OMBase (YourYoga)

Cognitive Walkthrough

Per Kvanbeck - Atwood Cohort

Task 1: Check Students into Class

Action	Mental Model	Visibility	Mapping	Feedback	Notes	Screenshot
1A - Log in	YES	YES	YES	YES		LINK
1B - Enter name	YES	YES	NO	NO	List appears to the left of the search field, but using the enter key does not allow user to move forward. Add button adds client's name to system, clicking on client from list adds them to class.	LINK
1C - Select User from list	YES	YES	NO	YES	If a user selects the client from this list, it adds them to the class. No information to identify necessity to click.	LINK
1D - Verify class eligibility	YES	YES	YES	YES	Client name appears in a red bar if there is an issue with that clients eligibility.	LINK

1A

email

password

Sign In

Forgot password?

1B

ÖMBASE

Downtown	08:15 AM
	1 attendee
Name	+
Carissa Prime	⊗

1C

ÖMBASE   (sign out)

Uptown	09:30 AM	08/28/2018
Megan	1 attendee	Flow

Prime	+	Ellen Prime
Svetlana Prime	⊗	Carissa Prime
		Per Prime
		Primer
		Ngoc Prime
		Svetlana Prime

1D

Uptown	09:30 AM
Megan	2 attendees
Name	+
Per Prime	⊗
Svetlana Prime	⊗

2

Task 2: Track Attendance

Action	Mental Model	Visibility	Mapping	Feedback	Notes	Screenshot
2A - Open Menu	NO	NO	NO	NO	User is provided with a button at the top left, that does not look like a menu button. It also does not highlight on hover. The cursor does not change when hovered. There is no indication to show that this is the menu button.	LINK
2B - Navigate to Client's page	NO	YES	NO	NO	User is meant to select the "Client" option from the menu, outlined in red. Shows titles for menu list items. Still no hover effect, not a standard menu type, text placement differs for reach menu option.	LINK
2C - Search for user (same as 1C)	YES	YES	NO	YES	If a user selects the client from this list, it opens their information. Add button attempts to create new client. No information to identify necessity to click from list.	LINK
2D - Open User's account information	YES	NO	NO	YES	Client's information appears after being selected form list. Takes a moment for clients information to propagate.	LINK
2E - Open User's attendance history	NO	NO	NO	NO	User is meant to click the yoga person outlined in the screenshot. on the client's info screen to access attendance history.	LINK

2A
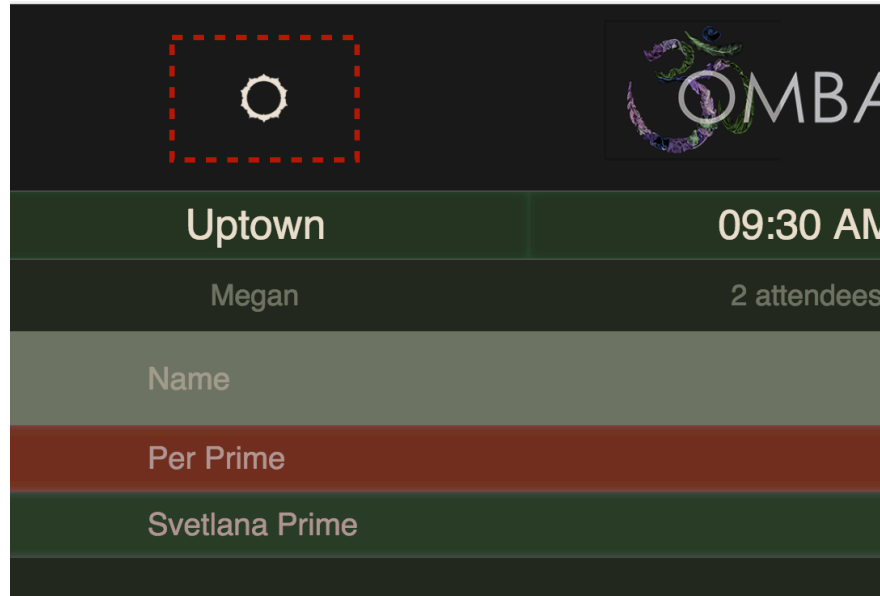
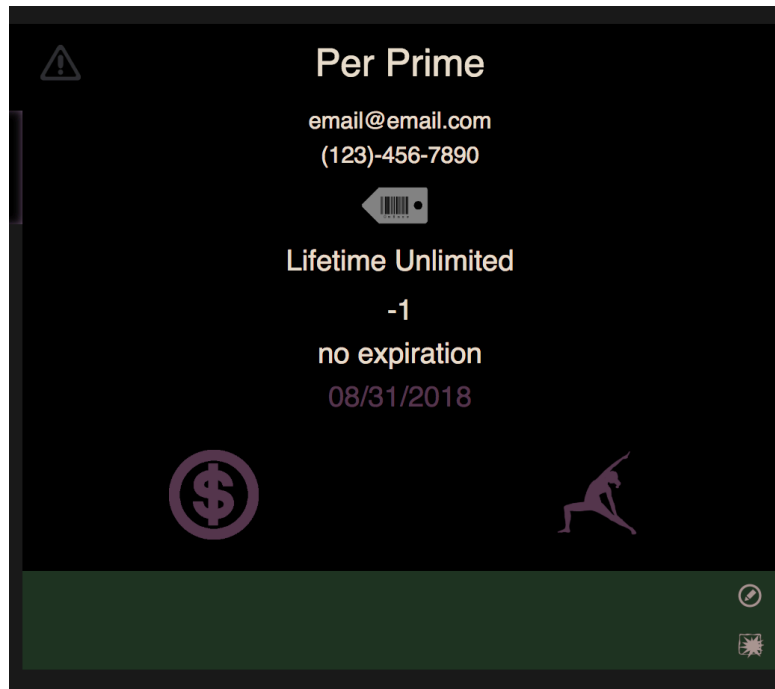**Menu button: no feedback, low visibility, low mapping, and breaking mental model.**

2B
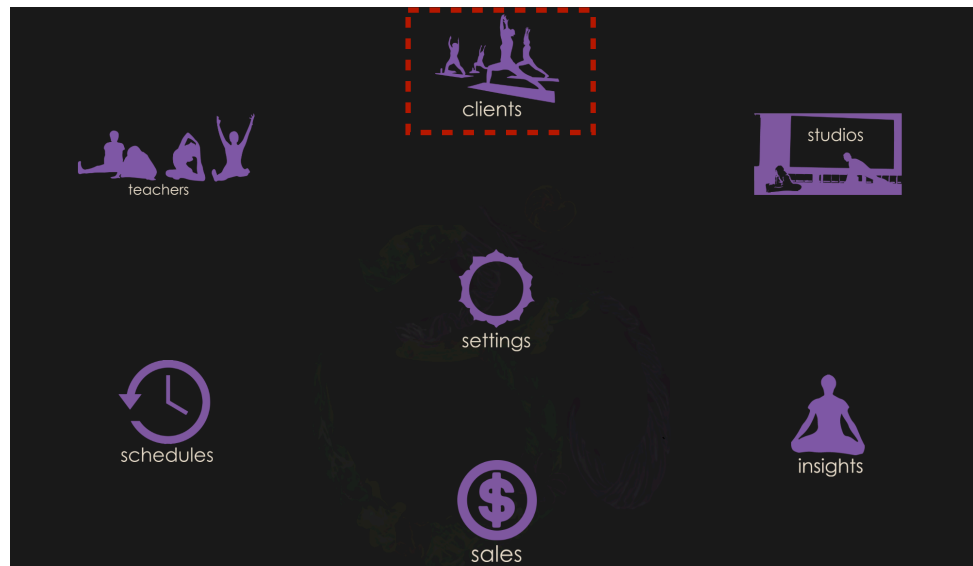
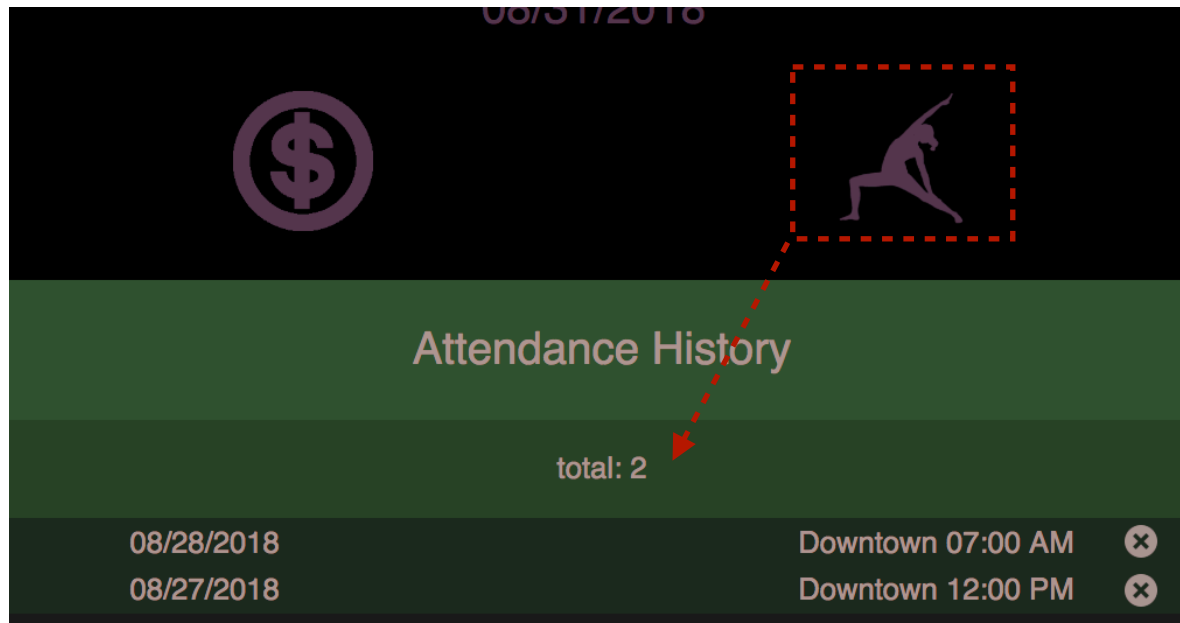**Menu screen: List of menu items. Same layout regardless of**

2D

User information screen. Shows current subscription type, contact information.

2E

Attendance History accessed by button outlined to the left. Shows all attendances in a list below, in descending order.

5

Task 3: Track Student Packages

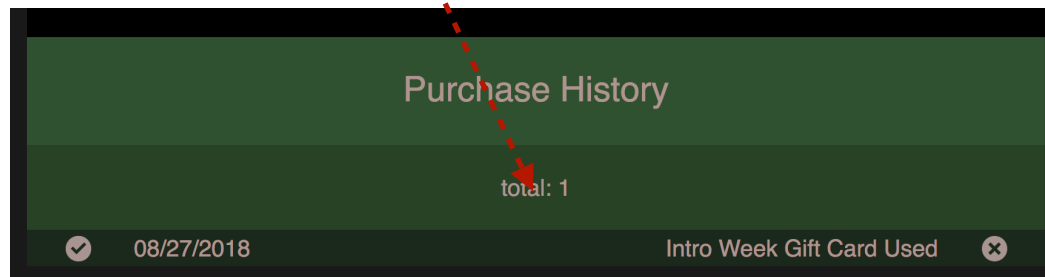| Action	Mental Model	Visibility	Mapping	Feedback	Notes	Screenshot
3A - Edit student package	NO	NO	NO	NO	No hover or edit button shown next to elements. Do not follow consistent online patterns, no hover ability or cursor change. When clicked reveal additional buttons that are unclear. Selections and their reveals shown by red boxes on sub screenshots.	LINK
3B - Open package history	NO	NO	NO	NO	User must select the option outlined in red below from the client's info screen. Can be accessed from check-in or client page. Information propagates below the client info section on click.	LINK

3A
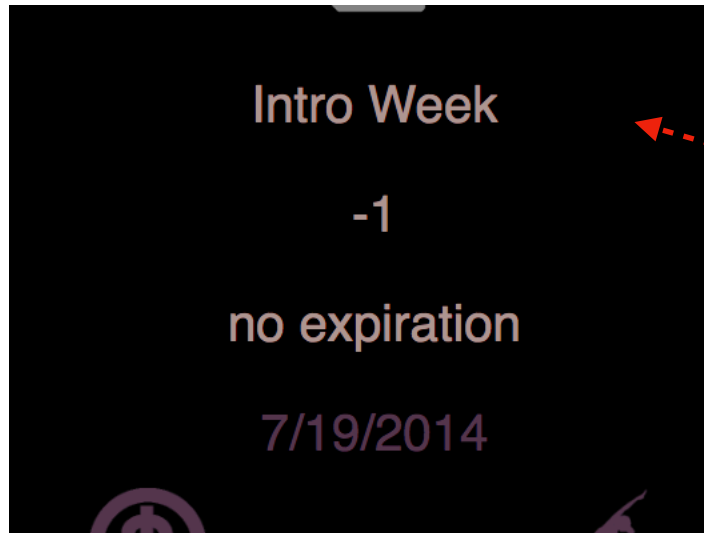
Users subscription info, details (in order from top to bottom) plan name, number of sessions remaining, subscription expiration, and subscription purchase date.
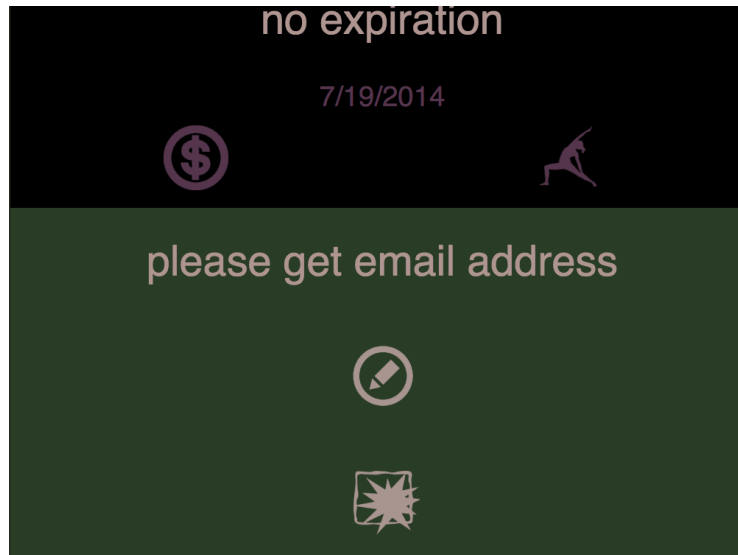
7

3B

no expiration
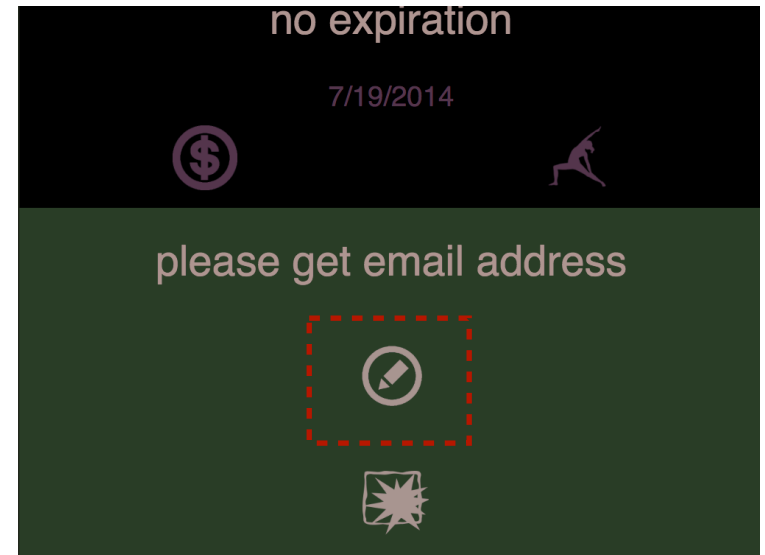08/31/2018

Purchase History

total: 1

08/27/2018   Intro Week Gift Card Used
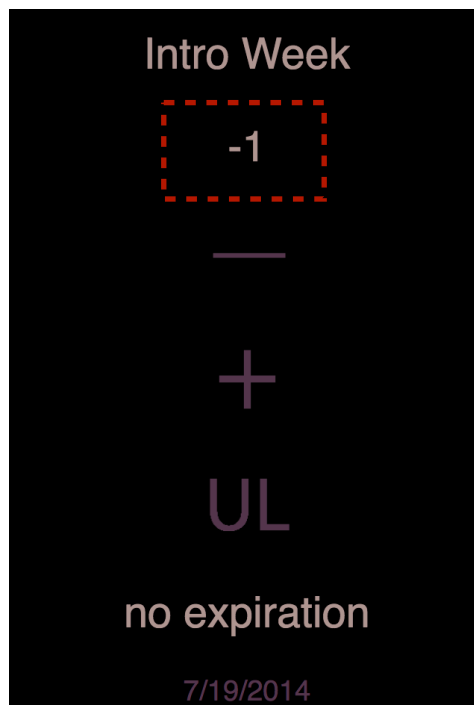
Task 4: Keep Notes on Student Accounts

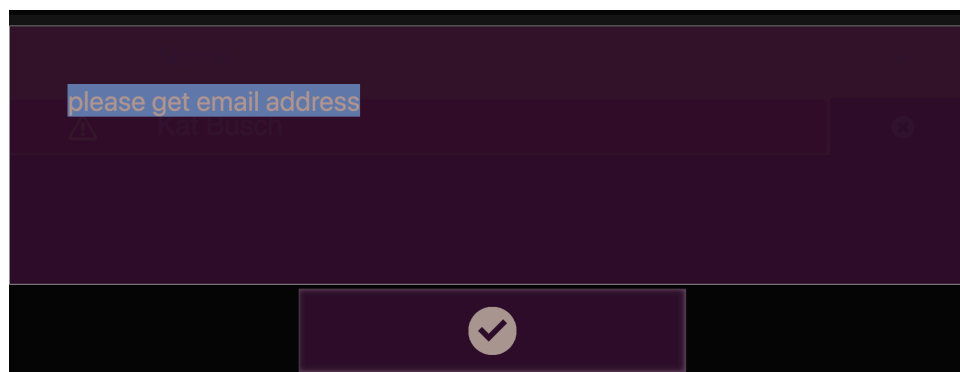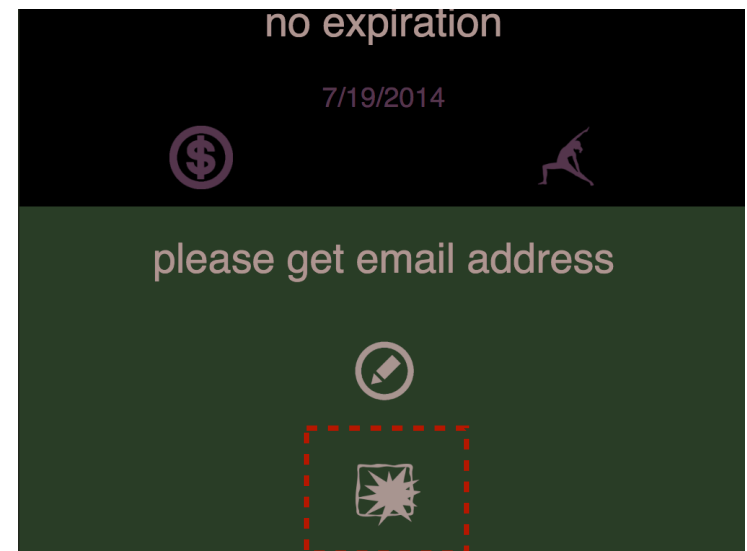| Action	Mental Model	Visibility	Mapping	Feedback	Notes	Screenshot
4A - Read notes	NO	YES	NO	YES	Notes are visibile, but appear the same hierarchy as headers above. No indication that its a note field.	LINK
4B - Add notes	YES	YES	YES	NO	User must select the option outlined in red below from the client's info screen. Can be accessed from check-in or client page. Information propagates below the client info section on click.	LINK
4C - Delete notes	NO	YES	NO	NO	Button does not match expected delete styling, nor does it state that it is the deletion button. Does not verify if user would like to delete.	LINK

4A

no expiration

7/19/2014

please get email address

4B

no expiration

7/19/2014

please get email address

4C

4B continued - text entry field

please get email address

no expiration

7/19/2014

please get email address

Task 5: Maintain student contact information

Action	Mental Model	Visibility	Mapping	Feedback	Notes	Screenshot
5A - Edit name	NO	NO	NO	NO	User must click on the client's name to see an option to edit. What was search field becomes text entry field for new name. Name can be submitted by pressing "enter" key, not consistent with other search and text fields, or by selecting the check mark to the right of the text field.	LINK
5B - Edit email	NO	NO	NO	NO	User must select the client's email field to see an option to edit. Once they select the edit button, the search field turns into an empty text entry field. Emails can be submitted by pressing "enter" key, not consistent with other search and text fields, or by selecting the check mark to the right of the text field.	LINK
5C - Edit phone number	NO	NO	NO	NO	User must click on the client's phone number to see an option to edit. What was search field becomes text entry field for new name. Number can be submitted by pressing "enter" key, not consistent with other search and text fields, or by selecting the check mark to the right of the text field.	LINK

5A

5B

5C

Task 6: Complete credit card purchase

Action	Mental Model	Visibility	Mapping	Feedback	Notes	Screenshot
6A - Check subscription status	NO	NO	NO	NO	User must click on the the subscription field to see option to buy new or change current subscription type.	LINK
6B - Choose preferred subscription type	YES	YES	YES	YES		LINK
6C - Complete purchase	YES	YES	NO	NO	No connection to square purchase. Staff sets up this screen then completes transaction on iPad for any credit card purchase.	LINK

6A

6B

6C