

Question two

- 9) A Cognitive Walkthrough begins by defining the task or tasks that the user would be expected to carry out. It is these tasks that the Cognitive Walkthrough will examine for usability - any tasks that can be performed in the product but are not subject to a Cognitive Walkthrough will not, normally be assessed during the process. Tasks are then divided up into a simple process to follow. So, for example, the login process on a website might look like this. Open browser, Navigate to the site, Click the login button. If the task is too complex to write in a list format - a diagram can be used instead. Evaluate how well the website supports users' ability to navigate and find the information they need. With a Cognitive Walkthrough, you can analyse how the site pages impact user behaviour when they are pursuing a specific goal. A Cognitive Walkthrough is effective in all the following use cases.
- Criticising individual pages as a site is designed.
- The Cognitive Walkthrough involves simulating a user behaviour when pursuing a specific goal step-by-step. For a heuristic evaluation the steps for this would be to know the user and have a clear idea of the target audience goals. A user persona can help evaluators see from user perspectives. There will be a defining the heuristics but depends on the nature of the system.