

Appendix K: Cognitive Walkthrough

DISCUSSION

The Cognitive Walkthrough highlights the importance of the vocabulary. It is extremely important that the user is able to make the association between the word and the information contained in that link. Navigation around the screens is cumbersome and takes a fair amount of time, so success in this association is crucial. The cognitive walkthrough also shows that some screen sequences are not anticipated by the user and are not seen as progress.

Appendix K: Cognitive Walkthrough

Cognitive walkthrough analysis

TASK #1: Finding the building hours

Main page → click on “Things”

1. Will the users try to achieve the right affect? From the main page the user will realize that they need to click on one of the three links to get the information.
2. Will the user notice that the correct action is available? The user will probably realize that they are able to click on one of the three words because it is underline.
3. Will the user associate the correct action with the effect to be achieved? It is unlikely that the user will associate the word “things” with the building hours.
4. If the correct action is performed, will the user see that progress is being made toward solution of the task? If the user gets to the next screen there is adequate feedback so the user knows they have clicked on the correct link.

Things → click on “Hours”

1. Will the users try to achieve the right affect? Once again, the users will realize they need to click on a link. This is really the only action available at the kiosk.
2. Will the user notice that the correct action is available? The user will probably notice the link that they need to click on.
3. Will the user associate the correct action with the effect to be achieved? The word “hours” contains enough information so that the user will click on it.
4. If the correct action is performed, will the user see that progress is being made toward solution of the task? The goal is reached.

TASK #2: Finding the technology assessment laboratory

Main page → click on “Places”

1. Will the users try to achieve the right affect? The user will want to click on a link because that is the only action available.
2. Will the user notice that the correct action is available? Once again, touching is the only action available.
3. Will the user associate the correct action with the effect to be achieved? The word “Places” contains enough information scent that the user will choose this item.
4. If the correct action is performed, will the user see that progress is being made toward solution of the task? The output is a list of places, which will give the user positive feedback about their choice.

Places → click on “Labs & Studios”

1. Will the users try to achieve the right affect? The user will want to click on a link because that is the only action available.
2. Will the user notice that the correct action is available? Touching is the only action available.
3. Will the user associate the correct action with the effect to be achieved? The term “labs and studios” also contains adequate scent.

Appendix K: Cognitive Walkthrough

4. If the correct action is performed, will the user see that progress is being made toward solution of the task? The user will get a list of the labs and studios, which is also good reinforcement about their choice.

Labs & Studios → click on “Technology Assessment Lab”

1. Will the users try to achieve the right affect? The user will want to click on a link because that is the only action available.
2. Will the user notice that the correct action is available? Touching is only available action.
3. Will the user associate the correct action with the effect to be achieved? If the user knows that the Tech. Assessment Lab is the usability lab than they will click on the right link. However, if they only have the term usability lab in their head, they might not click on the proper link.
4. If the correct action is performed, will the user see that progress is being made toward solution of the task? They will get information about the room number at this page.

Tech. Asses. Lab (hold room in memory) → click on Maps

1. Will the users try to achieve the right affect? The user will want to click on a link because that is the only action available.
2. Will the user notice that the correct action is available? Touching is the only action available.
3. Will the user associate the correct action with the effect to be achieved? Most likely the user will associate the word Maps with some sort of way-finding aid, so they will make the correct association.
4. If the correct action is performed, will the user see that progress is being made toward solution of the task? The user will probably be confused because they get a listing of the floors, not a picture or map. They might think that they clicked on the wrong link. This is sort of a step back, because the user found the room number, but when they tried to find the room by clicking on maps, they are at a more general level.

Maps (still hold room in memory) → click on First Floor

1. Will the users try to achieve the right affect? The user will want to click on a link because that is the only action available.
2. Will the user notice that the correct action is available? Touching is the only action available.
3. Will the user associate the correct action with the effect to be achieved? They will associate the correct action if they have remembered the room number and can infer the floor from the room number.
4. If the correct action is performed, will the user see that progress is being made toward solution of the task? If they are able to read each room name on the map, they will see they chose the correct floor.

First Floor: The user will have to find the room.

1. Will the users try to achieve the right affect? The user will want to click on a link because that is the only action available.

Appendix K: Cognitive Walkthrough

2. Will the user notice that the correct action is available? No action is necessary but scanning.
3. Will the user associate the correct action with the effect to be achieved? The user can see from this page that all the rooms on the first floor are listed, so they can tell that they will need to read each one.
4. If the correct action is performed, will the user see that progress is being made toward solution of the task? The user will be able to tell where the room is from a bird's eye perspective, but they might not be able to get closer to the goal of figuring out how to find the room.