

Task Analysis Tools

Lecture 2: Media Computing Project

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media
computing
group



Task Analysis Tools

- GOMS / KLM
- Cognitive Walkthrough
- Guideline Analysis
- User Tests (see DIS I 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

