Part 1:

For at least two use cases and associated persona(s), conduct a cognitive walkthrough of the prototype assigned to you (that is of another team) answering the following questions (you may need to iterate several times through the questions below for each use case):

1. Will users know what to do and will they see the control for their action?
    a. Consider the user's goal and what they may thinking about (intent).
    b. Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification).

    For the user's goal of "Although she feels it is unnecessary to have someone from Campus Security walk her to her car, she wouldn't mind having someone come to check on her." This goal is too vague to tell user's direct intention. Does she want campus security to accompany with her or not?

    And for the visibility of required interface, I do not think user will know what to do after they enter the main interface. Although there are two main function on the bottom of the page of "safe walk" & "campus alone", they still do not know what if they click the icon on the top right corner of "telephone receiver", as there is no mention of that icon. And there should be a hint to tell user in which condition they need to click that icon.

2. Once users find the control, will they recognize that it produces the effect they want?


For this icon, users will not recognize the after they click it. Because there is no hint of function of this icon. For example, when they click this icon, will this app directly call their emergency contact people? Or campus security, or even 911?

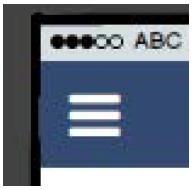
3. Will the users understand from the interface feedback whether the action was correct or not?

   I think group beacon did not describe well on interface feedback. For the two main function of “safe walk” and “campus alone”, they develop detailed-use-case of “No” to demonstrate the function of notification. To be specific, when the notification appears on the phone screen, they can choose yes or no. However, they only assumed “NO” case, and lack of “Yes” case. Moreover, they did not mention the other two icons on the top of the main interface.

Part 2:

a. Describe any recommendations you may have for making changes to the personas and/or use cases. Justify your recommendations.

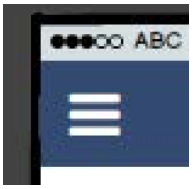
For main interface, there are two icons on the top left corner and top right corner.



For this icon, there are no use cases mentioned it, and there is no hint of what including in it. For example, log in account, log out, account setting, etc. I think group beacon needs to add a use case to show how this icon connect to new user, and how new user use it.

For this icon, there are no use cases mentioned it either. Users may confuse when they first time log in their account. To be precise, if user click this icon, who will they call to? 911, emergency contact people, or campus security, etc. I think group bacon should add a use case to show relevant operations after user click this icon.

b. Describe (and sketch if necessary) any recommendations you may have for how to improve the user interface prototype. Justify your recommendations.



For this icon in the main interface, it is better for group beacon to describe what is the function of this icon. They can add some small character (i.e. menu, setting, etc) under this icon to remind user.


For this icon in the main interface, it is better for group beacon to describe what is the function of this icon. For example, they can add some small character (i.e. 911, emergency contact people, or campus security, etc) under this icon to remind user, especially new user, what does it use for.

Part 3:

Describe how Heuristic Evaluation compares to Cognitive Walkthroughs for evaluating a design (reflect on your experiences conducting the Heuristic Evaluation in your lab).

1. Heuristic evaluation is a user-centered method, which is different from the cognitive walkthrough as a task-oriented technique.

2. Heuristic evaluation applies a set of rules to the interface itself, whereas cognitive walkthroughs attempt to find problems that the user would have when they try to complete their task.
3. Heuristic evaluation is designed for examine by experts to see if there are violated, whereas cognitive walkthroughs is designed on how well it supports user in learning task.
4. Heuristic evaluation is ‘debugs’ design, whereas cognitive walkthrough is used to guide analysis.