1. List two goals that an mp3 designer might hope to accomplish when analyzing important mp3 tasks with a task analysis (such as the Keystroke Level Model or GOMS)?

2. Who is Kieras and what work has he done?

3. Sketch a task analysis for using an ATM using GOMS, the KLM, or hierarchical task analysis.
4. Note two ways that computer-supported communication (like AOL Instant Messenger) is different from face-to-face (F2F) in a good way, and two ways that it is different in a bad way.

5. Give and explain two ways that group problem solving is different from individual problem solving.

6. How could group exams be administered so that students learned more?
7. List two strategies for the teacher and two for the student to improve overall student payoff in the IST 331 class using the payoff matrix-based approach used in the prisoner’s dilemma game.

8. What aspects of interaction with the Google calendar does the KLM not explain or cover?

9. Name and explain two important effects covered in the readings from the social level.
10. Over the class you have performed several labs. What was the least important and (most importantly) why?