Task Analysis Tools

Lecture 2: Media Computing Project
Task Analysis Tools

- GOMS / KLM
- Cognitive Walkthrough
- Guideline Analysis
- User Tests (see DIS1 lecture)
GOMS / KLM

• Evaluates expert performance
• Decompose tasks into basic steps
• Determine execution time for each step
  • Point (1.100 ms)
  • Click (100 ms)
  • Homing (400 ms)
  • Mental (1.200 ms)
Cognitive Walkthrough

• (Usability + Domain) Experts

• Questions:
  • Will the user try to achieve the effect that the subtask has?
  • Will the user notice that the correct action is available?
  • Will the user understand that the wanted subtask can be achieved by the action?
  • Does the user get feedback?
Guideline Analysis

- Pick set of usability guidelines
  - Shneiderman: 10 Golden Rules
  - Norman: Usability Heuristics
  - Gestalt Laws
  - Domain specific guidelines, patterns, etc.

- Evaluate compliance for each basic step
  - identify problems and solutions
Assignment

• Perform Expert reviews on identified tasks
  • GOMS / KLM
  • Cognitive Walkthrough
  • Guideline Analysis