

Blue Castle Cognitive Walkthrough

Finding grades for the previous year: (what I tried to achieve, what I should achieve, what I did achieve)

Step	Will users be trying to produce the right outcome	Is the action visible?	Does the user know to take this action?	Will users understand the feedback?
Logging in	<p>Yes: The user understands they have to login to be identified by the system</p> <p>No: The user may not know their username/password</p>	<p>Yes: clear username and password fields</p>	<p>Yes: fields clearly labelled and login button visible in centre of screen</p> <p>No: some username fields require the university username, but others require the email address</p>	<p>Yes: either login to next screen, or clearly labelled errors to indicate field not entered or username/password combination incorrect</p> <p>No: username/password error is small and displayed below login prompt making it hard to notice</p>
Accessing "My Marks"	<p>Yes: The user is looking for their grades on the system and thus will select an option accordingly</p>	<p>Yes: "My Marks" clearly labelled in centre of screen</p> <p>No: The user sees a similarly labelled option first and clicks on it before evaluating the rest</p>	<p>Yes: They understand that their grades would be found under the "My Marks" category</p> <p>No: May click "My assessments" or "My Progression" or "My Award" or "My Modules" since they could all arguably be linked to the marks a user obtains</p>	<p>Yes: "My Marks" takes them to a screen that displays their grades. "My Assessments" will filter out two other options allowing the user to select again. "My Award" and "My Progression" contain a shortcut in the header that links back to "My Marks"</p> <p>No: user may still select "My Modules" and misunderstand why their marks are not associated with the module</p>
Finding their assigned marks	<p>Yes: the user knows the mark is linked to the module</p>	<p>Yes: The grades are clearly displayed in</p>	<p>Yes: No action is required from the user on this</p>	<p>Yes: The module score is displayed as a percentage which</p>

		their own column on the page	screen, the module score should be seen without needing to even scroll	<p>should be intuitive to the user</p> <p>No: A user doesn't know weather their mark has been categorised as a first, a 2:1 or a 2:2</p>
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