Cognitive Walkthrough Report

**Evaluation Completed by:**    Dayne Yarwood

**URL:**  https://classes.colorado.edu/

**Date:**  10.25.2023

**Scope of Walkthrough**

•    Functional Areas focused on for review

* Site navigation
* Finding information about CSCI courses
* Adding CSCI 3150 to cart

**User profile:**

* Kade Rodgers
* Kade has repetitive stress injury. As a result, he:
  + uses an ergonomic keyboard
  + uses keyboard commands without a mouse
  + uses voice recognition software on his computer and mobile phone
  + uses assistive touch on his mobile phone
* Kade is 20 years old and is trying to sign up for classes for the oncoming semester at CU-Boulder.

**Scenarios**

* Scenario 1
  + Kade wants to find CSCI 3150 to add to his course load for the oncoming semester.

**Assumptions for this evaluation:**

•    List any additional assumptions used in evaluation

* Assume Kade will use a keyboard and not a mouse to access information.

**Cognitive Walkthrough Worksheet**

This section should be used by evaluators to keep track of the steps & screens they followed through the application in the cognitive walk-through. Any positive results or issues found should be included in the two sections above.

**Scenario 1:  Alex is looking for information on the Architecture major under Environmental Design**

| **#** | **Step** |  | **Screen** | **Comments/issues** | **~~Principle & WCAG 2.1 Guideline~~**  **(skip this column for now)** | **Suggestions for solution** | **Screen shot or link to screen shot** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Go to Buff Portal home page (URL: https://www.buffportal.colorado.edu |  | Home page | Kade sees “Classes” menu option and assumes that will take him to a classes search engine. |  |  |  |
| 2 | Tab to “Classes” menu dropdown |  | Home page | The Keyboard indicator first focuses on the home button (can be seen in the picture from 1) in the top right of the page where it can be hard to see. After a few more presses of tab, the indicator reaches the menu dropdown on the left. |  | Make keyboard focus on a different element first for clearer indication and less hassle for accessing other pages. |  |
| 3 | Presses [enter] on “classes” dropdown |  | Home page | [enter] works to see the other options from the “classes” dropdown |  |  |  |
| 4 | Tab to “Your Classes” menu item. |  | Home page | [tab] works to navigate to “Your Classes” menu item. |  |  |  |
| 5 | [enter] to land on the “Your Classes” page |  | Home page | [enter] works to get to “Your Classes” landing page. |  |  |  |
| 6 | [tab] to “Add a Class” button. |  | “Your Classes” page | Keyboard focus indicator is hidden on first tab press and incites confusion. After a couple of key presses, you land on the “Add a Class” button. |  |  |  |
| 7 | [enter] to get to classes.colorado.edu |  | “Your Classes” page | [enter] works to get to classes.colorado.edu home page. |  | Make keyboard focus more visible with thicker border and/or highlight of focus item. |  |
| 8 | [tab] to semester selection menu item. |  | Home page | Keyboard focus indicator is clear and direct. |  | Provide clearer feedback that this page has “info on Envd majors” |  |
| 9 | [arrow down] to change dropdown menu item |  | Home page | The menu item changes, but there would need to be 30 [arrow down] inputs to see each item. |  |  |  |
| 10 | [enter] to change dropdown menu item |  | Home page | All dropdown menu items are displayed |  |  |  |
| 11 | [arrow up] to navigate to “Spring 2024” |  | Home page | Each [arrow up] input highlights the next item in the dropdown clearly. |  |  |  |
| 12 | [enter] to select “Spring 2024” |  | Home page | [enter] selects the menu item |  |  |  |
| 13 | [shift+tab] to search bar |  | Home Page | [shift+tab] works properly |  |  |  |
| 14 | [enter] and type “CSCI 3150” |  | Home page | [enter] and typing works properly |  |  |  |
| 15 | [tab] to CSCI 3150 |  | Home page | [tab] navigates through left menu before reaching the search results menu. |  | Automatically enter the search results menu after pressing [enter] from 14. |  |
| 16 | [enter] to access course information |  | Home page | [enter] works properly. |  |  |  |
| 17 | [tab] ADD TO CART button |  | Home page | [tab] works properly. It just takes many presses to get there. |  | Make the “Add to cart” button closer to the top of the page. |  |
| 18 | [enter] to add course to cart |  | Home page | [enter] works properly |  |  |  |
| 19 | [tab] to save changes button |  | Home page | [tab] works as per usual. |  |  |  |
| 20 | [enter] to add the course to cart |  | Home page | [enter] works properly and displays your cart afterwards. |  |  |  |