CS325 – Cognitive Walkthroughs

Overview

This activity is designed to give the students practice in conducting a cognitive walkthrough.

Task Scenario

- 1. Ron Decides to use communitypulse
- 2. Sorts based on excited comments
- 3. Sorts based on angry comments
- 4. Sorts based on negative comments
- 5. Selects the proposal with the most angry comments
- 6. Goes back to the overview page
- 7. Selects two top proposals with the largest number of comments

CommunityPulse: https://communitypulse.cs.umass.edu

- A visual analytic system that utilizes text analysis to extract important topics, emotions and sentiments from community comments and enables civic leaders to explore the comments at multiple levels of granularity.
- Proposals:
 - *Have title, topics, comments, participants*
 - Have positive, negative, and neutral sentiment and reactions

Part 1 – Generate a list of 'steps' describing user actions

Break down the scenario above into steps that map to 'user-actions' in the storyboard prototype.

Step # Step Description

Part 2 – Conduct a cognitive walkthrough

NOTE: Because this is a storyboard, not all possible actions are indicated - the only feedback shown is the progression to the next screen. *So you will need to make some assumptions about how the interface operates*. E.g., think about what you would *expect* to happen based on your knowledge of similar interfaces/widgets.

For each step:

- Assess the storyboard and ask yourselves each of Q1-Q3; write down Yes/No
- If answer is NO for any questions:
 - Write down the problem (possible solutions if you have ideas)
 - THEN assume it's fixed; go on to next step

Q1: ask yourself if user knows what to do? are they trying to produce this effect? do they have enough info? etc.

Q2: explore – will the user see how to do the step? look for the needed action? is it visible? it is obvious how to perform the step?

Q3: interpret – will the user understand the system response? Is the feedback understandable? Will the interpretation be correct?

Step	Q1	Q2	Q3	Comments