

Cognitive Walkthroughs

Scenario 1: You are a second-year engineering student who wants to join a robotics club. Using this app, show me how you would do the following tasks:

1. Look at all available robotics-related clubs at UofT.
2. Review the meeting times and other information about a robotics club.
3. Join that club.

Notes for Usability Testing and Content Data:

1. User will need to login using UtorID (if using the app for the first time), search for robotics clubs using the search bar, and return to the map.
2. User will need to click on an icon in the map after search and view the information on the following screen.
3. User will need to click on the heart icon, to join.

Issues found after Cognitive Walkthrough, with Severity Rating (out of 4, 4 being most severe):

- Severity: 3. Search bar takes user to different page and does not know if the search worked until the user returns to the map.
- Severity: 3. The icons in the map after search are not consistent with the icons in the map before the search, which might be confusing.
- Severity: 3. The heart icon is confusing, as to what it actually does, for a user using the app for the first time. Also, the heart icon is unresponsive, so the user cannot be sure if he/she has joined the club.

Scenario 2: You are a third-year student at UofT who is part of the Behavioural Economics Student Society. Using this app, show me how you would do the following tasks:

1. Check when and where the next meeting for the BESC is taking place.
2. Review the club's general weekly meeting schedule and upcoming events.
3. After reviewing the weekly meeting times, you realize you have a class at the same time and cannot be part of the club anymore. Leave the club.

Notes for Usability Testing and Content Data:

1. User will need to login using UtorID (if using the app for the first time), click on the appropriate icon on the map, and view the information on the following screen.
2. User will need to click on the right arrow on the top-right of that screen and view the information on the following screen.
3. User will need to click on the home button to go back to the map screen, click on the person button on the top of the screen, find the BESC club in your groups on the following screen and click on the respective remove button.

Issues found after Cognitive Walkthrough, with Severity Rating (out of 4, 4 being most severe):

- Severity: 2. The icons on the map are ambiguous. The user needs to remember the BESC icon to find the club in their first try. This is extra work for the user.
- Severity: 2. The right arrow to view more information is also ambiguous, as to what exactly it's supposed to do.
- Severity: 3. The club page shown after click the right arrow has very little information about the club.
- Severity: 3. The user needs to go all the way back to the map screen, click on the ambiguous "profile" icon, to remove the club/event, instead of being able to do it from the club's main page.
- Severity: 4. The user will check their club's information fairly often. But to do this, the user must go to the map (probably even search for the club on the map), click on the club meeting icon (if the club has an upcoming meeting, otherwise viewing club info is impossible!), and then click on the right arrow to view the club's main page. This is extremely inefficient! And in some cases, just impossible.

Scenario 3: You are a computer science student who is passionate about starting their own company/startup. You don't want to miss out on any events related to startups such as a talk by a well known venture capitalist. Using this app, show me how you would do the following tasks:

1. Review the events that are currently happening, and see if any events are related to startups.
2. Tell the app that you are interested in Technology startups.

Notes for Usability Testing and Content Data:

1. User will need to login using UtorID (if using the app for the first time), click on the icons to see if any events related to startups are happening in the close future. The user may need to go to the settings (by clicking the settings icon in the top-right corner) and filter the time.
2. User will need to go to the settings screen again, and click the icon next to "edit interests" and then click on the "Tech" icon on the following screen.

Issues found after Cognitive Walkthrough, with Severity Rating (out of 4, 4 being most severe):

- Severity: 4. The icons for the clubs and for the events are the same. The user cannot tell groups and events apart from the map itself and instead needs to click on them to check what they are. (And even then, the screen after clicking the icon does not clearly mention what the icon represents, an icon or a group. Instead, the user must check for a "right-arrow" button, or see the word "meeting".)
- Severity: 4. The "settings" button is ambiguous, how does the user know that's where he/she can filter the time or edit interests? The filtering for time in the settings page is confusing and inefficient.

- Severity: 4. The “edit interests” seems out of place and confusing. And the icon in the edit interests screen, is unresponsive, so the user has no way of knowing whether he/she has selected the interest or not.