



NATIONAL OPEN UNIVERSITY OF NIGERIA
University Village, 91 Cadastral Zone, Nnamdi Azikwe Expressway, Jabi, Abuja
FACULTY OF SCIENCES
COMPUTER SCIENCE DEPARTMENT
2021 EXAMINATIONS

CIT 353: INTRODUCTION TO HUMAN COMPUTER INTERACTION

Credit: 2 units

TIME ALLOWED: 2 Hours

INSTRUCTION: Answer Question 1 and any other FOUR (3) Questions

Question One

- (a) What do you understand by the term “Human Computer Interaction”. *(2 marks)*
- (b) Write short note on the following interaction styles:
 - i. Command line interface *(2 marks)*
 - ii. Menus *(2 marks)*
 - iii. Natural language *(1 marks)*
 - iv. Query Interface *(2 marks)*
 - v. Form-fills and spreadsheets *(2 marks)*
 - vi. WIMP *(2 marks)*
- (c) Highlight five (5) major goals why the study of Human Computer Interaction is essential to make computers usable. *(5 marks)*
- (d) What do you understand by the following: Multi-Sensory Systems, Multi-modal and Multi-media systems? *(4½ marks)*
- (e) Highlight 5 characteristics of patterns *(2½ marks)*

QUESTION TWO

- (a) State the seven stages of the Donald Norman's model *(7 marks)*
- (b) Mention 5 scientific methods for carrying out human-computer interaction research. *(5 marks)*
- (c) Write short note on the following: *(3 marks)*
 - i. Handwriting recognition
 - ii. Text recognition

QUESTION THREE

- (a) Ergonomics considers both the physical aspects of interfaces and the industrial interfaces. Discuss *(6 marks)*
- (b) Describe how groupware affects organisational structures using an example *(6 marks)*
- (c) What do you understand by Contextual inquiry? *(3 marks)*

QUESTION FOUR

- (a) What do you understand by User modelling? *(2 marks)*

(b) List and explain the two major approaches to be considered in socio-technical modelling (**13 marks**).

QUESTION FIVE

(a) Discuss the three major types of cognitive model. (**9 marks**)

(b) Give a detailed description of the soft systems methodology (**6 marks**)