

Discussions on Chapter 5

1. In Likert rating scales, it is common to use an odd number of choices. Why?

(1) The use of color is excellent: (where 1 represents strongly agree and 5 represents strongly disagree)

1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Do you have any suggestions for improving the following interface? Explain your modification(s).

2. State your age in years

3. How long have you used the Internet?
(check one only)

<1 year
 1–3 years
 3–5 years
 >5 years

4. Do you use the Web to:

purchase goods
send e-mail
visit chatrooms
use bulletin boards
find information
read the news

5. How useful is the Internet to you?

3. Suppose there will be a new shopping guide information system for visitors at Festival Walk. The major feature of this information system is that visitors can interact with it through voice commands. For example, if a visitor says to the system: "Where is Bank of China?", then the system will reply: "Bank of China is at LG2, shop number 56."

- (a) State two stakeholders in the proposed system.
- (b) Suggest one key functional, data, environmental, user and usability requirement of this system.
- (c) In order to determine the requirements of the proposed system, what kinds of data gathering would be appropriate? Explain your answer.

4. Suppose you are a shop-assistant at a departmental store and you are required to prepare a short sales report. Record the actions (use 2 levels) in an HTA textually. State any assumptions that you have made.