

## **INTERACTIVE SYSTEMS 3 (Resit)**

1.

a) Why is it hard to exploit external consistency as a means of helping the users of mass market web sites?  
[4 marks]

b) What effects can prolonged download times have on the usability of a web-based form?  
[5 marks]

c) Describe two techniques that might be used to improve the usability of the interface described in part b) assuming that it is impossible to reduce the delays.  
[6 marks]

d) Write a brief technical report describing the problems of remote usability testing for a web-based e-commerce site that will be used to sell domestic appliances such as kettles, fridges and cookers. Describe three different ways of overcoming some of these problems.  
[10 marks]