

ASSIGNMENT

EXPERT EVALUATION (COGNITIVE WALKTHROUGH)

GROUP-5:-

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Video Demonstration to the prototype :- <https://youtu.be/LAACHio3Dfg>

It's a method for assessing the prototype's usability by an expert. A small group does a common activity and puts themselves in the shoes of a rookie user, creating a success or failure story at each step along the ideal path. The cognitive walkthrough's goal is to focus on the user's capacity to learn and comprehend the software system, whether they are a first-time user or a frequent user.

This document contains the cognitive walkthrough for our calendar application. We have selected some representative tasks and described steps to perform these tasks.

Requirements:

1. A medium-fidelity and vertical prototype
2. Team of experts - Ritish Bansal, Anant Shankdhar, Suryansh Singh, Mayank Chandak

To evaluate the prototype, the evaluators will imitate exploratory learning behaviour. Exploratory learning in humans: Users generally prefer to learn new systems via "trial and error" rather than reading manuals or attending classes.

1. Begin with a rudimentary concept of the work to be completed.
2. Examine the user interface and choose the most appropriate action.
3. Keep an eye on how the UI reacts.
4. Make a decision about what to do next.

We would analyse the successful steps, failure steps, and any ideas for improving any phases that failed once the evaluators had given their replies, and then summarise the primary outcomes.

Introduction:

Our calendar application caters to the needs of students (mainly) to help in their various academic activities. Calendar helps the students to manage their workload and reminds them of their classes and meetings. Using a calendar can help students to stay focussed towards their studies.

Cognitive Walkthrough preparations:

1. User population or the target audience: Any person, primarily college student, with sufficient cognitive, physical and technological capabilities to use a laptop.

2. Representative Use Cases:

- a. View Calendar: This helps the users to know the relation between day, date, month and year.
- b. View Deadlines, meetings and Time-table: This use case helps the user to take note of coming deadlines and scheduled meetings and classes.
- c. Set Reminder: This use case helps the user to set reminders for random and important events.
- d. Change Background: This use case allows the user to choose one of the available themes or the user can upload custom images to set them as background.

3. Prototype:

Please find the prototype video demonstration link attached along with this document in the assignment submission.

Link to Video demonstration of Prototype:

<https://youtu.be/LAACHio3Dfg>

Link to the prototype:

<https://www.figma.com/file/kB279passgQjQQrDEf3x2x/Calendar?node-id=0%3A1>

You can access the prototype through the above link. Press the *present button* at the top right corner to start execution of the prototype. A video demonstration of the same has also been submitted.

Representative tasks and Action Sequences

Task-1

Today is 21-Jan-2022, you wish to see the day and events of the day.

Interface-level Tasks:

1. Select the year from the list appeared by clicking on the year
2. Select the month you want to see
3. Select the date you want to see
4. View the event list
5. Go back to Year page and month page

Questions

1. Were you able to select the year correctly and easily?

Expert_1: Yes, But the scroller came in the middle of the screen which was somewhat inappropriate.

Expert_2: Yes, there were no issues in selecting the year

Expert_3: Yes, I was able to correctly select the year but generating the drop-down for year was not very intuitive.

Expert_4: Yes, but it was not particularly clear that I had to click the year.

2. Were you able to select the month correctly and easily?

Expert_1: Yes, Month was easily locatable by just clicking on it

Expert_2: Yes, however the month heading could have been more prominent and bigger

Expert_3: Yes, it was intuitive to click on the month card to view it.

Expert_4: Yes, I was able to select the month easily.

3. Were you able to select the date correctly and easily?

Expert_1: Yes, I was able to select the date easily.

Expert_2: Yes , but selection of month and year every time before selecting the date is very hectic.

Expert_3: Yes, I was successful in viewing the date.

Expert_4: Yes, but the date which my cursor was hovering over could have been highlighted for better feedback.

4. Was the daily event list understandable to you?

Expert_1: Yes, Event list was crystal clear.

Expert_2: Yes, the list was clear and efficient in presenting the daily schedule of the user

Expert_3: Yes, it had clear demarcation of meetings, deadlines, and time-table.

Expert_4: Yes, it was clear. Although, one more view which merged all the categories could be better to understand the time schedule.

5. Were you able to go back on the month and year view easily?

Expert_1: Yes, but there was a long route to go to the month view and it is also not very intuitive.

Expert_2: Year view was intuitive however month view was a long way to get back to. Instead of going to the year view and then to month view a direct switch for day to month view should have been given

Expert_3: Yes I did it, it was easy to go back to year view and then to month view.

Expert_4: No, it was not clear where I had to click. If the icon could indicate a *go back* symbol, it would have been better.

Task-2

You have to meet a professor in person on 15-january 2022 at 7:15 pm, so set a reminder for 15-january 2022, 7:10 pm.

Now you got a call from your professor to meet on 16-january 2022 instead of 15th, at the same time. So, edit your previous reminder from 15th to 16th.

Finally the meeting was called-off, so delete the reminder.

Interface-level Tasks:

Set Reminder

1. Click on set reminder option
2. Set reminder

Edit Reminder

1. Click on the reminder
2. Edit your reminder

Delete Reminder

1. Click on the reminder
2. Delete the reminder

1. Were you able to create the reminder correctly and easily?

Expert_1: Yes, But it should have the current time and date as auto filled.

Expert_2: Yes, the reminder is easy to create. An additional field where I can add some important information about the event can also be added .

Expert_3: Yes, I easily created a reminder.

Expert_4: Yes, but it would be better if I get feedback that my reminder was successfully created.

2. Were you able to edit the reminder correctly and easily?

Expert_1: Yes, It was easy to edit the reminder

Expert_2: Yes, editing reminders was easy and intuitive

Expert_3: Yes, I was able to edit the reminder successfully

Expert_4: Yes, I was able to edit the reminder easily.

3. Were you able to delete the reminder correctly?

Expert_1: Yes, It was easy to delete the reminder.

Expert_2: Yes deleting reminders was easy and intuitive

Expert_3: Yes, I was able to delete the reminder successfully, but there was no feedback upon deletion

Expert_4: Yes, I was able to delete the reminder easily. But there was no confirmation before deleting.

4. Were you able to view the reminder easily and were you satisfied?

Expert_1: Yes, Reminder was easily viewable.

Expert_2: Reminders were easily viewable in the month view but I did not see any functionality to see changes in the date wise view.

Expert_3: No, the reminders were visible in the month view but I was unable to see the reminders in the date view.

Expert_4: Yes, the reminder was available on the month view. I was satisfied.

Task-3

You were bored with the regular white background of the application, so you decided to change it and set the background to grass.

After some days, you wanted to go back to the regular theme so, you decided to reset the background.

Interface-level Tasks:

Set Theme

1. Click on set theme option
2. Choose a theme

Reset Theme

3. Click on reset theme option

1. Were you able to set the background correctly and easily?

Expert_1: Yes, It was easy to set the theme.

Expert_2: Yes, it was easy and intuitive setting the theme in the application

Expert_3: Yes, setting the theme was easy and intuitive.

Expert_4: Yes, setting the theme was very clear.

2. Were you able to reset the background correctly and easily?

Expert_1: Yes, It was easy to reset it also.

Expert_2: Yes, resetting the theme was easy and intuitive

Expert_3: Yes, I was able to reset the theme successfully

Expert_4: Yes, the option to reset the theme was very clearly displayed.

3. Were you able to view the contents easily after setting your theme?

Expert_1: Yes, Contents were visible but setting theme didn't change original content but changed only outer boundary.

Expert_2: Yes I didn't experience any issues with the rest of the functionality even after changing the theme.

Expert_3: Yes, the contents were the same and functionalities were also working the same as the regular theme.

Expert_4: Yes, the contents were clearly visible.

Task-4

You have some engagements on 15 January 2022, you wish to look for meetings, deadlines and Time-table of 15 January to be prepared for the day.

Interface-level Tasks:

View Deadlines

1. Click on view deadlines option
2. Enter the date
3. View the deadlines

View Meetings

1. Click on view meetings option
2. Enter the date
3. View the meetings

View Time Table

1. Click on view time-table option
2. Enter the date
3. View the Time-table

1. Were you able to view the timetable correctly and easily?

Expert_1: Yes, but today's date should be autofilled.

Expert_2: Yes the timetable view was easy to understand and viewing it was also very simple.

Expert_3: Yes, it was easy to view the time-table and it had sufficient information too.

Expert_4: Yes, it was clear where to access the time table.

2. Were you able to view the deadlines correctly and easily?

Expert_1: Yes, but today's date should be autofilled.

Expert_2: Yes the deadline view was easy to understand and viewing it was also very simple.

Expert_3: Yes, it was easy to view the deadlines but I want to see deadlines of many days together which I was unable to do.

Expert_4: Yes, it was clear where to access the deadline view.

3. Were you able to view the meetings correctly?

Expert_1: Yes, but today's date should be autofilled.

Expert_2: Yes the meeting view was easy to understand and viewing it was also very simple.

Expert_3: Yes, but it would be helpful if it displayed the meeting link as well.

Expert_4: Yes, it was clear where to access the meeting view.

Feedback Analysis

The feedback received by the experts was very helpful to understand the issues in the prototype. The summary of the issues is given below.

For the task of viewing the date and events of the date, it was not intuitive and easy for the user to find out how to select the year. Also, the scroller for the year came to the middle of the screen which was an unpleasant experience. Also, the current date and month were not specified clearly making it difficult for the user to locate easily. Also, there is no easy way to go back to the previous page from the day view. Better feedback could be provided here.

For the task of setting, editing and deleting reminders, the reminders didn't have a field for storing some important notes about the reminder. Deleting the reminder does not ask for confirmation. Also, no explicit response or feedback was provided on saving a reminder.

No major issues were faced in the options related to applying or changing a theme. One improvement was to change the inner content according to the background for a better experience to the user.

For the task of viewing time-table, meetings and deadlines, the current date was not auto-filled which could provide a quicker and easier experience for the user. In the meeting view, the meetings did not contain the link to the meeting addition of which could make it more convenient for the user. There is no way to view deadlines of

many days at the same place which, again, could be added for a better experience to the user.

TASK	ISSUE	RECOMMENDATIONS
View year, month, date and events of the date	Not intuitive to click year to change it	Add a small icon or a scroller like window indicating that the year can be changed here.
	Scroller appeared in the middle of the screen	Make the scroller appear adjacent to year
	Current date is not specific in month view	Highlight the current date.
	No easy way to go back to the previous view	Replace the month view icon with a better icon indicating <i>go-back</i>
Set, edit and delete reminders	No field to store information/content about the reminder	Add a field to store information about the reminder
	No confirmation for deleting a reminder	Add a confirmation stage before deleting a reminder
	No response (feedback) after performing action on reminders	Give saved/ updated/ deleted message after action
Set and Reset Theme	Inner content was not pleasant (consistent) on theme change	Make inner content consistent with the background
View Time-Table, meetings and deadlines	Current date (most frequently used) had to be entered every time	Keep the current date as default in the date field
	Meetings card didn't contain the meeting link	Add meeting link field in the meetings card
	No way to view deadlines of many days together	Make view for all pending deadlines (overall deadline view)