

COGNITIVE WALKTHROUGH OF RICKY'S WIREFRAMES

BY RISHEET

TESTED BY ALVIEN

KEY: bold- Alvien, regular- Risheet

TASK 1

User Task 1:	Add a Split Payment					
Persona:	John Baker					
Cognitive Walkthrough Evaluation						
Wire-Frame	Sub-Task	Will the user form this goal?	Is the user be able to locate the correct command/button?	Will the user know that this command will execute the action that they want?	Will the user understand the system feedback?	Recommendations
1: Home Page	Press the 'Plus' Button	Yes	Yes	Yes	Yes	N/A
2: Expense Selection Page	Press the 'Add Split Payment' Button	Yes	Yes	Yes	Yes	N/A
3: Select Category Page	Press the 'Miscellaneous' Button and the 'Done' Button	Yes	Yes	No, The tester thought that just clicking the Miscellaneous option would be enough to go to the next page. They didn't realise they had to press the 'done' button	Yes	If the wireframe only allows the user to select one category, then go to the next page after it is selected. If they can select more than one category, then use a "Confirm" Button showing all the selected options.
4: Add Split Payment Page	Select all Flatmates and press the 'Done' Button	Yes	Yes	Yes	Yes	N/A
5: Updated Home Page	View the updated home page with the recently added Split Payment	Yes	Yes	Yes	No, It was not immediately obvious that a payment was added, since it looked similar to the other	Use, a different style of box/colour to indicate the latest payment, or add a notification saying "Split Payment Added Successfully".

- Hello this is the Cognitive Walkthrough, welcome Alvien.
- **Thanks for having me.**
- Ok, Task one is to add a split payment and your persona is John Baker:

PERSONA

Name: John Baker (he/him)

Age: 43

Occupation: Construction Worker

Location: New Zealand

Background: Over 20 years in the construction industry. Lost his right hand in a work accident, now more cautious.

Education: Learned trade through apprenticeships and on-the-job training.

Career: Experienced in various construction aspects, now focuses more on supervisory and safety roles due to physical limitations.

Interests: Focuses on ensuring safety in the workplace, participates in related workshops and seminars. Spends time on personal projects adapting tools and methods to his needs.

Personality: Meticulous and careful since his accident.

Goals: Continue working in construction focusing on safety and accident prevention, mentor younger workers, advocate for better safety measures.

- **Yeah (*uses only left hand*)**
- So here we go.
- **Right, so split payment, right?**

- Yep
- **Right, I would go to the plus first and press the plus.**
- Go ahead.
- **Yep, and I pressed it and would press the Yes obviously, then can it be anything or specific?**
- Let's say Miscellaneous.
- **So, I would press the left-hand side of the 3rd row. Press that.**
- It's not going to the next one yet.
- **Oh 'Done'. I have to press done. My bad. Split payment. So, do I want to do a payment to all my flatmates or is there a specific one?**
- Maybe all of them, yeah
- **Okay so I click 'select all' and 'done'.**
- Yep OK, thanks for that. So, the first one done.
- **Okay cool.**

TASK 2

User Task 2:	Settle a Payment with Flatmates					
Persona:	Alex Singh					
Cognitive Walkthrough Evaluation						
Wire-Frame	Sub-Task	Will the user form this goal?	Is the user be able to locate the correct command/button?	Will the user know that this command will execute the action that they want?	Will the user understand the system feedback?	Recommendations
1: Home Page	Press the 'Flatmates' Button	Yes	No, Initially the tester thought they should press the "Plus" Button, when they had to press the "Flatmates" Button	Yes	Yes	Incorporate the Settle Up feature into the Plus Button, or rename the "Flatmates" Button to "Settle".
2: Flatmates Page	Press the 'Settle Up' Button	Yes	Yes	Yes	Yes	N/A
3: Select Recipient Page	Select John as the Recipient	Yes	Yes	Yes	Yes	N/A
4: Settle Up Page	Enter the money and press the "Pay" Button	Yes	Yes	Yes	Yes	N/A
5: Payment Successful Page	View the "Payment Successful" message and press the "Return Home" Button	Yes	Yes	Yes	Yes	N/A
6: Updated Home Page	View the updated home page with the recently made transaction	Yes	Yes	Yes	Yes	N/A

- So, the second task is the 'settle payment to flatmates'.
- **Yep.**
- And your persona is Alex Singh

PERSONA

Name: Alex Singh (they/them)

Age: 32

Occupation: Senior Software Engineer

Location: New Zealand

Background: Alex Singh is a driven and creative individual who has been in the software industry for the past eight years. Originally from a small town, Alex moved to the city after university to pursue a career in software, drawn by the dynamic nature of the field and the opportunities it offers for creativity and innovation.

Education: Bachelor of Engineering degree from a reputable university. Throughout university, Alex was involved in various extracurricular activities, including internships and part-time jobs, which provided practical experience and helped shape their career path.

Career: Started as a Junior Software Engineer at Software4U. Demonstrated strong work ethic, skill, and strategic thinking, leading to promotions and increased responsibilities. Currently a Senior Software Engineer at a medium-sized company, overseeing a team of developers and leading various projects.

Interests: Participates in outdoor activities like hiking, biking, and running. Avid reader with interests from fiction to personal development. Values continuous learning and often attends industry conferences and workshops.

Personality: Enjoys staying active and values continuous learning.

Goals: Aims to continue growing in their career, take on a leadership role, and become a respected thought leader in the software industry.

- **Okay, so software engineer, I can do both hands now.**
- You can use both hands now. So before going onto the second task, were there any problems for the first one, any issues with the first task?
- **I'd say the last frame, it didn't... it wasn't explicit if my expense was added.**
- Okay, I see.
- **That's my main issue. But apart from that, yes, it's pretty good.**
- Alright, your next task is to 'settle a payment to flatmates' and persona is Alex Singh by the way.
- **Yes, okay, is this the one?**
- Yeah, so 3, 2, 1...
- **So, what was the user task again?**
- The task was to settle a payment to flatmates.
- **Okay, so since I'm settling a payment, I will press the plus button again because that's what you would do to make a payment, right?**
- Unfortunately, that's wrong.
- **Oh really?**
- Yep.
- **So, then I would click the 'flatmate' tab.**
- Right, yep.
- **And then instead of flatmate, then I'd say, 'settle up', I'd press that. And then select 'John'?**
- John, yep.
- **And I would just, yeah, do I need to change anything for how much?**
- You don't have to change anything for this task, but if you did, what would you do?
- **I would press the \$40 and then just input a new number and I would click 'pay'.**
- Yep
- **And then 'return home'.**
- And that's your second task done.
- **Yep, pretty good**

TASK 3

User Task 3:	View a Breakdown of Expense					
Persona:	Abby Jones					
Cognitive Walkthrough Evaluation						
Wire-Frame	Sub-Task	Will the user form this goal?	Is the user be able to locate the correct command/button?	Will the user know that this command will execute the action that they want?	Will the user understand the system feedback?	Recommendations
1: Home Page	Press on the "Statistics" Button	Yes	Yes	Yes	Yes	N/A
2: Statistics Page	Press on the Pie Graph	No, Tester was confused on where they could navigate to from here	No, They thought the "Weekly" or the "Monthly" Button could take them there	Yes	Yes	Ensure that the Pie Graph, has a "Press to Know More" label or has a drop shadow to make it more obvious as a button.
3: Expense Breakdown Page	View the Expense Breakdown	Yes	Yes	Yes	Yes	N/A

- Right, and your 3rd task is giving a breakdown of expenses, and your persona is Abby Jones

PERSONA

Name: Abby Jones (she/her)

Age: 25

Occupation: PhD Student in History

Location: New Zealand

Background: Specialising in modern European history. Passionate about historical narratives and their impact on contemporary society.

Education: Holds a bachelor's and a master's degree in history. Currently pursuing PhD focused on transformative periods in European history.

Career: Involved in research, writing, and teaching assistantships.

Interests: Incorporates bright colours and pleasing aesthetics into presentations. Believes aesthetics can make historical education more engaging.

Personality: Optimistic and dedicated despite financial struggles.

Goals: Complete PhD with notable publications, secure a post-doctoral position or academic role, make historical studies more accessible and engaging.

- **Breakdown?**
- Yep, so that's the breakdown of the expense.
- **Okay, Abby, PhD, broke, okay.**
- That's why you have to view the expense I guess if you broke.
- **Yeah perfect.**
- Yeah, so are you ready for your 3rd task?
- **Yes Sir**
- Okay
- **Cool, since I want to look at the expense, I would look at the 'statistics'.**
- Yep
- **Yep, and then...**
- I mean this is alright but what if you want to view something in more depth?
- **I would, well it depends on the specific depth right, if I were to click on the, you know the weekly page, I would click on the weekly, yeah. If I want to look at my income, I would click the 'income' button.**
- Okay, let's say I want to look at the weekly page, but I want to look at each expense in the week, what would I do?

- **Each expense in the week?**
 - Yep
 - **Wouldn't I just press 'weekly' then? No?**
 - Uh, what else could you, what else could you do?
 - **I could maybe click the big circle in the middle.**
 - Yes
 - **Yep**
 - And then you will reach this page
Thank you for being the part of this Cognitive Walkthrough Experience. Were there any sort of issues you had with any tasks?
 - **I'd say the last task, it was a bit unclear that you had to press the big circle in the middle.**
 - Okay yeah and what about the previous task, which was task 2?
 - **Task 2, I'd say, I'll say it was pretty clear, there wasn't anything noteworthy to add.**
 - Okay and for task 1 you said that there's was a bit discrepancy with the Miscellaneous and stuff.
 - **Yeah, I felt like my actions did not result to anything.**
 - Alright.
 - **Yeah, I just staring at the screen.**
 - Alright thanks for that.
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- This is the cognitive review. We are just coming here for feedback after the main review for any suggestions from Alvien who is going to be testing the wireframes.
- **Yeah.**

TASK 1

- So, for task one, did you have any sort of discomforts or disadvantages with this.
- **Let me take it again. (wireframes)**
- Yeah
- **Um, I'd say when I was selecting the categories for the different expenses, I was expecting that when I press a specific button that it would take me there already without having to click 'done'.**
- Yep
- **Yep, so that's why, I guess one of my pain points.**
- Yep, I noticed that too.
- **And that um, the system does not tell me if my actions actually did something, so there was no system feedback to my actions.**

TASK 2

- That makes sense yeah and for Task 2, this was the one where you had to settle a payment to flatmates, and you were Alex Singh.
- **Yep**
- So, were there any pain points in this particular task?
- **Um, I don't think so, I think it was really good.**

TASK 3

- Yeah, okay and for the last task which is viewing the breakdown of expense in maximum detail and your persona was Abby Jones.
 - **Yeah**
 - So, were there any discrepancies or pain points for this task?
 - **One of the main things for me was that it was not obvious that you had to click the ie graph to get into the next screen but apart from that I think that's pretty much it.**
 - And just to note some of these images have been edited to remove the guidelines, so the wireframe lines, so some of the buttons might not be as perfect as they actually were.
 - **Yeah**
 - So just that's a note, just to make sure. You can see the pie chart here-I had to remove the line (referring to the Wire-flow line that was there before)
 - **Exactly, I mean I guess note as well if I didn't see that you know you went over these lines, I would have not guessed that you need to press that.**
 - Yeah, and that just shows that the lines kind of put some bias as well.
 - **Exactly**
 - So alright, thanks for that, thank you for that and have a nice day.
 - **You too**
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