

Cognitive Styles

Remember, changes to question templates won't automatically update quizzes that are already using those questions.

Show Question Details

Question

1 pts

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

True

False

wer

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.

wer

Tim might select the first promising option without reading the rest.

wer

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

wer

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.

wer

Abi might appreciate having an alternate approach if another isn't working out.

Abi always likes to explore and tinker; They will feel encouraged.

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

wer

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

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

wer

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.

wer



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.

wer

- 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

