Cognitive Walkthrough and Peer Sharing

CS344 W09 Workshop

November 11, 2017
Where are we at?

**Today:** Just finished your paper prototypes. Get started on your cognitive walkthroughs.

**Next week:** Handin your prototyping videos and cognitive walkthrough report.

**Long term:** Discover what works and what doesn’t about different instantiations of the same conceptual model → converge to medium fidelity prototype.
Agenda

- **5 min** Overview of the day
- **15 min** Peer-Sharing
- **10 min** Review Cognitive Walkthroughs
- **20 min** Workout steps to use for Walkthroughs

**IN PARALLEL...**
Informal Design Reviews + Free work time

- Complete your cognitive walkthroughs
- Brainstorming evaluation goals/prototyping strategies for Part II
Peer Sharing

- Share your **favourite prototyping feature** that you added to the paper prototype
- Mention what you plan to test and why you felt this feature was important
- Both the sub-groups can choose one feature each and present as part of the team
- Two minutes to present, with an extra minute for questions
As part of Checkpoint W09, you prepared two paper prototypes.

This week you will perform Cognitive Walkthroughs on BOTH of your prototypes.

For W10, you need to hand in a report detailing your work to date and a paper prototype video.

This will also help set the focus for Part II of your Project where you create a medium-fidelity prototype.
Cognitive Walkthroughs: exploratory learning

- **What for:** assessing how well a new user will be able to figure out the interface, but using an expert for the walkthrough
  - See the *user’s* mental model
- **Not for:** assessing performance at highly skilled, frequently performed tasks; or finding radically new approaches
- **Who does it:** (usually) members of the design team, i.e., you!
Cognitive Walkthroughs: Steps

- **Generate steps**
- **Perform each step on the interface**, and ask:
  - Q1: Will the user know what to do?
  - Q2: Will the user see how to do the action?
  - Q3: Will the user correctly understand the system response?
- **Move on** - if you find a problem, mark it and pretend it is repaired, then continue to the next step.

You can conduct walkthrough with group members or with members in other groups

- Remember, designers job to move along the walkthrough if the user gets stuck at a step
- *Avoid giving too much away!*
How to instruct users?

- You have a choice of approach here, *level of detail* can vary depending on what's important to you:
  - Correct user action = enter a date
  - Correct user action = click button to open calendar widget and manually select day

- **Approach A** Pre-prepared list of steps:
  
  *first do a, then b, then c*
  
  - Can be based on the steps of correct actions, but you don't want to give too much away...

- **Approach B** - Higher-level directives
  
  *create an event note with the following attributes*...
What to look for

- problems in particular steps
- problems moving between steps
- larger problems involving multiple steps
- larger problems that hint at deeper problems with conceptual model/design
- small problems that might only apply to unusual users
- any other problems that became apparent
Design reviews/free work time

Rest of Today:

- Split-up and work on your own prototypes
- Select a task to be performed and write down all the user actions, and expected system responses.
- Finish Conducting your walkthroughs
- If you finish, start brainstorming evaluation goals and prototyping approach for Part II

Team order for design reviews