

CSE463

Cognitive Walkthrough

Task 1:

Getting the product details for” Clutch Plate and Cover”

1. *Find the Store*
2. *Click on the Clutch Tab*
3. *Find the product*
4. *Click on the product title*

Concise Table

	1	2	3	4
Know the action?	Yes	Yes	Yes	Yes
See the control?	No	No	Yes	Yes
Understand the control?	No	No	Yes	No
See the feedback?	No	Yes	Yes	Yes

Comments / Recommendations

Task 1 - . *Find the parts store*
See the control?

Comments:

Though the control for store is available it is heavily shadowed by the icon picture of a car , hence making it very difficult and time consuming to identify the button, also the navigation panel is present in a very awkward fashion with improper alignment which further makes it difficult.

Recommendations:

Designing a proper navigation panel with proper alignment and font styles making it visible and identifiable for the user.

Understand the control?

Comments:

As mentioned above, the Picture of a car over which “Parts store “ is written is highly illegible and difficult to understand that it is a button.

Recommendations:

Removing the picture and making it a proper button with attributes such as mouse hover, color changes and making it clickable.

See the feedback?

Comments:

There is no feedback to make the user understand that the action is actually complete.

Recommendations:

Once the mouse is hovered around, changing the color or having an effect on the button will make the user understand that it can be clicked.

Task 2 –Click on the Clutch Tab

See the control?

Comments:

The lights tab is present in a label like style that can be easily mistaken for a static content and not a button, The page enlists a set of 30+ categories in a linear fashion making it difficult to identify our desired task

Recommendations:

Having a Category search or better styling will make it easier for the user to reach his desired task.

Understand the control?

Comments:

The fact that they are buttons(the categories) is not portrayed well to the user

Recommendations:

Having mouse hover color change effects , a 3D button like style will help the users understand the button.

Task 4 – Click on the product

Understand the control?

Comments:

The title doesn't show any characteristics of a typical link, it does not appear clickable

Recommendations:

Having something like a “more” button to the side of the product like in typical shopping websites.