

## **Lab 11 – Expert Evaluation Using Cognitive Walkthrough**

### **Human Computer Interfacing**

**(BESE 14)**

#### **Cognitive Walkthrough**

In cognitive walkthrough a sequence of actions is defined which an interface provides to complete a particular task. The evaluator “steps through” that action sequence to check it for the potential usability problems answering a set of questions for each of the actions. Please refer to chapter 9 of your text book or consult lecture slides for further details.

#### **Task 1**

Perform a cognitive walkthrough for an ATM machine. Consider the two tasks of withdrawing a certain amount from the machine and changing the PIN code. List the action sequence in the following manner:

UA1: .....

SD1: .....

UA2: .....

#### **Submission Requirements**

- A sketch of the system design (can be paper-based)
- Evaluation Forms
- Problem Sheet

**Task 2**

Perform a cognitive walkthrough for the following situation:

**System:** The telephone answering machine/messaging system you have at home or at work.

**Users:** First-time users of the system, without training and without a manual. You may put a template on the touch-tone pad.

**Tasks:** Check for messages, play them, replay a specified message, and then delete all of them.

**Action Sequence:** For you to define as per the interface design.

**Submission Requirements**

- Same as Task1
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