

# Assignment 2 – Evaluation, Direct Manipulation, and the Cognitive Walkthrough

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# Part 1 Questions

5%

# 5 Questions

## IN YOUR OWN WORDS

1. Describe a human-computer interaction problem (application or design) that would be best studied in the “field” as opposed to a usability lab and explain why.
2. Describe a problem that would be best studied in a usability lab.
3. Describe what you would like to have in a usability lab if you were in charge. Name 3 key items and a sentence about why each would be included. E.g., “I would like to have a BLAH because I could use it to study BLAH BLAH by doing BLAH BLAH BLAH.”
4. Describe 3 commonly discussed problems with direct manipulation interfaces. Use 1 (or 2) sentences to describe each.
5. The cognitive walkthrough method is based on a cognitive model of end users as “information processors.” In a few to several sentences, describe what this means.

# Part 2 – Cognitive Walkthrough

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# Cognitive Walkthrough

- Perform a cognitive walkthrough on “something.”
- “Something” may be a computational device such as a walkman, phone, television, VCR, ... or a more traditional computer interface such as for Office tools, Adobe tools, ... or a Web-based interface.
  - Define the inputs
  - Perform the walkthrough
    - Choose a task or tasks so that you show several steps in your action sequences
    - Show snapshots for each step as well as answering the four questions for each step.
  - Summarize success, problems, and improvements.
    - About a paragraph

## *From the lecture slides*

- Define the inputs to the walkthrough.
  - Identification of the users.
  - Sample tasks for evaluation.
  - Description (mockups) or implementation of the interface.
  - Action sequences (scenarios) for completing the tasks.

# *From the lecture slides*

- The participants walk through (discuss) the tasks with respect to the interface (mockups) and action sequences (scenarios); they try to tell a credible story.
  - What is the user trying to achieve at this point? (What's their “goal”?) Why is it their goal?
  - What actions are obviously available in the interface?
  - Does the label for the correct action match the user's goal?
  - If the user performs the correct action, will they get good feedback and not try to undo or redo the action?