# Video activity sheet 1.4: Using a form-based user interface: IT support system

*Learning outcome A: Investigate user interface design for individuals and organisations*

*A1: What is a user interface?*

Watch the video clip 1.4, ‘Using a form-based user interface: IT support system’ and answer the following questions.

1. Can you think of any reason why the button on this form is labelled Save, while the one on the Create Support ticket is labelled Submit?

1. Do you consider this form-based user interface easy to use?

1. What improvements do you think could be made to it?