

## Cognitive Walk-through report

The following is a summation of the Cognitive Walk-through evaluation performed by David Burneau of DM2. It tries to answer the following four questions:

1. Will users be trying to produce whatever effect the action has?
2. Will users see the control (button, menu, or switch) for the action?
3. Once users find the control, will they recognize that it produces the effect they want?
4. After the action, will users understand the feedback they get so they can go on to the action with confidence?

Task 1 had the user login, search for an activity, and register in that activity, as outlined in Annex 1, while Task 2 had a new user register with the system, browse an activity, search for an activity, register for that activity, then logout, as outlined in Annex 2.

### **Analysis of Task 1**

#### **Welcome Screen**

The user was able to navigate to the login screen with no hesitation, indicating that they had some reasonable idea of which button to press and what the expected outcome would be.

#### **Enter username and password**

The user hesitated on this screen, probably due to the lack of input area for their username and password, and because they weren't a registered user; however, once informed, they were able to proceed with no difficulty, again indicating that the visibility, expected outcome, and feedback were acceptable.

1. The user reported that there was a need for input boxes for Username and password when logging in, and that the position of the prompts and boxes should be more centered in the screen.

Recommendation: Center the prompts and entry boxes to better meet visibility and consistency.

2. In addition to the above, the user also raised the concern about limits on username and password format.

Recommendation: Provide the user with a notice, when registering with the system, about the limits for usernames and passwords.

3. The user also inquired what would happen if the username or password was entered incorrectly.

Recommendation: Create "Invalid Username/Password" screen.

4. The user commented about the size and location of the buttons and how they did not comply with the principle of consistency.

Recommendation: Check location and size of all buttons for consistency.

### **Select item to view**

The user selected to view the information about the Monday Football with slight hesitation, possibly due to multiple buttons with similar labels being in close proximity; however, the affordance and mapping of the buttons beside the events appears to have led the user to the desired goal.

The user reported the same issue of button alignment and size, as mentioned earlier.

View detailed information

1. In addition; the user was somewhat confused by the layout of the information about the event.

Recommendation: Adjust layout of event information.

### **Search for activity**

The user was able to locate and activate the search button with little hesitation, and once on the search screen, was able to discern what information had to be entered.

As above, the user commented about the alignment and size of the buttons.

1. It was mentioned that the search parameters were lacking.

Recommendation: Display all search parameters

2. Check boxes instead of radio buttons would be more to the natural mapping of the user.

Recommendation: Change radio buttons to check-boxes

3. The user found that the slant created by the present order of the search parameters created a sense of leaning.

Recommendation: Switch the order of search parameters to prevent the illusion of leaning.

### **Select to Register**

The user registered for the event with no difficulty, understanding what the registration button and expected outcome (registering for the event) would be.

1. The user reiterated the button alignment and size issue and mentioned about the order of information on the screen.

Recommendation: Reorder information on registration screen.

### **Verify Information**

The user was able to acknowledge the screen quickly and was confident about the expected outcome.

The user was able to quickly understand the two buttons on the screen, and what the expected outcomes would be.

## **Analysis of Task 2**

### **Select Register**

The user quickly, and without difficulty, was able to locate and activate the Register button with a reasonable expectation of the outcome.

### **Enter User Information**

Presented with the screen for user information, the user hesitated briefly, possibly due the task of completing the registration information.

The following were mentioned in the comments

1. Drop-down lists for gender
2. Which format to enter birthdate
3. Multiple list items for interests
4. Check box for email updates

Recommendation: The comments are valid observations. Implement

1. Male/female list for gender
2. DD/MM/YYYY format for birthdate
3. Multiple list boxes for interests
4. A checkbox for receiving email updates

Enter username and password

Apart from there being no area to enter a username and password, the user raised the concern of a cancel button, in case the user wanted to avoid registering.

Recommendation: Incorporate "Cancel" button onto screen.

### **Acknowledge email confirmation**

The user understood the message and the outcome of clicking the "Acknowledge" button.

Recommendation: No change

### **Select item to view**

The user selected was able to select the view of information about the Monday Football with slight hesitation.

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The user reported the issue of button alignment and size, as mentioned earlier.

### **View detailed information**

The user commented about the user of space to display the information of the event.

Recommendation: Adjust layout of event information.

### **Search for activity**

The user successfully navigated to the search screen with the only comment being the size and alignment of the buttons.

Recommendation: Adjust button size and layout in accordance with Norman's Principles.

### **Select to Register**

The user registered for the event with no difficulty, understanding what the registration button and expected outcome (registering for the event) would be.

1. The user asked about how to escape from the search page.

Recommendation: Incorporate a "Cancel" button onto Registration page.

### **Verify Information**

The user was able to acknowledge the screen quickly and was confident about the expected outcome.

Logout

The user was able to quickly understand the two buttons on the screen, and what the expected outcomes would be.

Goal: Search for and register in event

James

Overview of Steps:

1. Select login
  - a. Click on login button
2. Enter username and password
  - a. Type in username
  - b. Type in password
  - c. Click submit
3. Select item to view
  - a. Click View button next to Football Mondays
4. View detailed information
  - a. When finished viewing, click Keep Looking
5. Search for activity
  - a. Click Search button
6. Select search criteria
  - a. Select Sports
  - b. Select Age group
  - c. Select Date from drop-down menu
  - d. Select Start time from drop-down menu
  - e. Press Submit button
7. Select to Register in Football Mondays
  - a. Click Register button beside Football Mondays
8. Verify information
  - a. After verification, click Register button
9. Logout
  - a. Click the Logout button

Task #	Description	Actions Required	Interface Response	Comments
1.	Select login	Click on login button	Display Login screen	Need input boxes for Username and password. Are there any limits on username and password? Center username and password entry area. Align buttons on all screens
2.	Enter username and password	Type in username Type in password Click submit	Query database and verify username and password. If correct, display main screen with updates based on user profile	Align buttons on all screen What happens if password is wrong?
3.	Select item to view	Click View button next to Football Mondays	Query database and display detailed information about Football	Button alignment Reorder details for more use of screen
4.	View detailed information	When finished viewing, click Keep Looking	Query database and display main screen with updates based on user profile	Align buttons on all screen
5.	Search for activity	Click Search button	Display search page	Alignment
6.	Select search criteria	Select Sports Select Age group Select Date from drop-down menu Select Start time from drop-down menu Press Submit button	Query database with search criteria and display results	Alignment Display all search parameters Check boxes vice buttons? Order of search parameters?

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7.	Select to Register in Football Mondays	Click Register button beside Football Mondays	Query database and display confirmation email information	Button alignment Reorder details for more use of screen
8.	Verify information	After verification, click Register button	Send email to organizer and user. Display After Registration screen	Button size? Layout of information
9.	Logout	Click the Logout button	Logout user	Button size and placement

Goal: Register as a user, search for and register in event

Maggie

Overview of Steps:

1. Select Register
  - a. Click on Register button
2. Enter User information
  - a. Enter first name, Last name.
  - b. Select gender
  - c. Select birthdate
  - d. Enter location of residence
  - e. Enter interests
  - f. Select you wish to receive updates
  - g. Select Submit
3. Enter username and password
  - a. Type in username
  - b. Type in password
  - c. Type in password again
  - d. Click submit
4. Acknowledge email confirmation
  - a. Select Acknowledge
5. Select item to view
  - a. Click View button next to Football Mondays
6. View detailed information
  - a. When finished viewing, click Keep Looking
7. Search for activity
  - a. Click Search button
8. Select search criteria
  - a. Select Sports
  - b. Select Age group
  - c. Select Date from drop-down menu
  - d. Select Start time from drop-down menu
  - e. Press Submit button
9. Select to Register in Football Mondays
  - a. Click Register button beside Football Mondays
10. Verify information
  - a. After verification, click Register button
11. Logout
  - a. Click the Logout button



Task #	Description	Actions Required	Interface Response	Comments
1.	Select Register	Click on Register button	Display Registration screen	
2.	Enter User information	Enter first name, Last name. Select gender Select birthdate Enter location of residence Enter interests Select you wish to receive updates Select Submit	Query database and create record of user	Dialog boxes for information Drop-down list for gender Should be enter birthdate Possible multiple list items for interests? Do you wish to receive updates check box Maybe bring in username and password screen
3.	Enter username and password	Type in username Type in password Click submit	Query database and create record of user Display acknowledge screen	Input area for username and password Alignment of buttons Possibly a cancel button
4.	Acknowledge email confirmation	Select Acknowledge	Display Rec Online screen	Alignment and size
5.	Select item to view	Click View button next to Football Mondays	Display the Detailed information screen for Football	Alignment and size
6.	View detailed information	When finished viewing, click Keep Looking	Display Rec Online screen	Better use of space Alignment and size
7.	Search for activity	Click Search button	Display Search Page	Alignment and size
8.	Select search criteria	Select Sports Select Age group Select Date from drop-down menu Select Start time from drop-down menu Press Submit button	Query database and display results	Alignment and size More criteria for searching

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9.	Select to Register in Football Mondays	Click Register button beside Football Mondays	Display Registration page	Alignment and size How do you escape from search page?
10.	Verify information	After verification, click Register button	Display Registration sent Send email to Organizer and user. Display Registration Confirmation page	Alignment and size
11.	Logout	Click the Logout button	Display logout message Log user out	Alignment and size