**Cognitive Walkthrough Checklist**

Team: Silly Beasts

Date: 2023-03-09

Evaluator(s): Ian Ouellette

Observer(s): Glenn Todd, Will Trimble, Ryan Yocum

| **Checklist** | **Task 1** | **Task 2** | **Task 3** | **Task 4** | **Task 5** | **Notes** |
| --- | --- | --- | --- | --- | --- | --- |
| Will the correct action be evident to the user? | Y | Y | Y | Y | Y |  |
| Will they know what to do? | Y | Y | Y | N | Y | Assign Button is Too Small |
| Will the user interpret the response from the action correctly? | X | Y | Y | Y | Y | The Successive “Create” Buttons in the Same Position are Confusing and Ineffective. |
| Does feedback tell users they have made a correct/incorrect action? | X | Y | Y | Y | Y | Cannot Add Members Upon Creation |
| Will the user know what to do next in response to the previous action? | X | Y | Y | Y | Y | Need to Know how to Add Members After Creation |

**Cognitive Walkthrough Checklist**

Team: Silly Beasts

Date: 2023-03-09

Evaluator(s): Alex Hetrick

Observer(s): Glenn Todd, Will Trimble, Ryan Yocum

| **Checklist** | **Task 1** | **Task 2** | **Task 3** | **Task 4** | **Task 5** | **Notes** |
| --- | --- | --- | --- | --- | --- | --- |
| Will the correct action be evident to the user? | Y | N | Y | Y | Y | Obvious what to do, no confirmation needed, just show new group  New Trip not obvious to create receipt |
| Will they know what to do? | Y | Y | Y | Y | Y | After home page it is obvious to create receipts |
| Will the user interpret the response from the action correctly? | Y | Y | Y | Y | Y | No confirmation screen, or take to invoice screen to see new invoice.  For input manually, going back to home screen doesn’t make sense  Would be fine as long as user can see they were added. |
| Does feedback tell users they have made a correct/incorrect action? | N | Y | Y | Y | Y | There should be no back button on a payment confirmation screen. |
| Will the user know what to do next in response to the previous action? | Y | Y | Y | Y | Y |  |

**Cognitive Walkthrough Checklist**

Team: Silly Beasts

Date: 2023-03-09

Evaluator(s): Noah Shields

Observer(s): Glenn Todd, Will Trimble, Joe Wesnofske

| **Checklist** | **Task 1** | **Task 2** | **Task 3** | **Task 4** | **Task 5** | **Notes** |
| --- | --- | --- | --- | --- | --- | --- |
| Will the correct action be evident to the user? | Yes | Yes | Yes | No | Yes | For task 4 it was a little difficult to see what to do at first |
| Will they know what to do? | Yes | Yes | Yes | Yes | Yes |  |
| Will the user interpret the response from the action correctly? | Yes | Yes | Yes | Yes | Yes |  |
| Does feedback tell users they have made a correct/incorrect action? | Yes | Yes | Yes | No | Yes | Just kind of went to the next page for task 4 when I performed the wrong action |
| Will the user know what to do next in response to the previous action? | Yes | Yes | Yes | Yes | Yes |  |

**Debriefing:**

1. Ian Ouellette
2. Alex Hetrick
3. Noah Shields
4. Did you feel successful in using the system to complete the task?
   1. Yes (Except Task 1: Group Formation)
   2. Yes, other than “New Trip”, something like “New Bill” would be better, sending back to home page was confusing.
   3. Yes
5. Which task(s) presented the most difficulty? Why?
   1. Group Formation: Confusing Buttons.
   2. Figuring out how to make a new trip as the button was not obvious.
   3. Assign Items: Small/Obscure Target
6. Where there any behaviors of the systems that seemed unexpected based on your experience with other (similar) systems?
   1. Create Button had No Effect
   2. How you confirm actions, going to home screen not obvious some confirmation needed.
   3. No
7. Did you find that any of the labeling of things confused you?
   1. Double Create Button
   2. “New Trip”
   3. Button vs. Label: Create Group
8. What did you like about the system?
   1. Progress in Linear Fashion
   2. Paying for an invoice is really clear.
   3. Intuitive, Linear Flow
9. What did you dislike about the system?
   1. Confusing Buttons
   2. “New Trip” wording confusing.
   3. Labelling Confusion
10. Any other Comments?
    1. Fix the “Create” Button
    2. –
    3. No

**Team Reflection:**

When users figured out the flow, they liked it and found it easy to learn/use. However, there was confusion on what to press at first.

Top page labels looked like bottom buttons. This caused users to be confused as to which to press.

Bottom buttons were sometimes the same in consecutive screens, making it not obvious a transition occurred.

The assign button is too small to be noticed.

The assign users wireframe should be fleshed out to make its flow obvious.

Creating a group should include adding users.