Extended Walkthrough
(based on cognitive walkthrough)
template

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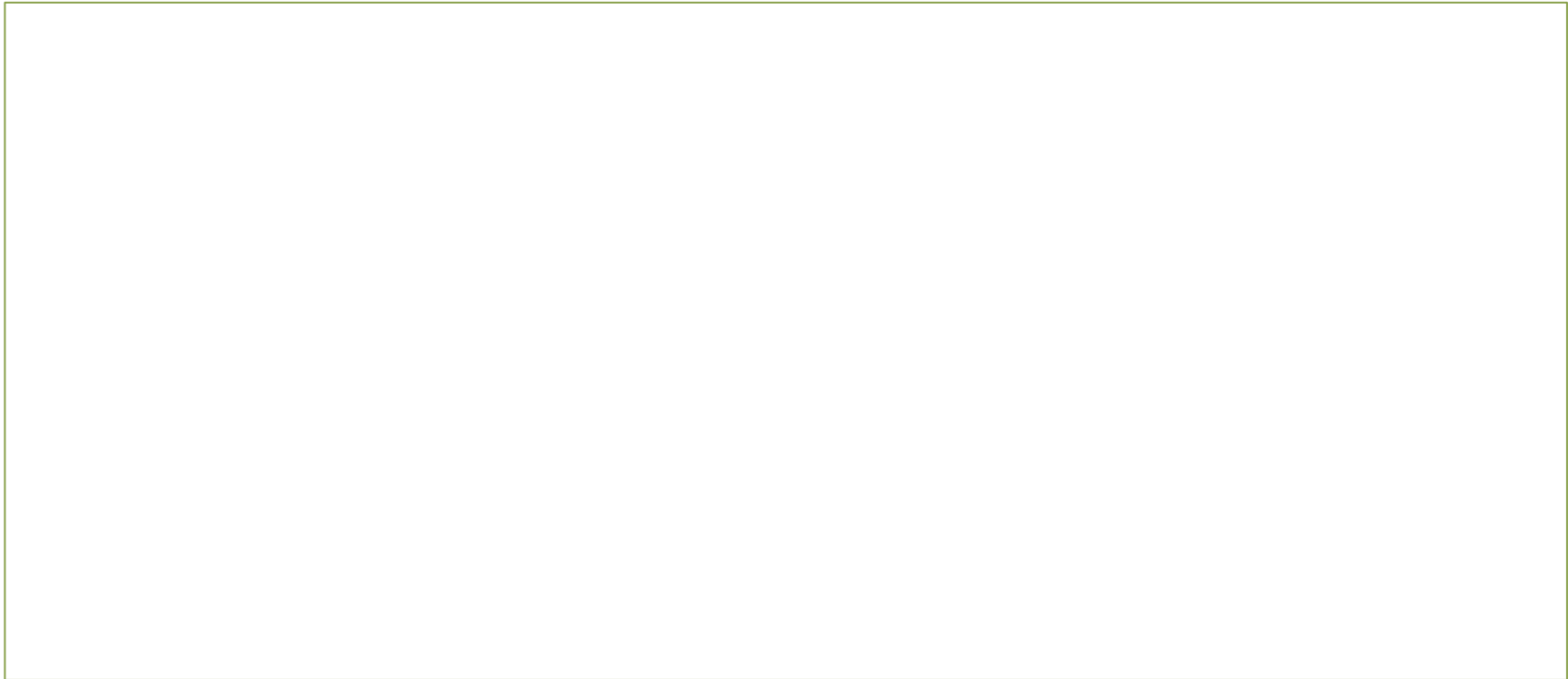https://alandix.com/longterminteraction/

system description

1. specification or prototype of the system
2. description of the users
3. description of the task the user is to perform
4. complete, written list of actions needed

1. specification or prototype

This doesn't have to be complete, but should be fairly detailed.
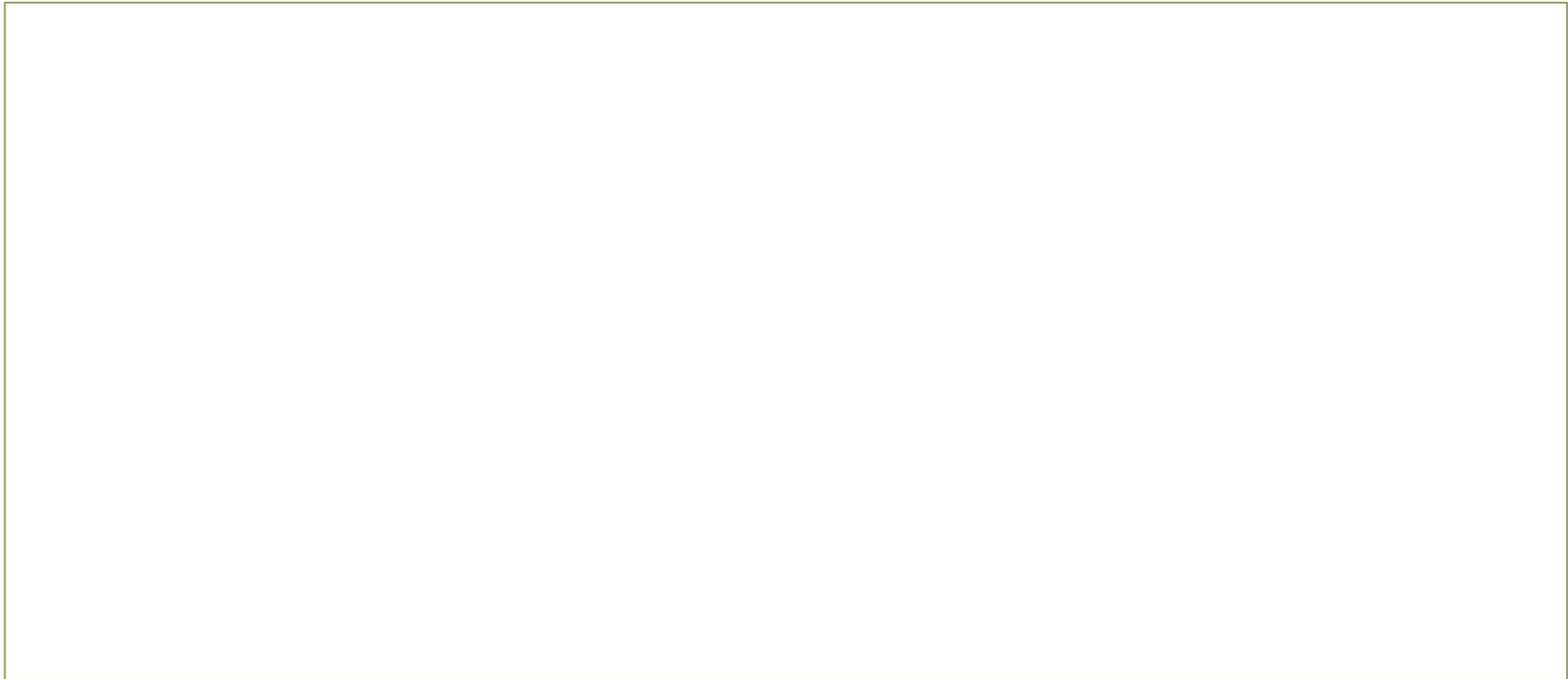*e.g. location and wording for a menu can make a big difference.*

2. description of the users

An indication of who the users are and what kind of experience and knowledge the evaluators can assume about them.
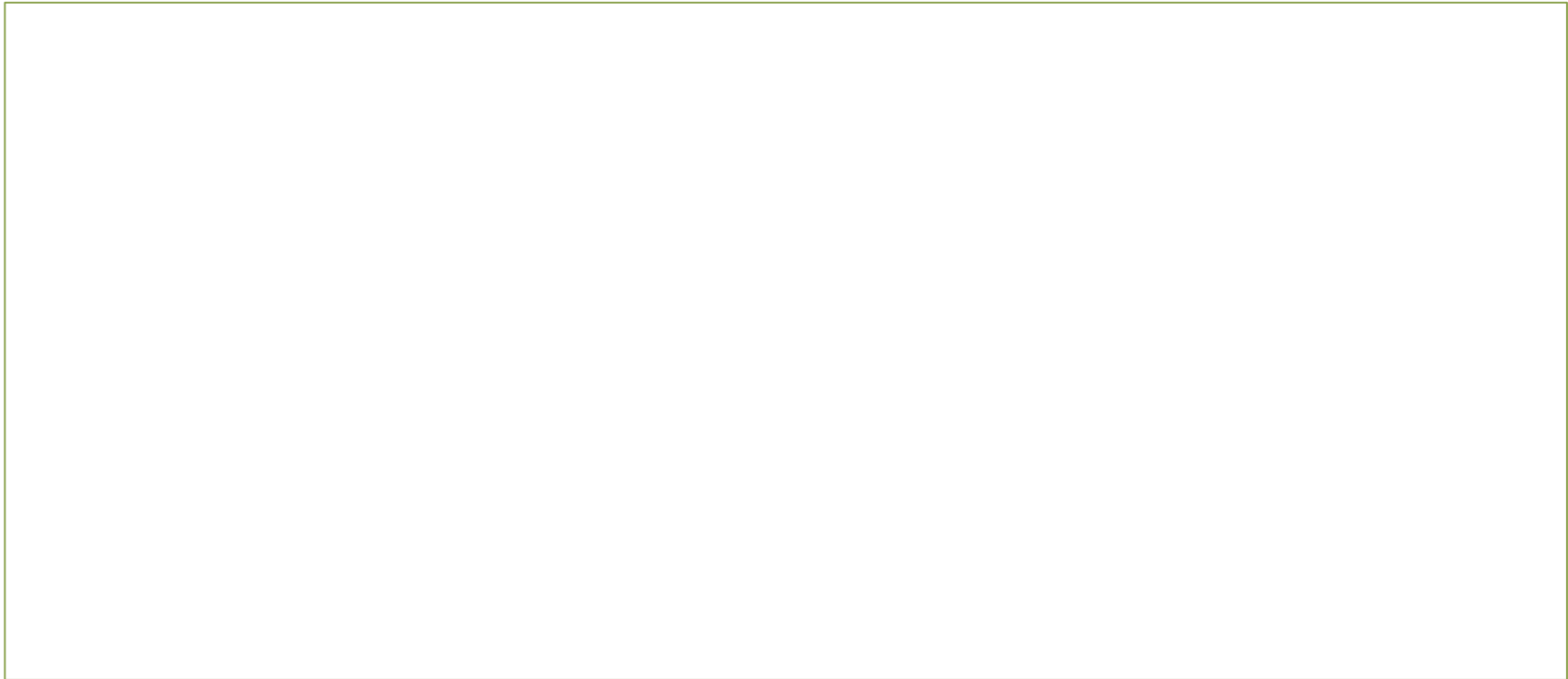
3. description of the task

Description of the task the user is to perform on the system. This should be a representative task that most users will want to do.

4. user actions needed

A complete, written list of the actions needed to complete the task with the proposed system.
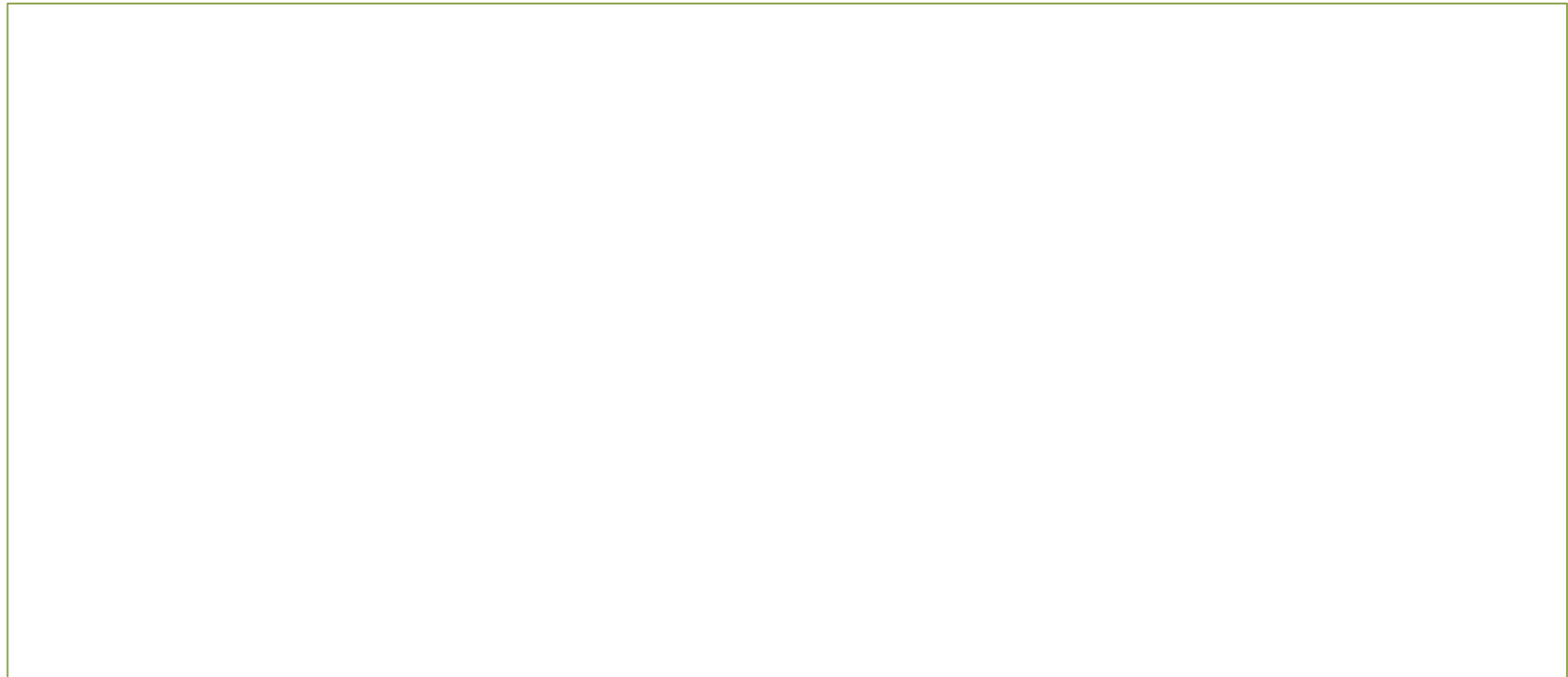
multi-phase interactions

Where user interaction takes place in a number of phases of activity with gaps in between:

- complete 1 and 2 once

- complete 3 and 4 for each phase of interaction

- in addition high-level versions of 3 and 4:
  - identify the overall aim or activity within which system use fits and how each task (3) works to accomplish this
  - create a user story including finding out about the system, steps of use (as described in 4), gaps between, how fresh use is triggered, and if relevant the 'end'
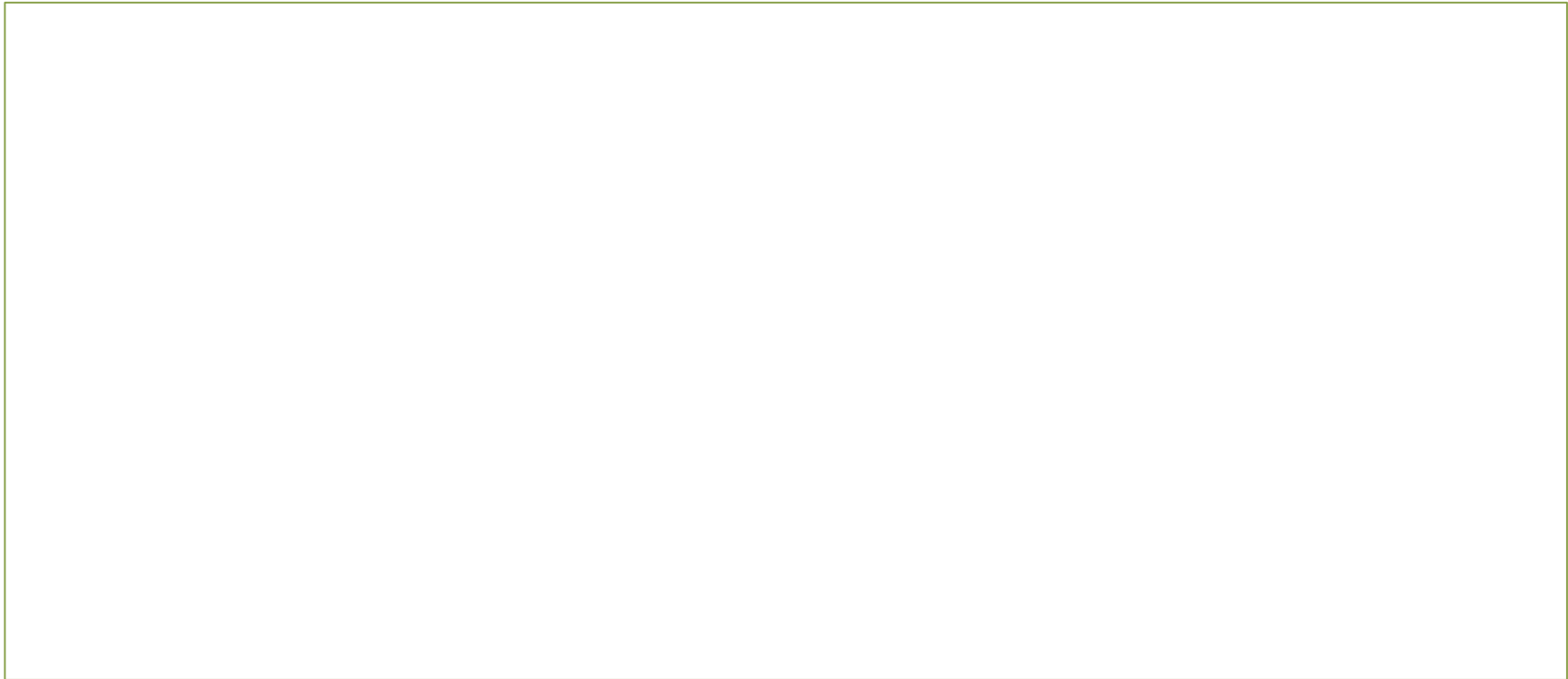
3a. overall aim/activity

Description of the overall activity within which the individual phases of interaction fit, including aims/goals/drivers.

4a. user story

Map out the overall phases of interaction with the system, including relevant non-system activity before, between and after.

walkthrough prompts

single phase of use

for each task action

(standard cognitive walkthrough)

goal match

Is the effect of the action the same as the user's goal at that point?

visibility

Will users see that the action is available?

identification

Once users have found the correct action, will they know it is the one they need?

feedback

After the action is taken, will users understand the feedback?

multi-phase

for overall activity or phases

conflict

- Are there any conflicts between organizational and individual goals?

- If so are there means in the systems or supporting process to deal with this?

emotion and motivation (if relevant)

- Is the system engaging/enjoyable
- how is motivation to use the system maintained

at start

knowledge

– How does the user know the system exists?

motivation

– What makes them want to use it?

opportunity

– What enables actual use? (installation, access etc.)

between phases

motivation

– What makes them want to re-engage?

trigger

– What prompts the user to re-engage?

opportunity

– How do they do so? (e.g. find URL, locate app)

at end

existence

    – Is there a natural end to the overall activity

termination

    – If user action is needed is this clear?

recognition

    – Does the user know they have got to the end?

satisfaction

    – Has the overall activity met the broad goals?