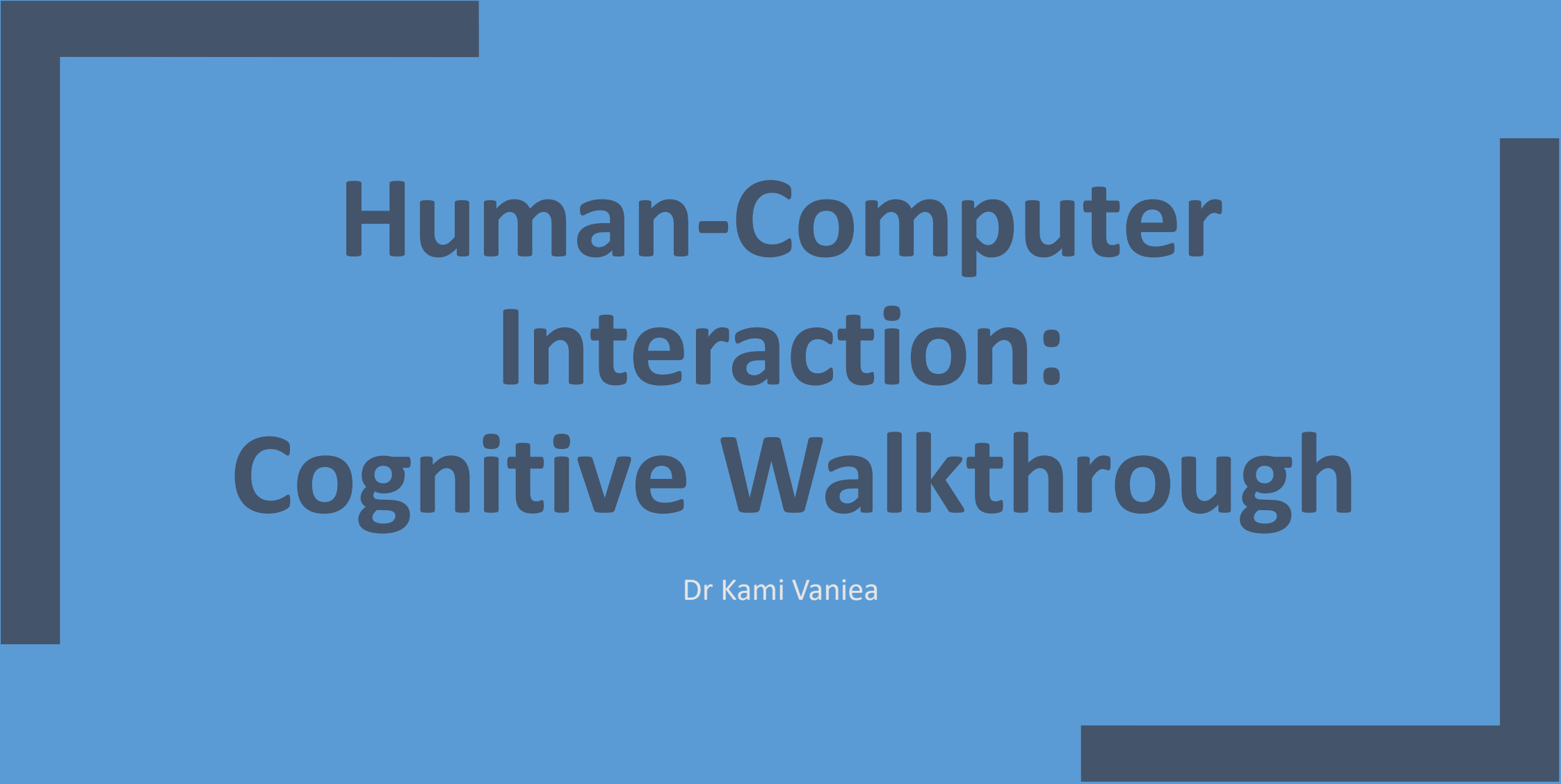


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Human-Computer Interaction: Cognitive Walkthrough

Dr Kami Vaniea

Inspection techniques

- Inspection techniques are a class of methodologies where the evaluation is done by one or more experts without involving participants or potential users.
- Pros:
 - Cheaper and faster to run than studies on users.
 - Leverage the knowledge of experts.
- Cons:
 - Experts are not users and may miss issues a real user would identify.
 - Bias towards more common errors which may be less problematic.
 - Different inspection techniques define “usability” differently.
- Examples:
 - GOMES, expert interviews, body storming, heuristic evaluation, cognitive walkthrough, ergonomic analysis.

