

Cognitive Styles

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Question

1 pts

Applying the Cognitive Style Heuristics will ONLY make software more usable to women.
True or false?

☐ True

☐ False

Question

1 pts



Which are the cognitive problem-solving facets?

Select ALL correct answers.

wer

☐ Motivations (task completion vs. interest)

☐ Gender (man vs. woman vs. non-binary)

wer

☐ Information Processing Style (comprehensive vs. selective)

wer

☐ Style of Learning (by process vs. by tinkering)

☐ Age (young vs. old)

wer

☐ Computer Self-Efficacy (low vs. high)

wer

☐ Attitude Toward Risk (risk-averse vs. risk-tolerant)

Question

1 pts

All Abi's are women and all Tim's are men. True or false?



☐ True

wer

☐ False

Question

1 pts

A person's facet values can change with time and circumstances. True or false?

wer

- ☐ True
- ☐ False

Question

1 pts

Cognitive Style Heuristics are...

Select the MOST CORRECT answer.

wer

- ☐ not based on research, but still useful.
- ☐ based on research, and proven to be useful.
- ☐ based on research, but results show that they aren't very useful.
- ☐ not based on research, and not useful.



Question

1 pts

Which of these on-screen messages would best help a user understand a new feature?

Select the BEST answer.

wer

- ☐ "We added a way to set multiple alarms so you don't have to keep re-creating them." <short animation of where to find the feature>
- ☐ "New features are now included!"

- ☐ "We've updated our settings page go take a look to see what's new!"
- ☐ "Now you can add alarms in multiple ways!"

Question

1 pts

How is Tim most likely to respond when their Wi-Fi stops working?

Select the MOST LIKELY answer.

- ☐ Call tech support (potentially having to wait for a long time to get help)
- ☐ Turn the Wi-Fi on and off again. If that doesn't work, reset the router (potentially losing settings/configurations)
- ☐ Become frustrated and stop working immediately

wer

Question

1 pts



Why is it important to provide options for process-oriented learners?

Select the MOST CORRECT answer.

- ☐ So that they will feel comfortable with the software
- ☐ To support their progress
- ☐ So that they can choose the path they want
- ☐ All of these options are correct

wer

Question**1 pts**

How might Tim send an email from an unfamiliar site without a undo button?

Select the MOST LIKELY answer.

☐

They might notice the lack of undo button, be worried about making mistakes, and find a different email service

☐

They might navigate to the compose email text area, type their message, and send (perhaps with mistakes)

☐

They might try out some of the settings and text formatting only to get frustrated with the site when there was no undoing the changes

wer

Question**1 pts**

Which is an example of a good way to explain to users why they would use a feature?

Select the BEST answer.

☐

"Tap here!"

☐

"Click here to learn more"

☐

"Clicking this button will create a new post"



wer

Question**1 pts**

How is Abi most likely to respond when they update their new alarm clock app and find it's

in military time instead of 12-hour time?

Select the MOST LIKELY answer.

wer

- ☐ Delete the app and download one with 12 hour time
- ☐ Pull up Google to figure out what time their alarm will be in military time
- ☐ Set an alarm for the time they think their alarm should be set for

Question

1 pts

Some users prefer jumping to appropriate sections to only read what is relevant to them.
True or false?

wer

- ☐ True
- ☐ False

▶ Question

1 pts

Which approach is Tim most likely to use when learning new software?

Select the MOST LIKELY answer.

wer

- ☐ Click around the software to figure out how it works
- ☐ Search YouTube for a instructional tutorial
- ☐ Call a friend who has used the software before

Question

1 pts

If Abi is unsure of the functionality of a new feature on a familiar platform, what are they most likely to do?

Select the MOST LIKELY answer.

wer

- ☐ Stick to using features they're familiar with
- ☐ Be interested in learning the feature and try to use it
- ☐ Tinker with the feature to see if it's relevant

Question

1 pts

Why might Pat want to see what existing features do, and why they are useful?

Select ALL correct answers.

wer



- ☐ So they can avoid unfamiliar features that might make the task take longer.
- ☐ Pat always likes exploring without considering time or utility risks.
- ☐ Pat likes to know what's going on before investing effort.

wer

Question

1 pts

Which are potential advantages of showing task relevance?

Select ALL correct answers.

wer

☐ Helps Tim stay on-task

wer

☐ Helps Abi decide which features to use

wer

☐ Helps Pat decide which features to use

Question

1 pts

Which of the following is a good way to help users assess new features and their usefulness?

Select the BEST answer.

☐ Forcing them to use each feature.

wer

☐ Briefly describing each new feature and why it's useful.

☐ Don't tell users about the new features; They'll find them on their own.

Question

1 pts



Why might Abi want to see what existing features do, and why they are useful?

Select ALL correct answers.

wer

☐ So they can avoid unfamiliar features that might make the task take longer.

☐ Abi always likes exploring without considering time or utility risks.

wer

☐ Abi likes to know what's going on before investing effort.

Question**1 pts**

What are potential disadvantages of showing Tim seven options at once?

Select ALL correct answers.

- ☐ Tim might select the first promising option without reading the rest.
- ☐ If the options are cool-looking features, Tim might get distracted.
- ☐ No disadvantages; Tim will read through everything before deciding.

Question**1 pts**

If a feature that Abi uses often is changed or removed, they will most likely:

Select the MOST LIKELY answer.

- ☐ Try to figure out how to use the new version despite any problems
- ☐ Blame the software for any problems with the new version
- ☐ Blame themselves for any problems with the new version

Question**1 pts**

Undo/redo and backtracking options help Tim because:

Select the MOST CORRECT answer.

- ☐ Knowing that actions are reversible helps them be comfortable proceeding

wer

- ☐ They don't help Tim
- ☐ Reversible actions help them backtrack and recover from mistakes

Question

1 pts

Which personas benefit from having undo/redo and backtracking options?

Select the BEST answer.

- ☐ Only Abi and Pat
- ☐ Only Abi
- ☐ Only Abi and Tim
- ☐ Abi, Pat, and Tim

wer

Question

1 pts



How might providing different ways to accomplish a task affect users with high computer self-efficacy?

Select the BEST answer.

- ☐ They will always feel overwhelmed by this.
- ☐ They might appreciate having an alternate approach if another isn't working out.
- ☐ They might be able to solve problems in multiple ways

wer

Question**1 pts**

How might Abi benefit from having familiar features available after a software update?

Select the BEST answer.

wer

- ☐ They might feel reassured they know what they're doing.
- ☐ No benefit; It deters them from tinkering with new features
- ☐ They will become bored with the software because it's not changing.

Question**1 pts**

How might a user with low computer self-efficacy benefit from having familiar features available after a software update?

Select the BEST answer.

wer



- ☐ They might feel reassured they know what they're doing.
- ☐ No benefit; It deters them from tinkering with new features
- ☐ They will become bored with the software because it's not changing.

Question**1 pts**

Only risk-averse users (Abi and Pat) can benefit from having undo/redo and backtracking options. True or False?

- ☐ True

wer

☐ False

Question

1 pts

How might providing different ways to accomplish a task affect Abi?

Select the BEST answer.

- ☐ Abi will always feel overwhelmed by this.
- ☐ Abi might appreciate having an alternate approach if another isn't working out.
- ☐ Abi always likes to explore and tinker; They will feel encouraged.

wer

Question

1 pts

Which of the following is true about communicating the effort needed to use a feature?

Select the MOST CORRECT answer.

- ☐ Tim does not benefit from it because they are risk-tolerant
- ☐ It can help Abi decide whether or not to use the feature
- ☐ Pat is risk-tolerant so it will help them stay on track with their task

wer

Question

1 pts

A good example of encouraging mindful tinkering is:

Select the BEST answer.

- ☐ Adding important hidden features that are found only by constant tinkering
- ☐ Adding information that encourages Abi to tinker with relevant features
- ☐ Removing barriers to allow Tim tinker regardless of the relevance of the feature
- ☐ Removing opportunities to tinker with the software

Question

1 pts

If Abi is told a task will require high effort, how might that affect them?

Select the BEST answer.

- ☐ Abi always likes high-effort tasks; They will feel motivated.
- ☐ Abi may discontinue the task if it seems high-effort; They are risk-averse.
- ☐ Abi might re-consider addictively tinkering with the task and save time.

Question

1 pts

Process-oriented learners are likely to appreciate:

Select the MOST LIKELY answer.

- ☐ A provided path through a task.
- ☐ A way to bypass step-by-step processes.

- ☐ They don't appreciate anything.

Question

1 pts

Which of the following are benefits of encouraging Abi to tinker?

Select ALL correct answers.

- ☐ Helps Abi stay on-task
- ☐ Helps Abi have time to absorb important information
- ☐ Helps Abi to not miss important and relevant functionality

wer

Question

1 pts

If Tim is told a task will require high effort, how might that affect them?

Select the MOST LIKELY answer.

- ☐ Tim always likes high-effort tasks; They will feel motivated.
- ☐ Tim will always discontinue the task if it seems high-effort; Tim is risk-averse.
- ☐ Tim might re-consider addictively tinkering with the task and save time.

wer

Question

1 pts

Why provide a path through a task?

Select the MOST CORRECT answer.

- ☐ To help the user stay focused.
- ☐ To help process-orientated learners proceed step-by-step.
- ☐ There's no reason to.

wer

Question

1 pts

Which of the following are benefits of helping Tim slow down or reduce their tinkering?

Select ALL correct answers.

- ☐ Helps Tim make fewer mistakes
- ☐ Helps Tim have time to absorb important information
- ☐ Helps Tim stay on-task

wer

wer

wer

