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NZQA

NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

**QUALIFY FOR THE FUTURE WORLD
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.
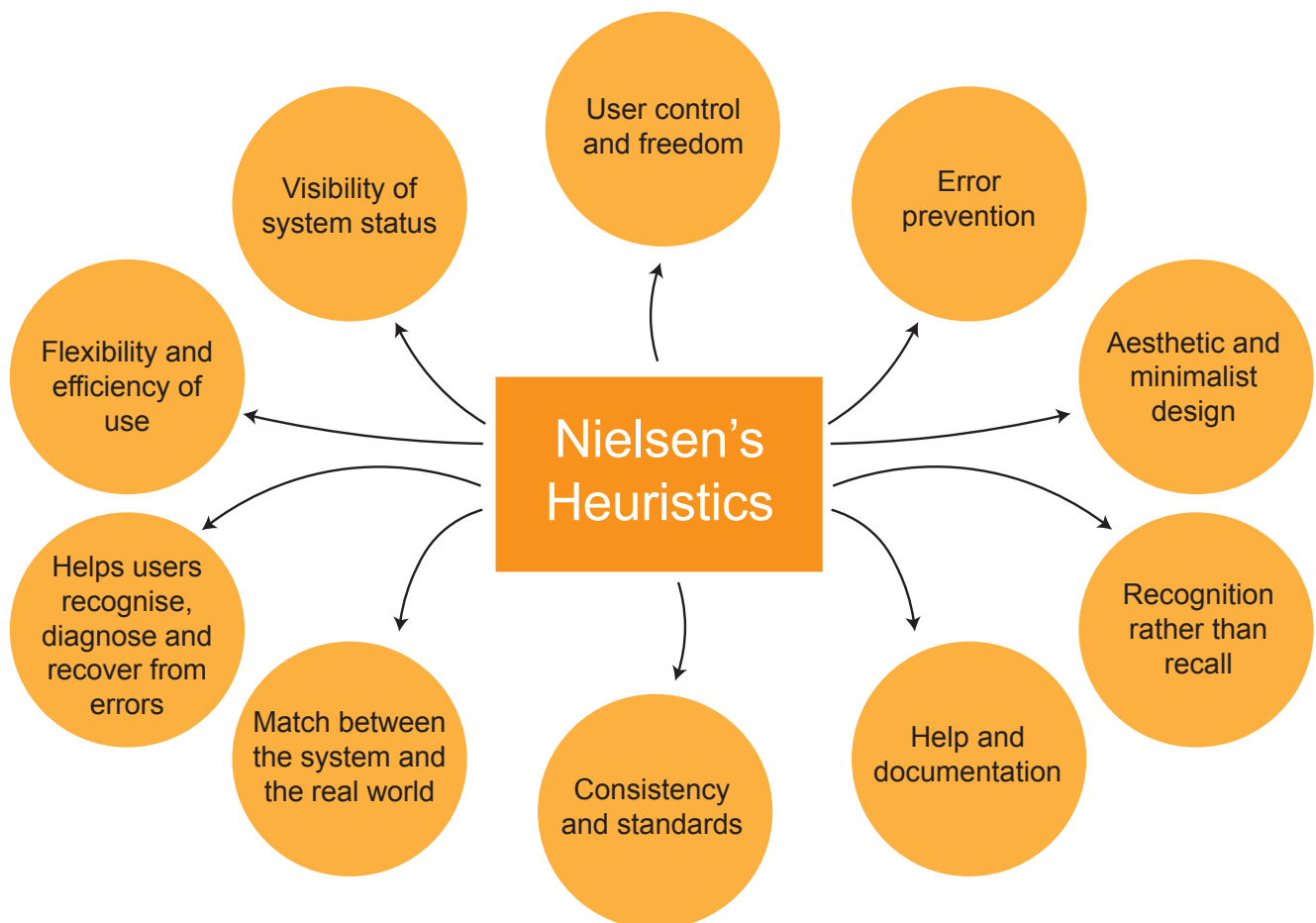
Read all parts of the assessment task before you begin.

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

Google

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.
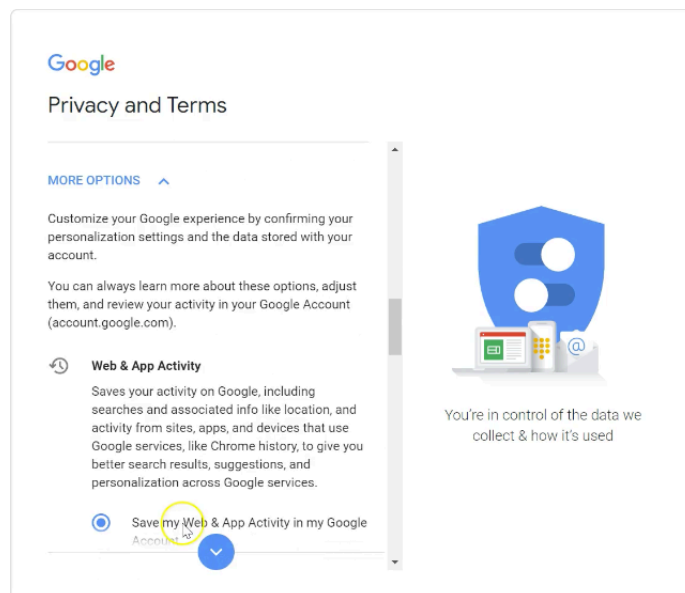
Google is the number 1 web search, helping you find what you are looking for on the internet but at the same time offering free business products such as a writing document app(docs), a slide show app(slides) a spreadsheet app(sheet) and a 15GB cloud storage app(drive) all of those for free but you have to create an account with them

(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.
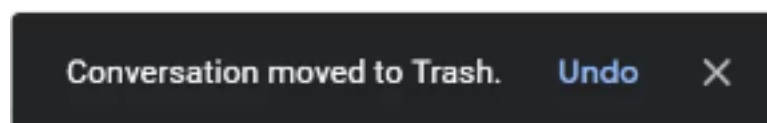
1: Error prevention

Month	Day	Year
October ▼	33	2019

🔴 Please enter a valid date

This make sure that you enter a valid birthday and to make sure that you entered it correctly and are valid to create an account

Month	Day	Year
October ▼	30	2019

🔴 Are you sure you entered the right birthday?

2: user control and freedom

Google

Privacy and Terms

MORE OPTIONS ∧

Customize your Google experience by confirming your personalization settings and the data stored with your account.

You can always learn more about these options, adjust them, and review your activity in your Google Account (account.google.com).

Web & App Activity

Saves your activity on Google, including searches and associated info like location, and activity from sites, apps, and devices that use Google services, like Chrome history, to give you better search results, suggestions, and personalization across Google services.

◉ Save my Web & App Activity in my Google Account
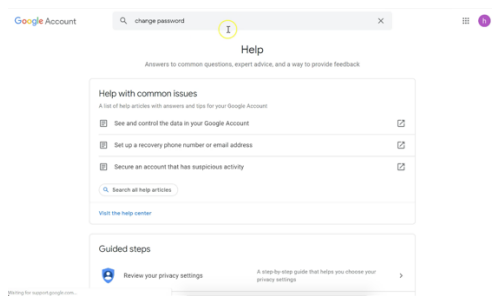
You're in control of the data we collect & how it's used

Google lets you pick what they collect and how they use your data

3-4:Visibility of system status and Recognize diagnose and recover

Conversation moved to Trash.   Undo   ✕

Google tells you what just happened in a black or gray box in the bottom left corner and leaves clear blue mark "Undo" to recover from any mistakes you did
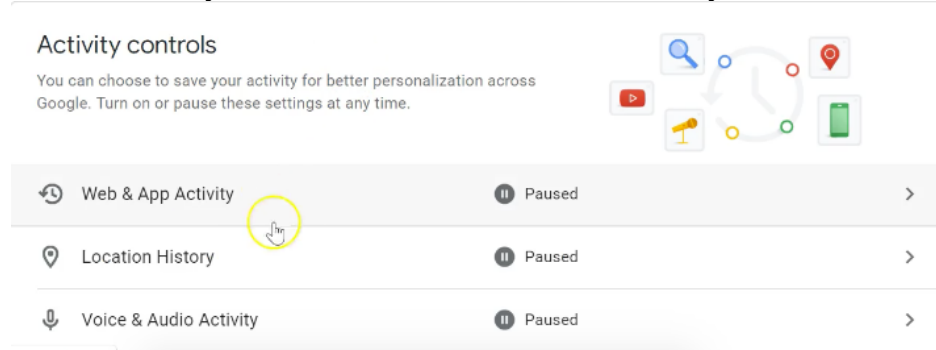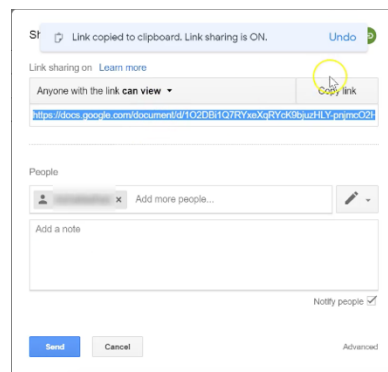
5: Help and Documentation

They have a whole webpage to help you with any common problems you might be having with your account and solutions to fix them

(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.
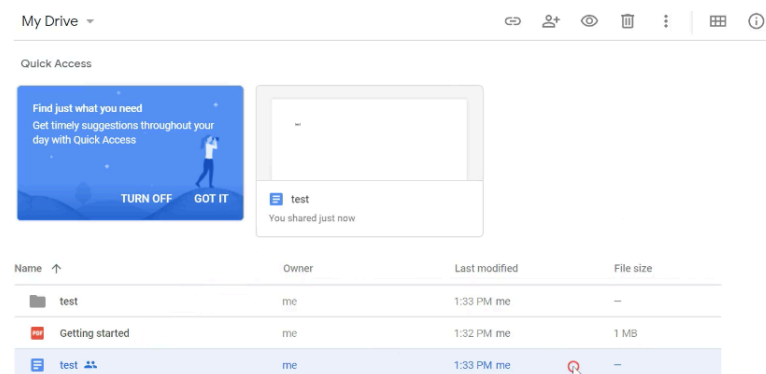
With Google they want you to have user control and freedom and easily let you change what data do you want them to save and how they use it
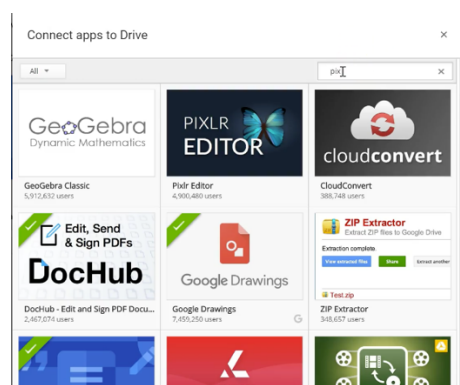

Allowing you to set up who and how you like to share documents

Allowing you to turn their features on or off and customizing how you view your files
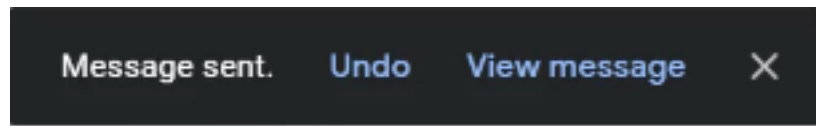

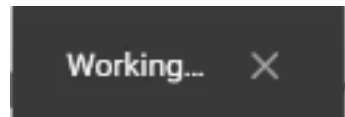And lets you connect custom apps that you use from their store

They also usually show you in a black or grey box in the corner of the bottom left screen the visibility of system status
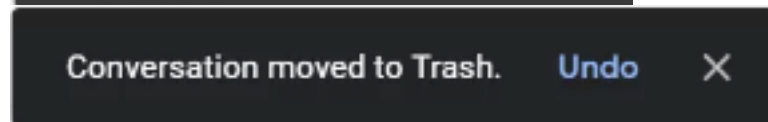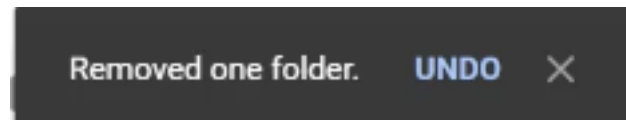
This shows up with certain activities like sending a message

Message sent.   Undo   View message   ✕

Or when you create a folder if informs you that it's working on it

Working…   ✕

It also usually has a giant blue button saying "UNDO" or "Undo" this it to help undo and recover from any error you have done like accidentally deleting a file or email

Removed one folder.   UNDO   ✕

Conversation moved to Trash.   Undo   ✕

(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.

With google they don't confirm anything activities in any of their google products if you click delete in Google Drive it will just do it but always have a clear undo button to recover your files

With Microsoft Office365 OneDrive if you try any delete anything it will confirm with you if you want to delete this fie and have a clearly marked cancel to stop doing it if you have missed click (In the video part of the screen is censored)

(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.

> Google should add a confirm button so certain activities with will add to the user control and freedom confirming with them if they want to do it and error prevention to make sure they didn't just miss clicked and lose their files and not noticing the undo button in the bottom left corner