CPSC 481 – Fall 2019 University of Calgary

**Task Centered Design Walkthrough Template**

**Task 2: Virtual Map**

Fred Johnson is coming back to this museum for the second time, the last time he came here he missed a couple of exhibits. He enjoys wandering on his own without a guide, however he wants to ensure he sees everything. He has heard that the museum has an app and plans to use it this time.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Description of task step | | Does user have training or knowledge to do this step? | Is it believable that they would do it? | | are they motivated? | | Comments (including possible solutions) | |
| Download the app | | No | Yes | | No | | Fred may not be able to locate the app in the app store.  **Possible Solution:** The Museum can have posters with links to the app and QR codes to help download it. | |
| Launch the app | | Yes | Yes | | Yes | |  | |
| Select the museum they are visiting. | | No | Yes | | Yes | | Fred may not have location service turned on to select the correct museum. Have a guided walkthrough on the app on how to do so. | |
| Select the option to continue as guest | | Yes | Yes | | Yes | | Fred will have to ignore the username, password, and social media log in pages to do so. | |
| Select the Museum App button | | Yes | Yes | | Yes | | Fred is not interested in any of the other features and he will only want to see the museum map. | |
| Click on exhibits that he may not want to visit as to mark them out | | No | No | | Yes | | There is no indication that clicking on the app would lead to the map being marked  **Possible Solution:** Have a note letting Fred know that | |
| Walk to exhibits that interest him | | Yes | Yes | | Yes | | Although he may complete the task successfully, he may not have known that as he visits an exhibit that it will be marked off in his map.  **Possible Solution:** Have a pop up that includes instructions on how to use the museum map. | |
| 1 Event: Cannot find museum | | | | | | | | |
| Location not turned on | No | | | No | | Yes | | Going into the location settings can be difficult if you are not technologically advanced  **Possible Solution:** Create a small demo that the user can reference |

Conclusion: From this cognitive walkthrough it is evident that we had many oversights in our prototype. No one wants to have to read instructions to use a certain app however sometimes it is necessary. As seen in this walkthrough the user is left to put a lot of pieces together on his own, things that way be intuitive for some, however to most it is more than likely to be unintuitive. This helped us see that perhaps we should add in some instructional boxes to help the user understand some things .