

Example multiple choice questions and open questions Exam part I. Please note that we only have multiple choice question at the exam part I. The open questions still are valuable to use as practice questions. It helps to train the right argumentation for answering questions

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1. Please have a look at these survey questions:

- (1) Do you think that this prototype is nice?
- (2) What do you like about this prototype?
- (3) Do you like prototype X or Y better?
- (4) On a scale of 1 to 5, how much do you like this prototype?

Which of these questions are closed questions?

- (a) None of them is a closed question
- (b) 1, 3, and 4 are closed questions, 2 is NOT
- (c) 1 and 3 are closed questions, 2 and 4 are NOT
- (d) all of them are closed questions

2. Consider the statements:

- (i) Closed ended questions with an ordered response often allow for several answers.
- (ii) Closed ended questions with an un-ordered response should never allow for several answers.

Are these statements true or false?

- (a) Both statements (i) and (ii) are false.
- (b) Only statement (i) is true
- (c) Both statements (i) and (ii) are true.
- (d) Only statement (ii) is true.

3. Consider the statements:

- (i) Semi-structured interviews require the interviewer to ask questions in a fixed order.
- (ii) In unstructured interviews, the interviewer is not allowed to ask questions to the participant.

Are these statements true or false?

- (a) Both statements (i) and (ii) are false.
- (b) Only statement (i) is true
- (c) Both statements (i) and (ii) are true.
- (d) Only statement (ii) is true.

4. Reliability refers to...

- (a) the contingency of results
- (b) the confidence of results
- (c) the content of results
- (d) the consistency of results

5. If we compare DVORAK to regular systems and analyze its use, what can we conclude?

- (a) Performance and optimization decide which products will be used
- (b) Fun, entertainment, and UX in general will decide which products will be used
- (c) Usability will decide whether a product is used
- (d) That none of the conclusions above are correct

6. Value-sensitive design provides

- (a) a way to measure the business value of a technical product to a company.
- (b) theory, method, and practice to account for human values in a principled and systematic manner throughout the technical design process.
- (c) an alternative to user-centred design processes.
- (d) a centralized study of the value of apps in the context of health information processes.

7. A limitation of using surveys and interviews for context analysis is that they suffer from “problems of recall”. What is meant by this?

8. What does the term *conceptual mapping* refer to?

9. Why could it be a good idea to ask demographic questions at the end of a survey?

## Answers:

1. answer: b Chapter 5  
NOTE: read carefully and don't assume answer option 1 is A etc. we randomize the question answer order and even question order. In the exam we tried to underline and make exceptions bold. Occasionally we will still miss one.
2. answer: a, Chapter 5
3. answer: a, Chapter 8
4. answer: d, Chapter 5
5. answer: d,
6. Answer: b, VSD paper
7. Answer: Because the survey or interview is disconnected from the context under consideration, participants have to rely on their memory to describe their needs and experiences. This may cause their answers to be removed from reality. Chapter 5 and 8
8. Answer: Asking participants to draw pictures or graphical layouts that describe their understanding of a situation. Chapter 8
9. Answer: Those questions are not very interesting to answer. To motivate people to read the survey and complete it, it may be better to start with more interesting questions. Chapter 5