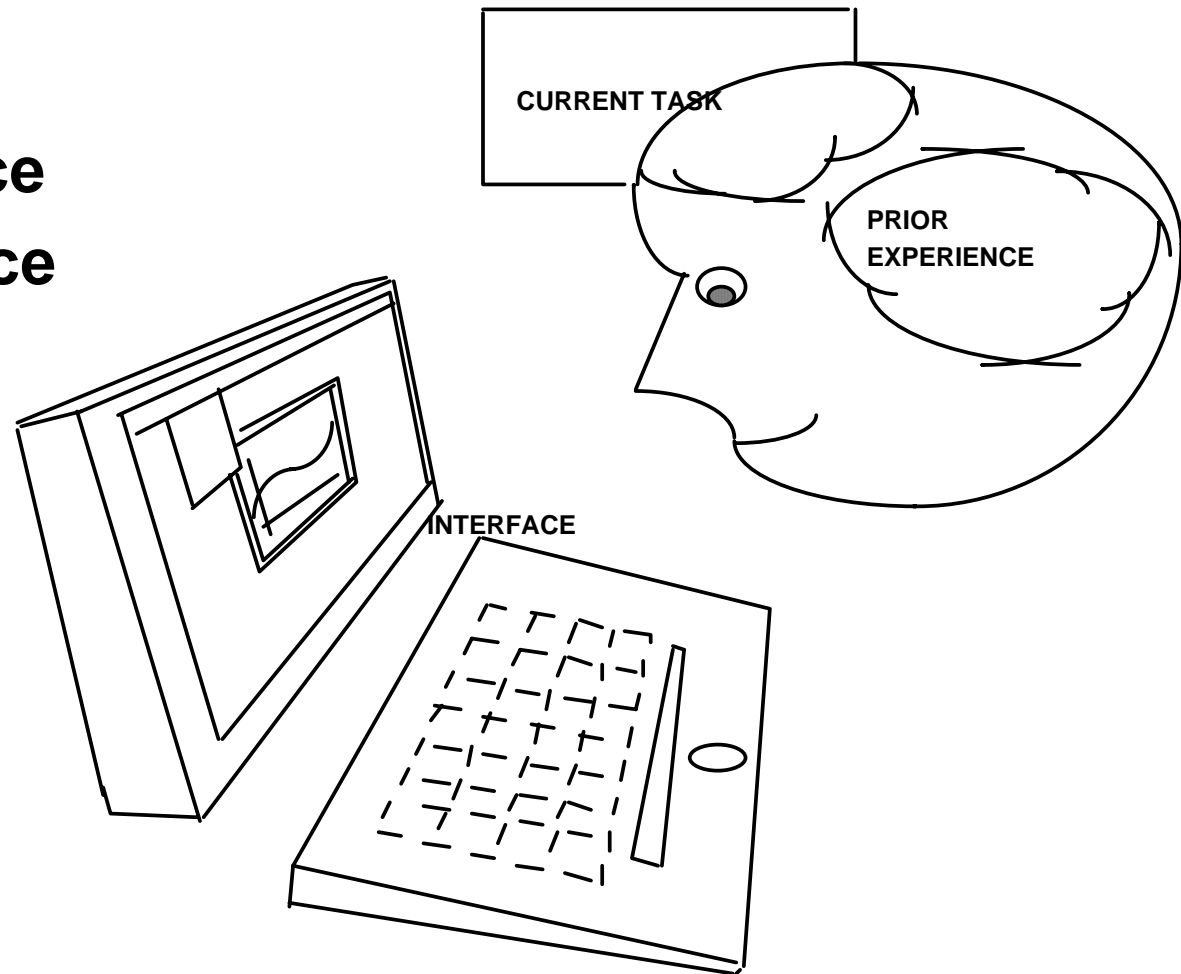

Cognitive Walkthrough

C. Wharton, J. Rieman, C. Lewis and P. Polson, The Cognitive Walkthrough Method: A Practitioner's Guide, in J. Nielsen and R. Mack (eds.), Usability Inspection Methods, John Wiley & Sons, Inc., New York, 1994, Ch. 5.

Information Processing Theory of Human-Computer Interaction

2

- **Users' Tasks**
- **Users' Experience**
- **System's Interface**



Functionality Isn't Enough

- **For an interface to be a success, it must provide the right functionality, at the right time, in the right place, and in the right form from the user's point of view.**
- **Such interfaces are called usable.**
- **Example: if we are designing an ATM, we should be able to justify each user action:**
 - Insert card?
 - Enter PIN?
 - Press Quick Cash key?
 - Press Okay?
 - Remove card?
 - Remove money?
 - Remove receipt?

Cognitive Walkthrough Overview

- **The cognitive walkthrough is a way to test the usability of interactive software.**
- **The cognitive walkthrough focuses on**
 - Task(s)
 - Interface
 - Learnability (one kind of usability)
- **The cognitive walkthrough may be used**
 - without “real” uses
 - before a system is implemented
 - with prototypes or mockups

Cognitive Walkthrough Procedure

- **Define the inputs to the walkthrough.**
- **Convene the analysis.**
- **Walk through the action sequences for each task.**
- **Record critical information.**
- **Revise the interface to fix the problems.**

Performing the Cognitive Walkthrough - Pt. 1

- **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.
- **Convene the walkthrough.**
 - The facilitator maintains the pace of the discussion.
 - A scribe keeps two lists:
 - » problems (and suggested solutions)
 - » assumptions (about tasks and users' experience)
 - The participants walk through (discuss) the tasks with respect to the interface (mockups) and action sequences (scenarios); they try to tell a credible story.

Performing the Cognitive Walkthrough - Pt. 2

- **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?**

Performing the Cognitive Walkthrough - Pt. 3

- **Record critical information.**
 - The credible success (or failure) story.
 - Assumptions (about tasks and users' experience).
 - Problems (and suggested solutions)
- **Revise the interface to fix the problems.**

Graduate School Example

Getting Ready

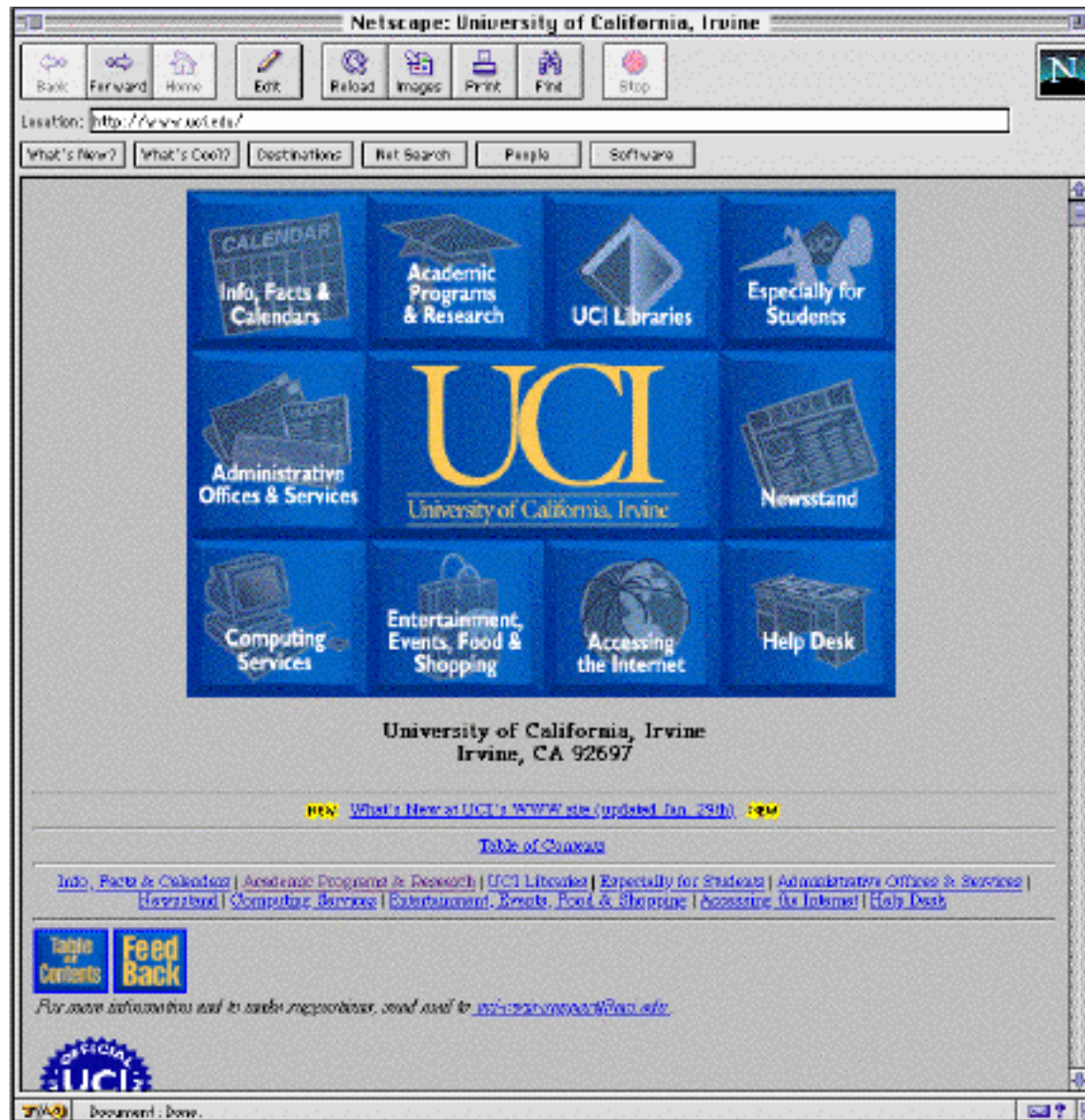
- **Users**
 - We want the UCI Web pages to provide useful information to typical undergraduate students applying to graduate school in computer science.
- **Task**
 - The student wants to determine if a specialization in user interface construction is possible at the graduate level.
- **Interface (Mockups)**
 - We have existing Web pages and Netscape Navigator 3.0.
- **Action Sequences (Scenarios)**
 - Choose “Academic Programs & Research”
 - Choose “Department of Information and Computer Science”
 - Choose “Research Areas in ICS”
 - Choose “Software”
 - Choose “User interface software”

Action: Choose “Academic Programs”

- **What’s the user’s goal, and why?**
 - The student wants to determine if a specialization in user interface construction is possible at the graduate level.
 - This is one of the most common questions for applicants.
- **Is the action obviously available?**
 - There are two locations for the action, the image map and the plain text table.
 - The action is readily available, being the second item.
 - Users of Web browsers, esp. seniors in CS, should be familiar with image maps.
- **Does the action or label match the goal?**
 - “Academic Programs & Research” is a close match to the informal statement of the goal.
- **Is there good feedback?**
 - Besides Netscape’s progress bar, the next page loads quickly.
 - The new page’s title (and content) clearly reiterates the selected action.

Screen before Action: Choose “Academic Programs”

11

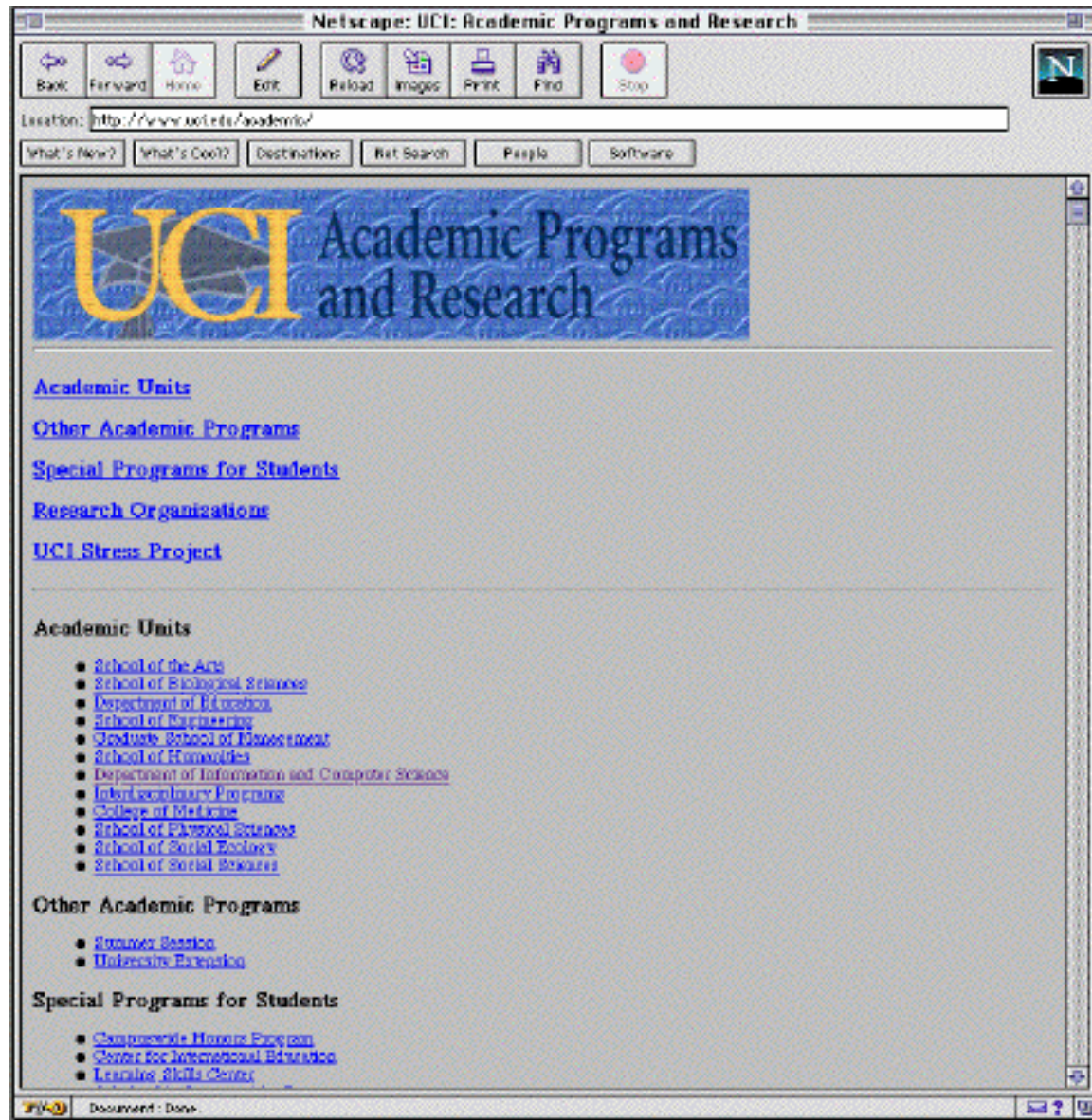


Action:

Choose “Academic Programs”

- **What’s the user’s goal, and why?**
 - The student wants to determine if a specialization in user interface construction is possible at the graduate level.
 - This is one of the most common questions for applicants.
- **Is the action obviously available?**
 - There are two locations for the action, the image map and the plain text table.
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 - The new page’s title (and content) clearly reiterates the selected action.

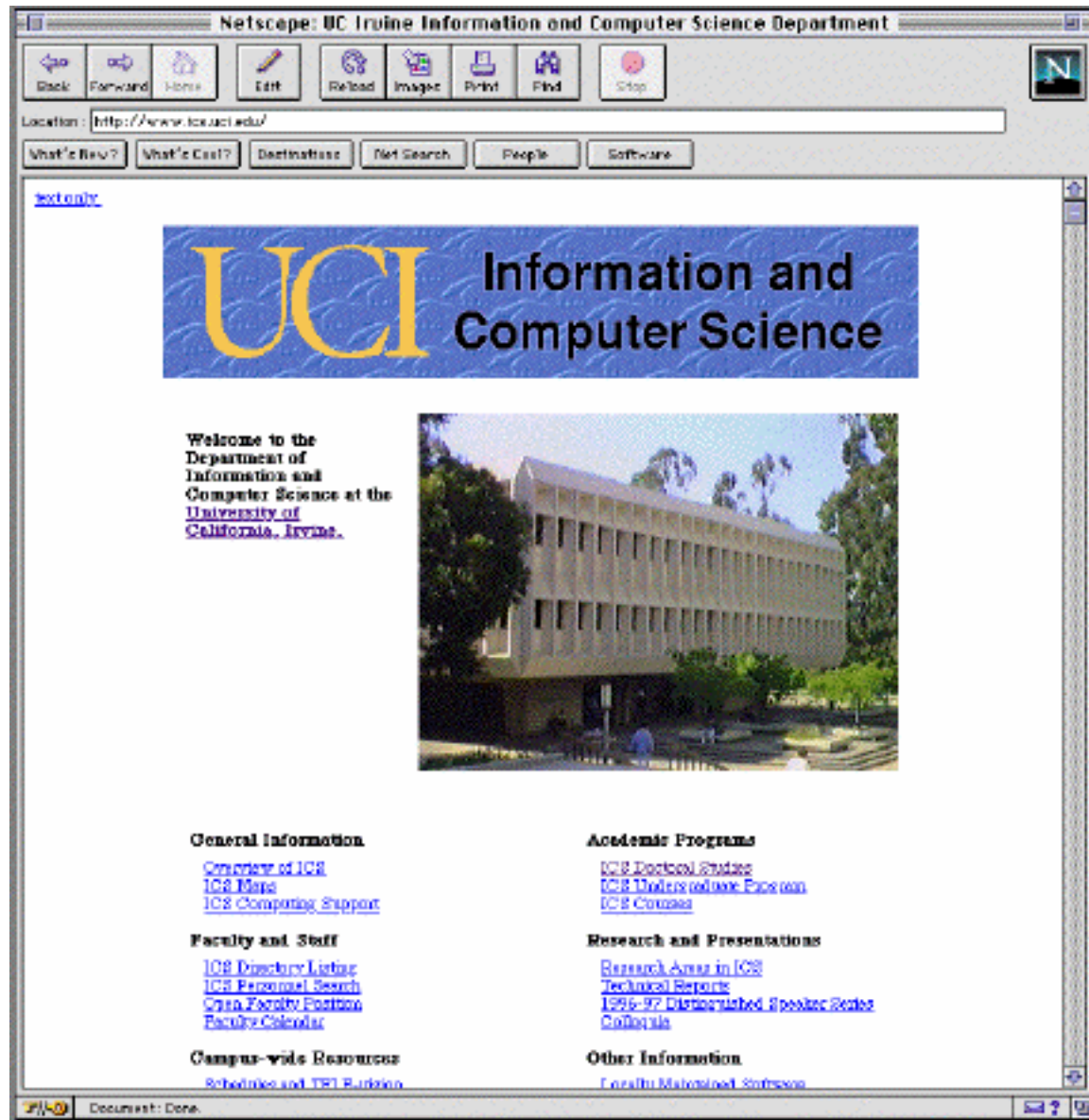
Screen after Action: Choose “Academic Programs”



Action: Choose “Department of Information ...”

- **What’s the user’s goal, and why?**
 - The student still wants to determine if a specialization in user interface construction is possible at the graduate level.
 - This goal was unsatisfied by the previous action.
- **Is the action obviously available?**
 - The action is visible in the viewable area; it’s easy to find, about the 15th item on the page.
- **Does the action or label match the goal?**
 - “Department of Information and Computer Science” is a good match to the expected background of the student and to area of interest.
- **Is there good feedback?**
 - Besides Netscape’s progress bar, the next page loads quickly.
 - The new page’s title reiterates the selected action.

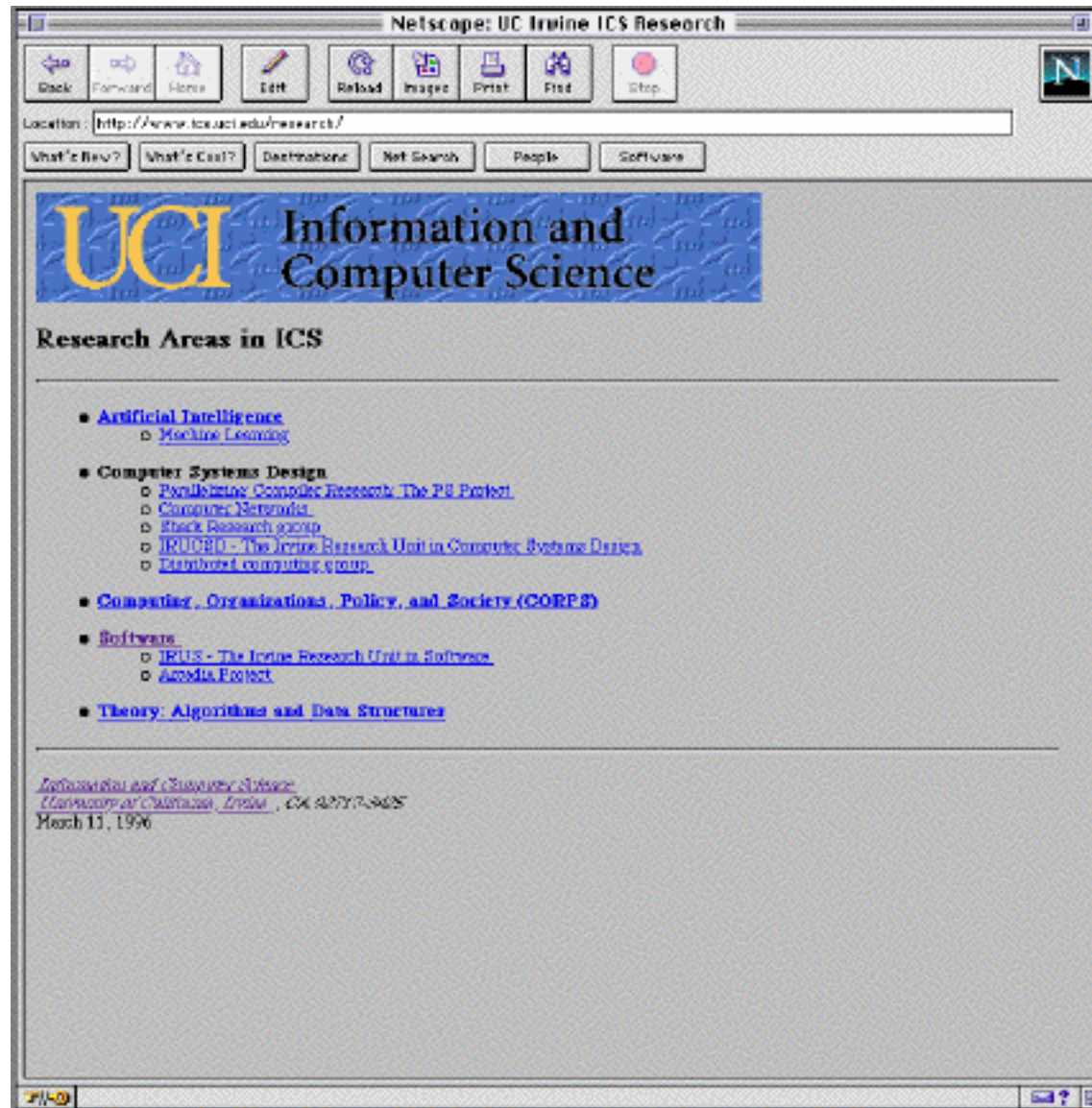
Screen after Action: Choose “Department of Information ...”



Action: Choose “Research Areas in ICS”

- **What’s the user’s goal, and why?**
 - The student still wants to determine if a specialization in user interface construction is possible at the graduate level.
 - This goal was unsatisfied by the previous action.
- **Is the action obviously available?**
 - The action is visible but is not easy to find
 - » about the 20th item on the page
 - » is a subitem in the 4th category — seemingly minor
- **Does the action or label match the goal?**
 - “Research Areas” is a reasonable match to the goal of the student.
 - However, there are 3 or more alternatives which appear earlier in the page, seemingly more important.
- **Is there good feedback?**
 - Besides Netscape’s progress bar, the next page loads quickly.
 - However, the new page’s title does not immediately reflect the action.

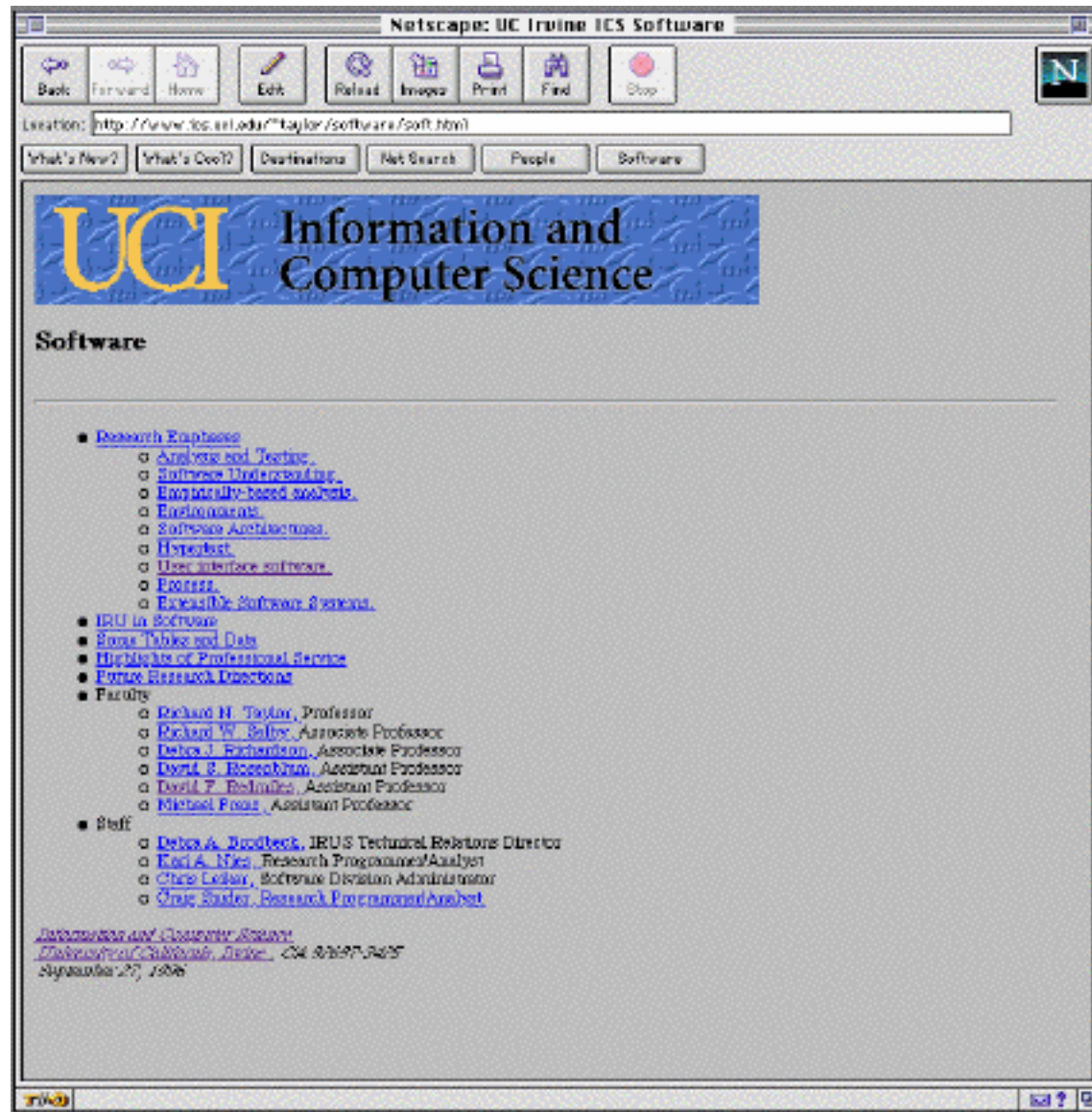
Screen after Action: Choose “Research Areas in ICS”



Action: Choose “Software”

- **What’s the user’s goal, and why? (no change)**
- **Is the action obviously available?**
 - The action is visible.
 - However, the user may not realize to choose it because the outline as a whole does not imply that area titles provide subarea information.
- **Does the action or label match the goal?**
 - “Software” is a good match to the area of user interface construction.
 - However, there are no immediate subareas within software that match exactly. As this is the 4th screen the student has read, he or she may give up soon! It may be easily the 13th or higher screen if earlier alternatives had been explored.
- **Is there good feedback?**
 - Besides Netscape’s progress bar, the next page loads quickly.
 - However, the new page’s title does not immediately reflect the action.

Screen after Action: Choose “Software”

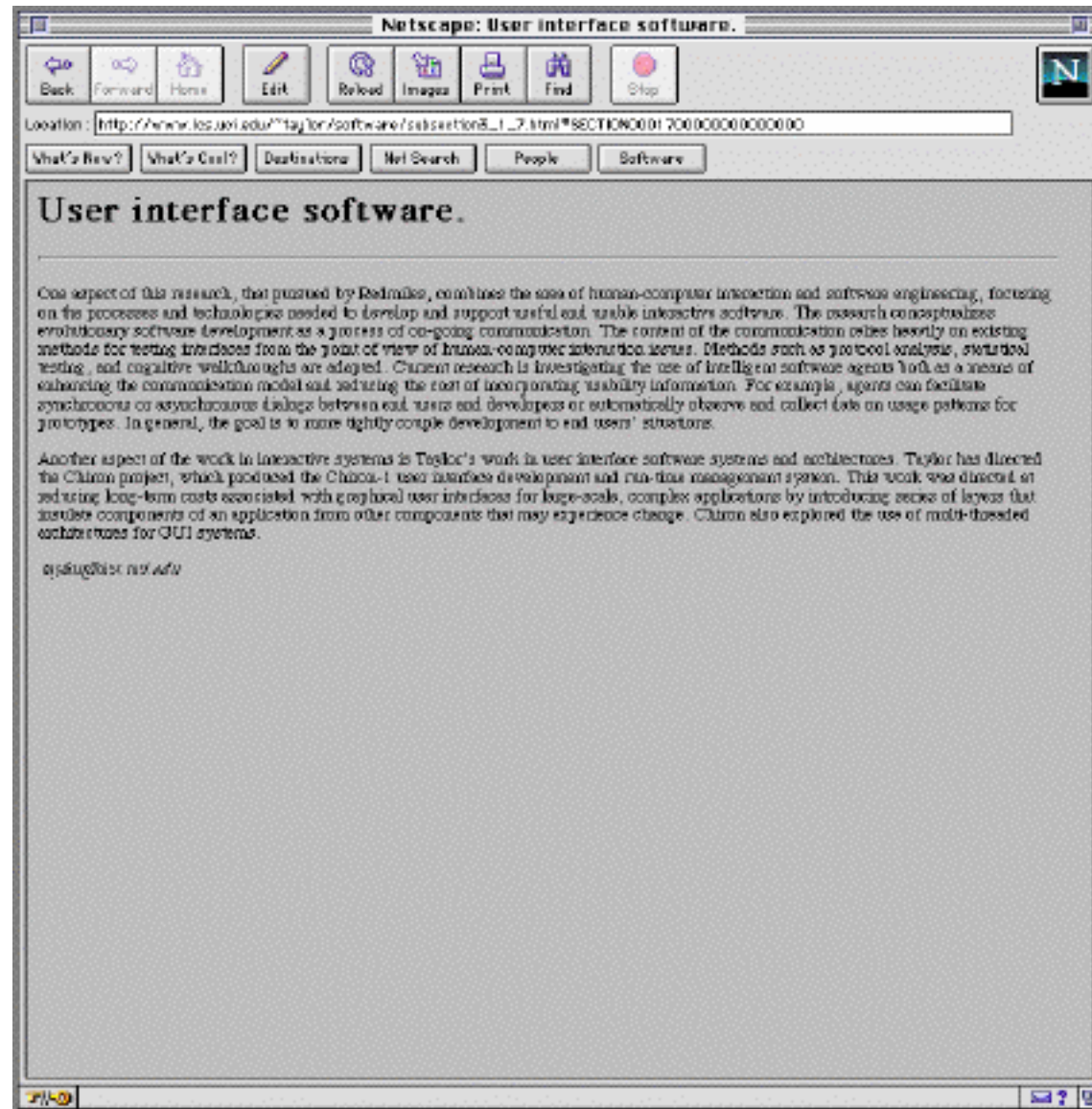


Action:

Choose “User interface software”

- **What’s the user’s goal, and why? (no change)**
- **Is the action obviously available?**
 - The action is visible.
- **Does the action or label match the goal?**
 - “User interface software” is almost an exact match to the area of user interface construction.
- **Is there good feedback?**
 - Besides Netscape’s progress bar, the next page loads quickly.
 - The new page’s title reflects the action.
 - The page’s contents reflects the satisfaction of the goal.

Screen after Action: Choose “User interface software”



Example Wrapup

- **Action 1: Choose “Academic Programs ...”**
 - is OK, label matches user’s goal; new page provides excellent feedback.
- **Action 2 — Choose “Department of Information ...”**
 - is OK.
- **Action 3 — Choose “Research Areas in ICS”**
 - is a failure. There are at least 3 attractive alternatives that will lead users to different dead ends when they try to explore. Wording needs to be clarified. Priorities need to be reconsidered in the columnar layout. Title bar feedback from the title of the next page needs to be improved.
- **Action 4 — Choose “Software”**
 - is probably OK. However, organization is not consistent across areas and feedback from the title on the next page needs to be improved.
- **Action 5 — Choose “User interface software”**
 - is OK.

Graduate School Example

With 2006 Web Pages

And

“Quick and Dirty” Cognitive Walkthrough

Graduate School Example 2006

Getting Ready

- **Users**
 - We want the UCI Web pages to provide useful information to typical undergraduate students applying to graduate school in computer science.
- **Task**
 - The student wants to determine if a specialization in user interface construction is possible at the graduate level.
- **Interface (Mockups)**
 - We have existing Web pages and Internet Explorer 6.0.
- **Action Sequences (Scenarios)**
 - Choose “Academic Programs & Research”
 - Choose “Department of Information and Computer Science”
 - Choose “Research Areas in ICS”
 - Choose “Software”
 - Choose “User interface software”

Exploring an “Intuitive” but Incorrect Action Sequence

Before Any Action: UCI Home Page

26

University of California, Irvine - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail

Address http://www.uci.edu/ Go Links

Google Search 11 blocked ABC Check AutoLink AutoFill Options Web assistant

TEXT ONLY : CAMPUS MAPS : TODAY@UCI JANUARY 26, 2006 WEEK 3

UCIrvine UNIVERSITY OF CALIFORNIA

SEARCH Quick Search Full Search UCI Directory GO

Prospective Students : Current Students : Continuing Education : Faculty : Staff : Parents : Alumni & Friends

Roses anchor the bridge to University Center

UCI RESOURCES

- Academics & Research
- Libraries
- Health Sciences
- Athletics
- Administration
- Employment
- Community & Visitors
- Campus Calendars
- About UCI

QUICKLINKS

- Chancellor's Site
- Webmail
- Admissions
- Giving to UCI
- Campus Maps
- ADVANCE Program
- Campus Safety
- UC on the Web

CAMPUS NEWS

- Prominent stem cell researcher joins UCI faculty
- UCI wins \$2.4 million grant to study how brain understands language
- Transplant program updates

MORE NEWS >

UCI EVENTS

Jan. 26: Center for the Study of Democracy. *The Myth of a Polarized America: Update*. With Morris P. Fiorina

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Jan. 26-28: Drama at UCI Stage 2. *Nine*

MORE EVENTS >

AROUND THE CIRCLE

- Scholarship Information
- Step Up UCI
- TechnoExpo Information
- Technology Fair
- Winter Career Fair
- Sacramento Internships
- Anteater Chronicles: The UC Irvine Story*

SPOTLIGHT

Strong dose of optimism

Dr. Laura Mosqueda's geriatrics team is raising seniors' spirits and sights. >>

for UC Irvine students

- ANTLINKS
- WEBMAIL
- EEE
- REGISTRATION
- CLASS SCHEDULE
- STUDENT ACCESS
- GRADUATE STUDIES
- CATALOGUE
- BOOKSTORE
- HOUSING

Done Internet

Screen After Action: Input Keywords and Select “Quick Search”


UCI QuickLink - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail News RSS Feeds

Address <http://cwis2.cwis.uci.edu/cgi-bin/quicklink?Type=QuickLink&QuickLink=user+interface+construction&Search.x=16&Search.y=2> Go Links

Google Search 11 blocked Check AutoLink AutoFill Options Web assistant

 Full Text Search powered by Google

University of California, Irvine

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[Show all QuickLinks](#)

There were no matches to your QuickLink.

You can try a different QuickLink phrase, use the Full Search with your entered search words, use the Phone Book Directory with your entered search words, or see a list of all QuickLinks.

University of California, Irvine

[UCI QuickLink 1.3.2](#), database updated on Wed, 25 Jan 2006 22:40:43 GMT

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UCI Full Text search services provided under contract with Google Inc.

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Screen After Action: Select “Show all QuickLinks”

Search @ UCI - Microsoft Internet Explorer

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Address <http://www.uci.edu/cgi-bin/quicklink?Type=List> Go Links

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CAMPUS MAPS : TODAY@UCI

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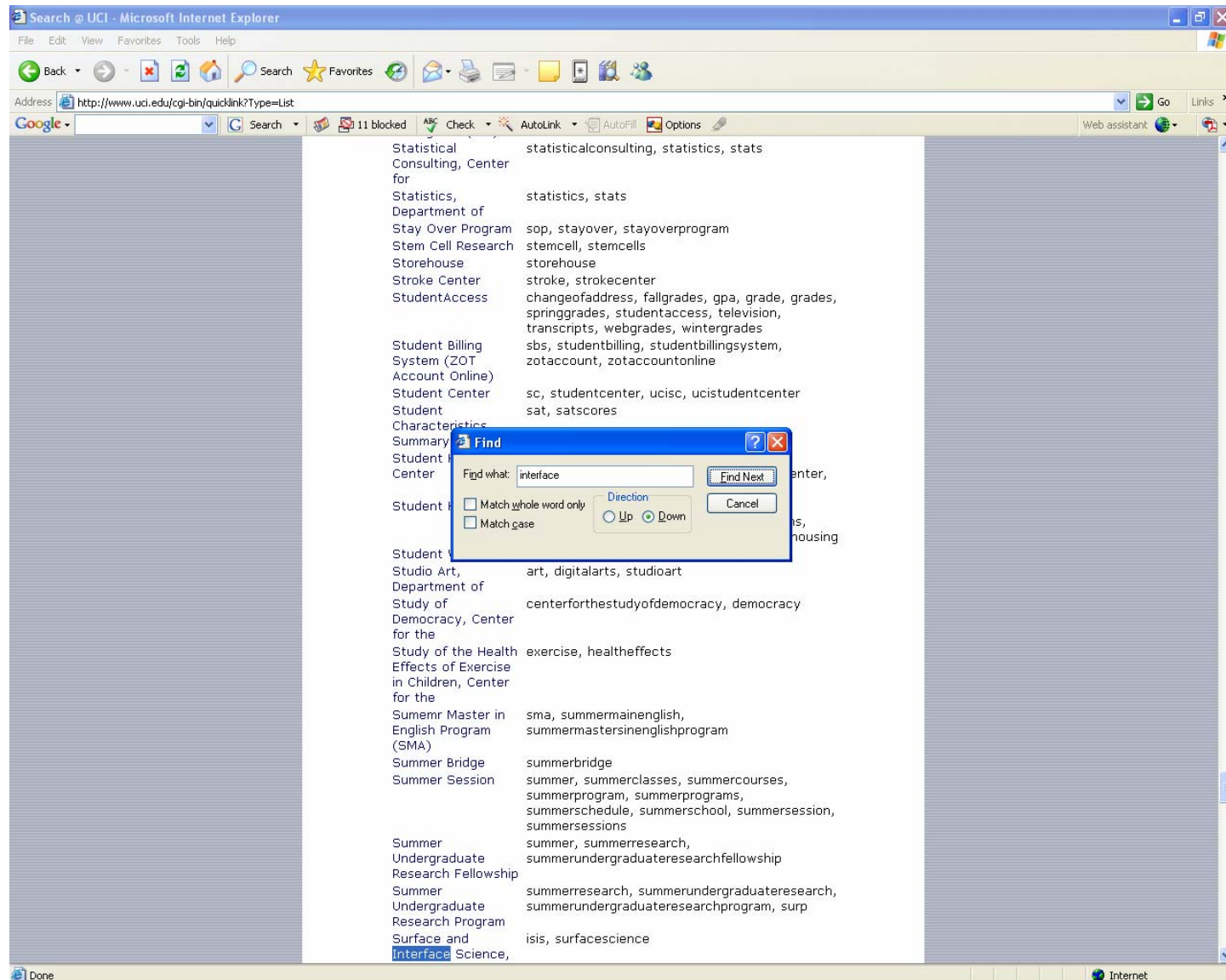
Search UCI for QuickLink Full Search Directory

Show all QuickLinks

Web site	QuickLink
A	
Academic Affairs	oaacs
Computing Services	
Academic and Professional Women	academicandprofessionalwomen, apw
Academic Business Officers Group	abog, academicbusinessofficers, businessofficers
Academic Employment Opportunities	academicappointments, academicemploymentopportunities, academicopenings, facultyappointments, facultyopenings, facultypositions
Academic Honesty, Policy on	academicdishonesty, cheating, honesty, policies, policy
Academic Personnel Office	academicpersonnel, ap
Academic Probation	academicprobation
Academic Senate, Irvine Division	academicsenate, senate
Academic Talent Search	academictalentsearch, ats
Academic Units and Departments	academicdepartments, academicprograms, department, departments
Accounting Office	accounting, accountingoffice, disbursements, payroll
Ada Byron Research Center	abrc, adabyron, adabyronresearchcenter
Administration Organization Charts	administration, organizationcharts, orgcharts
Administrative and Business Services	abs, administrativeandbusinessservices
Administrative Computing Services	adcom, computers, computing
Administrative Data Warehouse	datawarehouse, dwh
Admissions	acceptance, admission, admissions, admissionsstatus, admissionstatus, application, applications, applicationstatus, apply, status
Admissions, Continuing	continuingeducationadmissions, continuingeducationenrollment

Done Internet

Screen After Actions: ^F, type “interface”, selected “Find Next”



Screen After Action: Selected “Interface Science”

30

Welcome to ISIS - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail News RSS Feeds

Address <http://www.physics.uci.edu/~isis/> Go Links

Google Search 11 blocked Check AutoLink AutoFill Options Web assistant

ISIS
institute for surface and interface science

- >> home
- >> welcome
- >> what is ISIS?
- >> research groups
- >> seminars and events
- >> ISIS news
- >> visitors
- >> ISIS staff

updated 12/15/05

current research

saccharide peptide

saccharide-peptide hybrid copolymer

Saccharide-peptide hybrid copolymers as highly functional biomaterials, is the new design concept introduced by Professor Zhibin Guan, published online September 15, in *Angewandte Chemie International Edition*. The novelty of the demonstrated concept, and its promise as a flexible approach for the synthesis of biomaterials with tailored properties has already been recognized in *Chemical Engineering News (C&EN)* and the international press.

ISIS (the Institute of Surface and Interface Science) is one of 16 Organized Research Units (ORUs) on the University of California, Irvine (UCI) campus. Through collaborative projects it brings together faculty and researchers in multiple departments.

[read more...](#)

ISIS

Internet

Exploring the Known Correct Action Sequence

Before Any Action: UCI Home Page

32

University of California, Irvine - Microsoft Internet Explorer

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Web assistant

TEXT ONLY : CAMPUS MAPS : TODAY@UCI

JANUARY 26, 2006 WEEK 3

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Roses anchor the bridge to University Center

UCI RESOURCES

- Academics & Research
- Libraries
- Health Sciences
- Athletics
- Administration
- Employment
- Community & Visitors
- Campus Calendars
- About UCI

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MORE NEWS >

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MORE EVENTS >

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- Technology Fair
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for UC Irvine students

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- WEBMAIL
- EEE
- REGISTRATION
- CLASS SCHEDULE
- STUDENT ACCESS
- GRADUATE STUDIES
- CATALOGUE
- BOOKSTORE
- HOUSING

Done Internet

Screen After Action: Select “Academics & Research”

UCI Academics & Research - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.uci.edu/academics_research.shtml

Google Search 11 blocked Check AutoLink AutoFill Options Web assistant

TEXT ONLY : CAMPUS MAPS : TODAY@UCI JANUARY 26, 2006 WEEK 3

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SEARCH Quick Search Full Search UCI Directory GO

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UCI RESOURCES

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- Academics & Research
- Libraries
- Health Sciences
- Athletics
- Administration
- Employment
- Community & Visitors
- Campus Calendars
- About UCI

ACADEMICS & RESEARCH

| Academic Units | Research Organizations | Instructional Resources | Special Programs for Students | Programs for Faculty |

Academic Units

- Claire Trevor School of the Arts
- School of Biological Sciences
- The Paul Merage School of Business
- Department of Education
- The Henry Samueli School of Engineering
- School of Humanities
- Donald Bren School of Information and Computer Sciences
- Interdisciplinary Studies
- School of Medicine
- School of Physical Sciences
- School of Social Ecology
- School of Social Sciences
- Undergraduate Academic Programs
- Graduate Academic Programs
- Summer Session
- UC Irvine Extension

| back to top |

Research Organizations

- AirUCI Environmental Molecular Sciences Institute
- Beckman Laser Institute
- California Institute for Telecommunications and Information Technology (Calit2)
- Cancer Research Institute
- Center for Asian Studies
- Center for Diabetes Research and Treatment
- Center for Embedded Computer Systems
- Center for Hearing Research
- Center for Immunology

Screen After Action: Select “Donald Bren School of Information ...”

34

icsonline:uc irvine's donald bren school of information and computer sciences - Microsoft Internet Explorer

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Address <http://www.ics.uci.edu/> Go Links

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university of california, irvine
bren hall

icsonline

donald bren school of information and computer sciences

about departments faculty undergraduate graduate community employment Search ICS

a most generous gift ...

The Donald Bren School of Information and Computer Sciences has received its largest alumni gift of \$1.3 million from alumnus Paul Butterworth '74, MS '81 and his wife Jo. The unrestricted gift will focus on funding student scholarships, fellowships and other undergraduate and graduate student endeavors at the dean's discretion.

"This generous and farsighted gift will help ICS recruit the best and brightest students to our school, while rewarding great research and education," said Debra Richardson, the Ted and Janice Smith Dean of the Bren School.

latest news + events
administrators telling the story of ICS through their eyes.

webcam | calendar | newsletter

community links

- >> alumni
Events and chapter news
- >> friends
Partner with ICS
- >> parents
Scholarships and programs
- >> ics giving
Your support is needed

interactive ics

- >> multimedia
Visit the multimedia library
- >> visit ics
Maps and directions
- >> ics.jobs
Student and alumni recruitment
- >> find people
Faculty, staff and grad students

quick links

- >> research
View faculty research projects
- >> computer science home
Visit the department home page
- >> informatics home
Learn more about informatics
- >> statistics home
See what's new in statistics

the queue

acm career expo

The Association for Computing Machinery at UCI hosts their annual Career Expo February 1st from 5:30 p.m. to 9:30 p.m. Register today. [more](#)

augment your IT staff

Project 125, an in-class internship, allows your company to work with a dynamic, senior-level team of ICS students. [more](#)

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UCI ADVANCE PROGRAM

national center for women in INFORMATION TECHNOLOGY

Done Internet

Screen After Action: Select “Research Areas”

uc irvine::bren school::faculty::research highlights - Microsoft Internet Explorer

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Address http://www.ics.uci.edu/faculty/highlights/index.php Go Links

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 donald bren school of information and computer sciences bren hall


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ics home > [faculty](#) > [research highlights](#)

[research highlights](#) >


Every day, Bren School of ICS faculty and students make important research contributions that bring real and positive change to people worldwide. Examine the highlights below to learn more about the life-changing research that happens in the Bren School of ICS.

Embedded Systems Communication

 Computer Science Ph.D. candidate Sudeep Pasricha is looking at the fundamental problems of software modeling, exploration and synthesis of communication architectures within modern, high performance embedded systems. [more](#)


Sudeep Pasricha

The Computable Plant

 Computer science professor Eric Mjolsness and his colleague are researching how genetic makeup and the environment interact to shape intricate developmental processes that lead to functional tissues, organs and organisms from undifferentiated plant cells. [more](#)

Eric Mjolsness

Understanding Cell Networks

 Computer science professor Natasa Przulj is researching large real-world networks with the emphasis on biological networks. Understanding the inner workings of the cell constitutes the foremost fundamental problem of modern biology. [more](#)

Natasa Przulj

more about faculty >

- >> [research areas](#)
- >> [research centers](#)
- >> [research funding](#)
- >> [research highlights](#)

related information >

- >> [2006 archive](#)
- >> [2005 archive](#)
- >> [2004 archive](#)

Internet

Screen After Action: Select “research areas”

uc irvine::bren school::faculty::research areas - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail News RSS Feeds

Address http://www.ics.uci.edu/faculty/area/index.php Go Links

Google Search 11 blocked Check AutoLink AutoFill Options Web assistant

university of california, irvine




donald bren school of information and computer sciences

bren hall

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[ics home](#) > [faculty](#) > [research areas](#)

[research areas](#) >



Curiosity about the world and a commitment to solving problems are the passions that drive faculty at ICS. Their research in the information and computer sciences are applicable to many scholarly and scientific fields.

But, our faculty don't do it alone. At ICS, students work side-by-side with nationally renowned professors to advance knowledge - and improve lives. Our faculty's commitment to sharing knowledge with students extends beyond the research laboratory. The great majority of professors teach undergraduates both in introductory lecture classes and in small freshman, sophomore and advanced seminars.

The table below demonstrates the breadth of research areas tackled by our faculty. For more information on a particular research area and ICS faculty who specialize in that research please click on the area. Some faculty members are listed under more than one group to reflect their diverse research interests.

<p>Artificial Intelligence</p> <p>Bio-Medical Informatics / Computational Biology</p> <p>Computer Graphics / Visualization / Digital Arts</p> <p>Computer Systems Design</p> <p>Embedded Computer Systems</p> <p>Interactive & Collaborative Technology</p>	<p>Network & Distributed Systems</p> <p>Cyber-Security and Privacy</p> <p>Social & Managerial Aspects of Computing</p> <p>Software Engineering</p> <p>Statistics / Statistical Theory</p> <p>Systems Software</p> <p>Theory</p>
---	--

more about faculty >

- >> [research areas](#)
- >> [research centers](#)
- >> [research funding](#)
- >> [research highlights](#)

research highlight >



Computer Science professor Aditi Majumder is researching a comprehensive model to eliminate seams created by the color variation between displays. [more](#)

Aditi Majumder

Screen After Action: Select “Interactive & Collaborative Technology”

uc irvine::bren school::faculty::research areas::interactive and collaborative technology - Microsoft Internet Explorer

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Back Forward Stop Home Search Favorites Refresh Print Mail News RSS Feeds

Address http://www.ics.uci.edu/faculty/area/area_ict.php Go Links

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donald bren school of information and computer sciences bren hall

about departments faculty undergraduate graduate community employment Search ICS

ics home > faculty > research areas

research areas >

Interactive & Collaborative Technology: Human-Computer Interaction / Computer Supported Cooperative Work

Research Faculty

- >> Paul Dourish
- >> Alfred Kobsa
- >> Gloria Mark
- >> Sharad Mehrotra
- >> Bonnie Nardi
- >> Donald J Patterson
- >> David Redmiles

The Interactive & Collaborative Technology (ICT) group in ICS is an internationally recognized center for research on the technical, organizational, managerial and social dimensions of computerization. Particular emphases include computer-supported cooperative work, a rapidly expanding area of computer science that considers how groups of people work or interact together through computational systems, and human-computer interaction, the study of how people and systems interact. As computers become ever more networked, HCI and CSCW become increasingly important and prevalent. The ICT group takes a unique interdisciplinary approach to address simultaneously the multi-faceted aspects of computing and information technology. In particular, ICS research addresses how computer systems can be made to work more effectively in a range of settings, and how they can be designed to support the needs of individuals and groups. Topics of research include user interface design, collaborative work, the sociology of information, medical informatics, mobile computing, computer-mediated communication, social informatics, infrastructures for interaction and collaboration, and organizational information systems design.

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Research Faculty

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- >> Gloria Mark
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- >> Bonnie Nardi
- >> Donald J Patterson
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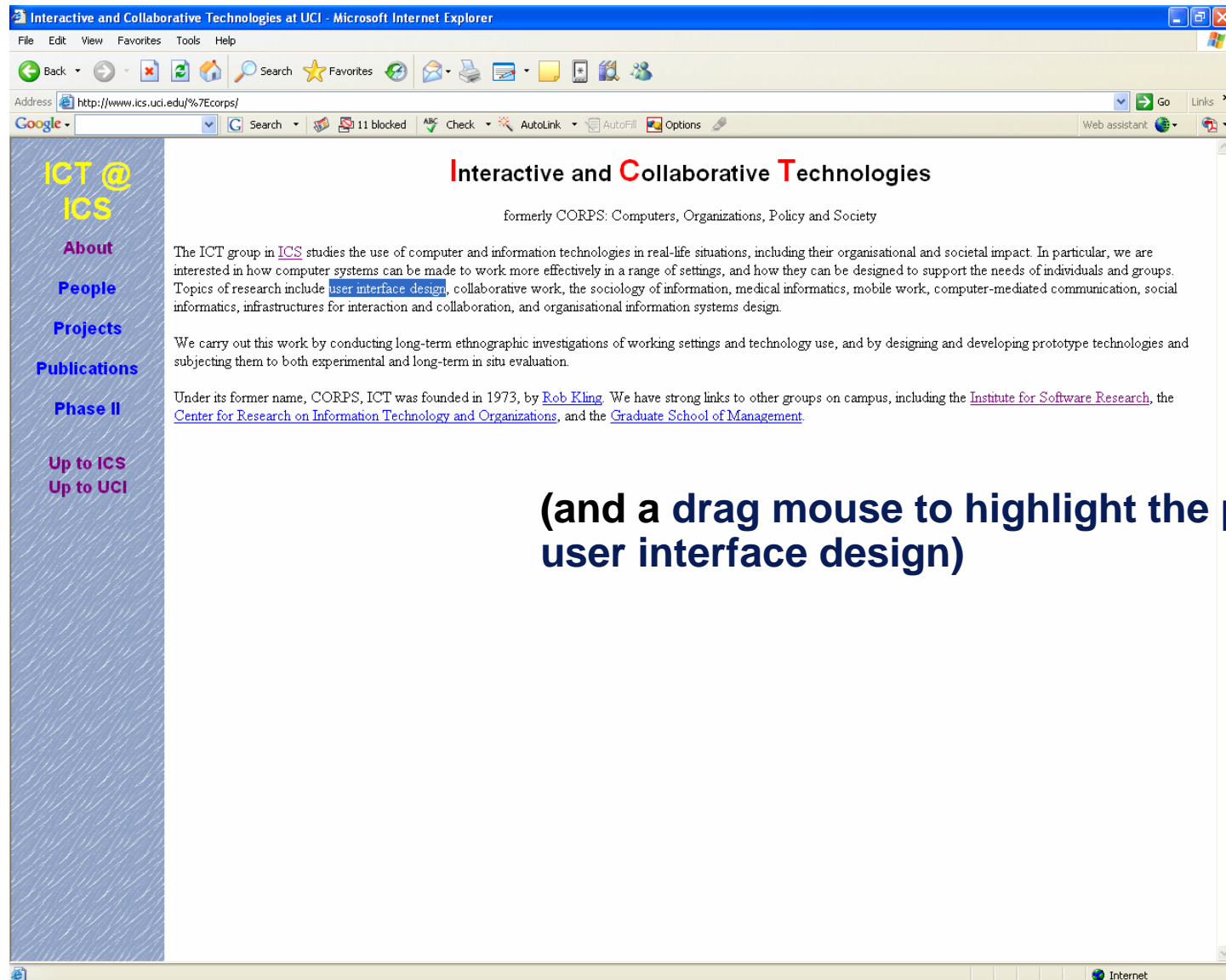
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