

# Assignment 3 – Devices and Quality of Service

20%

Due in two weeks – Thursday  
March 9, 2006

# Part I – Questions (10%)

*The following questions may be answered in a few to several short sentences each.*

1. What role do mental models play in end users' quality of service?
2. What role does metaphor play in end users' quality of service?
3. What role does the information processing theory play in end users' quality of service?
4. Give three short instances of situations or events from your personal experience that adversely affected end user quality of service.
5. In what way(s) does the direct manipulation metaphor of interaction improve quality of service?

# Part 2 – Re-Design (10%)

- Pick an application (Web, desktop, cell phone, PDA, etc.) that has an interface you are familiar with and for which you experience adverse quality of service.
  - Provide a screen shot, photo, or if necessary, a drawing of the application.
  - And a paragraph or two to explain the problem according to principles discussed in class (or additional principles you cite).
- Design an interface device or re-design the interface itself in a way that improves the quality of service experience for the end user.
  - Provide a mock-up of the re-design
  - And a paragraph or two of text to explain the improvement according to principles discussed in class (or additional principles you cite).