COMP 2044 Human Computer Interaction

Workshop 7

Evaluating Interfaces using Cognitive Walkthroughs and SUS

Group 7

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1. Cognitive Walkthrough (CW) Results

Our CW task focused on evaluating the Moodle interface for checking coursework deadlines. All the participants agreed that the system's headings and call-to-action elements effectively directed users to locate submission deadlines and associated links (Nielsen Norman Group, n.d.). Once a deadline is identified, the interface provides clear prompts to guide users through the following steps and reinforce these actions through follow-up emails. However, although the overall feedback was positive, some participants still suggested that a visible countdown could be displayed to increase users' awareness of the deadline. This observation raises an important question: What enhancements in feedback systems or user guides could further simplify navigation and ease the learning process.

2. System Usability Scale (SUS) Results

The analysis of seven SUS questionnaires yielded polarized results, with scores ranging from 45 to 87.5. Three users gave high ratings (82.5, 82.5, and 87.5) and thought the system was designed to be intuitive and easy to use, while one provided a moderate score (75). Two participants rated the interface low (55 and 45), citing unnecessary complexity and steep learning curves (Cunningham, 2020). Although the average usability indicates acceptable performance, these discrepancies prompt us to question what specific design modifications might reduce barriers for less tech-savvy users and improve overall consistency.

Reference References

Cunningham, S. (2020). *System Usability Scale (SUS) Score Calculator*. https://stuart-cunningham.github.io/sus/

Nielsen Norman Group.(n.d.). *Blank cognitive walkthrough template* [PDF]. https://media.nngroup.com/media/articles/attachments/Blank_Cognitive-Walkthrough_Template.pdf