



**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<sup>1/2</sup> marks)*
- (c) Highlight the presentation issues in designing user support. *(4<sup>1/2</sup> 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)*