

To be completed by candidate:

**NSN**

123456789

**School Code**

123

This assessment is based on a now-expired version of the achievement standard and may not accurately reflect the content and practice of external assessments developed for 2024 onwards.

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Mana Tohu Mātauranga o Aotearoa  
New Zealand Qualifications Authority

# Level 1 Digital Technologies RAS 2023

## 92006 Demonstrate understanding of usability in human-computer interfaces

Credits: Five

# PILOT ASSESSMENT

Achievement	Achievement with Merit	Achievement with Excellence
Demonstrate understanding of usability in human-computer interfaces.	Examine the usability of human-computer interfaces.	Evaluate the usability of human-computer interfaces.

Enter your National Student Number (NSN) and School Code into the space above.

Make sure you have the video file and your prepared screenshots.

**Complete ALL parts of the assessment task in this document.**

You should aim to write no more than **800 words** in total.

Your answers should be presented in 10pt Verdana font, within the expanding text boxes. Apart from your prepared screenshots, your answers may include only information you produce during this assessment session. Internet access is not permitted.

**Save your finished work as a PDF file** as instructed by your teacher.

By saving your work at the end of the assessment session, you are declaring that this work is your own. NZQA may sample your work to ensure this is the case.

## INSTRUCTIONS

The task in this assessment is in four parts:

- In part (a), you will refer to an interface you have studied at school (“your interface”).
- In part (b) you will refer to the video, which shows a user interacting with a website.
- In part (c) you will compare the usability of the interfaces.
- In part (d) you will make recommendations on how to improve the usability of both interfaces.

You are required to discuss the usability of the interfaces in terms of mā tāpono Māori (Resource A) or the usability heuristics (Resource B) on [page 3](#).

You may include up to five screenshots from each interface to illustrate your answers. Do not use more than 10 in total.

Read all parts of the task before you watch the video. You may play, pause, and restart the video as often as you like. *Note: the video has no sound.*

## **RESOURCE A: Mātāpono Māori**

- the accurate and clear use of te reo Māori (including macrons) within the interface
- whether tools such as spell-checking and word prediction work accurately with te reo Māori
- how the interface facilitates and allows for the expression and use of tikanga and mātauranga Māori.

## **RESOURCE B: Nielsen's 10 Usability Heuristics**

“Usability heuristics” are general principles or “rules of thumb” to help measure the effectiveness of a user interface. You will be familiar with Jakob Nielsen's 10 usability heuristics listed below.

1. Visibility of the system's status
2. Match between the system and the real world
3. User control and freedom
4. Consistency and standards
5. Error prevention
6. Recognition rather than recall
7. Flexibility and efficiency of use
8. Aesthetic and minimalist design
9. Help users recognise, diagnose, and recover from errors
10. Help and documentation

Source (adapted): Nielsen, J. (1994, April 14, updated 2020, November 15). *10 usability heuristics for user interface design*. Nielsen Norman Group. <https://www.nngroup.com/articles/ten-usability-heuristics/>

## ASSESSMENT TASK

Maia is studying usability in human-computer interfaces and has asked you to help her learn key concepts by discussing an interface that you have studied at school and one that she has used recently.

### An interface that you have studied at school

- (a) (i) State the name of your interface.

- (ii) Briefly describe the purpose of your interface. What does the user want to achieve while they are using it?

## An interface that Maia has used recently

Maia recently shopped online on the *Little Shop of Taonga* website for her brother's 18th birthday gift.

You have been provided a video of Maia interacting with the website.

In the video, Maia:

- reads the "About Us" page and subscribes to the newsletter
- creates an account and adds her address
- browses categories and adds items to the cart
- searches the FAQs for the returns policy and uses the chat feature to find out shipping times
- decides on a gift, removes an item she doesn't want from the cart, and checks out
- uses the contact form for an enquiry about commissioning a unique piece for her parents' anniversary

## Video timings

Activity	Timestamp
(1) Reads "About Us" page and subscribes to the newsletter	00.06
(2) Creates an account and adds her address	01.30
(3) Browses categories and adds items to the cart	03.40
(4) Searches the FAQs and uses the chat feature	04.58
(5) Checks out	06.42
(6) Uses the contact form for an enquiry	07.28

(b) Choose THREE of the activities from the list on [page 5](#).

(i) For each activity, explain how mātāpono Māori OR usability heuristics are used. If you discuss usability heuristics, provide a description of each.

You may support your answer with screenshots from the video.

Activity:

Response:

Activity:

Response:

Activity:

Response:

- (ii) Evaluate how successfully mātaḗpono Māori OR usability heuristics have been applied in each activity.

You may support your answer with screenshots from the video.

Activity:

Response:

Activity:

Response:

Activity:

Response:

## Comparison

- (c) Compare the *Little Shop of Taonga* interface with your interface. Discuss the similarities **and** differences between the interfaces, and identify which addresses mātāpono Māori OR usability heuristics best, and why.

Use screenshots to support your answer.

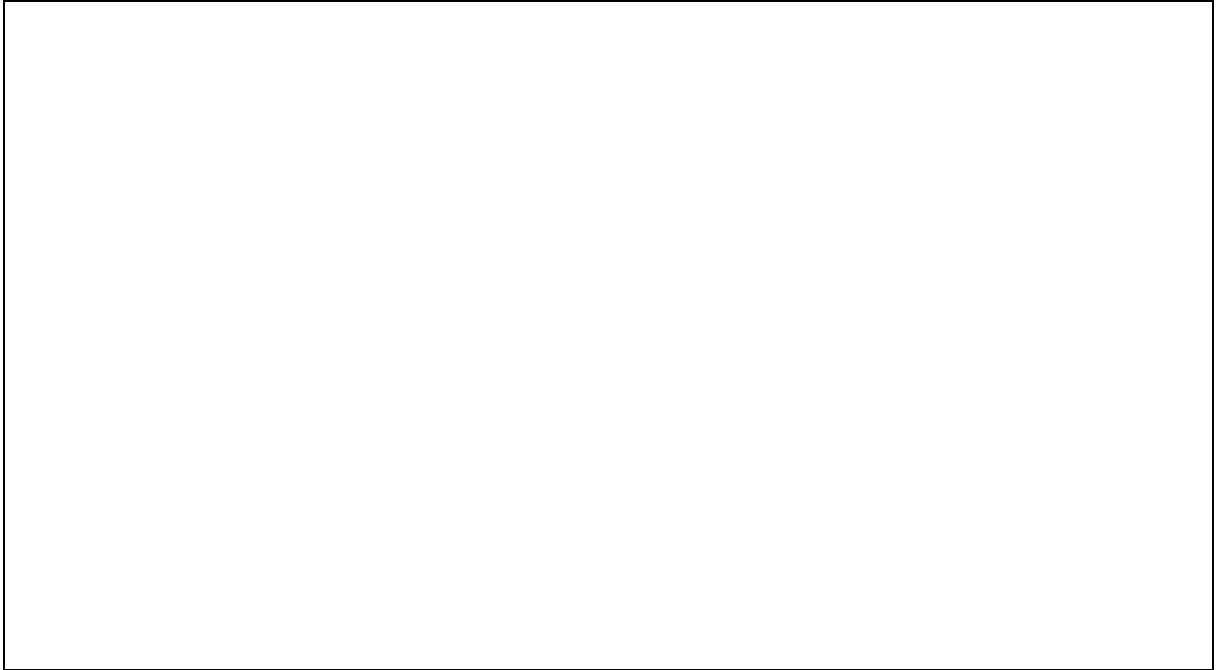




## Recommendations

- (d) (i) Recommend improvements that could be made to **your interface** by applying mā tāpono Māori OR usability heuristics. Explain how these will improve the usability of the website in terms of the user's experience.

You may support your answer with screenshots.



- (ii) Recommend improvements that could be made to the **Little Shop of Taonga** interface by applying mā tāpono Māori OR usability heuristics. Explain how these will improve the usability of the website in terms of the user's experience.

You may support your answer with screenshots.

