Lecture 09 – Cognitive Walkthroughs

Task Scenario

Ron Weasley wants to organize a weekly pickup Quidditch game in McKinnes field to attract new people to his Quidditch team.

He creates a new weekly note. He gives the note a date and time, a title, a location description and GSP location, and a textual description.

He previews the note, decides everything is in order, then posts it.

When he wants to access his note again (perhaps to see how many “likes” he's got) he can go to his profile, and see a list of his notes (or a map showing all the notes that he's created).

Part 1 – Generate a list of ‘steps’ describing user actions

Break down the scenario above into steps that map to ‘user-actions’ in the storyboard prototype.

<table>
<thead>
<tr>
<th>Step #</th>
<th>Step Description</th>
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Part 2 – Conduct a cognitive walkthrough

NOTE: Because this is a storyboard, not all possible actions are indicated - the only feedback shown is the progression to the next screen. So you will need to make some assumptions about how the interface operates. E.g., think about what you would expect to happen based on your knowledge of similar interfaces/widgets.

For each step:
• Assess the storyboard and ask yourselves each of Q1-Q3; write down Yes/No
• If answer is NO for any questions:
  • Write down the problem (possible solutions if you have ideas)
  • THEN assume it’s fixed; go on to next step

Q1: ask yourself if user knows what to do? are they trying to produce this effect? do they have enough info? etc.
Q2: explore – will the user see how to do the step? look for the needed action? is it visible? it is obvious how to perform the step?
Q3: interpret – will the user understand the system response? Is the feedback understandable? Will the interpretation be correct?

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<thead>
<tr>
<th>Step</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Comments</th>
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