# 001\_PORT: Individual UI/UX Portfolio

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Date:

## Part 1

### A student seeking mental health support

**Assumptions:**

* The student starts at the [Hull Student Portal](https://hull.service-now.com/student).
* They may be feeling overwhelmed, anxious, or in urgent need of help.
* They might not know the exact terminology to search for (e.g., “wellbeing” vs “mental health”).

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**Cognitive Walkthrough: Step 1 – Landing on the Hubble Portal**

**✅ User Goal**

**Access mental health support via the University of Hull Hubble Portal.**

**📸 Screenshot Context**

**The user is on the main landing page of the Hubble Portal. Several tiles are displayed, one of which is labeled "Inclusion and Wellbeing". The green color is shown only due to mouse hover.**

**🧩 Step 1 Interaction**

**Action:  
Click on "Inclusion and Wellbeing" to proceed toward mental health support.**

**🔍 Cognitive Walkthrough Questions**

**1. Will the user try to achieve the right effect?**

**Yes**

* **The user is looking for help with mental health. The word “Wellbeing” matches that goal.**

**2. Will the user notice that the correct action is available?**

**Maybe**

* **With no distinctive color or icon before hover, the tile might not stand out unless the user reads every option carefully.**
* **The tile is still part of a clear grid, but nothing visually prioritizes it over others before interaction.**

**3. Will the user associate the correct action with the effect they are trying to achieve?**

**Maybe**

* **The term “Wellbeing” helps, but the pairing with “Inclusion” could introduce doubt (i.e., might this be about diversity support rather than mental health?).**
* **Users in distress or in a hurry may not confidently associate this with mental health services.**

**4. If the correct action is performed, will the user see that progress is being made toward their goal?**

**Yes**

* **Clicking the tile leads to more specific categories or resources, so feedback is immediate and relevant.**

**✅ Summary of Step 1**

|  |  |  |
| --- | --- | --- |
| **Evaluation Point** | **Rating** | **Notes** |
| **Right effect understood** | **✅ Yes** | **Clear mental health goal matches “Wellbeing”** |
| **Correct action visible** | **🟡 Maybe** | **No strong visual cue until hover** |
| **Correct mapping** | **🟡 Maybe** | **“Inclusion” might cause hesitation** |
| **Feedback provided** | **✅ Yes** | **User is taken to appropriate next steps** |

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## Part 2