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MANA TOHU MĀTAURANGA O AOTEAROA

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COMMON ASSESSMENT TASK

# Level 1 Digital Technologies 2021

## 91886 Demonstrate understanding of human computer interaction

Credits: Three

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 space below. (If your NSN has 10 digits, omit the leading zero.) It should look like “123-123456789-91886”.

SchoolCode-YourNSN-91886

Make sure you have the TWO video files.

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

You should aim to write **800–1500 words** in total.

Your answers should be presented in 12pt Times New Roman font, within the expanding text boxes, and 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 examination, you are declaring that this work is your own. NZQA may sample your work to ensure this is the case.

## INSTRUCTIONS

The video files each show a user interacting with a website. The task in this assessment requires you to review the interactions in terms of the usability heuristics below.

In parts (a), (b), (c), and (d) you will refer to ONE of the websites. In part (d) you are also to refer to another website – this can be the one shown in the other video, or another that you have studied.

Read all parts before you watch the videos. You may play, pause, and restart the videos as often as you like. *Note: The videos have no sound.*

You should illustrate your answers with screenshots from the videos.

## RESOURCE: Nielsen's Ten 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 ten usability heuristics summarised 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, updated 2020). 10 Usability Heuristics for User Interface Design. <https://www.nngroup.com/articles/ten-usability-heuristics/>

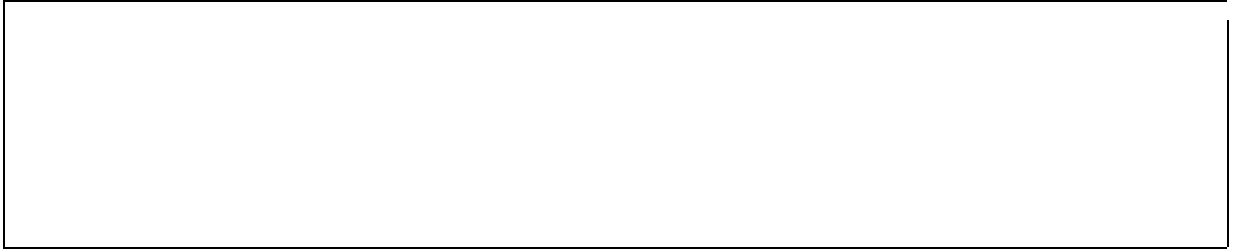
**ASSESSMENT TASK**

State the name of the website shown in the video that you will write about in your answers.

- (a) Briefly describe the purpose of this website. What does the user want to achieve while they are using it?

(b) Describe a way each of the following usability heuristics is shown in the website interface. Illustrate your answers with screenshots from the video.

(i) Visibility of the system's status

A large, empty rectangular box with a thin black border, intended for a screenshot illustrating the 'Visibility of the system's status' heuristic.

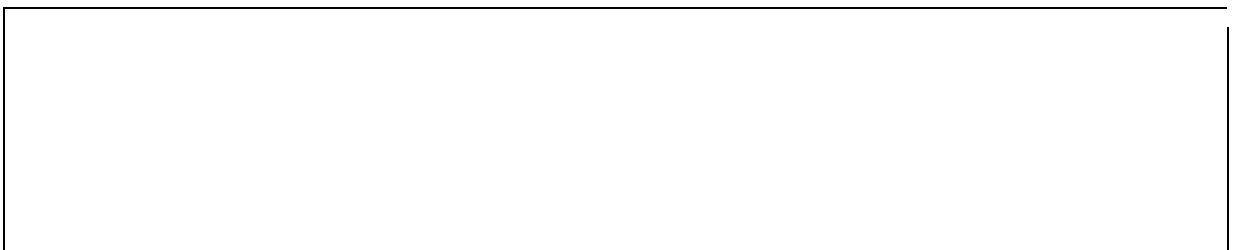
(ii) Match between the system and the real world

A large, empty rectangular box with a thin black border, intended for a screenshot illustrating the 'Match between the system and the real world' heuristic.

(iii) Aesthetic and minimalist design

A large, empty rectangular box with a thin black border, intended for a screenshot illustrating the 'Aesthetic and minimalist design' heuristic.

(iv) Help users recognise, diagnose, and recover from errors

A large, empty rectangular box with a thin black border, intended for a screenshot illustrating the 'Help users recognise, diagnose, and recover from errors' heuristic.

(c) Discuss how successfully – or unsuccessfully – each of the following usability heuristics is demonstrated in the website interface.

(i) Visibility of the system's status

(ii) Consistency and standards

(iii) User control and freedom

- (d) In this part you will also refer to the website interface shown in the other video OR another that you have studied.

If you do wish to refer to another website that you have studied, state its name and briefly describe its purpose here.

- (i) Comment on similarities and differences between the two interfaces in terms of at least TWO of the usability heuristics on [page 2](#). Which interface follows these heuristics best, and why?

- (ii) Referring to the usability heuristics, suggest and explain how you would apply ideas from one of the interfaces to make at least TWO improvements to the other one.