



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MATAURANGA 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.

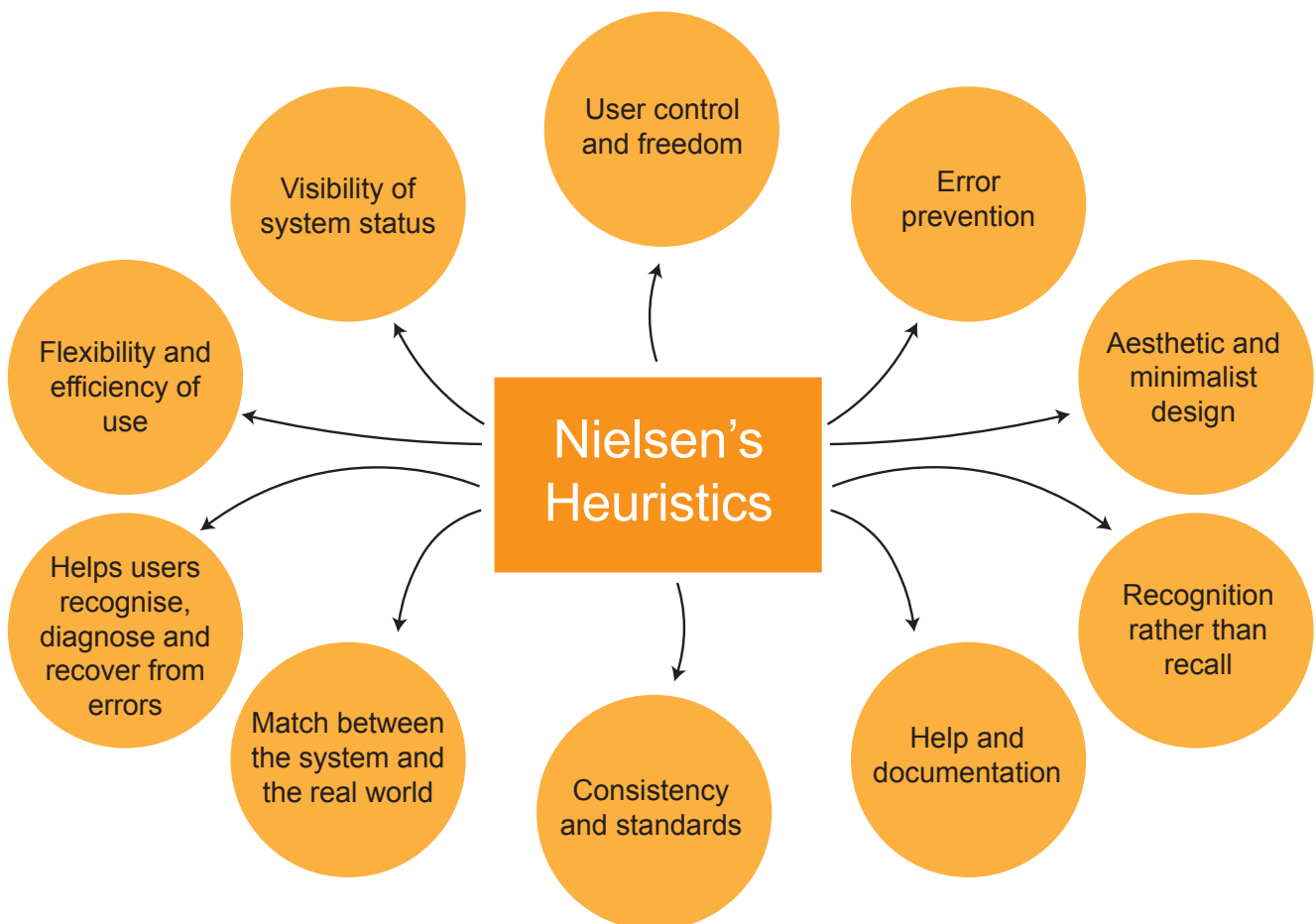
Read all parts of the assessment task before you begin.

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

91886-vid-2019-Google.mp4

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 role of my chosen interface is to send email and all sorts of things to other people like family members or work partners. It also helps you create an email if you don't have one yet and puts you through a simple step by step procedure to get the email you want up and running within a few minutes. The interface also has a place you can write things like a CV for a job or even just an English essay for an assessment and so much more can be done by just one interface.

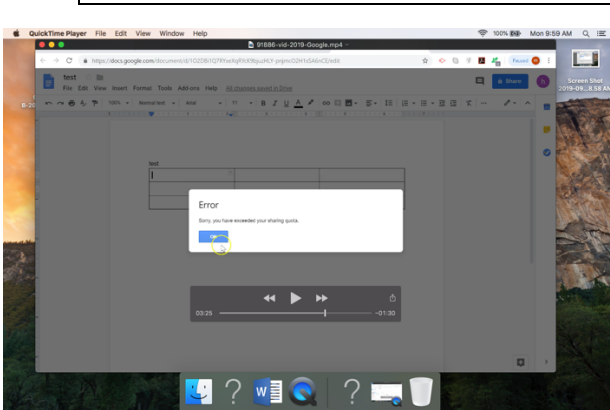
- (b) Identify examples from the interface that illustrate at least FOUR of Nielsen's Heuristics, which are shown on page 2. Illustrate your answer with screenshots from the video.

1.Help and Documentation- help and documentation is used in this interface because it is shown at 1:39. The help that is shown is help changing their password which helps the user have a more comfortable experience because they won't have to worry about having a weak password.

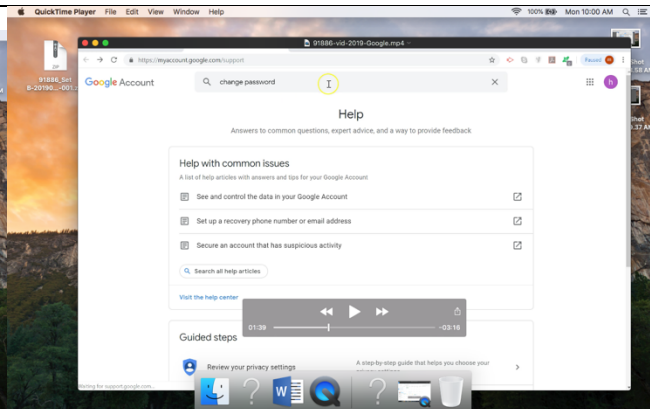
2.Help users recognize, diagnose and recover from errors- This heuristic is shown in the screen capture (2:32 on the video) when they deleted the email they sent to themselves and then the interface gave them the option to undo it this shows that the interface takes everything you do and thinks it's a mistake and lets you reverse it if you wish.

3.Error prevention-This third heuristic that is shown in this example is when they are on google docs and they try to add someone to the file but it says they have exceeded their sharing quota. By telling the user this they now know that they can't add people or share their file to other people which does so in a very simple manner. (This example is shown at 3:25 in the capture)

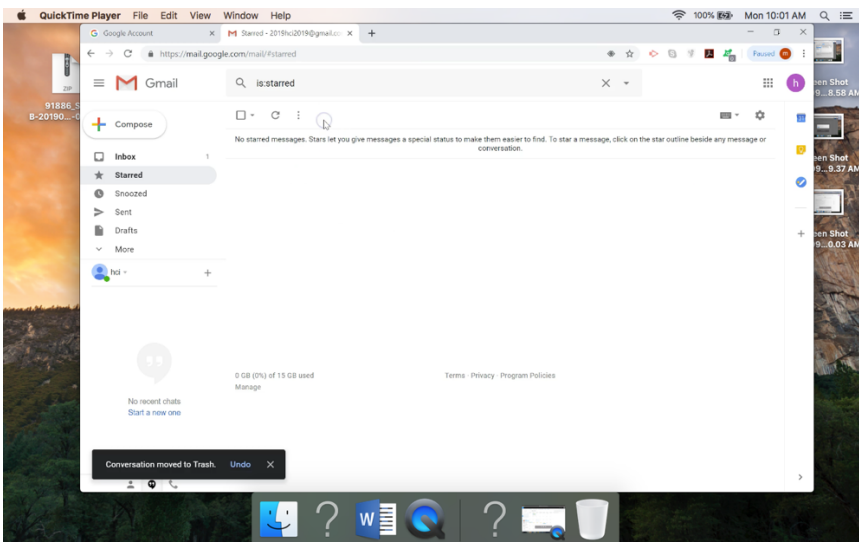
4.Aesthetic and minimalist design-The interface on this video is very simple and easy to use and states exactly where everything is and would be easy for almost everyone to use no matter the issue you are having or whatever you want to write, if it is a CV or just an essay for an English assessment. (A good example of this is at 1:06 on the capture video)



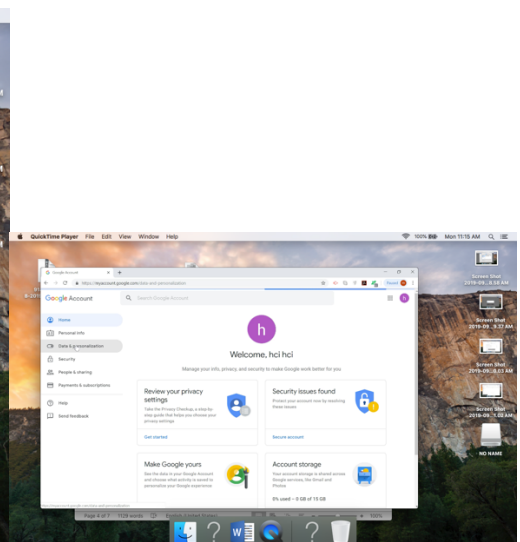
Error prevention



Help and documentation



Help users recognize, diagnose and recover from errors



Aesthetic and minimalist design

- (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.

The overall effectiveness of this interface is good because it helps you when you accidentally delete stuff because it gives you the option to reverse what you did. The interface also has a very clean and minimalist design which gives the user a very easy and somewhat fun experience when using it. The interface also has lots of help available to you for whatever trouble you are having for example changing your password it is a very easy and straight forward process and wouldn't take longer than a couple of minutes. Lastly the interface gives you alerts when you accidentally do something you aren't allowed to or don't have the right settings for. All those examples are very helpful when it comes to an interface because they are important to have a well working interface that is easy to use and not hard and complex to write and simple essay.

- (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.

my chosen interface compared to the other interface that I could have chosen is the fact that all your data and saved stuff looks harder to get to and more complex when it comes to getting your own information or putting information in. On the other hand, the interface I chose is easy to use and very well set out and not very complex to get to stuff you had written in there and to get some help with anything you need.

- (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.

Although the interface that I chose is good there could also be some minor improvements. For example, some would be to make everything a bit more spread out because at some points everything looks bunched together. Another improvement the interface could have would be to label things a bit more to help those people that really don't know what they are doing so they can easily get to where they want to get and do what they want to do.