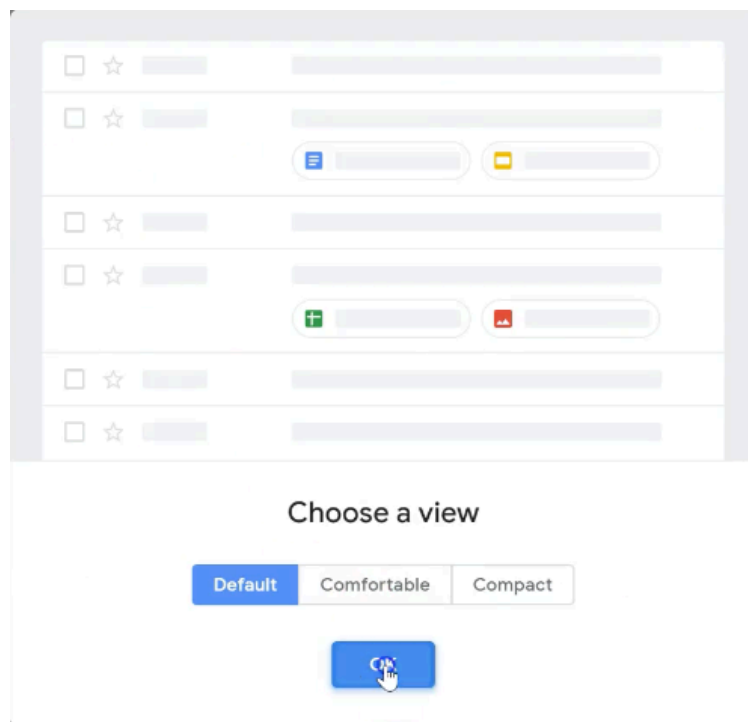
Google has made it that people (Older people) don't have to struggle over what they are doing, instead having a reliable website that is super easy to use, no useless button that Older people don't want also making the website look clean and fresh & if they do want more option they can click the "More" button below Drafts for a few more option they might need making the design clean and fresh with taking one button that has a couple other option under it and replacing it with just one option keeping the design clean and no useless option that people might not need but others might find them handy and useful for there use.

### Help users diagnose, & recover from errors



In this photo the user has made an error and the system has produced a simple but usable error that the user has then use and fix his error, this error is really good as the colour is red indicating that there is something wrong as well as a red "!" to stop and look at what the error says, There is a lot of information that you can take from this one error and fix it by retyping your password in again and hoping that you get the right password. (You could also use the eye with a line threw it to see weather your passwords match... Error prevention as well as matches between the system and real world)

### User Freedom & Control



In this option Google has given the user a few different options for them to select their comfort weather they liked it how it was or they want to use a different style as they don't like the current one they have now, there is 3 different options for them to pick from, And if they don't want to change they can leave it on default, click "OK" and be on their way to the website.

## Turn on Location History?

2019hci2019@gmail.com

Location History saves where you go with your devices. To save this data, Google regularly obtains location data from your devices. This data is saved even when you aren't using a specific Google service, like Google Maps or Search.

If you use your device without an internet connection, your data may be saved in your account once you return online.

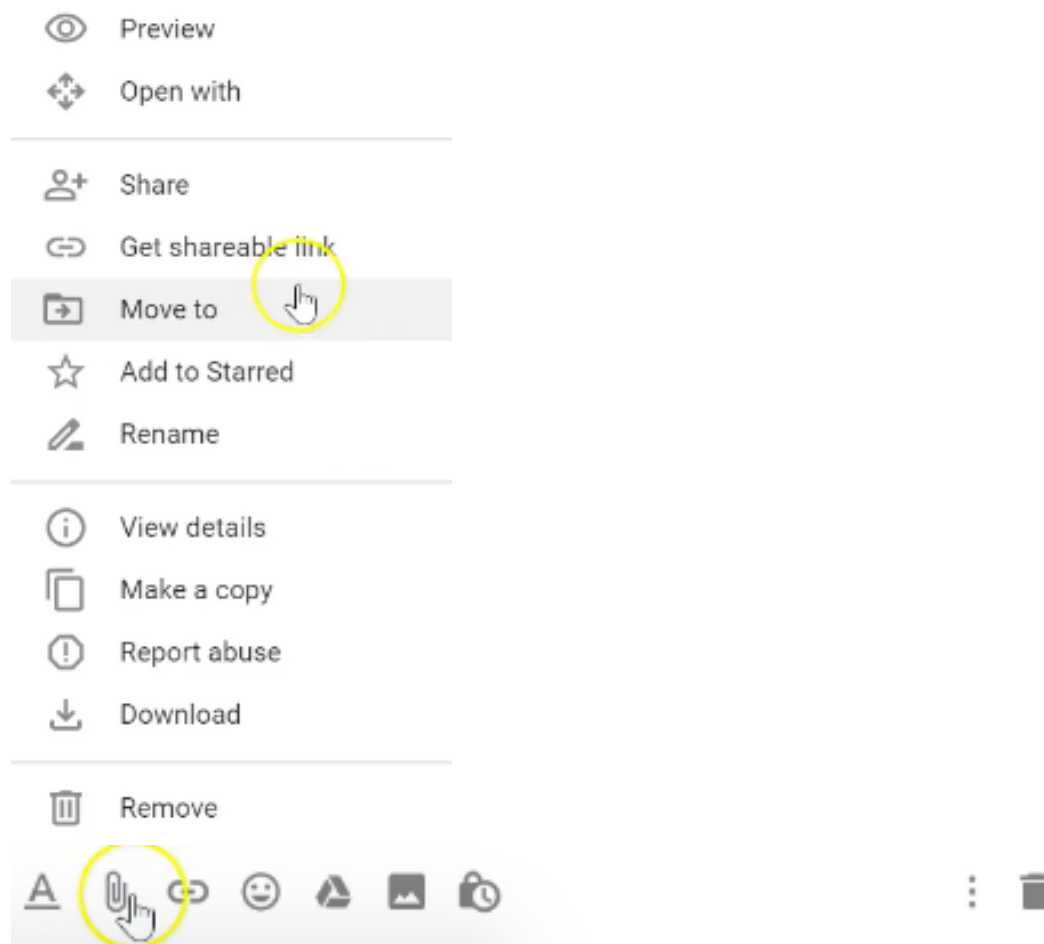
Not all Google services save this data in your account.

This data helps Google give you more personalized experiences across Google services, like a map of where you've been, tips about your commute, recommendations based on places you've visited, and useful ads, both on and off Google.

CANCEL **TURN ON**

In this option Google has allowed the user to click cancel if he accidentally clicked the button or he don't want to turn "Location History" on

## Matches between the system and the real world



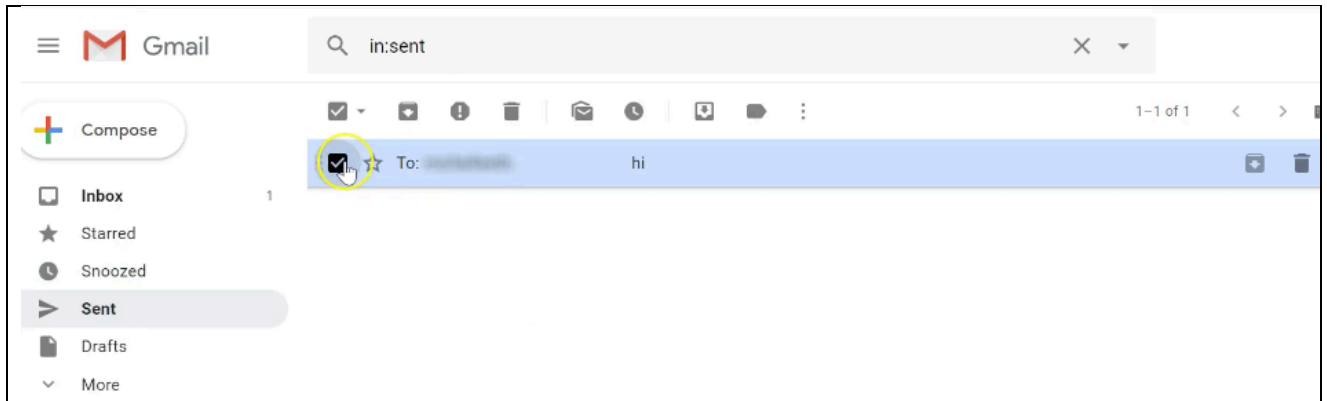
"Google" has made it so that people from other countries that don't speak the users language can use theses real world matches to understand what they are doing as seen in the Screenshot above, Making it super easy for people that don't speak the users language and can understand what they are doing without any hassle and using other website which encourages the user to come back to "Google" as it's reliable and simple to use without it being hard to understand what the system is saying.



Phone number (optional)

In this option the system has given us a option weather we want to add a phone number but beside that is a flag which tells the user that whatever country the user is in they can select the flag which shows the prefix number that their country uses if they do not know.

- (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.



Aesthetic and minimalist design.

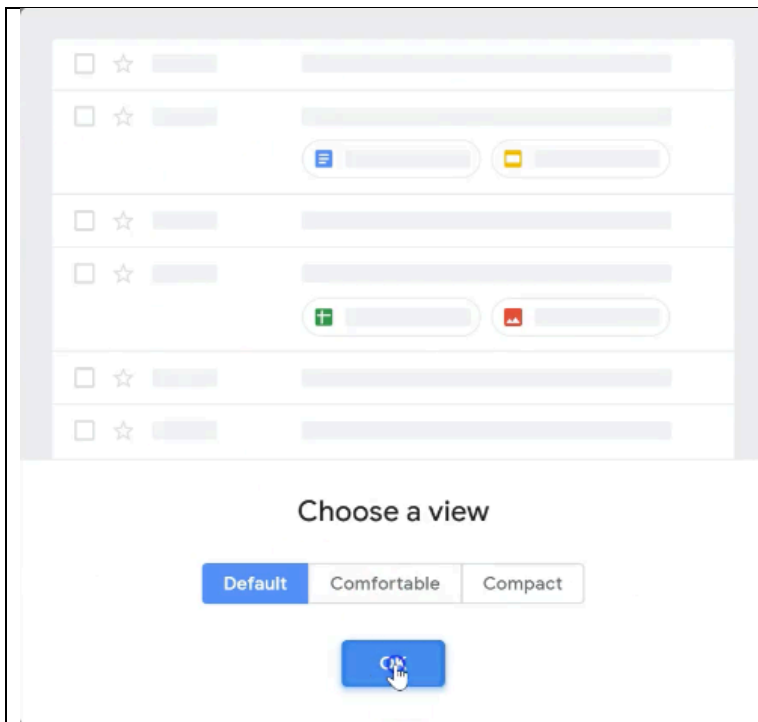
It's good that Google has added a very simple but minimalist design, it keeps everything looking good and clean for the Older people that don't have to struggle or being confused over what all these commands / Options do, I like the design as It looks clean and not to busy but there is the options for the user if they want them, 8/10 on the design as it's easy for me to use as well as other users.



Help users diagnose, & recover from errors.

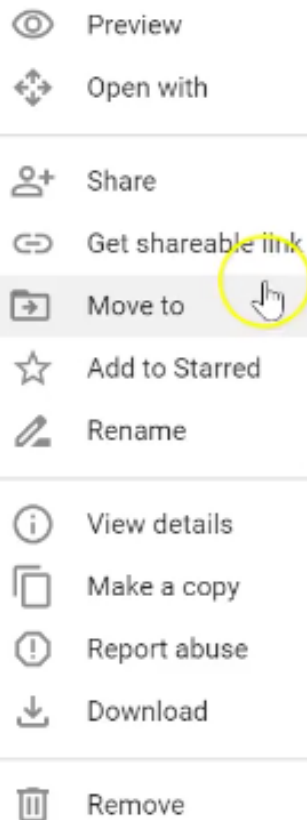
It's good that google added very simple errors but handy as the user can use this error and fix it as well as the colour scheme that it used when the error message came up which was red as well as a red sign (That looks like a red stop sign on the roads) telling the user he has done something wrong and needed to fix it in order getting to the next step. Very handy as I like how the error messages were design making it easy for the user and myself knowing what we are doing





User Freedom of Control.

It's good that google has added 3 different options for the user to use. One being default which is normal incase the user didn't want to change the look, Two being Comfortable & three is compact, 3 different options that the user has freedom over whether he wants normal / default, I give this option a 7/10 as it's pretty useful depending on the users comfort.

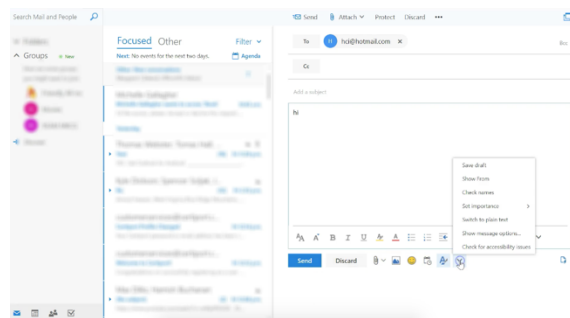


Matches between the system and real-world match.

It's good that google has added some icons that are used in the real world for users from different countries to benefit from, since the users doesn't speak the system google has now made it that the users now speak the systems language but a few icons that are used in the real world. 9/10 as this is a very useful icon that a lot of people use even if you aren't from another country and speak the same language as the system does.

- (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.

## Microsoft



Aesthetic and minimalist design.

In this one Microsoft and Google have quite a similar layout and is very simple they don't really have much different options / settings just designed / layout a little different.

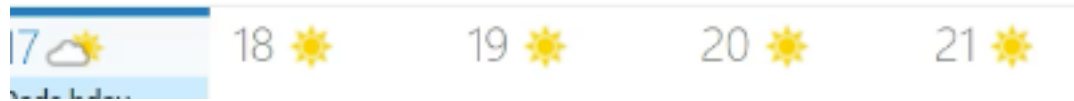
Incorrect user ID or password. Type the correct user ID and password, and try again.

Help users diagnose, & recover from errors.

In this one Microsoft has an error displayed because the user has entered in something wrong but it's not red like it is on Google, Red is normally an error colour or stop colour on on Microsoft its orange which is quite strange.

User Freedom of Control.

On Microsoft they have a lot of freedom of control letting the user control when and what they want to do,



Matches between the system and real-world match.

Microsoft defently doesn't have as much and google compared with real-world matches with icons but this one is great, it shows wheather it's going to be sunny or cloudy on each day.

- (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.

My chosen interface would be Google rather than Microsoft due to the lack of icons, But I do like their contrast with the grayed out icons and a few other things, It's quite a simply website to use and like google is but I just prefer google over Microsoft and I'm more familiar with Google rather than Microsoft. Some improvements that both websites could make is adding more option like "More" option that google has so it still keeps the website clean without the hassle of a lot of useless options that other might not need but some might need these "Useless Option". Microsoft should fix their error message colour from Orange to Red so that people from there counties would know that they have made a mistake and need to stop and read the text, also if it were bolder to so that it stands out to the user more because it looks quite light against the white background.