

Answers

Multiple choice questions

1. A
2. C
3. D
4. A
5. A
6. B
7. B
8. C
9. *This question has not been graded as it was not part of the required materials.*
10. B
11. D
12. B
13. B
14. B
15. D
16. D

Open questions

1. In this context, a constraint is something the interface does not afford. One can think of various constraints on a webpage, a button can only be pressed down, it cannot be pulled up. The scrollbar cannot be dragged below or above its ends.
2. Explicit knowledge is knowledge the participant is aware of, the so-called known knows. This can be discovered using a survey as participants will self report this knowledge. Implicit knowledge is knowledge participants have and are unaware of, the so-called unknown knows. This knowledge cannot be discovered using a survey and requires contextual inquiry.