**Cognitive Walkthrough Checklist**

Task1: Creating a book review

Will the correct action be evident to the user? Will they know what to do?

-Yes, the user was able to get to the ‘new review’ page by selecting the reviews dropdown, and understood how to enter information and post the review.

Will the user notice that the correct action is available?

-Yes, the user very quickly found the button to select to get to the reviews and create a review.

Can they see the button or menu for the next action?

-Yes, each button to progress was prominently shown, but at first the user was unsure about what boxes were buttons and which were just labels because they looked similar.

Will the user interpret the response from the action correctly? Does feedback tell users they have made a correct/incorrect action?

-The review appears on the book page after it is created, but there is not confirmation popup that shows the review was created.

Will the user know what to do next in response to the previous action?

-Yes, the user understood what to do next.

Task 2: Adding a comment to a review

Will the correct action be evident to the user? Will they know what to do?

-Yes, given the book page, the user understood how to add a comment to a review.

Will the user notice that the correct action is available?

-Yes, the process of adding a comment is straightforward.

Can they see the button or menu for the next action?

-Yes, the user quickly found the button to post a comment on the review.

Will the user interpret the response from the action correctly? Does feedback tell users they have made a correct/incorrect action?

-The comment will appear in the discussion, but there is no confirmation that appears when done.

Will the user know what to do next in response to the previous action?

-Yes, each action that is need will pop up, the box to enter a comment appears after hitting ‘new comment’.

Task 3:Login, find a book, sharing it with a friend via email

Will the correct action be evident to the user? Will they know what to do?

The user was able to complete all of the sub-tasks successfully without getting help from an expert.

Will the user notice that the correct action is available?

The user was able by himself to notice that he made the correct action. However, he has to give a little thought about the share button.

Can they see the button or menu for the next action?

All buttons and next actions were clearly seen by the user.

Will the user interpret the response from the action correctly? Does feedback tell users they have made a correct/incorrect action?

User was able to do the task by himself, so no feedback was given.

Will the user know what to do next in response to the previous action?

Yes.

Task 4: Create an account

Will the correct action be evident to the user? Will they know what to do?

The user successfully created an account without getting help from an expert.

Will the user notice that the correct action is available?

The user was able to get to correct action.

Can they see the button or menu for the next action?

Yes

Will the user interpret the response from the action correctly? Does feedback tell users they have made a correct/incorrect action?

Yes. A minimal feedback was given that made it a little easier to the user to complete the task.

Will the user know what to do next in response to the previous action?

Yes

Task 5: Finds me a book

Will the correct action be evident to the user? Will they know what to do?

User has completed tasks successfully, but with a help from an expert.

Will the user notice that the correct action is available?

Can they see the button or menu for the next action?

They were not able to find the meaning of some of the buttons.

Will the user interpret the response from the action correctly? Does feedback tell users they have made a correct/incorrect action?

Yes, the user was given a feedback that has been interpreted correctly.

Will the user know what to do next in response to the previous action?

Yes.

**Debriefing:**

1. Did you feel successful in using the system to complete the task?

Yes.

1. Which task(s) presented the most difficulty? Why?

Sharing a book, because the user was not familiar with the share button used.

1. Where there any behaviors of the systems that seemed unexpected based on your experience with other (similar) systems?

Finding a book, it was a feature that was completely unknown to the user. The user did not know what the intended functionality was.

1. Did you find that any of the labeling of things confused you?

The share button was confusing, it has a symbol on it, it would be more useful to have the word ‘Share’ on it.

1. What did you like about the system?

Liked the discussions and being able to subscribe to the discussions.

1. What did you dislike about the system?

Finding a book, it was very vague. It should have different search options when finding a book.

1. Any other Comments?

None

**Team Reflection:**

The users gave the time great feedback on some areas of the design. These feedback were more into the process and the workflow of the tasks, and to clarify the design elements. Examples of users feedback include:

* What the search bar is supposed to do versions the fine me a book button.
* There should be a clear definition to “my writings”
* The current sharing button is used for the iOS system, so users with no iOS background will not understand it.
* The process when registering to the website should direct the user to their profile afterwords.
* When finding a book, there should be a clear sort results criterias.

The team will take into accounts these feedbacks and refine the current designs to reflects these suggestions.