



Observation	Interpretation	Recommendation for redesign
Visibility of system status		
<p>Users demonstrated difficulty with noticing the minimized channels after having added them to their page (Tasks 2, 3, 5, 9).</p> <p>“I expected to see Bookmarks and Library Search on this page.”</p> <p>“So did I do it?”</p>	<p>The user expects to see the channels that he/she just added to the portal open upon returning to the page. When these channels are minimized for the purpose of reducing download time, the negative impact is that the minimized bars are often not easily distinguished from the rest of the content on the screen. This is especially problematic when the theme colors match those colors of neighboring webpage content.</p>	<ol style="list-style-type: none"> 1. Present freshly added channels in their maximized state so users will receive the necessary feedback that their actions were successful. 2. Possible Solution: If minimized channels continue to be presented, increase the vertical space between the new channel bar and its neighboring channels so as to make new channels stand out. After the new channel is maximized for the first time, this extra space could be removed. (See Image 1A)
<p>5 of 14 users tried to expand channels by clicking on the name in the channel bar. In these cases, users did not seem to notice the icons on the right hand side of each channel bar. In 3 cases, users failed the task.</p>	<p>The first thing that users notice if/when they do locate the channel is the channel’s name on the bar. Having this name serve as a Maximize/Minimize control would meet the expectations of a high percentage of users. The current feature of returning to the channel’s home page is effectively hidden as it is. Combine this with the fact that many sites have internal links to their home pages and eliminating this features does not seem to be a major drawback.</p> <p>The physical separation between the channel’s name and the manipulation icons at right makes it difficult for users to notice the icons.</p>	<ol style="list-style-type: none"> 3. Make the name of the channel bar an active link that will show (maximize) the channel’s content. Once maximized, the name would serve to hide (minimize) the channel.. If the new SHOW and HIDE icons are introduced, placing them next to the channel title could increase awareness of all channel icons. [See Image 1B] 4. If current Windows icons are maintained, consider improving consistency and visibility by reverting icons on channel bar to grey windows style icons. (See Image 1C)
<p>On ADD PAGES (Version A-current), 3 of 8 users tried to edit the field containing Default Page when the task was to try and add a new page. [See Image 2]</p>	<p>It is unclear to users that Default Page is the front page of the portal. As additional ‘default’ pages are created by publishers, this term will have no meaning.</p> <p>Currently, the Add New Page option is not clearly presented as the next step in the sequence.</p>	<ol style="list-style-type: none"> 5. Change Default Page to My Front Page. (See Image 1D) 6. Change the Add New Pages to reflect more closely the design of Version B (See Image 3).
<p>In the screens that provided users with feedback following Personalize, Bookmark and Add Pages activities, the majority of users noticed the feedback provided and proceeded with confidence.</p>	<p>Feedback is a good thing!</p>	<ol style="list-style-type: none"> 7. Include feedback following the Apply button on the Bookmark and all Personalize screens. (See Image 4).

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<p>In the Bookmarks channel, users easily recognized the purpose of the channel when some default bookmarks were presented as examples.</p>	<p>The current design presents users with a message indicating that their new Bookmarks channel does not have any bookmarks and that they need to add some. Providing users with a few sample bookmarks as a default would avoid the need for this and give users an idea of how the channel is intended to be used.</p>	<p>8. Provide users with a few default bookmarks (e.g. www.iu.edu, www.google.com) so the user can readily see how the Bookmarks channel works. These bookmarks can always be deleted if desired.</p>
<p>In the Content & Layout window, there is no visible way of submitting a Search for channels. Users commented that they expected to see a button.</p>	<p>Although using the Enter key will work in this case, there should be an alternative mouse option for users to submit their search.</p>	<p>9. Include a button next to the Search field. Also allow the ENTER key to submit the search.</p>
Match between system and real world		
<p>Users demonstrated difficulty with concept of channels. This was most evident in Task 2 when asked to add a bookmarks channel to page and many users went to the Browser controls (Favorites, etc.) to begin the task.</p>	<p>For users with no portal experience, the terminology will be a challenge. Their first introduction to the portal needs to provide them with enough to get started and not too much to get overloaded.</p>	<p>10. Include OneStart tutorial as the default channel on the main page of portal when user logs in for the first time.</p> <p>11. Make Bookmarks a default channel on the front page of every users portal. Also see Recommendation #8.</p>
<p>The current icons and trial icons proved to perform equally well based on user observations. One user felt that Detach might remove the channel from their page.</p> <p>Current </p> <p>Trial </p>	<p>The trial detach icon is less complex than the current, yet remains consistent with the original version.</p>	<p>12. If Recommendation #3 is not adopted, then maintain the current icons for channel Help, Maximize, Minimize and Close. If #3 is adopted, then change the current Max/Min icons to Show/Hide since the ▼▲ icons will be more visible next to the channel titles.</p> <p>13. Change the current Detach icon to the trial version and name it New Window since this is more accurate in its representation of what it does.</p>

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User control and freedom		
<p>Where a Close Window link was provided in the Personalize and Bookmarks screens, 5 of 8 users consistently used it and this increased over the course of the test. Where the link was not provided and users were required to use the Browser X button, no failures were recorded, but 2 of 6 users commented repeatedly that they would have preferred a Close Window link.</p>	<p>Users seem familiar with the PC convention of an X box in the upper right hand corner of the window to close a browser window. The presence of the Close Window link, however, provides consistency within the system. It also benefits users who are less familiar with the Windows convention or who do not want to guess what the next appropriate action is.</p>	<p>14. Include the Close Window link at the bottom right of all new browser windows. For consistency's sake, present the function as a hyperlink to distinguish it from any Apply or Save button in the vicinity. [See Images 2,3,4]</p>
Consistency and standards		
<p>Users of both versions of the Bookmarks channel performed quite well. Although no users commented directly on the inconsistency, the current (Edit) link is inconsistent with the window that follows – it takes the user to an initial Add screen even though they clicked the Edit link.</p>	<p>When users click a link on the web, they expect feedback on the next screen to know that the system responded appropriately. When the link “Edit” is clicked and the user ends up on a page entitled “Add” and has to click “Edit” again, they may become confused and/or frustrated (especially over time).</p>	<p>15. If the current Bookmarks (Edit) link approach is maintained, switch the sequence of tabs on the following screen to read Edit, Add, Upload.</p>
<p>Users successfully navigated between tabs within Personalize using the labels provided (Content, Themes, Pages, Preferences). In the version where Content was replaced by Channels, no users commented directly about the inconsistency.</p>	<p>When users click a link on the web, they expect feedback on the next screen to know that the system responded appropriately. When the link “Content & Layout” takes a user to a window called “Channels” this inconsistency may confuse people.</p>	<p>16. Name the first of the tabs on the Personalize window, Content, to more closely mirror the link from the Personalize channel.</p>

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Flexibility and efficiency of use		
6 of 14 users clicked on the Select a Page drop down menu when asked to add a new page to their portal.	Users noticed the Select a Page feature and believed that they could complete the task using that feature.	17. Insert an Add/Edit Page option in the drop down menu that takes users to the Add Page screen within Personalize when selected. [See Image 1E]
5 of 8 users in the taxonomy portion of the test looked for the Library Search channel elsewhere than in Academics. Following the session, 6 additional users commented specifically that the Library channel would be one that they would include in their own portal setup.	Our audience of student users had different views of where the Library channel belonged. Rather than make it redundant under multiple Level One folders, making it a primary folder may be more efficient.	18. Move Libraries to the top level of the information hierarchy for students (and possibly for faculty).
Both versions of the Bookmarks channel were used successfully by students. The B version (Add, Edit, Upload links) reduced the number of clicks required to get to the Edit screen.	The visibility of the three link options makes it clear and easy to use, while making the selection and the result more tightly connected. The B version is also consistent with the internal links of the Personalize channel.	19. Incorporate the same 'internal link' approach to the Bookmarks channel that the Personalize channel uses so that users may go directly to "Add, Edit, Upload" without having to go to (Edit) first. [See Image 1F]
Aesthetic and minimalist design		
In the Bookmarks channel, 3 of 6 Version B users selected Upload or Add link at the bottom of the window to finish their activity.	The redundancy of the Add, Edit, Upload links at the bottom of the window are unnecessary since the window is not a scrolling window. Moreover, they seemed to introduce a problem as users tend to look to the bottom right of screen to exit.	20. Remove the redundancy of Add, Edit, Upload links at the bottom of the screen. [See Image 5] 21. See also recommendation #14.
Recognize, diagnose & recover from errors		
While users of both versions were generally successful overall, the versions that held additional onscreen instructions proved to be valuable for users who were struggling with a task.	Although users often attempt to use a system without reading the instructions, when users have an initial problem in completing a task, they often revert back to instructions to see what they might have done wrong.	22. Include the minimalist approach to instructions provided on Content & Layout, Bookmarks, and Add Pages screens. (See color test materials for samples: B6, B19, A12).

Post Test Summary

1. Which navigation bar would you rather use in the portal?

- a)  =10
- b) Explore | Personalize | Help | Feedback | Logout = 2 (1 = no preference)

2. If both options were available to choose from, where would you expect to go to select your choice?

11 of 14 felt it should be in either the Content & Layout section or the Preferences section of Personalize. One person's second choice was that this option reside in the Themes section

3. Which trash can do you prefer?



4. Do you think you would use this portal in the coming year?

YES

11 of 13 users (1 did not complete the session)

What channels would you add to your pages?

Academic calendar - 2, Email-10, Search engines-2, Sports-2, Music/Radio-2, Movie Schedule-2, Course schedule-1, IU Library-6, OnCourse-2, InSite-2, News&Weather-7, Financial Aid-1, Bookmarks-1, Department Pages-2

NO –

Can you give your reasons why?

1) Very Confusing. I'd rather use my own bookmarks. 2) I don't see any need for it...I'd just use the IUB home page.