

### **Assignment 3.**

**Question 1.** Make a detailed PLAN for a summative evaluation of the 'Contacts' functionality on your mobile phone. You should plan for a test that will be conducted in the usability lab, with 10 participants.

**Question 2.** To determine the level of usability for a website, one or more usability experts "walk" through a set of the most typical user tasks supported by the website, one-step-at-a-time. You will now be that expert. Follow your own set of tasks that you will base the evaluation on (for example, you could use UiO website and wonder how to find a person, a course or a free master thesis). Chose 2 different websites at UiO or UiO apps to do a cognitive walk through (you can happily try to find problems with 2260 webpage, as one of your sites if you wish). At each step, you can ask yourself questions about your expectations of users' behaviors. For example:

1. Will the user achieve desired goal effectively?
2. Will the user notice that the correct action/information is available?
3. Will the user associate the correct action with the desired effect?
4. If the correct action is performed, will the user know that progress is being made toward the task completion?

Please list at least 3 or four questions that you have used to guide you in your cognitive walkthrough/usability inspection. If the task you had on mind was easy to accomplish, come up with a "success story" for each step in the process. If you cannot come up with one, create a "failure story" and asses why the user might not accomplish the task (based on the interface design). Discuss how your insights can be used to improve the usability.