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Question No : 1 of 52

Marks: 1 (Budgeted Time 1 Min)

WYSIWY stands for?

Answer ( Please select your correct option )

What you say is what you talk

What you sing is what you think

What you see is what you get

What you sow is what you ripe

Correct answer solved by hadi  
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Question No : 2 of 52

Marks: 1 (Budgeted Time 1 Min)

What might cause us to forget a piece of information?

Answer ( Please select your correct option )

- Only acquiring new information
- Only Emotional factors
- Both acquiring new information and emotional factors
- Only Psychological factors
- not sure

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Question No : 3 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ are areas of the screen that behave as if they were independent terminals in their own right.

**Windows are** areas of the screen that behave as if they were independent terminals in their own right.

Answer ( Please select your correct option )

Pointers

Menus

Windows

Icons

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Question No : 4 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ are individual and isolated regions within display that can be selected by the user to invoke specific operations.

**Buttons**

Buttons are individual and isolated regions within display that can be selected by the user to invoke specific operations.

Answer ( Please select your correct option )

Buttons

Pointers

Menus

Windows

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Question No : 5 of 52

Marks: 1 (Budgeted Time 1 Min)

Input in human is mainly through the \_\_\_\_\_ and output through the \_\_\_\_\_ of the effectors.

**Input in human is mainly through the senses and out out through the motor control** of the effectors. There are five major senses:

- Sight
- Hearing
- Touch
- Taste
- Smell

Answer ( Please select your correct option )

Senses, Rods

Motor control, Senses

Senses, Motor Control

Motor Control, Rods

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Question No : 6 of 52

Marks: 1 (Budgeted Time 1 Min)

As a software designer, which aspects guide you to think about the way in which the user and the idiom interact?

Strategic aspect guides us to think about user interface idioms – in other words, the way in which the user and the idiom interact.

Answer ( Please select your correct option )

Tactical

Manual

Technical

Strategic

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Question No : 7 of 52

Marks: 1 (Budgeted Time 1 Min)

The persona's needs are fully satisfied by a primary interface refers to \_\_\_\_\_ persona.

Possible user persona type designations include:

- **Primary:** the persona's needs are sufficiently unique to require a distinct interface form and behavior
- **Secondary:** primary interface serves the needs of the persona with a minor modification or addition
- **Supplement:** the persona's needs are fully satisfied by a primary interface
- **Served:** the persona is not an actual user of the product, but is indirectly affected by it and its use
- **Negative:** the persona is created as an explicit, rhetorical example of whom not to design for

Answer ( Please select your correct option )

Supplement

Negative

Secondary

Primary

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Question No : 8 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ dimension focuses on the organizational support for the work such as workflow models and organizational charts.

**2. Plans and procedures**

The plans and procedures dimension focuses on the organizational support for the work, such as workflow models and organizational charts, and how these are used to support the work. Understanding this aspect impacts on how the system is designed to utilize this kind of support.

Answer ( Please select your correct option )

Plans and procedures

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Awareness of work

Task efficiency

Distributed coordination

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Question No : 9 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ capture the non-verbal dialogue between artifact and user over time.

Answer ( Please select your correct option )

Persona

Scenario

Dialogue

Design model

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Question No : 10 of 52

Marks: 1 (Budgeted Time 1 Min)

Which of the following step is NOT contributing in requirement definition phase process?

**Defining the requirements**

The Requirement Definition phase determines the what of the design: what functions our personas need to use and what kind of information they must access to accomplish their goals. The following five steps comprise this process:

1. Creating problem and vision statement
2. Brainstorming

Answer ( Please select your correct option )

Brainstorming

3. Identifying persona expectations
4. Constructing the context scenario
5. Identifying needs

Identifying persona expectations

Constructing the context scenario

Conducting survey

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Question No : 11 of 52

Marks: 1 (Budgeted Time 1 Min)

Goal-oriented context scenarios are \_\_\_\_\_ task-oriented than key path scenario

Answer ( Please select your correct option )

Less

Alike

More

Different

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Question No : 12 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ patterns can be applied at the conceptual level.

Postural patterns can be applied at the conceptual level and help determine the overall product stance in relation to the user.

Answer ( Please select your correct option )

Behavioral

Mnemonic

Postural

Structural

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Question No : 13 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ applications are great platforms for creating an environment rich in visual feedback for the user.

**Sovereign applications are great platforms for creating an environment rich in visual feedback for the user.** You can productively add extra little bits of information into the interface.

Answer ( Please select your correct option )

Sovereign

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Transient

Auxiliary

Daemonic

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Question No : 14 of 52

Marks: 1 (Budgeted Time 1 Min)

HCI specialists want to measure the typical user's performance on carefully prepared tasks that are typical of those for which the system was designed. Which of the following evaluation paradigms will be used?

Usability testing involves measuring typical users' performance on carefully prepared tasks that are typical of those for which the system was designed. Users' performance is generally measured in terms of number of errors and time to complete the task.

Answer ( Please select your correct option )

Quick and dirty

Usability testing

Field studies

Predictive

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Question No : 15 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ are the links to the main portions of the site: the top level of the site hierarchy.

**The Sections**

The Sections—sometimes called the *primary navigation*—are the links to the main sections of the site: the top level of the site's hierarchy

Answer ( Please select your correct option )

Form

Sections

Site IDs

Homepages

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Question No : 16 of 52

Marks: 1 (Budgeted Time 1 Min)

Trunk test is an evaluation tool used for \_\_\_\_\_.

### 33.1 Try the trunk test

Now that you have a feeling for all of the moving parts, you're ready to try my acid test for **good Web navigation**. Here's how it goes: Imagine that you've been blindfolded and locked in the trunk of a car, then driven around for a while and dumped on a page somewhere deep in the bowels of a Web site. If the page is well designed, when your vision clears you should be able to answer these questions without hesitation:

Answer ( Please select your correct option )

Desktop applications

- What site is this? (Site ID)
- What page am I on? (Page name)
- What are the major sections of this site? (Sections)

Web applications

- What are my options at this level? (Local navigation)
- Where am I in the

IVR applications

AI applications

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Question No : 17 of 52

Marks: 1 (Budgeted Time 1 Min)

To implement \_\_\_\_\_ in tabs or button bars, each button needs to be a separate graphic.

Rollovers. To implement rollovers in tabs or button bars, each button needs to be a separate graphic. Rollovers have merit, but in most cases I don't think they pull their weight.

Answer ( Please select your correct option )

Site ID



Rollovers



Color Code



Navigation



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Question No : 18 of 52

Marks: 1 (Budgeted Time 1 Min)

Browser Title always contains the word '\_\_\_\_\_':

Answer ( Please select your correct option )

Home

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Default

Error

Browser

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Question No : 19 of 52

Marks: 1 (Budgeted Time 1 Min)

Analysis of \_\_\_\_\_ interviews can be time-consuming, though their contents can be rich.

Answer ( Please select your correct option )

Structured

Unstructured

Semi-Structured

Group

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Question No : 20 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ is the remarkable facility that let us reverse a previous action.

Answer ( Please select your correct option )

Repeat

Delete

Redo

Undo

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Question No : 21 of 52

Marks: 1 (Budgeted Time 1 Min)

If the user wants to \_\_\_\_\_ place the document somewhere in the file system hierarchy, he can request this function from the menu.

If the user wants to explicitly place the document somewhere in the file system hierarchy, he can request this function from the menu. A relative of the Save As dialog appears with the current document highlighted.

Answer ( Please select your correct option )

Explicitly

Implicitly

Habitually

Properly

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Question No : 22 of 52

Marks: 1 (Budgeted Time 1 Min)

A study by Human Factors International indicated that \_\_\_\_\_ color significantly reduced search time.

**Too many colors.** A study by Human Factors International indicated that **one color** significantly reduced search time. Adding additional colors provides less value, and at seven or more, search performance degraded significantly.

Answer ( Please select your correct option )

One

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Two

Three

Many

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Question No : 23 of 52

Marks: 1 (Budgeted Time 1 Min)

People frequently counter the idea of \_\_\_\_\_ feedback with arguments that users don't like it

People frequently counter the idea of audible feedback with arguments that users don't like it. Users are offended by the sounds that computers make, and they don't like to have their computer beeping at them.

Answer ( Please select your correct option )

Audible

Video

Walkthroughs

Questions

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Question No : 24 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ present a fascinating lens through which we can view the network relationships between systems.

Metadata and controlled vocabularies present a fascinating lens through which to view the network of relationships between systems. In many large metadata-driven web sites, controlled vocabularies have become the glue that holds the systems together. A thesaurus on the back end can enable a more seamless and satisfying user experience on the front end.

Answer ( Please select your correct option )

Metadata

Correct answer solved by hadi  
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Thesauri

Accessibility

Ubiquitous computing

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Question No : 25 of 52

Marks: 1 (Budgeted Time 1 Min)

The ClearBoard (TMG, 1990-95) has the idea of changing a \_\_\_\_\_ wall to a \_\_\_\_\_ dynamic collaboration medium (respectively).

The ClearBoard (TMG, 1990-95) has the idea of changing a passive wall to an active dynamic collaboration medium.

Answer ( Please select your correct option )

Passive, Active.

Positive, Negative.

Active, Passive.

Negative, Positive.

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Question No : 26 of 52

Marks: 1 (Budgeted Time 1 Min)

XYZ Ltd is well reputed software house; they make a significant investment in building ..... that encourages greater customer loyalty.

Most successful companies make a significant investment in building brand equity. A company that cultivates substantial brand equity can command a price premium for its products, while encouraging greater customer loyalty.

Answer ( Please select your correct option )

Visual symbols

Grouping

Brand equity

Harmony

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Question No : 27 of 52

Marks: 1 (Budgeted Time 1 Min)

While designing the devices like LCD's, PDA ..... is more important tool than marketing. Checklist

**Use of color**

Color is an important part of most visual interfaces whose technology can support it. In these days of ubiquitous color LCDs, users have begun to expect color screens even in devices like PDAs and phones. However, color is much more than a marketing checklist item; it is a powerful information design and visual interface design tool that can be used to great effect, or just as easily abused.

Answer ( Please select your correct option )

Color

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Text

Icons

Graph

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Question No : 28 of 52

Marks: 1 (Budgeted Time 1 Min)

When you do search on google.com or any other search engine which of the following will help search engine to match user queries with key words in website?

A web site is a collection of interconnected systems with complex dependencies. A single link on a page can simultaneously be part of the site's structure, organization, labeling, navigation, and searching systems. It's useful to study these systems independently, but it's also crucial to consider how they interact. Reductionism will not tell us the whole truth. Metadata and controlled vocabularies present a fascinating lens through which to view the network of relationships between systems. In many large metadata-driven web sites, controlled vocabularies have become the glue that holds the systems together. A thesaurus on the back end can enable a more seamless and satisfying user experience on the front end. In addition, the practice of thesaurus design can help bridge the gap between past and present. The

Answer ( Please select your correct option )

Controlled Vocabularies

Thesauri  not sure

Accessibility

Metadata

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Question No : 29 of 52

Marks: 1 (Budgeted Time 1 Min)

----- computers are especially useful for applications that require computational support while the user's hands, voice, eyes or attention are actively engaged with the physical environment.

Wearable computers are especially useful for applications that require computational support while the user's hands, voice, eyes or attention are actively engaged with the physical environment.  
Wristwatch videoconferencing system running GNU Linux,

Answer ( Please select your correct option )

Wearable

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Ubiquitous

Attentive environment

Tangible bits

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Question No : 30 of 52

Marks: 1 (Budgeted Time 1 Min)

Ahsan is trying to get expertise in using computer but he did not use the Microsoft Office program for months and forget significant portions he learned. Now in which category of users he resides?

Therefore, it comes as no surprise that sales and marketing folks lobby for bending the interface to serve beginners. They demand that training wheels be attached to the product to help out the struggling beginner.

Answer ( Please select your correct option )

Not Beginners

Beginners

Intermediates

Experts

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Question No : 31 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ are perhaps the least-documented patterns but they are nonetheless in widespread use.

Structural patterns are perhaps the least-documented patterns, but they are nonetheless in widespread use.

Answer ( Please select your correct option )

Postural

Structural

Correct answer solved by hadi  
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Behavioral

Mnemonic

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Question No : 32 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ frequent your primary personas access the site, \_\_\_\_\_ transient a stance the site needs to take (respectively).

The less frequently your primary personas access the site, the more transient a stance the site needs to take. In an informational site, this manifests itself in terms of ease and clarity of navigation.  
Sites used for infrequent reference might be bookmarked by users:

Answer ( Please select your correct option )

More, Less

Less, more

Less, less

Mostly, high

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Question No : 33 of 52

Marks: 1 (Budgeted Time 1 Min)

Early in design, developers want to meet informally to get feed back on idea about user's need and liking. This evaluation is called \_\_\_\_\_.

book

Quick and dirty" evaluations can be done at any stage and the emphasis is on fast input rather than carefully documented findings. For example, early in design developers may meet informally with users to get feedback on ideas

Answer ( Please select your correct option )

Quick and dirty

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Usability testing

Field studies

Predictive

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Question No : 34 of 52

Marks: 1 (Budgeted Time 1 Min)

Ali is an HCI specialist, he believes that usability testing works for \_\_\_\_\_.

Usability testing works for all types of products.  
In the last several years, we've been involved in usability testing of all these products:

Answer ( Please select your correct option )

All products

Consumer products

Software products

Hardware products

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Question No : 35 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ is particularly useful early in design. It is excellent technique to use with the prototype because it provides a wealth of diagnostic information.

Active intervention is particularly useful early in design. It is an excellent technique to use with prototypes, because it provides a wealth of diagnostic information.

Answer ( Please select your correct option )

Co-discovery

Active intervention

Splendid research

Storyboarding

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Question No : 36 of 52

Marks: 1 (Budgeted Time 1 Min)

Design of user interfaces does not entirely \_\_\_\_\_ aesthetic concerns but rather it places such' concerns within the constraints of a \_\_\_\_\_ framework.

Design of user interfaces does not entirely **exclude aesthetic concerns**, but rather it places such' concerns within the constraints of a **functional framework**. Visual design in an interface context thus requires several related skills.

Answer ( Please select your correct option )

- Include, Functional
- Exclude, Functional
- Include, Non-Functional
- Exclude, Non-Functional

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Question No : 37 of 52

Marks: 1 (Budgeted Time 1 Min)

Graphic designer uses ----- test to ensure that visual interface design employs contrast effectively

**THE SQUINT TEST**

A good way to help ensure that a visual interface design employs contrast effectively is to use what graphic designers refer to as the squint test.

Answer ( Please select your correct option )

Squint

Correct answer solved by hadi  
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Graphic

Trunk

Visual

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Question No : 38 of 52

Marks: 1 (Budgeted Time 1 Min)

Suppose an HCI specialist assigned you to record that how many times mouse left and right button is pressed by the user Ali. Which of the following indirect observation technique will help?

**Interaction logging**

Interaction logging in which key presses, mouse or other device movements are recorded has been used in usability testing for many years.

Answer ( Please select your correct option )

Diaries

Interaction logging

Notes

Audi recording

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Question No : 39 of 52

Marks: 1 (Budgeted Time 1 Min)

A student assigned a task to make presentation on "Introduction to HCT", he doesn't know how to make PowerPoint's slides in Microsoft power point. Which of the following dialog will help to make presentation?

Answer ( Please select your correct option )

The index



Shortcuts



Wizards



Splash screen



that's ri8

Correct answer solved by hadi

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Question No : 40 of 52

Marks: 1 (Budgeted Time 1 Min)

\_\_\_\_\_ captures a set of activities and how they are related.

The term lifecycle model is used to represent a model that captures a set of activities and how they are related. Sophisticated models also incorporate a description of when and how to move from one

Answer ( Please select your correct option )

Researcher

Lifecycle model

Correct answer solved by hadi  
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Developer

Human processor model

O kudi menu kehndi. Mainu jooti le de sohneya.  
Main keya naah goriye :P **dakhe bae ,,enjoy b**  
**huna chaiye sath sath**

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Question No : 41 of 52

Marks: 2 (Budgeted Time 4 Min)

Controlled environments like Laboratory experiments have low ecological validity while ethnographic studies have high ecological validity. Why?

Answer ( [Please click here to Add Answer](#) )

Normal Arial 12 B I U

Ecological validity concerns how the environment in which an evaluation is conducted influences or even distorts the results. For example, laboratory experiments are strongly controlled and are quite different from workplace, home, or leisure environments. Laboratory experiments therefore have low ecological validity because the results are unlikely to represent what happens in the real world. In contrast, ethnographic studies do not impact the environment, so they have high ecological validity.

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Question No : 42 of 52

Marks: 2 (Budgeted Time 4 Min)

Which screen display when user launches the program and first loads into the memory?

Answer ( [Please click here to Add Answer](#) )

Normal Arial 12 B I U

A splash screen is a dialog box displayed when a program first loads into memory. Sometimes it may just be the about box or Identity box, displayed automatically, but more often publishers create a separate splash screen that is more engaging and visually exciting

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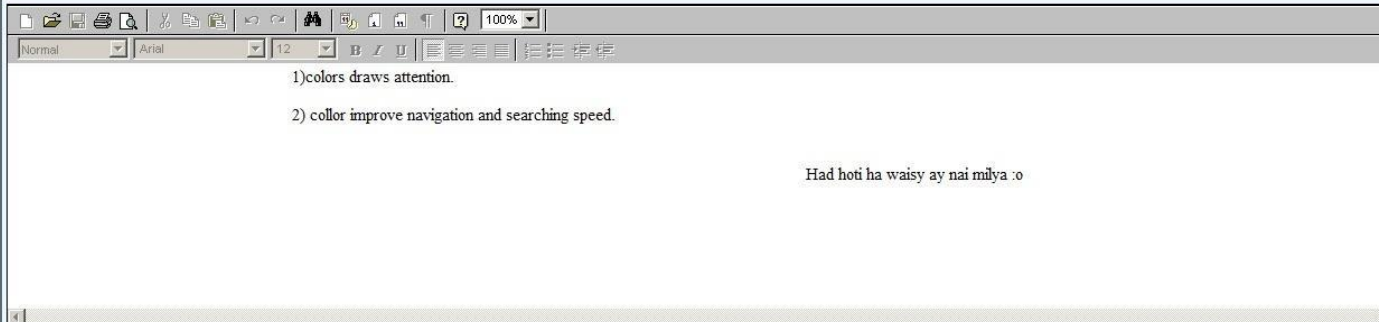
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Question No : 43 of 52

Marks: 2 (Budgeted Time 4 Min)

Designer believe Color is an important part of visual interfaces .Write down two purposes that color serves when they are used properly in visual interface design.

Answer ( Please [click here](#) to Add Answer )



1)colors draws attention.

2) color improve navigation and searching speed.

Had hoti ha waisy ay nai milya :o

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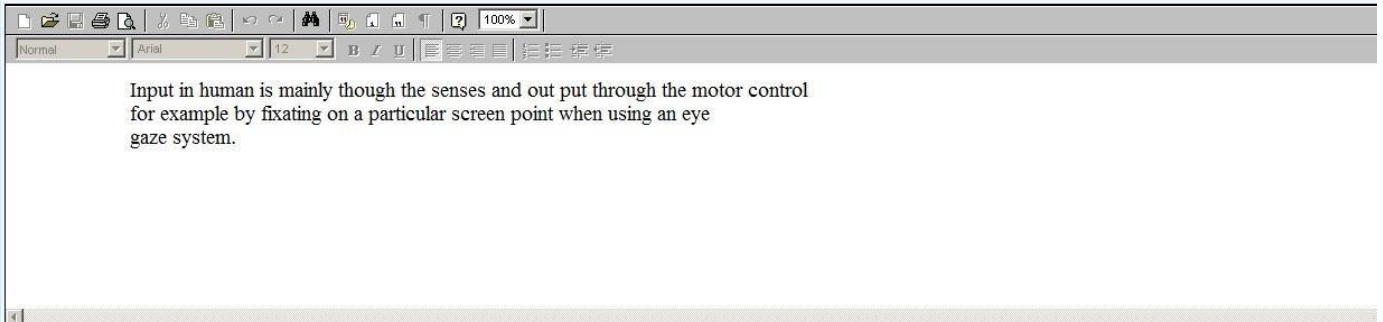
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Question No : 44 of 52

Marks: 2 (Budgeted Time 4 Min)

Which sense of human acts as input and out put i.e. that can be used primarily in receiving information from the computer, but it can also be used to provide information to the computer. Also give example.

Answer ( [Please click here to Add Answer](#) )



Input in human is mainly through the senses and out put through the motor control for example by fixating on a particular screen point when using an eye gaze system.

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Question No : 45 of 52

Marks: 3 (Budgeted Time 6 Min)

You have assigned to design a website of well known company .While designing a website which conditions you keep in mind regarding Page Name? Briefly explain at least three conditions.

Answer ( [Please click here to Add Answer](#) )

Every page needs a name. Just as every corner should have a street sign, every page should have a name.  
**The name needs to be in the right place.**  
**The name needs to be prominent.**  
**The name needs to match what I click**

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Question No : 46 of 52

Marks: 3 (Budgeted Time 6 Min)

Imagine you want to find a book with a red cover, or one that discusses HCI artifacts and book has effective navigation approaches. Which retrieval method you will use here to find book in your computer?

Answer ( [Please click here to Add Answer](#) )

A rich text editor toolbar with various icons for text formatting and editing. It includes options for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and a zoom level of 100%.

a red cover, or one that discusses light rail transit systems, or one that contains photographs of steam locomotives, or one that mentions Theodore Judah, the method you must use is associative.

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Question No : 47 of 52

Marks: 3 (Budgeted Time 6 Min)

Does software anticipate need in the same way as human assistant knows that you will require a hotel room when travel to another city even when you don't ask explicitly, he/she knows the kind of room you like and reserves one without any request on your part?

Answer ( [Please click here to Add Answer](#) )

A human assistant knows that you will require a hotel room when you travel to another city, even when you don't ask explicitly. She knows the kind of room you like and reserves one without any request on your part. She anticipates needs.

A Web browser spends most of its time idling while we peruse Web pages. It could easily anticipate needs and prepare for them while we are reading. It could use that idle time to preload all the links that are visible. Chances are good that we will soon ask the browser to examine one or more of those links. It is easy to abort an unwanted request, but it is always time-consuming to wait for a request to be filled.

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Question No : 48 of 52

Marks: 3 (Budgeted Time 6 Min)

What are the two stages of Visual Perception, when a human vision perceives images from the outside world?

Answer ( [Please click here to Add Answer](#) )

Normal Arial 12 B I U

Understanding the basic construction of the eye goes some way to explaining the physical mechanism of vision but visual perception is more than this. The information received by the visual apparatus must be filtered and passed to processing elements which allow us to recognize coherent scenes, disambiguate relative distances and differentiate color.

**Perceiving size and depth**

**Visual acuity**

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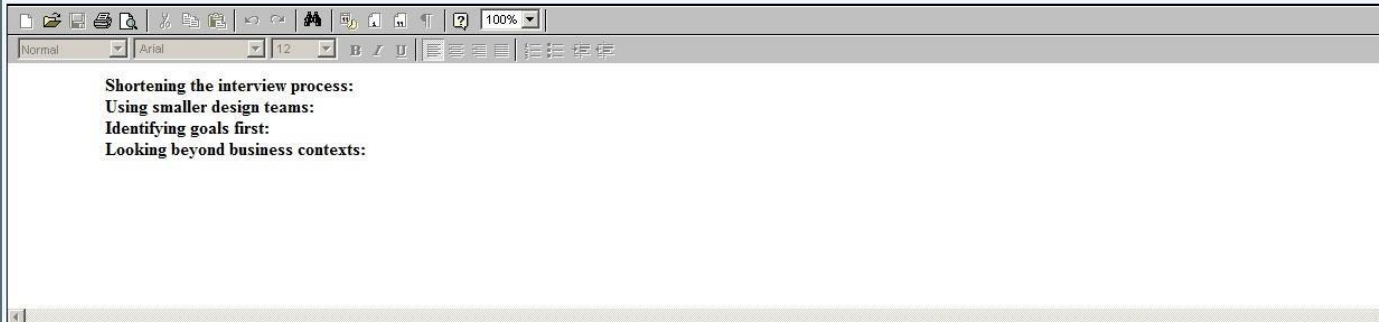
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Question No : 49 of 52

Marks: 5 (Budgeted Time 10 Min)

As a designer of interactive software products, In your point of view what are different process of improvements which result in a more highly leveraged research phase that better set the stage for successful design? Explain any two of them.

Answer ( [Please click here to Add Answer](#) )



The screenshot shows a rich text editor interface with a toolbar at the top. The toolbar includes icons for undo, redo, bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and a zoom dropdown set to 100%. Below the toolbar, the text area contains the following list:

- Shortening the interview process:**
- Using smaller design teams:**
- Identifying goals first:**
- Looking beyond business contexts:**

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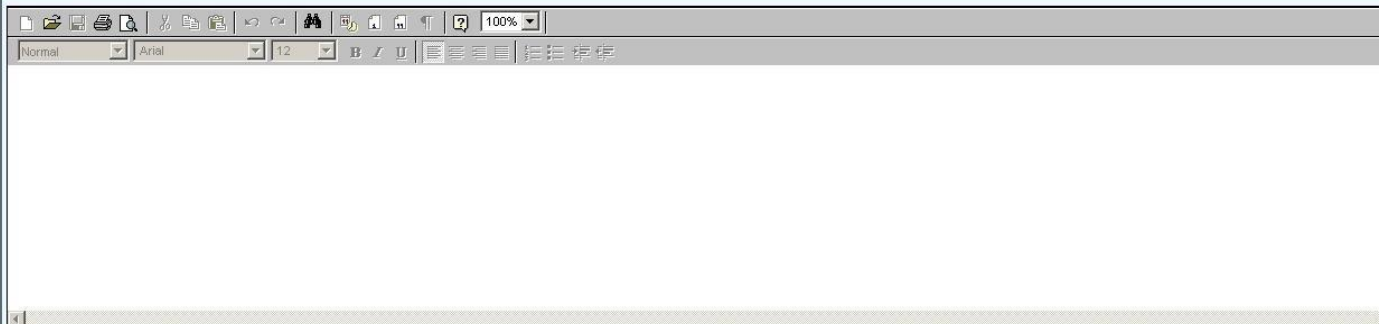
Question No : 50 of 52

Marks: 5 (Budgeted Time 10 Min)

Imagine you have been kidnapped, locked in the trunk of a car and taken away into the middle of an unfamiliar location. This quite amusing situation can be compared with landing on a page within a website; you have to answer following respect to trunk test.

0. What site is this?
1. What page am I on?
2. What are the major sections of this site?

Answer ( Please [click here](#) to Add Answer )



The image shows a rich text editor interface. At the top, there is a toolbar with various icons for text formatting and editing. Below the toolbar, there is a dropdown menu for font style (currently set to 'Normal') and another dropdown for font family (currently set to 'Arial'). To the right of these dropdowns, there is a font size dropdown (currently set to '12') and buttons for bold (B), italic (I), and underline (U). Further right, there are icons for text alignment (left, center, right, justified) and a list of symbols. The main area of the editor is a large, empty text box with a light gray background and a thin border.

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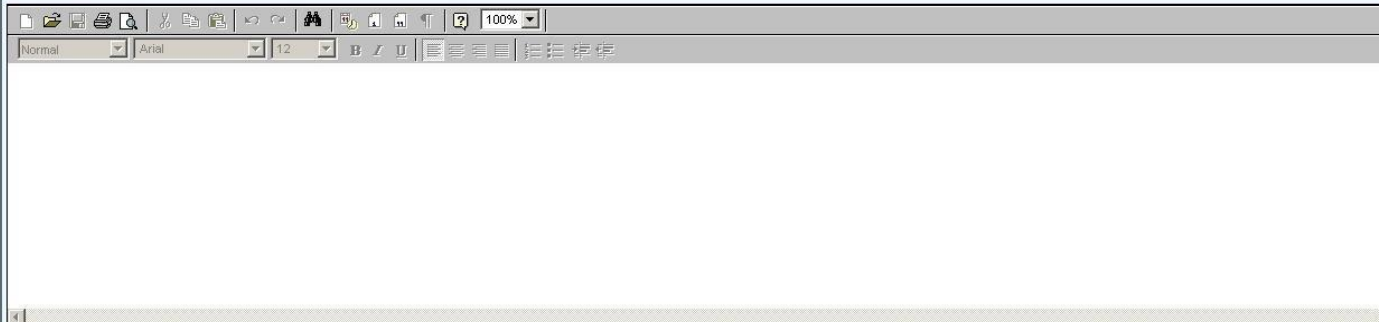
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Question No : 51 of 52

Marks: 5 (Budgeted Time 10 Min)

XYZ Ltd is an IT based company and you are web designer over there. You are assigned to design an interactive website. To accomplish this task you will have to follow conceptual framework. Briefly explain the planes which define the strategy, function and of website in conceptual framework.

Answer ( [Please click here to Add Answer](#) )



The image shows a rich text editor interface. At the top, there is a toolbar with various icons for text formatting, alignment, and editing. Below the toolbar, there are dropdown menus for font style (Normal), font face (Arial), and font size (12). To the right of these dropdowns are buttons for bold (B), italic (I), and underline (U). The main area of the editor is a large, empty text box with a light gray background and a vertical scrollbar on the right side.

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Question No : 50 of 52

Marks: 5 (Budgeted Time 10 Min)

Website, you have to answer following respect to amazon.com.

1. What site is this?
2. What page am I on?
3. What are the major sections of this site?
4. What are my options at this level?
5. Where am I in the scheme of things?

Answer ( Please [click here](#) to Add Answer )

The screenshot shows a rich text editor interface. At the top, there is a toolbar with various icons for text formatting and editing. Below the toolbar, the text area contains the following answer:

1. What site is this? (Site ID) amazon.com
2. • What page am I on? (Page name)
3. • What are the major sections of this site? (Sections)
4. • What are my options at this level? (Local navigation)
5. • Where am I in the scheme of things? ("You are here" indicators)
6. • How can I search?

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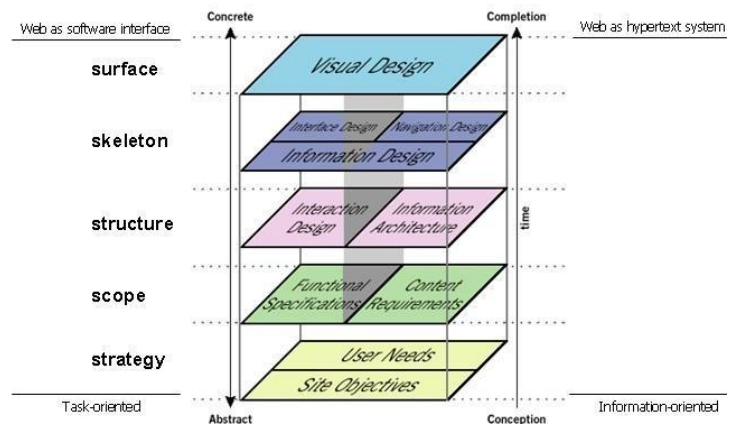
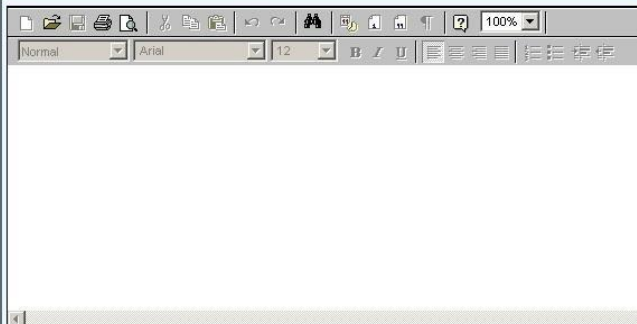
Question No : 51 of 52

Marks: 5 (Budgeted Time 10 Min)

XYZ Ltd is an IT based company and you are web designer over there. You are assigned to design an interactive website. To accomplish this task you will have to follow conceptual framework. Briefly explain the planes which define the strategy, function and of website in conceptual framework.

### Conceptual Framework for Developing User Experience

Answer ( [Please click here to Add Answer](#) )



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Question No : 52 of 52

Marks: 5 (Budgeted Time 10 Min)

Being a product designer. You practice observation that how user interact with product in order to understand users' needs. In your point of view, when observation is useful and how to observe? Briefly explain them.

Answer ( [Please click here to Add Answer](#) )



#### **User observation**

Most people are incapable of accurately assessing their own behaviors, especially outside of the context of their activities. It then follows that interviews performed outside the context of the situations the designer hopes to document will yield less complete and less accurate data. Basically, you can talk to users about how they think they behave, or you can observe it first hand. The latter route provides superior results.

Many usability professionals make use of technological aids such as audio or video recorders to capture what users say and do. Care must be taken not to make these technologies too obtrusive: otherwise the users will be distracted and behave differently than they would off-tape.

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