

Cognitive Walkthrough

Date of Evaluation: October 30, 2020

Name of Evaluator:

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Project ID (letter or name):

Charizad

Persona used in this walkthrough:

Tania Markusson

Scenario used in this walkthrough (title, filename, or brief description):

Tania was walking through the park when she met her friend Jack (33 years old). Jack was very frustrated because he was not able to book for a vaccine appointment. Jack is a teacher at St. Xaviers high school. As schools are opening it is mandatory for Jack to be vaccinated. Jack is using the provincial website for vaccination. Whenever Jack uses the website, it does not show vaccine availability nearby even though the clinics had vaccine doses. He asks Tania for help. Tania shows him the Covid-19 immunization app she used to get vaccine appointment. She helps him find an appointment in the nearby area. She also shows him other benefits of using the app. In just a few minutes they receive a confirmation of the vaccine appointment. Jack then thanks Tania for her help and downloads the app on his phone. Jack then goes to the hospital he booked the appointment at and gets vaccinated.

Cognitive Walkthrough

Step #__1__

Action description:

Book an appointment

Question	Yes (reason)	No (reason and suggestion)
Will the correct action be sufficiently evident to the user? Will the user know what to do to achieve the task?		No, I am not sure where to click to book the appointment. They have image without any label. Once the menu have been entered, the vaccine tab doesnot have enough information like date location or timing, search button doesnot work, map is pretty useless apart for showing the location, maybe make the map in a way to book the appointment as well.
Will the user notice that the correct action is available? Is it apparent when needed?	Yes, if he finds the vaccination symbol as the action for booking appointment	
Will the user associate and interpret the response from the action correctly? Will users know from the feedback that they have made a correct or incorrect choice of action?	Yes he will	

Cognitive Walkthrough

Step #__2__

Action description:

View proof of vaccination

Question	Yes (reason)	No (reason and suggestion)
Will the correct action be sufficiently evident to the user? Will the user know what to do to achieve the task?		No, I am not sure where to click on the main page to view proof of vaccination. They have image without any label.
Will the user notice that the correct action is available? Is it apparent when needed?	Yes, if he finds the user symbol in the navigation menu or from the side menu on the main page	
Will the user associate and interpret the response from the action correctly? Will users know from the feedback that they have made a correct or incorrect choice of action?	Yes he will	

Cognitive Walkthrough

Step #__3__

Action description:

Reschedule a booking appointment

Question	Yes (reason)	No (reason and suggestion)
Will the correct action be sufficiently evident to the user? Will the user know what to do to achieve the task?	Yes, it is visible once booked a popup shows booking details with an option to reschedule	
Will the user notice that the correct action is available? Is it apparent when needed?	Yes	
Will the user associate and interpret the response from the action correctly? Will users know from the feedback that they have made a correct or incorrect choice of action?	Yes he will	