

SICI 4085
Exam 2 Review Questions
Chapters 4, 5, 6

Chapter 4

1. About the interview:
 - a. What should you do to prepare for an interview?
 - b. What should you do to prepare the interviewee?
 - c. What should you ask at the end of an interview?
2. What are the key areas concerning human-computer interaction?
3. Know the three interview structures:
 - a. Advantages & disadvantages of each.
 - b. When should it be used (for funnel and pyramid)?
4. Differentiate between closed and open questions
 - a. Advantages & disadvantages of each.
 - b. When should each of these be used?
 - c. Other qualities such as: which is easier to analyze, interviewer skill, etc. (refer to Figure 4.5 on page 114, which lists the attributes of open-ended and closed questions)
5. What is a probing question?
 - a. When should it be used?
6. About the interview report:
 - a. What should it contain?
 - b. When should it be written?
7. What is JAD?
 - a. What happens in a JAD session?
 - b. When should it be used?
 - c. What kind of users or culture benefit from JAD?
 - d. Know advantages and disadvantages
 - e. What roles (people) should there be in a JAD session?
 - i. What does each of them have to do?
8. What are the guidelines to determine when using questionnaires is appropriate?
9. What are the guidelines to determine appropriate language?
10. What is scaling?
11. What is validity?
12. What is external consistency?
13. What is internal consistency?
14. What three problems may be observed when people answer questionnaires?
 - a. How can each of these be fixed?
15. What are the guidelines for the formatting of a questionnaire?
16. Know what elements are used for Web surveys depending on the need
17. Know about the order of the questions in a questionnaire

Chapter 5

1. What are the reasons to do sampling?
2. What are the four steps to design a good sample?
3. What are the main types of samples?
 - a. Know the qualities of each
4. What are the types of complex random samples?
 - a. Know the qualities of each
5. Which of these sampling techniques is the most important for the analyst?
6. What is a good rule of thumb to follow when deciding who should be part of the sample?
7. Know the ways in which an analyst can inspect a record
8. What should you do when creating a catalog of forms?
9. Which is the most common information flow in an organization?
10. Know about STROBE, all its elements, what each of them might indicate

Chapter 6

1. Know about prototyping in general, what it is, how it works
2. Know the various kinds of prototypes
3. What are the two main complaints about SDLC?
4. What are the potential disadvantages of prototyping?
5. How should prototyping modules be?
6. How can users help in prototyping?
7. Know the RAD phases and what happens in each.
8. What is a good scenario to use RAD?
9. What are disadvantages to RAD?
10. What are the four values of Agile Modeling?
11. What are the basic activities of Agile Development?
12. What is a good way to communicate ideas that would otherwise remain unclear?
13. What variables can be adjusted to complete a project by its due date?

60 Multiple Choice

Good luck, my children...