

Cognitive Evaluation Worksheet

For: Team ClickCrafters, Product LinguaFlow

Background

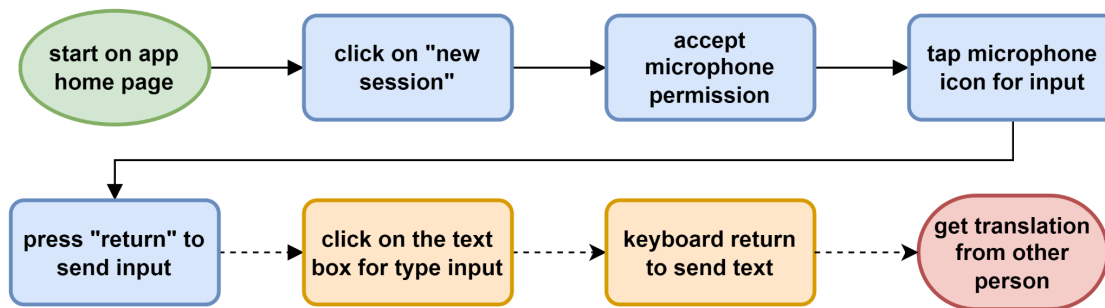
LinguaFlow is a mobile application aimed at making translation more fluid and intuitive - by providing real-time multimodal language conversion, the ability to save transcripts and conversations, and offline capabilities - all powered through artificial intelligence language models.

Prototype and Tasks + Action Sequences

The link to the prototype is: [Prototype](#).

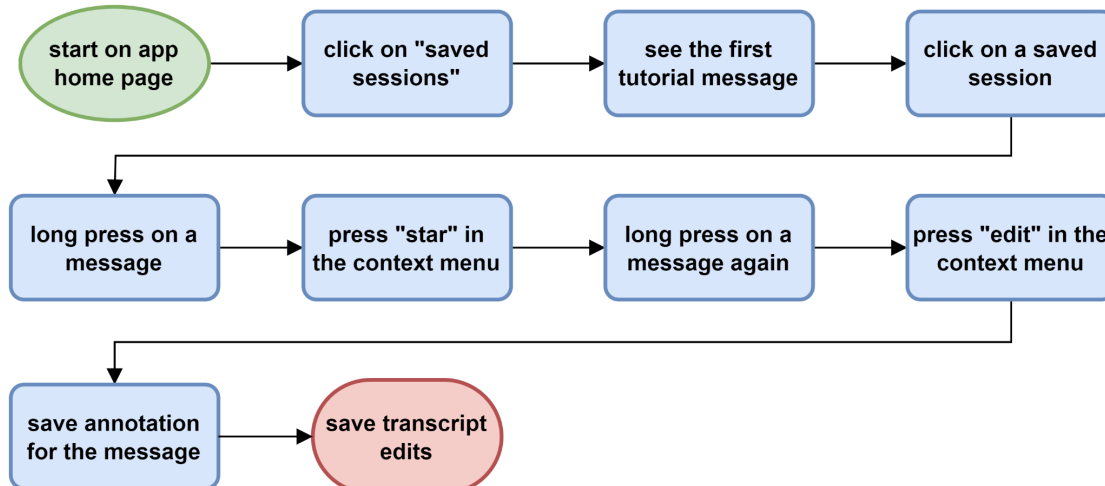
- Task 1** - You are a tourist who is visiting France, and you do not know how to speak French. You are currently in a clothing store and are looking to buy a T-shirt (and a pair of pants). *You will need to ask the salesperson (live!) how much the shirt you have is, and carry a conversation with them.*

Multimodal I/O ▾

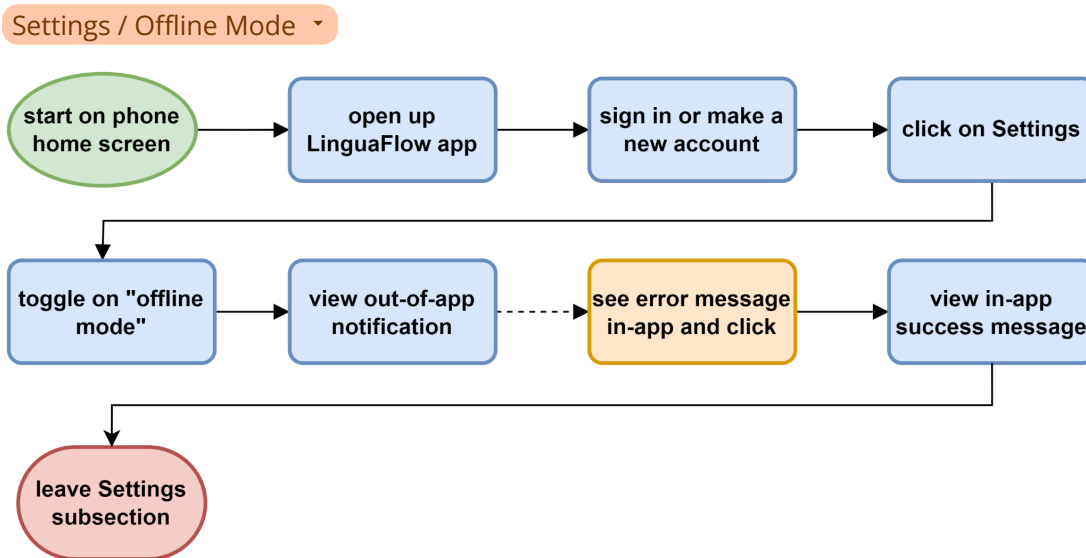


- Task 2** - You are a software developer who has recently attended a conference in another country, and now you are back in your home country. You would like to review the transcripts you took of different talks and make summary notes on top of them. *You will need to enter at least one saved transcript and star a message, and annotate a message.*

Saved Transcripts ▾



3. **Task 3** - You are a new user who will be visiting a place with no cell reception. *You will need to log in and activate offline mode.*



Evaluator Instructions

- **Introduction:** Give a brief explanation to the participant on what our product is (see Background), and introduce the tasks (without the actions!)
- **Four questions at each step:** The following questions are from: [Nielsen Norman Group - How to Conduct a Cognitive Walkthrough Workshop](#):
 - Will users try to achieve the right result?
 - Will users notice that the correct action is available?
 - Will users associate the correct action with the result they're trying to achieve?
 - After the action is performed, will users see that progress is made toward the goal?

Evaluation Notes

Some of the actions (see flowcharts above) have been condensed into other actions (see tables below):

Task 1	Start a new session	Microphone permissions	Press mic. input icon	Press return to send mic. input
<i>Will users try to achieve the right result?</i>	✓ - was not confused by the app home page	✓ - the app modal forces a response	✓ - mic button assumed to be the voice input button	✓ - the user explored the current page
<i>Will users notice that the correct action is available?</i>	✓ - this button is one of the three main actions on the home page	✓ - the user is free to allow or not mic. access	✓ - mic button located in visible text input message bar	? User confused about what "return" means (it sends/finalizes voice message)
<i>Will users associate the correct action with the result</i>	✓ - the text on this button hints towards the screen it will go to	✓ - the Allow option is bolded	✓ - microphone icon implies some sort of voice input	? "Return" should probably be "Enter" or something else

<i>they're trying to achieve?</i>	next			
<i>After the action is performed, will users see that progress is made toward the goal?</i>	✓ - pressing this button takes you to a new screen for the live session	✓ - after choosing an option, the user can see the chat interface for the conversation	✓ - screen switches over to an interface which indicates recording	? Did not know what to do after they translated first (i.e. do they pass to the other person in the convo?) - thought playback button was also to speak French

Task 2	Click on saved sessions	Click on an individual saved session	Star a message	Annotate a message
<i>Will users try to achieve the right result?</i>	✓ - was not confused by the app home page	✓ - there is an in-app full screen message on how to interact with the list of saved sessions	✓ - user tries actions that are familiar to those who use messaging apps like iMessage	✓ - user tries actions that are familiar to those who use messaging apps like iMessage
<i>Will users notice that the correct action is available?</i>	✓ - this button is one of the three main actions on the home page	✓ - lists are an intuitive way of presenting information	✓ - managed to long-press the first time, but not the second time ->	? - user may forget to long-press even with info tip
<i>Will users associate the correct action with the result they're trying to achieve?</i>	✓ - the text on this button hints towards the screen it will go to next	✓ - list items are raised like buttons, keeping with our design paradigm	✓ - in absence of elements to see, the user will try different gestures and touch interactions	✓ - in absence of elements to see, the user will try different gestures and touch interactions
<i>After the action is performed, will users see that progress is made toward the goal?</i>	✓ - pressing this button takes you to a new screen for the saved sessions	✓ - after choosing a saved transcript, the user is taken to a chat-based UI with the previous conversation	✓ - a long press brings up the context menu for that message	✓ - a long press brings up the context menu for that message

Task 3	Sign in / Sign up	Click on settings	Toggle offline mode	See notifications
<i>Will users try to achieve the right</i>	✓ - immediately clicked through	✓ - was not confused by the	✓ - immediately saw the toggle at	✓ - user understood

<i>result?</i>	the flow	app home page	the bottom of screen	feedback messages
<i>Will users notice that the correct action is available?</i>	✓ - Sign in and sign up buttons are prominent	✓ - this button is one of the three main actions on the home page	✓ - toggle button is prominent, along with the warning of installation modal	✓ - yes, no further action needed to be taken unless there was an error
<i>Will users associate the correct action with the result they're trying to achieve?</i>	✓ - yes, they need to be able to enter the app first before doing anything else!	✓ - the text on this button hints towards the screen it will go to next	✓ - to enable offline mode, the Allow option on the modal is bolded - needs to be turned on to use app without cell service, etc.	✓ - yes, just view notifs.
<i>After the action is performed, will users see that progress is made toward the goal?</i>	✓ - after signing in, the user is taken to the homepage of the app	✓ - pressing this button takes you to a new screen for the settings subsection	✓ - feedback on installation in progress is shown	? - user tried to click save profile at the very end, doesn't need to do that