



NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESSWAY, JABI-ABUJA
FACULTY OF COMPUTING
DEPARTMENT OF COMPUTER SCIENCE
2025_1 EXAMINATION

COURSE CODE: CIT353

COURSE TITLE: Introduction to Human Computer Interaction

CREDIT: 2 Units

TIME ALLOWED: 2 Hours

INSTRUCTION: Answer Question One (1) and any other Two (2)

QUESTION 1

(a) Define the following in terms of cognitive model **(8 marks)**

- i. Cognitive walkthrough
- ii. Benchmarking
- iii. Meta-Analysis
- iv. Persona

(b) Write short note on the following: **(13 marks)**

- i. Rapid Prototyping
- ii. Subject Testing methods
- iii. Remote usability testing
- iv. Thinking Aloud Protocol
- v. Subjects-in-Tandem

(c) Give a detailed description of the soft systems methodology **(9 marks)**

QUESTION 2

(a) Discuss the following approaches to user modelling **(8 marks)**

- i. Quantification (2 mark)
- ii. Stereotypes (2 mark)
- iii. Overlay (2 marks)
- iv. Knowledge representation (2 marks)

(b) State the three design principles formulated to support usability **(3 marks)**

(c) Write short note on Prototyping **(9 marks)**

QUESTION 3

(a) What is the user system interface? **(4 marks)**

(b) Give a brief explanation on the following common interfaces **(16 marks)**

- i. Command line interface
- ii. Menus
- iii. Natural language
- iv. Query interfaces

QUESTION 4

(a) List any the Shneiderman's eight golden design rules. **(8 marks)**

(b) Highlight the components of the principles of learnability **(7^{1/2} marks)**

(c) Highlight the presentation issues in designing user support. **(4^{1/2} marks)**

QUESTION 5

(a) Using a diagram only, illustrate the similarity between bandwidth, latency and jitter. **(10 marks)**

(b) Describe the two physiological methods of evaluation. **(10 marks)**