**Cognitive Walkthrough Questions:**

**Website:**

Physical Walkthrough Questions:

1. Show me how you’d log in to the website.
2. Show me how you’d deploy a replacement coach.
3. Show me how you’d check an employee’s details.
4. Show me how you’d approve a customer account.
5. Show me how you’d close and then re-open the side menu.
6. Show me how you’d log out.
7. Show me how you’d check whether coaches are currently available.
8. Show me how you’d archive an employee’s account.
9. Show me how you’d create a new employee account.
10. Show me how you’d update an employee’s information.

Survey questions:

1. How would you describe your experience with the site?
2. On a scale of 1-5, with 1 being least and 5 being most, how challenging did you find completing the tasks?
3. On a scale of 1-5, how would you rate your overall experience with the website?
4. What features, if any, did you have difficulty with using?
5. Is there anything you feel the site is missing usage-wise? (E.g. anything you feel would make it easier to use?)
6. What was, if any, your favourite feature of the site to use, and why?