Chapter 1: “What Users Do”

1. Given two illustrations for performing the same operation, discuss the relative merits of them from the point of view of two specified types of users.

2. Under certain circumstances, a particular software application’s user interface performs in an unexpected manner. Explain the reasons why this behavior would be considered a positive user interface feature.

Chapter 2: “Organizing The Content”

3. A given software application organizes its information in a manner illustrated in a figure. Explain the advantages of using this display technique instead of three specific alternatives.

4. A given software application organizes its information in a manner illustrated in a figure. Explain the advantages disadvantages of using this display technique.

Chapter 3: “Getting Around”

5. A specific software application contains a navigation feature that behaves in an unusual manner under certain circumstances. Explain why that behavior is actually more appropriate than what might be considered the “normal” alternative.

6. Certain specific types of software applications usually handle navigation in a particular way, as illustrated in a provided figure. Explain why a particular example of such an application might benefit from an alteration to this usual navigation approach.

Chapter 4: “Organizing The Page”

7. Given a form that has been blurred to make it unreadable. Use the formatting features of this interface to explain what types of organizational techniques have been utilized.

8. Two pictured forms contain the same controls, organized in somewhat different manners. Explain the relative advantages of each format.

Chapter 5: “Doing Things”

9. Two similar software applications react differently to the same user interaction. Explain the relative advantages of each approach and explain why their different reactions are not a problem.

10. A particular software application handles performing a specific task in a rather unusual way. Explain the advantages of performing this task in this manner, compared to the traditional alternative approach.