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**NATIONAL OPEN UNIVERSITY OF NIGERIA**

**University Village, 91 Cadastral Zone, Nnamdi Azikwe Expressway, Jabi, Abuja**

**FACULTY OF SCIENCE**

**DEPARTMENT OF COMPUTER SCIENCE**

**JULY 2018 EXAMINATIONS**

**CIT353: Human Computer Interaction Credit Units: 2**

**Instruction**: *Answer Question 1 (25marks) and any other three questions each carrying 15 marks* **Time Allowed:**2 hrs

1a) Define *mental models*? ***(2 marks)***

b) List the characteristics of *mental models*. ***(4 marks)***

c) As a system designer what measures would you take to minimise the memory load of the user? ***(2 marks)***

d) Briefly list and explain the appropriate guidelines for use by interface designers as applied in cognitive psychology ***(12 marks)***

e) What are the factors governing the choice of an appropriate evaluation method for different interactive systems. ***(5 marks)***

2a) List and briefly explain the principles in support of consistency. ***(10 marks)***

b) Outline how you, as a programmer, will describe/implement a pre-emptive dialog by purely graphical means? ***(5 marks)***

3a) Briefly describe any five interaction styles that can be used to accommodate the dialog between user and computer. ***(10 marks)***

b) Distinguish between *principles* and *standards*. ***(5 marks)***

4a) Give explicit explanation of *Questions, Options And Criteria* (QOC) design rationale using an example to illustrate your answer. ***(10 marks)***

b) What are the advantages and disadvantages of using video in experimentation? ***(5 marks)***

5a) Briefly discuss subjective and objective evaluation techniques. Give example(s). ***(10 marks)***

b) (i) What is *universal design?* ***(1½ marks)***

(ii) Relate it to human-computer interaction. ***(1½ marks)***

c) Give any way/methods by which universal design can be realized? Give an example of the way/method. ***(2 marks)***