

Cognitive Walkthrough Overview

Key Tasks

- Create a national trainer (Admin only)
- Create a new cohort
- Create/Edit a trainer
- Create/Edit requirements (Should be Admin only)
- View the status of a trainer
- Search for trainers
- Export a filtered list of trainers

Questions asked during walkthrough

- Will the user try to achieve the right outcome?(Mental model)
- Is the correct action visible? (Visibility/Hierarchy)
- Is there a clear connection between the control and the resulting action (Mapping/Consistency)
- Is there sufficient and/or appropriate feedback? (Feedback)

Table Key:

Answers to each of the four questions

yes

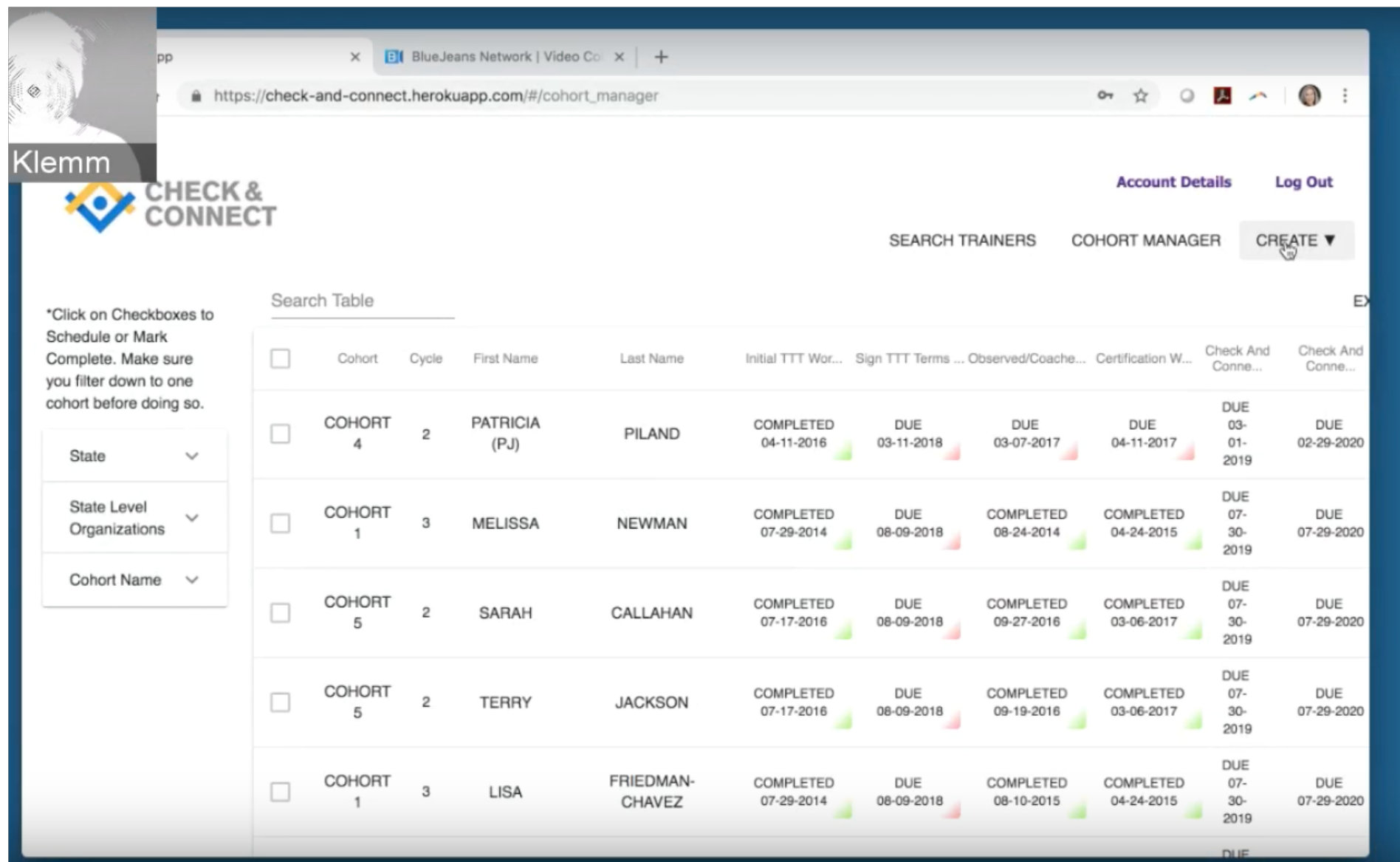
no and
explanation

Tasks/ Actions	Will the user try to achieve the right outcome?(Mental model)	Is the correct action visible?(Visibility/Hierarchy)	Is there a clear connection between the control and the resulting action(Mapping/Consistency)	Is there sufficient and/or appropriate feedback?(Feedback)
Create a national Trainer				
1. Navigate to and click on create button	yes	yes	yes	yes
2. Click National Trainer from dropdown menu	yes	no - Dropdown blocks word create	yes	yes
3. Enter National Trainer information into form	yes	yes	no - create new trainer vs add new trainer, does not say national trainers on list of trainers	?
4. Click add new trainer	yes	yes	no, what happens after clicking create new trainer	yes
Create a new cohort				
1. Navigate to create button. Click State Level Organization from dropdown	no - have to create state level organization before creating cohort.	no - drop down options block create button	yes	yes
2. Fill out name of state level organization and choose a state	yes	no - dropdown blocks view of form	no - no clear indication of what to do next,	yes
3. Click Create	yes	no create button is small and does not stand out	no - add/ vs create difference in terminology	?
4. Navigate to create dropdown, select cohort	yes	no dropdown blocks create button	yes	yes
5. Fill out information in create a cohort form	yes	no - dropdown blocks forms	no clear indication of what to do next , how information will be used	yes
6. Review requirements and deadlines	no - not clear what notifications refer to what to do with this information	no - no visual indications on how to interact with this section besides calendar buttons	no - how does interacting with this section affect the create new cohort function?	yes
7. Click Create Cohort	yes	yes	yes	yes
Create a Trainer				
1. Click on Trainer from create drop down menu	no - says trainer instead of local trainer	yes	yes	yes
2. Fill out information on form	yes	yes	yes	yes
3. Press Submit	yes	no - submit button does not stand out , oddly placed.	yes	yes

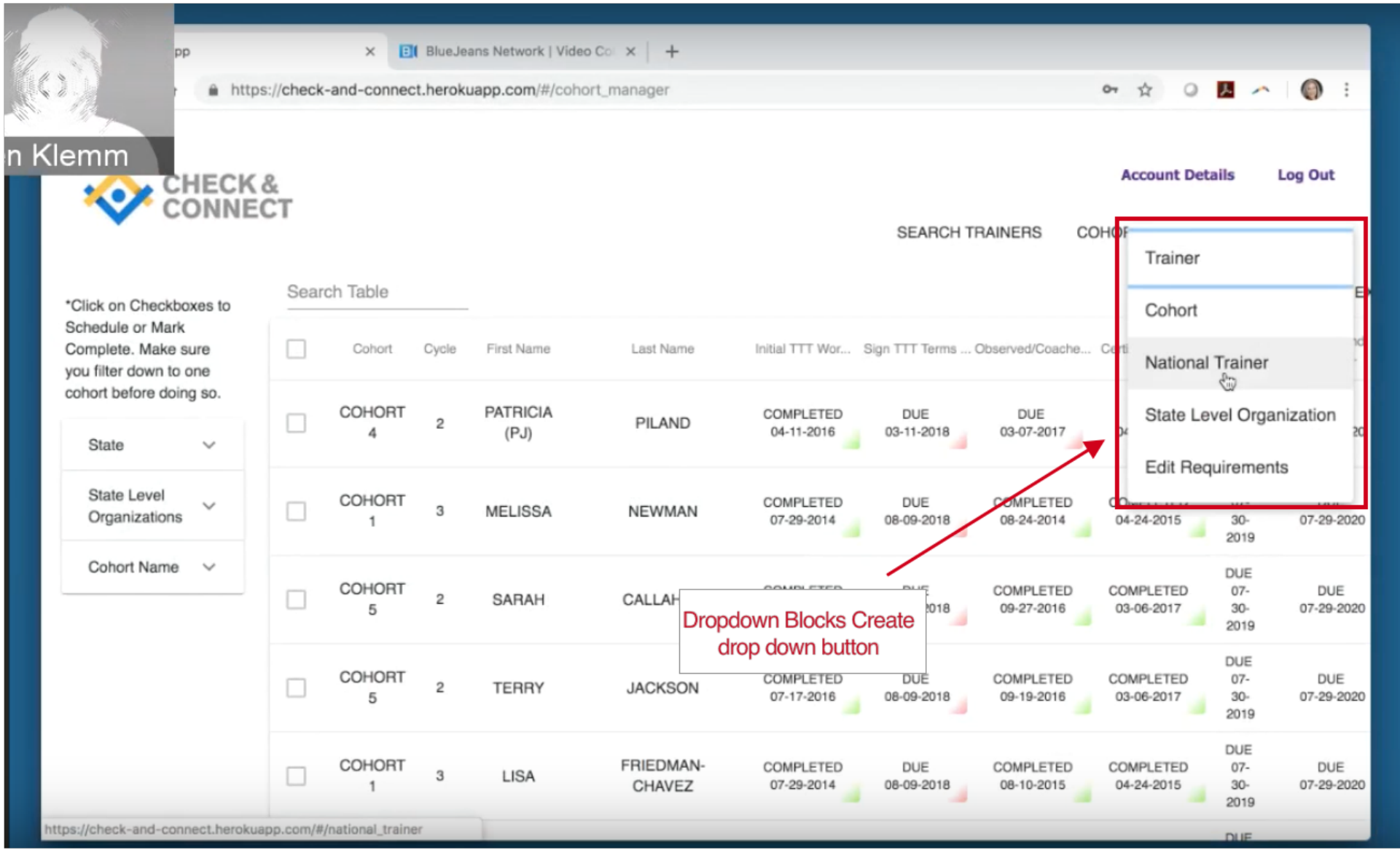
Tasks/ Actions	Will the user try to achieve the right outcome? (Mental model)	Is the correct action visible?(Visibility/Hierarchy)	Is there a clear connection between the control and the resulting action(Mapping/Consistency)	Is there sufficient and/or appropriate feedback? (Feedback)
Edit Trainer				
1. Navigate to Search trainers	yes	yes	yes	yes
2. Search for Trainer name using search bar	yes	yes	yes	yes
3. Click on trainer bar	no - not clear if clickable	no - no visual indicators of where to click	yes	no - nothing happens on hover
4. Edit Trainer Information on Trainer Details Page	yes	yes	yes	yes
Create/Edit requirements				
1. Navigate to edit requirements under create drop down	yes	yes	no - under create dropdown which is inconsistent with the word edit	yes
2. Edit text	yes	no - not clear what is editable without hovering.	no - no visible indicators of next steps no - no save button	no - no save button
View status of a trainer				
1. Navigate to cohort manager	no - cohort manager does not imply ability to search for trainers	yes	yes	yes
2. Select and Deselect filter options to create list of trainers and examine results	no - no clear order of filtered results, does not say who is active	no - does not show number of trainers in filtered list	no - no clear indicator what checkboxes are for	yes
3. Click on Trainer name	yes	no - not clear what to click	yes	yes
4. Check to see if status is turned to active	yes	yes	yes	yes
5. Filter by status to view inactive trainers	yes	yes	yes	yes
Search for trainers				
1. Navigate to Search Trainers	yes	no - flat element not clear that it is clickable	yes	yes
2. Type in state or name into search table on home page, view results	no - no indication of where to start or what to search for	no - not clear what is clickable, flat elements, no underlines or color indicators	yes	yes
3. Use checkboxes to filter results	yes	no - no filter option visible	yes	yes
Export a filtered list of trainers				
1. Select and deselect desired filters to create list	yes	yes	yes	yes
Click Export Table	yes	not clear that text "Export Table" is clickable.	yes	no indication in application that table has been exported.

Create a National Trainer (Admin only) screenshots

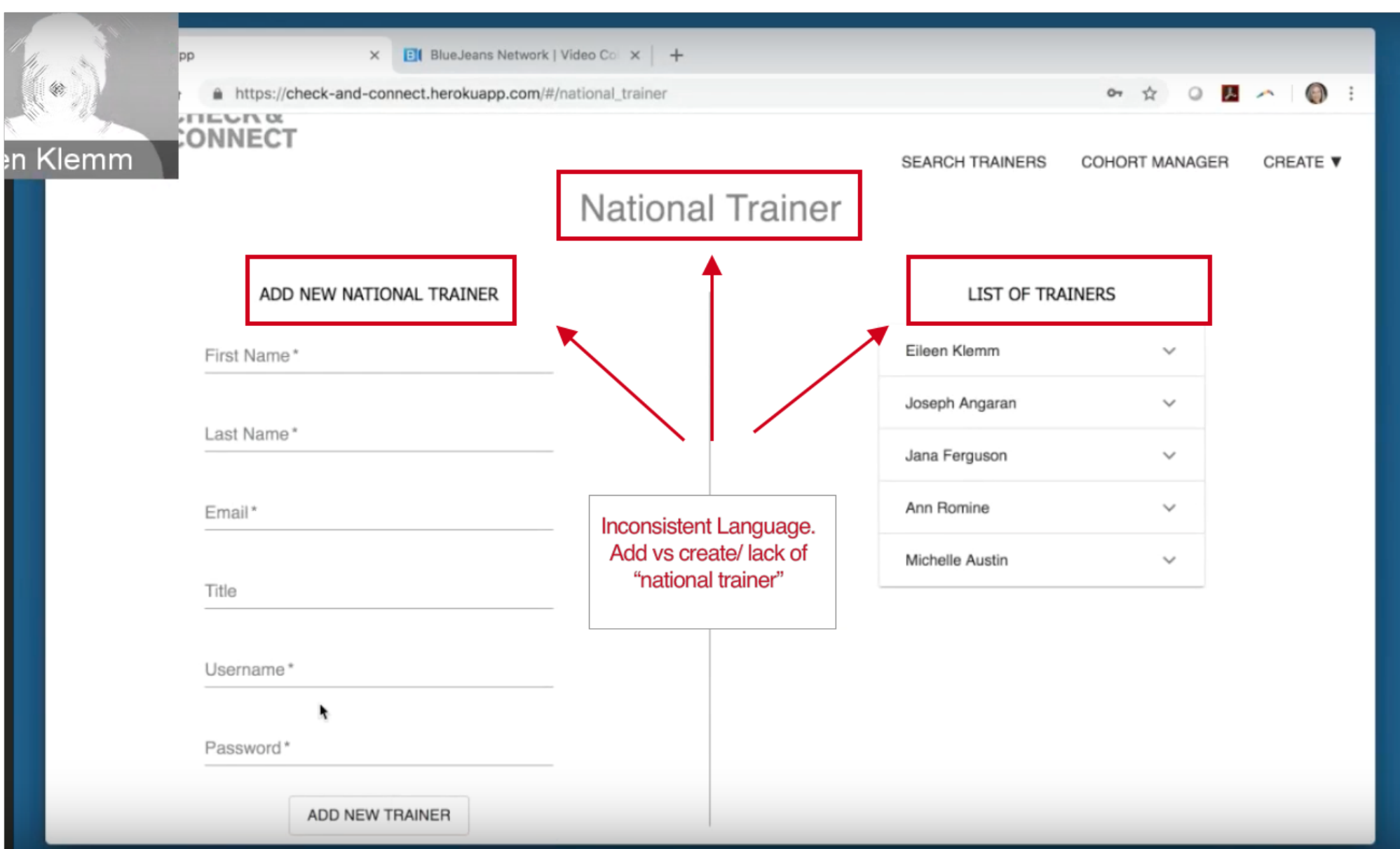
Action 1: Navigate to and click on create button



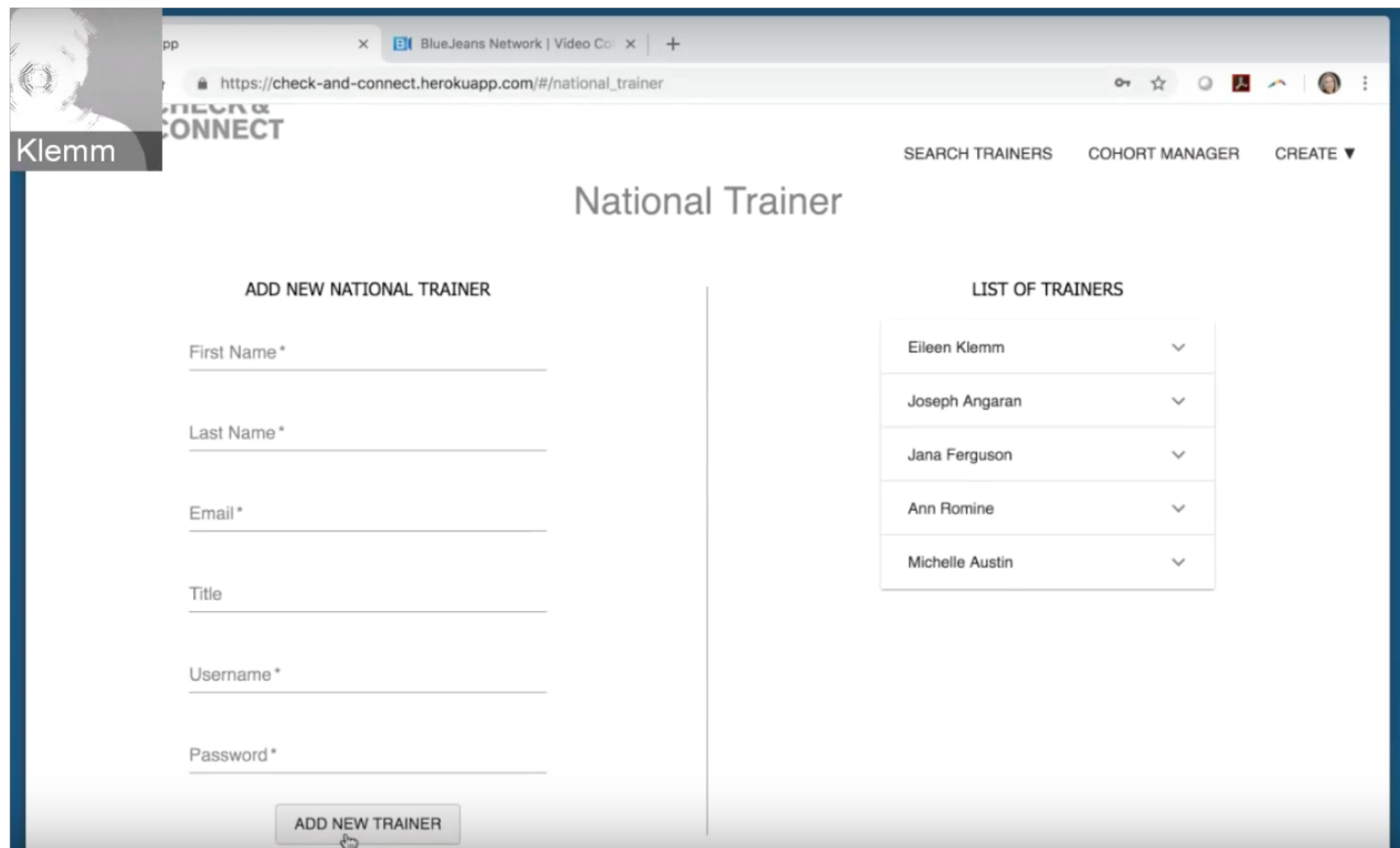
Action 2: Click National Trainer from dropdown menu



Action 3: Enter National Trainer information into form

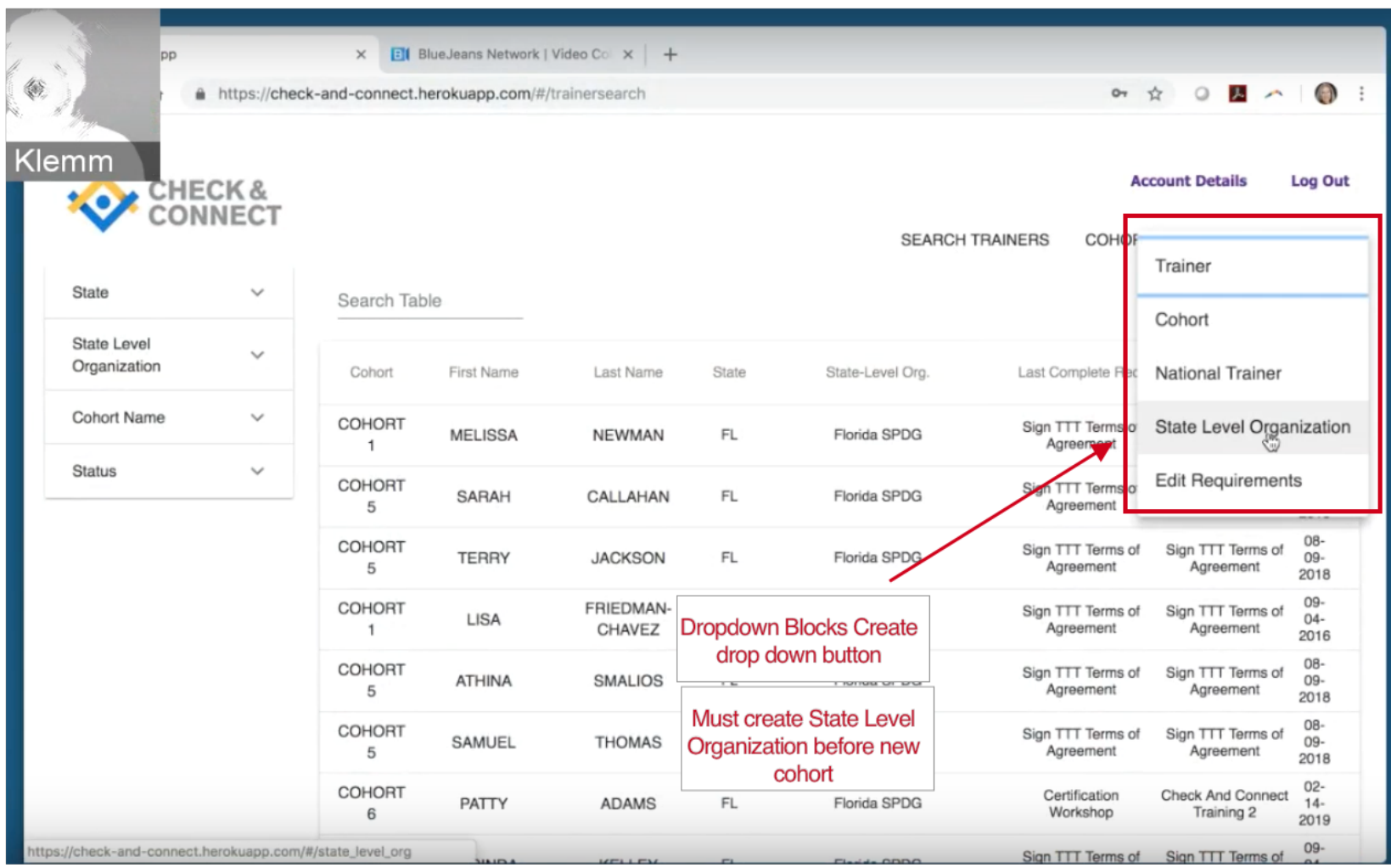


Action 3: Click add new trainer

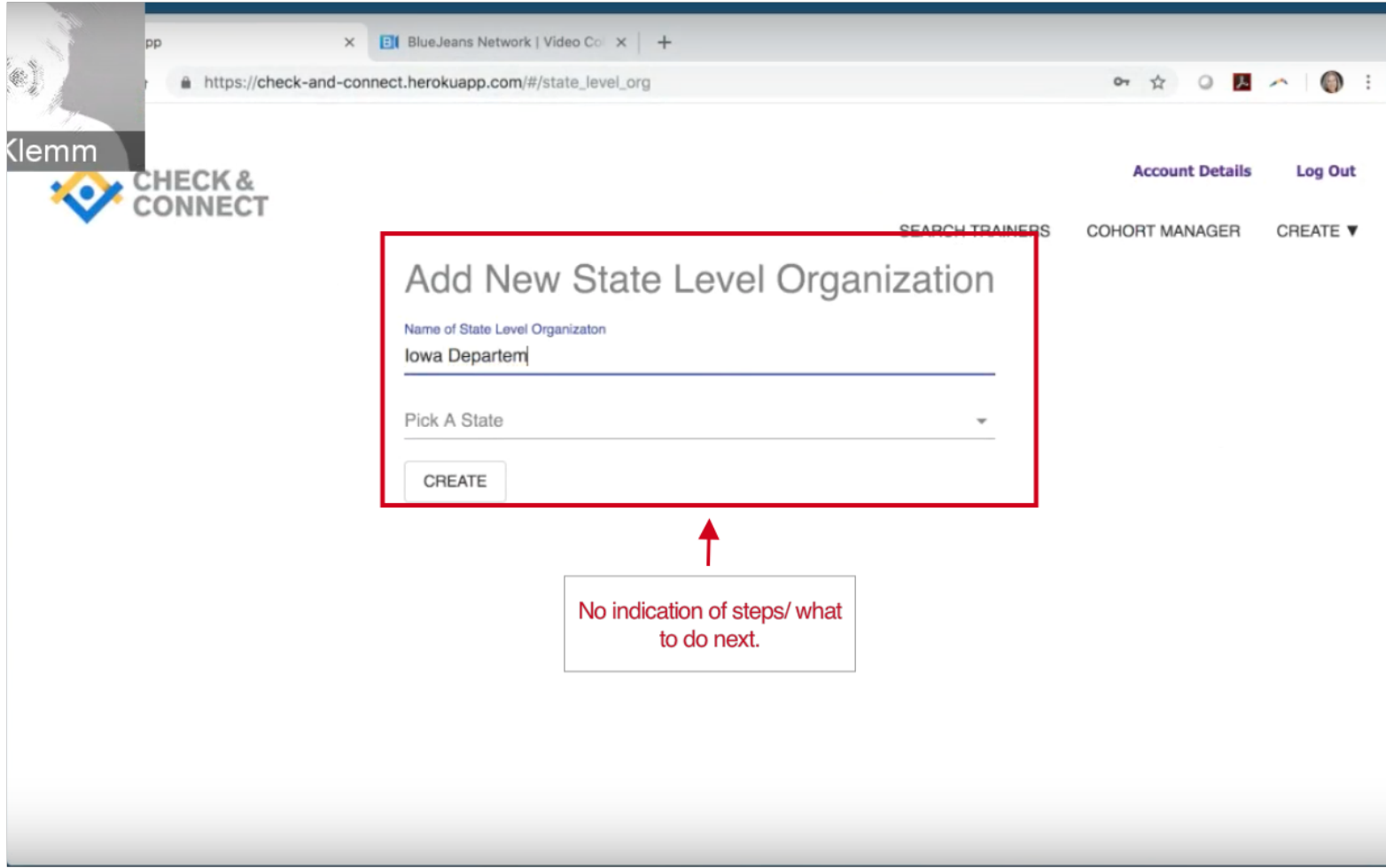


Create a new cohort screenshots

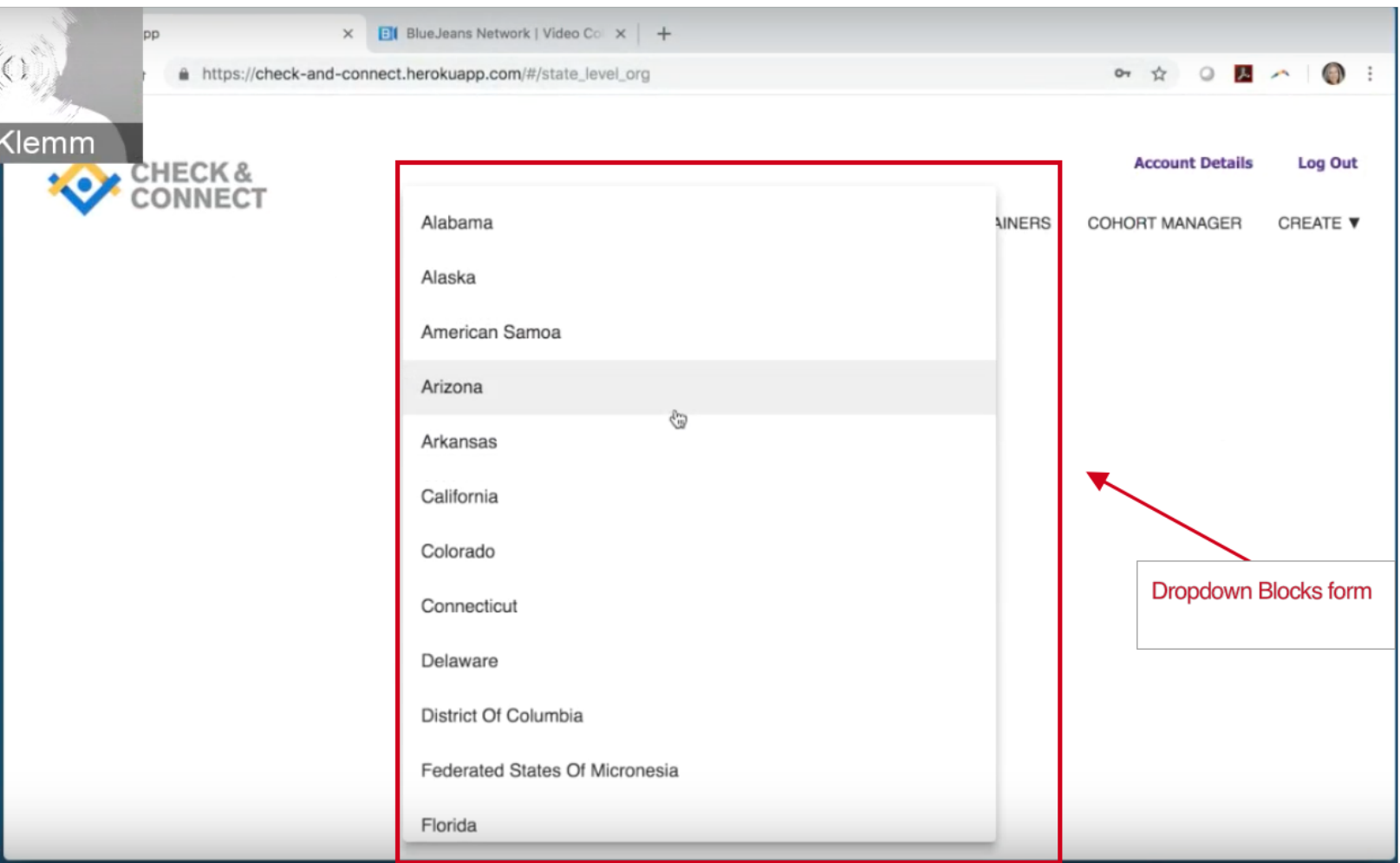
Action 1: Navigate to create button. Click State Level Organization from dropdown



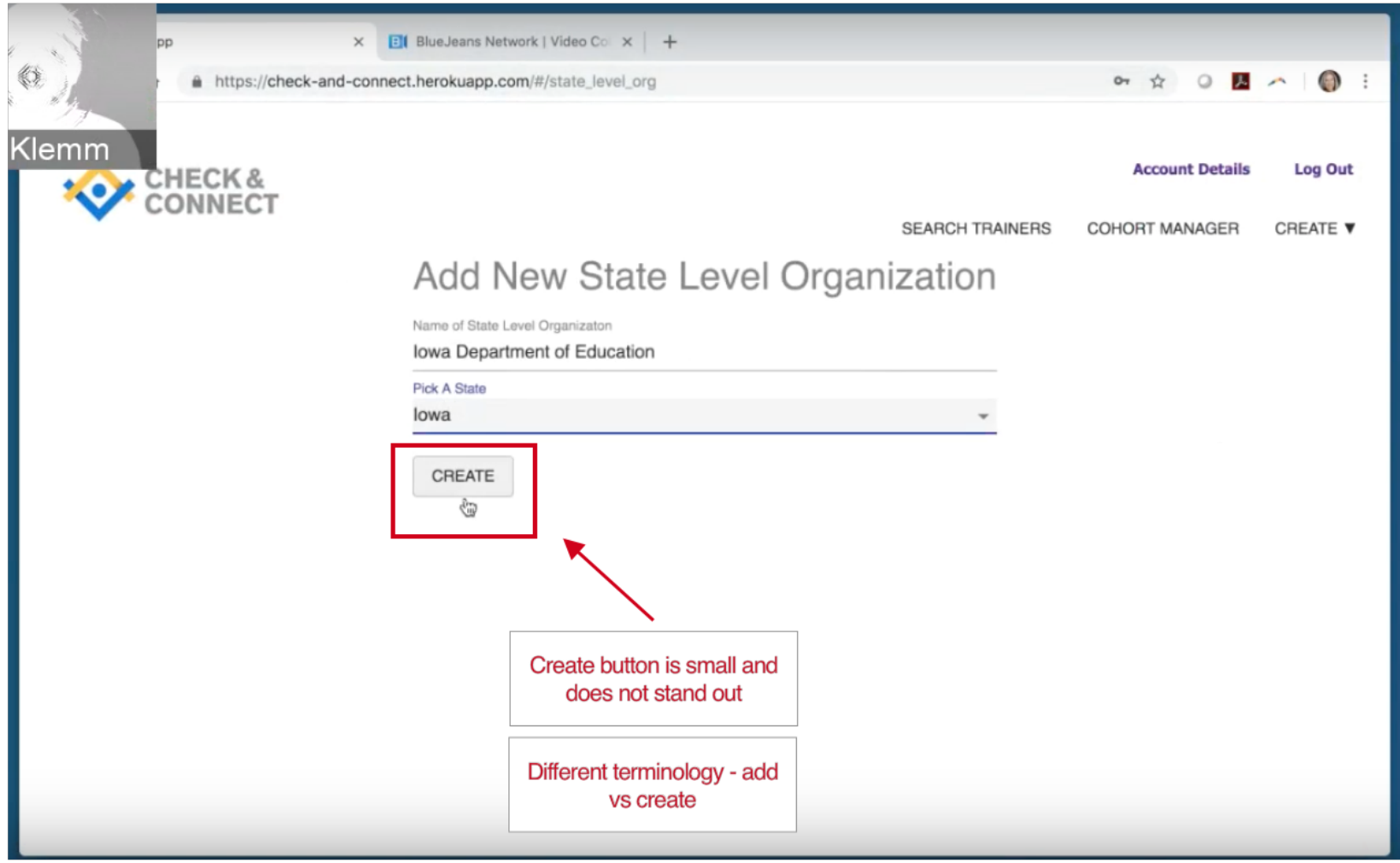
Action 2 (2): Fill out name of state level organization and choose a state



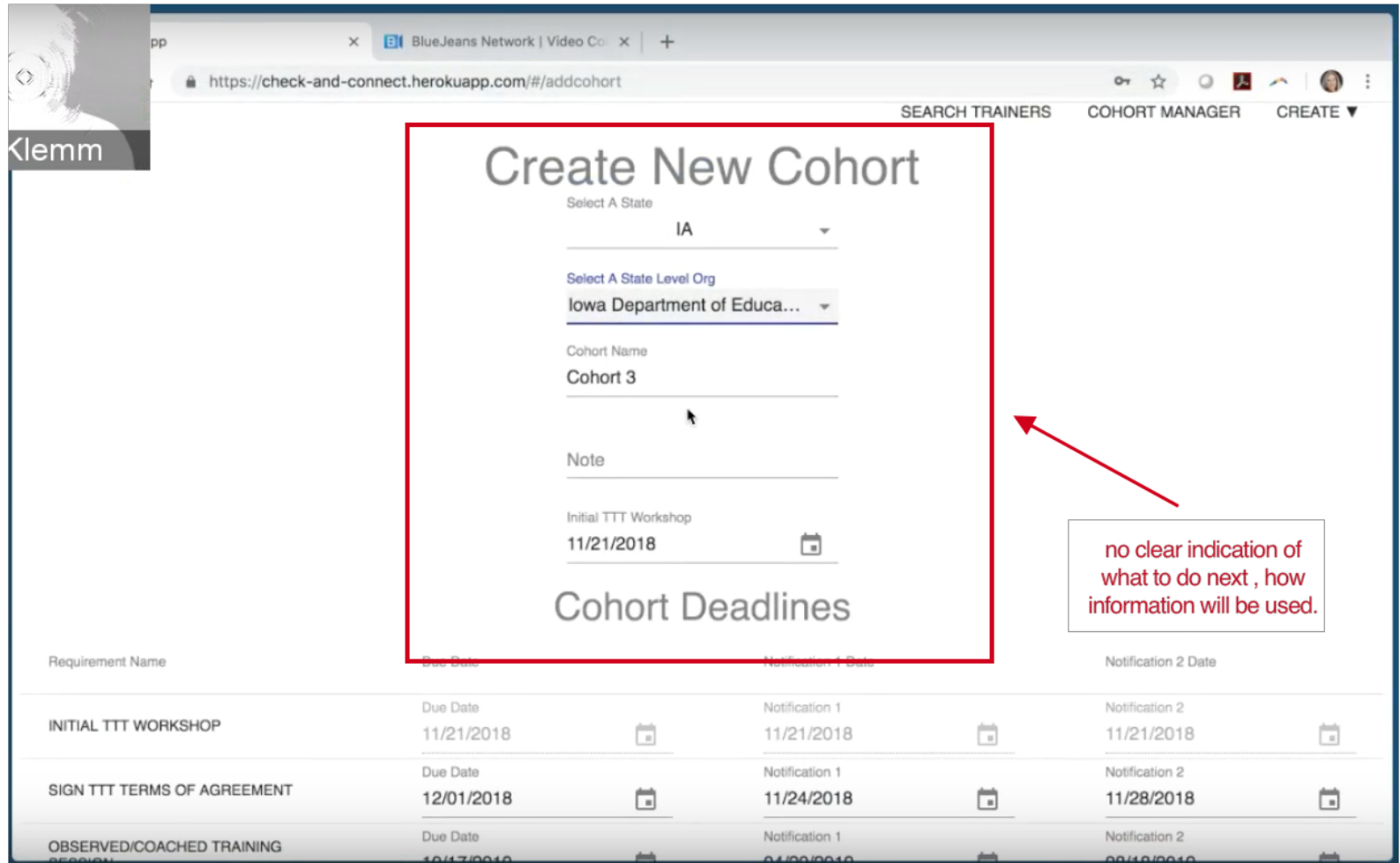
Action 2 (1): Fill out name of state level organization and choose a state



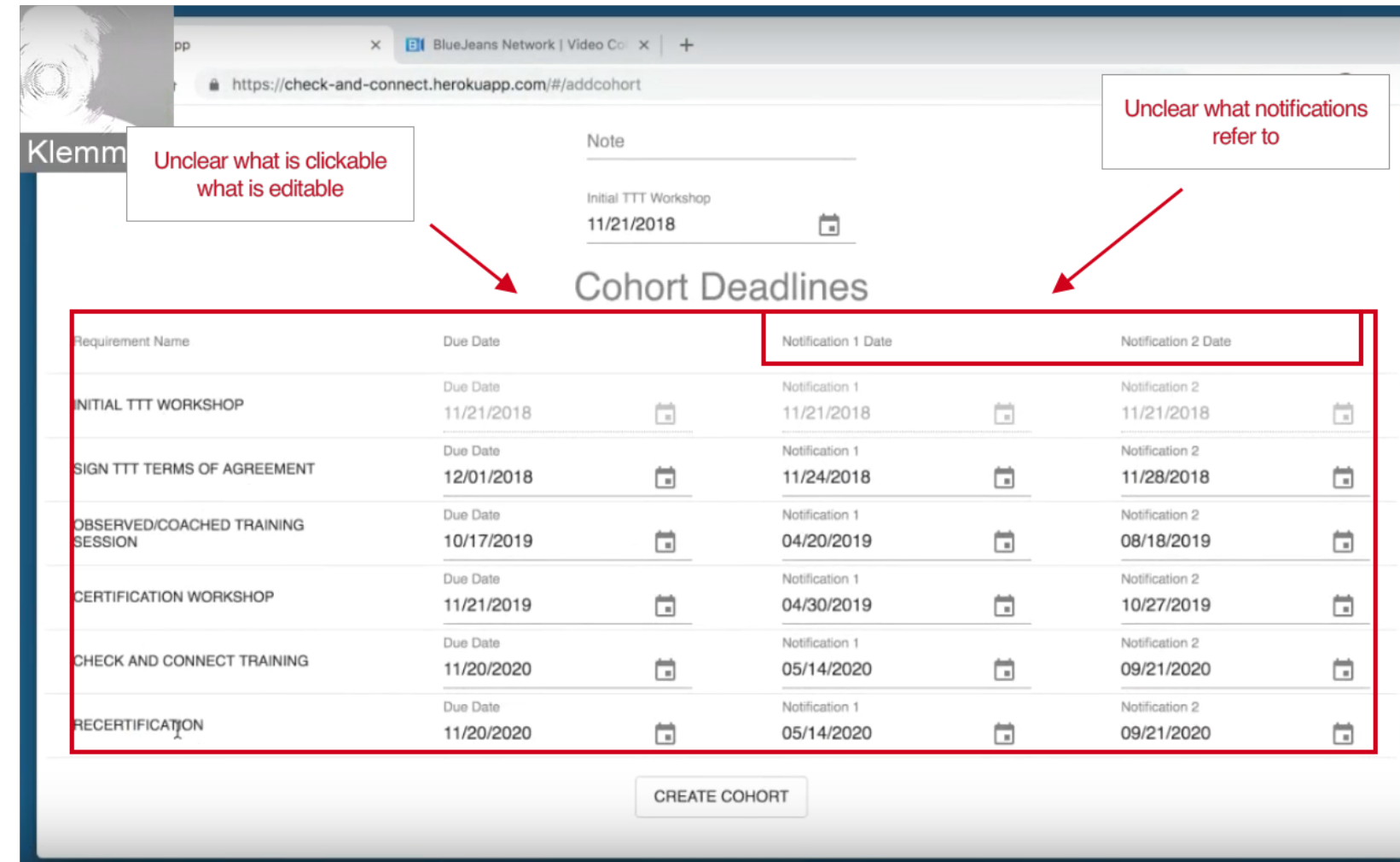
Action 3: Click Create



Action 5: Fill out information in create a cohort form ,



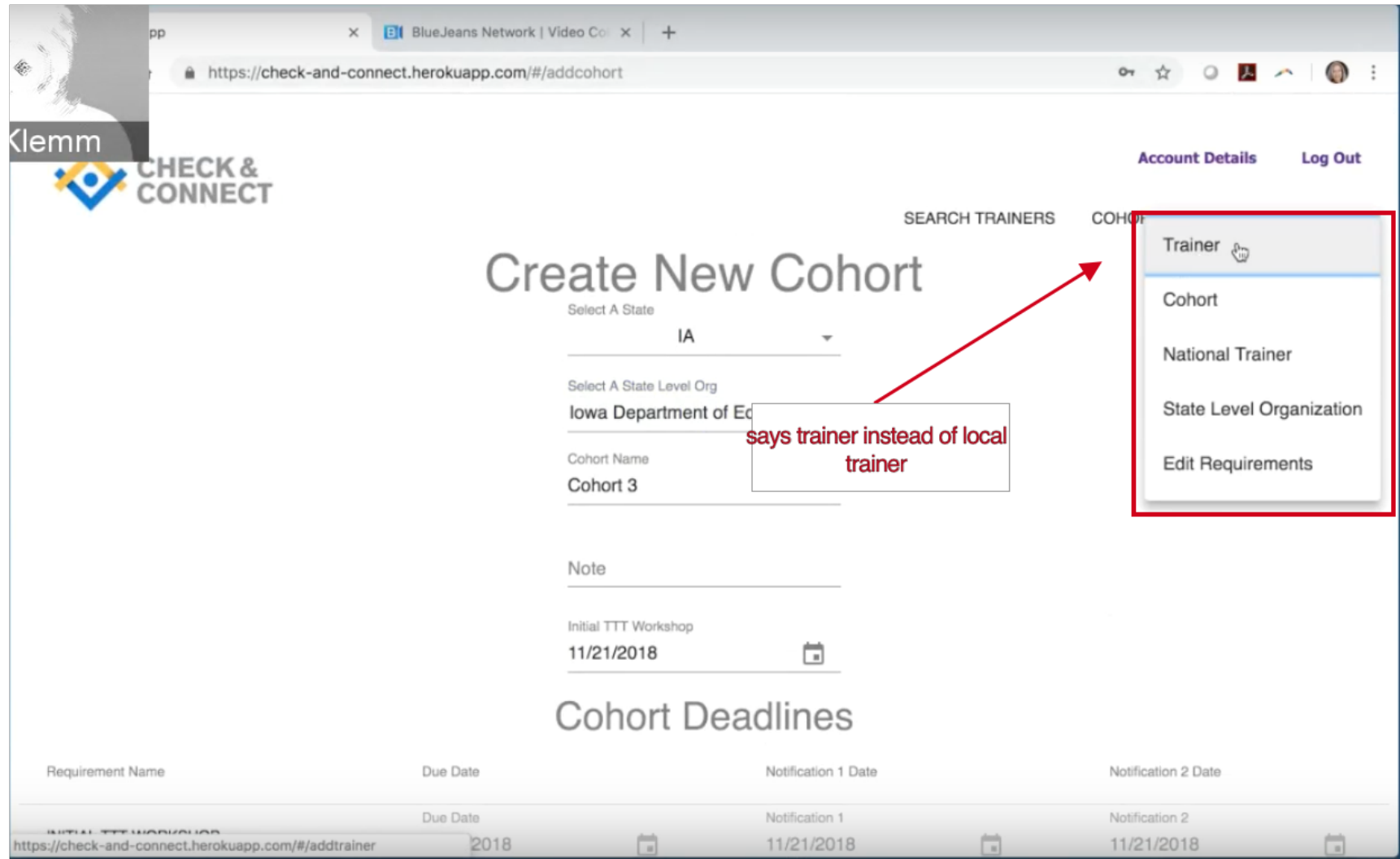
Action 6: Review requirements and deadlines



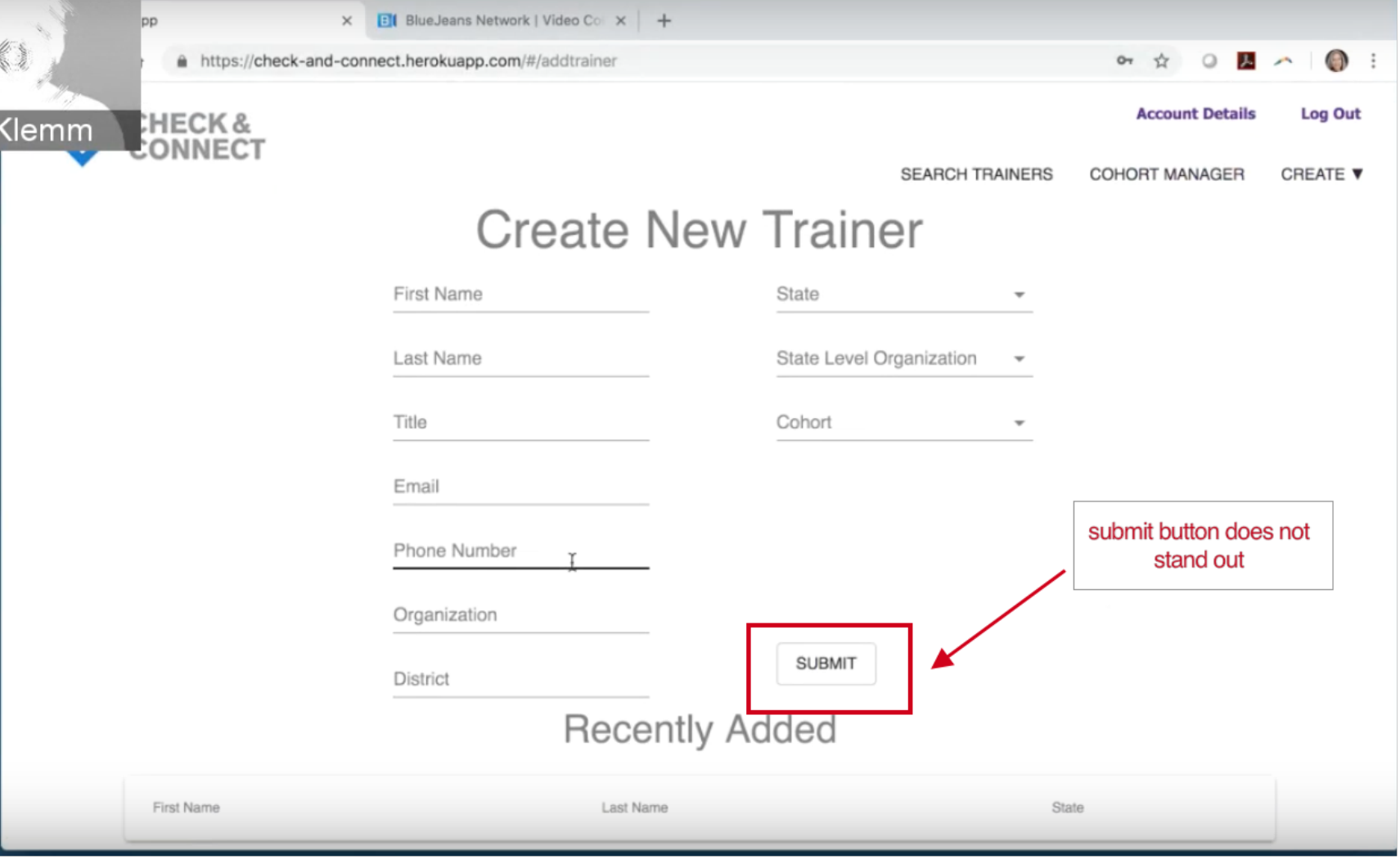
Create/ Edit a Trainer screenshots

Create

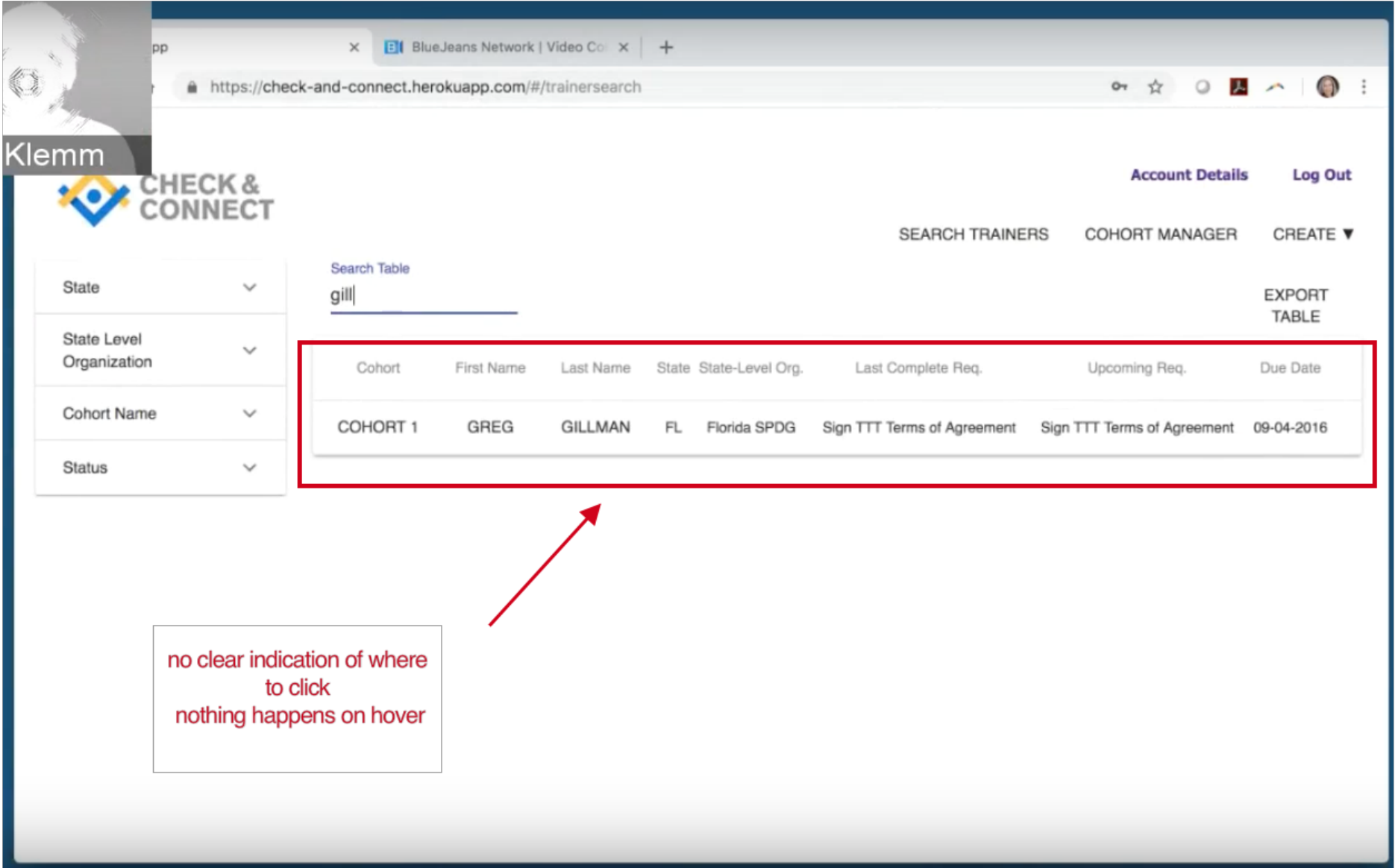
Action 1: Click on Trainer from create drop down menu



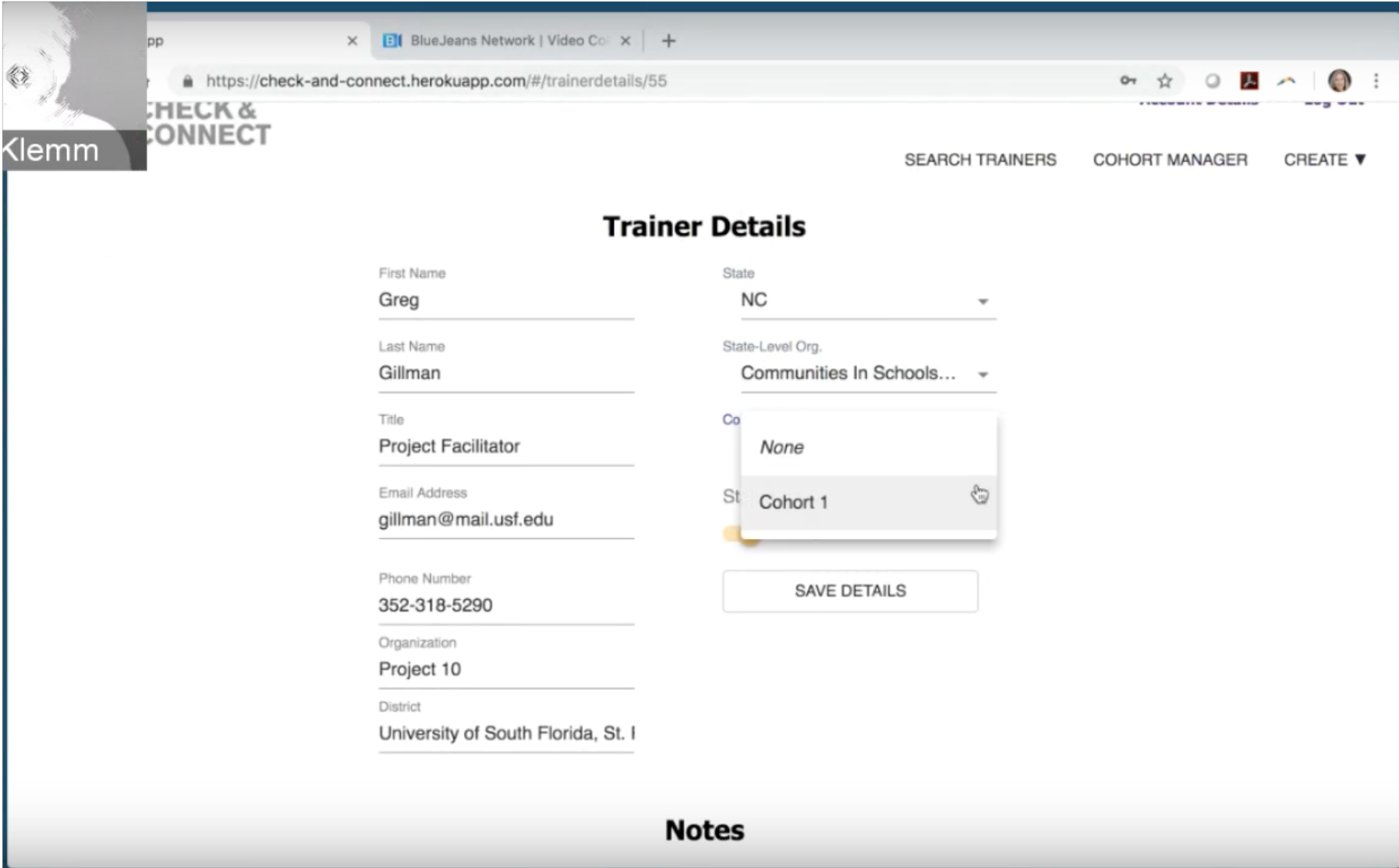
Action 2 and 3: Fill out form and press submit



Action 2 and 3: Search for Trainer using search bar and click on trainer bar



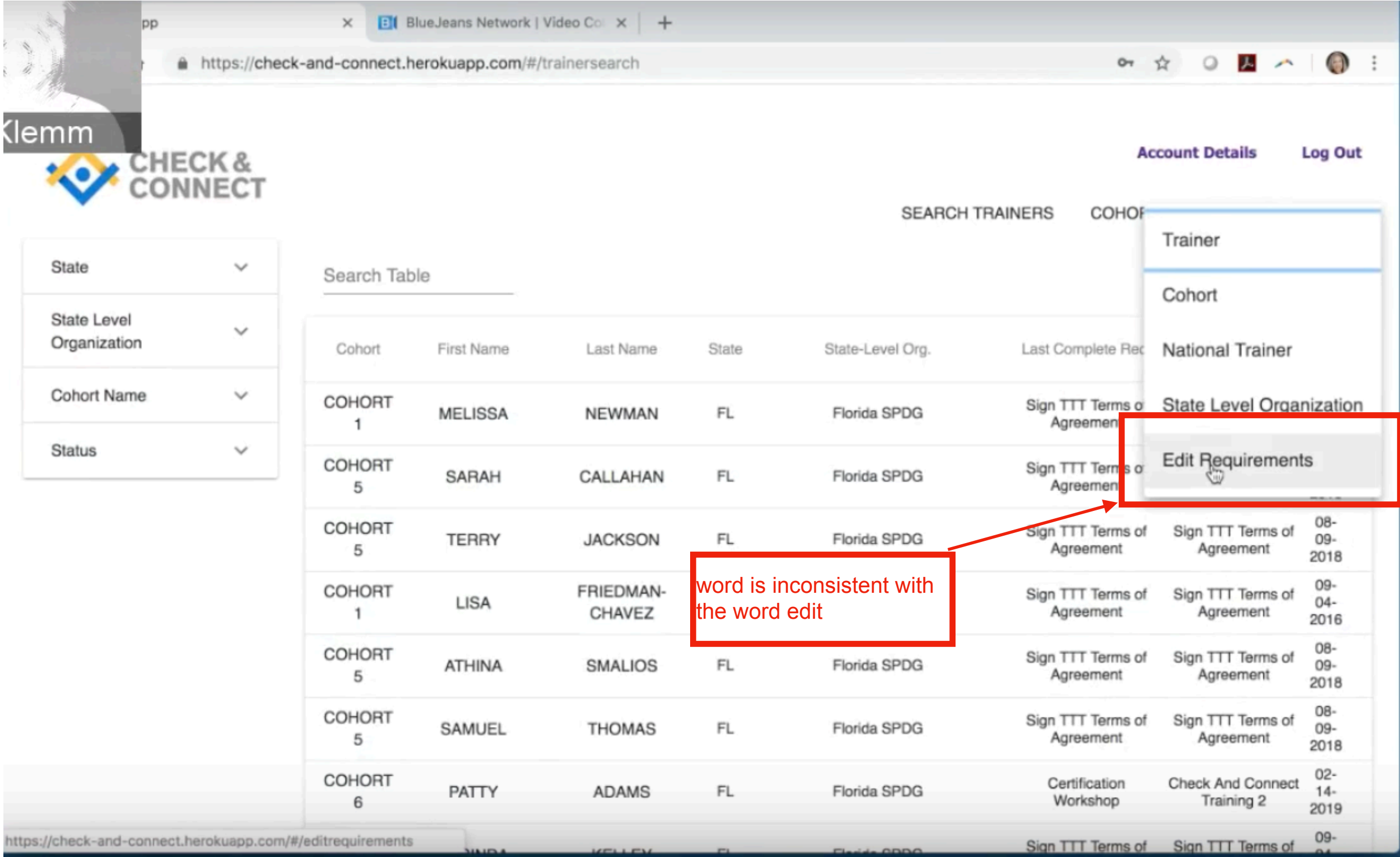
Action 4: Edit Trainer Information on Trainer Details Page



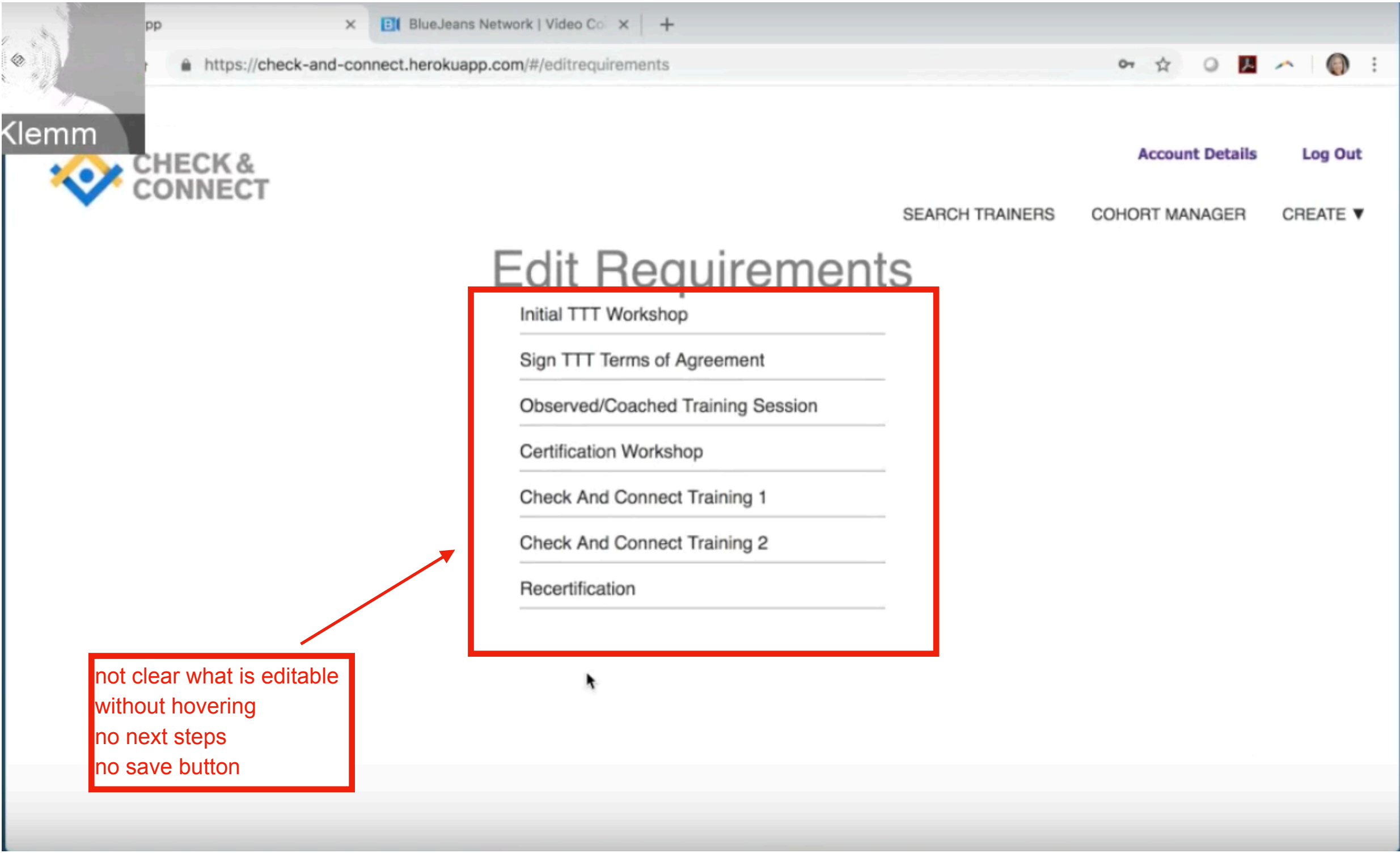
Edit

Create/ Edit requirements screenshots

Action 1: Go to edit requirements under create drop down

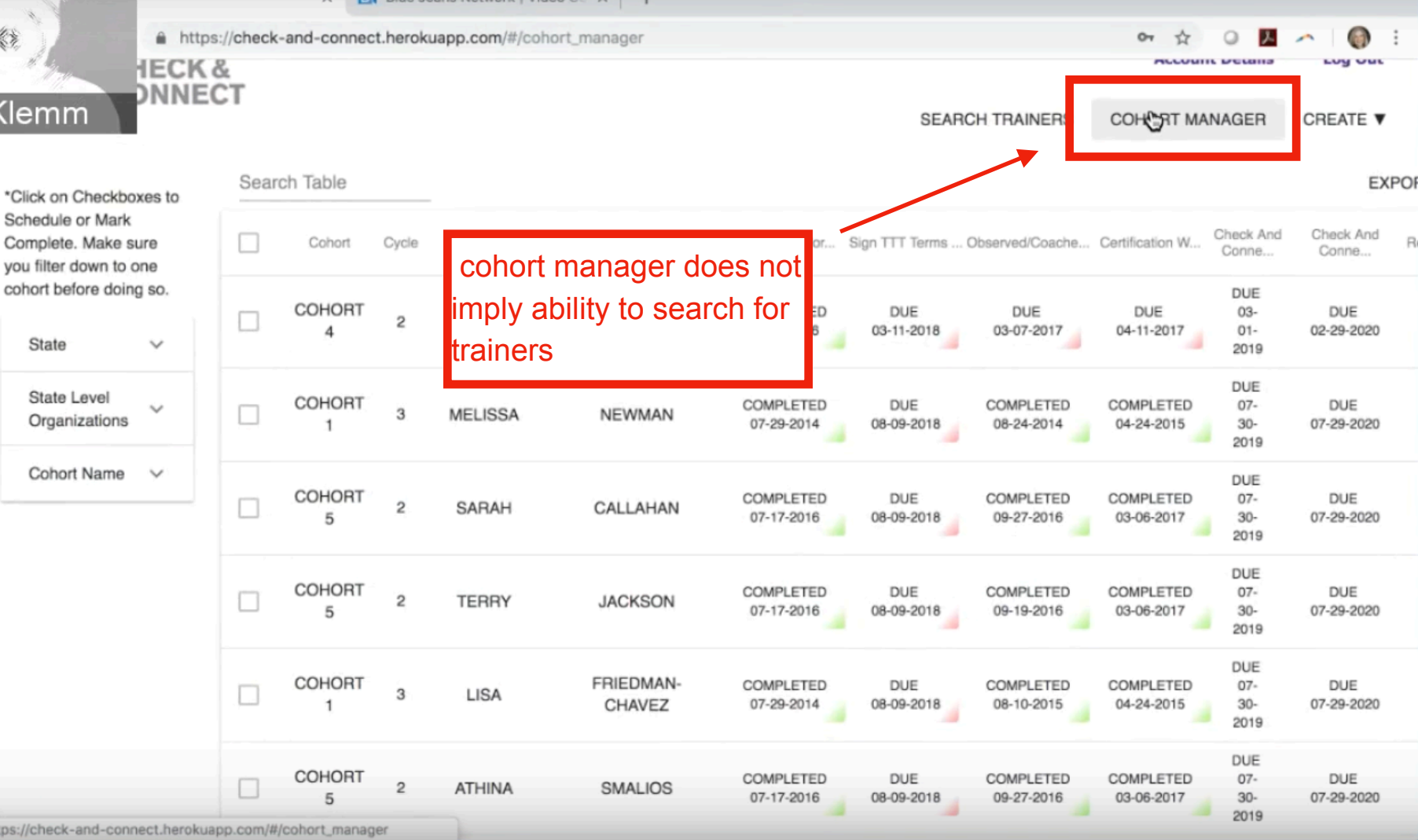


Action 2: Edit text

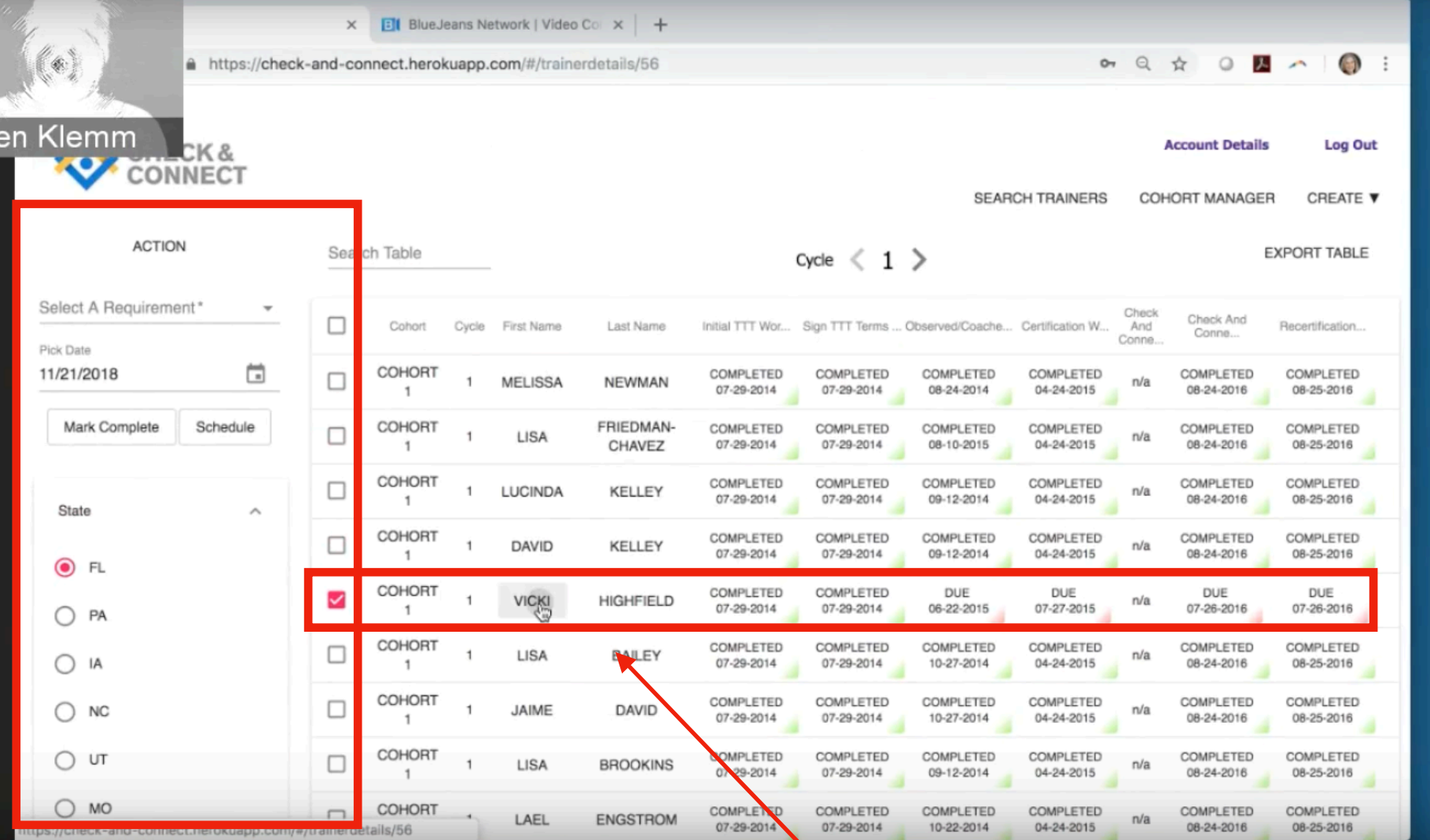


View the Status of a Trainer screenshots

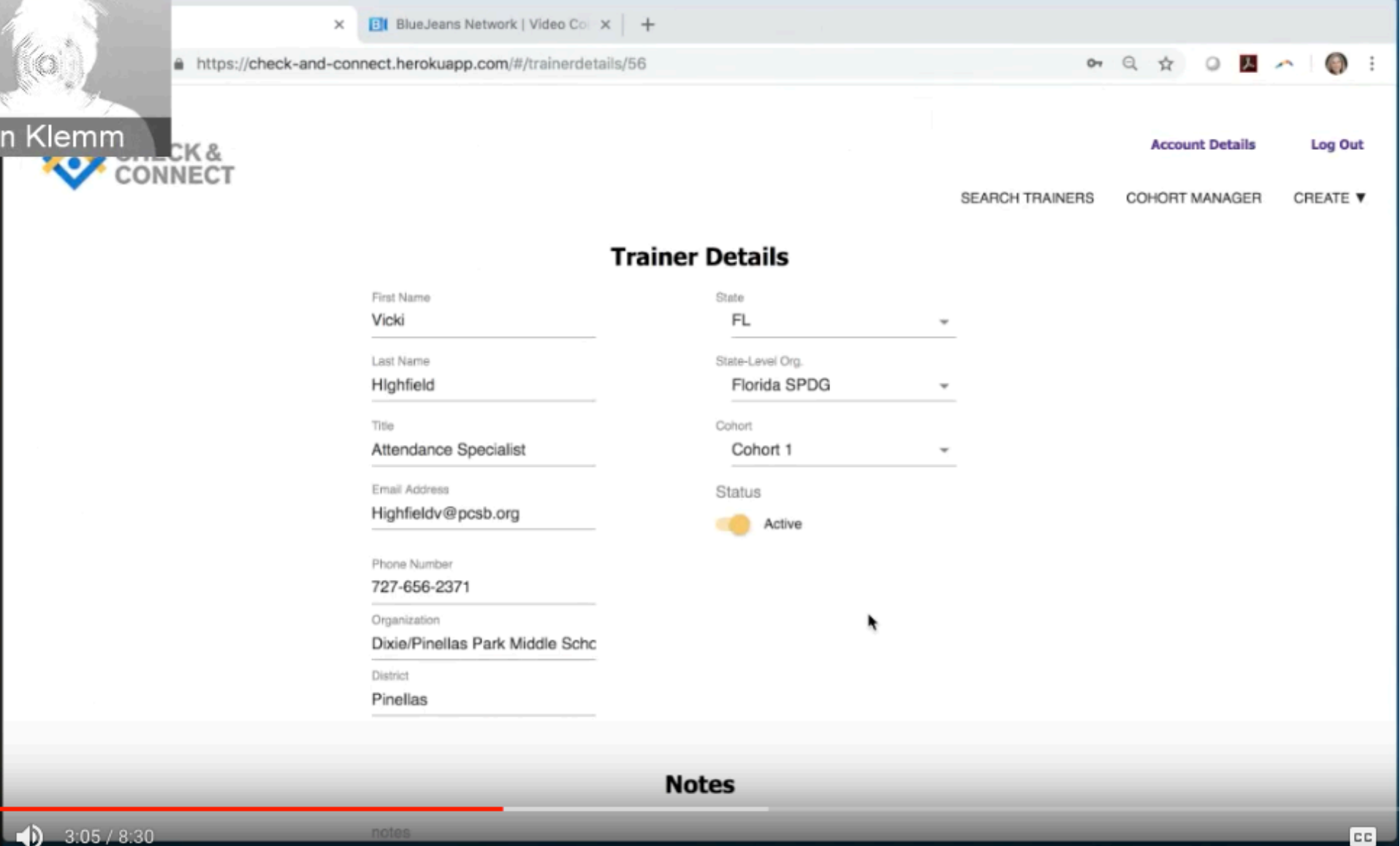
Navigate to cohort manager



Select and Deselect filter options to create list of trainers and examine results and click on trainer name



Check to see if status is turned to active



no - no clear order of filtered results, does not say who is active
does not show number of trainers in filtered list
no clear indicator what checkboxes are for

not clear what to click

Search for Trainers screenshots

Type in state or name into search table on home page, view results

no indication of where to start or what to search for

Cohort	First Name	Last Name	State	State-Level Org.	Req.	Upcoming Req.	Due Date
COHORT 1	LAURIEANN	THORPE	UT	Utah State Board of Education, Youth-In-Custody	n/a	Initial TTT Workshop	05-05-2014
COHORT 2	NICHOLAS	SHELLABARGER	UT	Utah State Board of Education, Youth-In-Custody	n/a	Initial TTT Workshop	06-26-2018
COHORT 2	AMANDA	CHARLESWORTH	UT	Utah State Board of Education, Youth-In-Custody	n/a	Initial TTT Workshop	06-26-2018
COHORT 2	KIMBERLY	HANSEN	UT	Utah State Board of Education, Youth-In-Custody	n/a	Initial TTT Workshop	06-26-2018
COHORT 2	ANN	JONES	UT	Utah State Board of Education, Youth-In-Custody	n/a	Initial TTT Workshop	06-26-2018
COHORT 2	NANNETTE	SMITH	UT	Utah State Board of Education, Youth-In-Custody	n/a	Initial TTT Workshop	06-26-2018
COHORT 2	STEVE	SCHOFIELD	UT	Utah State Board of Education, Youth-In-Custody	n/a	Initial TTT Workshop	06-26-2018
COHORT 2	SHEILA	WRIGHT	UT	Utah State Board of Education, Youth-In-Custody	n/a	Initial TTT Workshop	06-26-2018
COHORT 2	GINA	BUTTERS	UT	Utah State Board of Education, Youth-In-Custody	n/a	Initial TTT Workshop	06-26-2018

not clear what is clickable, flat elements, no underlines or color indicators

Trainer Details

First Name: Laurieann

Last Name: Thorpe

Title:

Email Address: Laurieann.Thorpe@schools.uta

Phone Number:

Organization: Utah State Board of Education

District: Utah State Board of Education

State: UT

State-Level Org.: Utah State Board of Edu...

Cohort: Cohort 1

Status: Inactive

Export a filtered list of trainers screenshots

Select and deselect desired filters to create list and click Export Table

The screenshot shows a web application interface for managing trainers. On the left, there are filter sections for 'State' and 'State Level Organization'. The 'State' filter has 'FL' selected. The main area contains a table with columns: Cohort, First Name, Last Name, State, State-Level Org., Last Complete Req., Upcoming Req., and Due Date. The table lists several trainers, all from Cohort 1 and State FL. A red box highlights the 'EXPORT TABLE' button in the top right corner of the table area.

Cohort	First Name	Last Name	State	State-Level Org.	Last Complete Req.	Upcoming Req.	Due Date
COHORT 1	MELISSA	NEWMAN	FL	Florida SPDG	Sign TTT Terms of Agreement	Sign TTT Terms of Agreement	09-04-2016
COHORT 1	LISA	FRIEDMAN-CHAVEZ	FL	Florida SPDG	Sign TTT Terms of Agreement	Sign TTT Terms of Agreement	09-04-2016
COHORT 1	LUCINDA	KELLEY	FL	Florida SPDG	Sign TTT Terms of Agreement	Sign TTT Terms of Agreement	09-04-2016
COHORT 1	DAVID	KELLEY	FL	Florida SPDG	Sign TTT Terms of Agreement	Sign TTT Terms of Agreement	09-04-2016
COHORT 1	VICKI	HIGHFIELD	FL	Florida SPDG	Sign TTT Terms of Agreement	Sign TTT Terms of Agreement	09-04-2016
COHORT 1	LISA	BAILEY	FL	Florida SPDG	Sign TTT Terms of Agreement	Sign TTT Terms of Agreement	09-04-2016
COHORT 1	JAIME	DAVID	FL	Florida SPDG	Sign TTT Terms of Agreement	Sign TTT Terms of Agreement	09-04-2016
COHORT 1	LISA	BROOKINS	FL	Florida SPDG	Sign TTT Terms of Agreement	Sign TTT Terms of Agreement	09-04-2016

not clear that text "Export Table" is clickable.
no indication in application that table has been exported.