**Cognitive Walkthrough Questions:**

**Website:**

Physical Walkthrough Questions:

1. Show me how you'd log into the site.
2. Show me how you’d deploy a replacement coach.
3. Show me how you’d see employee D1234 (Andrew Smith)’s account details.
4. Show me how you’d approve customer 2080505’s account.
5. Show me how you’d close and then re-open the side menu.
6. Show me how you’d log out.
7. Find whether a ‘Hyundai Model 1’ Coach is currently in stock.
8. Create a new employee named ‘John Johnson’, who is a Driver, and generate them a password.
9. Update John Johnson’s details to change his first name to ‘Joe’.
10. Find on a timetable a journey that arrives at 10:00, and state what city it starts in.

Survey questions:

1. How would you describe your experience with the site?
2. On a scale of 1-5, with 1 being easy and 5 being difficult, how 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?
7. What was, if any, your least favourite feature of the site to use and why?
8. How did you feel when using the site’s navigation? (In control, neutral, confused)