Vignette Project Final Paper
- INF 385G Advanced Usability

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Executive Summary

Summary of Work Performed
I worked with Tanya Payne from Vignette Inc. to conduct the user tests on Vignette’s new publish process of ACE content management system. Tanya interacted with participants directly for most of the time, and I observed and took notes during the sessions. I did the Participant 5 session by myself. Class TA Hans helped us to set the equipment of IX Lab and provides technical assistance.

We completed our user tests by remotely moderate testing at Information eXperience Lab (IX Lab) at University of Texas at Austin. Participants were in their office/home/anywhere, Tanya was at her office, and I was at the IX Lab during the sessions. We used WebEX (an online meeting software) to do the tasks, and used Morae to record the sessions.

Summary of Findings
Five individuals attempted to complete 4 tasks on the mockups of the system. Overall findings included that:

• Users liked the user interface. They liked the way it appears, works, and flows.
• For most of the time users felt confident using the system and they thought they would like to use it frequently.
• The locations of some items need to be changed or the functions of some items need to be integrated or reconsider.
• Some icons need to be redesign to make it much clear.
• Users expected that they could click the title of the article and the go to the preview or edit page.
Evaluation Procedure

Test Objectives
We are getting feedback regarding:
  • New publishing processes:
    o Publishing content items with and without errors.
    o Publishing content items with workflow inputs.

Tasks
We used the mockups of the system to test four different publishing scenarios: the normal publish content items, publish content items with workflow inputs, publish content items with issues, and publish content items with errors. Overall, the tasks requested participants to assume the role of a writer for an online newspaper. See the Appendix A for a copy of the tasks.

Participants
Five individuals participated in the usability testing, representing a range from Vignette’s previous customers to current customers. They were in different states, and one participant was in UK.

Materials/Apparatus
We conducted five sessions at IX Lab using two desktops: one with Morae Recorder and camera to capture the user’s action with the mockups and the other with Morae Remote Viewer to record the session as a .wmv file. The mockups are on Tanya’s desktop. We used WebEx to share Tanya’s desktop with the participants. The participants were at anywhere with a computer which has the access to internet.
Evaluation Results & Recommendations
These results are based on user testing and observation of the mockups.

System Usability Scale (SUS) Result
The average SUS is 76. The highest SUS is 87.5, and the lowest SUS is 65. See the Appendix B for a copy of the detailed scores.

Positive Observations
• Users like the UI (user interface) of the system. They liked the way it appears, works, and flows.
• The wizard and pop-ups work well for users.
• Users like the “Submit only eligible items” function.
• The drop-down menu that can change the unapproved status to approved status works well for users to fix the error issue.

Observed Problems & Recommendations
The problems observed are rated according to the level of impact they had on the user’s ability to complete the task.

Critical Impact
These problems will cause the most difficulty for users of the system. The identified issue is severe that the user will not be able to complete the task or may not want to continue using the system.

1. The “Recheck Items” button makes most of users feel confused. They thought it doesn’t make a lot of sense.
Recommendation:
(1) Change the “Recheck Items” button’s place. For the action sequence perspective, when users finish the fix-error action, they will intuitively go to the button they come across first. Therefore, it might be helpful to put the “Recheck Items” upper.
(2) Just get rid of the “Recheck Items.” Most users went to the “Approve All” button. They expected to see the error status be fixed automatically after they clicked the “Approve All.”
(3) Another option is to change the status automatically when using to the drop-down menu to fix the unapproved status to approved status.

Major Impact
Users can accomplish these tasks only with considerable frustration and while taking unnecessary steps. Users will have great difficulty in circumventing the problem and they can overcome the issue after they have been shown how.
1. The Edit icon – little pencil – is not obvious enough to users. Many users couldn’t figure out how to preview or edit the articles.
   **Recommendation:**
   (1) Add link to the title of article so users can just click the title then go to the edit/preview page. It will be more intuitive to users.
   (2) Change the place of Edit icon or redesign the icon to make it more obvious and notable.

2. The Expand icon – the plus symbol – is not obvious enough neither. Many users couldn’t notice there is a expand icon and it will go to fix-error page. Some users said they would like the see the information at the first level without clicking any extra expand item.
   **Recommendation:**
   Add link to the error message so users can just click it and then go to the error detail information and fix it.

**Moderate Impact**

*Users can complete these tasks in most cases, but some effort is required to solve the problem. Users will probably remember how to perform the task the next time they use the system.*

1. For the workflow inputs, some users had no idea what information they should input. For example, some users didn’t know what “Staging Server” means.
   **Recommendation:**
   Add some explanation or description under the request column.

2. The Article icon looks like a check box and it makes users want to click it.
   **Recommendation:**
   The redesign of the Article icon might be necessary.

**Minor Impact**

*The problem occurs only intermittently, can be circumvented easily but may be irritating.*

1. The Publish Successful message is not clear enough to some users. They wanted to see something like “You’re Done.”
   **Recommendation:**
   Rephrase the successful message. I just wrote “You’re Done! 3 items will be published immediately.” It is just an example. There might be other better sentences.

**Other Suggestions**

1. Add some other columns in the publishing table to make the information more completed. Some users suggest that it would be good if there are “Modifier” and “Channel” columns in the publishing table.
2. It might be beneficial to add the published-item list or table at the Publish Successful message page. My redesign includes the Name of the published item, the Type of the item, the Modifier, and the URL/Path. “It would be good if I can just copy and paste the URL to put it into emails and send to others,” one participant said. Some users also want to see the error items be listed at the Publish Finish page. They expect to see what error they have and how to fix it.
Possible Redesign Screen Shot

**Task One: Successful Happy Path Publish**

**Publish Items**

- Select items for publishing:
  - Dingo News
  - Dingo Researcher Wins Award
  - New Dingo Species Discovered

**Modifier** and **Channel** columns:
- Add links to preview the articles.
- Add "Modifier" and "Channel" columns.

**Publish Successful**

- You're done! 3 items will be published immediately.
- Add publish items list.
- Replace success message with more detail.
- Add URL/Path links.

Note: All items will be checked to ensure they are fully eligible to be published. This includes checking related and dependent items.
Task Two: Successful Happy Path with Workflow Inputs

Task Three: Complex Publish with Error & Resolution (with workflow step)
Task Four: Complex Publish Wizard with Edit
Appendix A – Test Plan and Tasks

Test Objectives
We are getting feedback regarding:

- New publishing processes:
  - Publishing content items with and without errors.
  - Publishing content items with workflow inputs.

For Participants
These mockups are just concept sketches. They are not complete and may or may not represent functionality that will be seen in a future product. In fact, we expect to make changes based on the results we obtain from users during these tests.

This is a test of the product and not a test of you. Any problems you have are a result of the product being unclear.

The test will take about 45 minutes, but you can quit the test at any time for any reason.

Thanks for your willingness to participate! Your input will create a better product!
Publish content items (goes with Mockup 1)

You are a writer for an online newspaper. There has been some exciting Dingo activity in the area. You need to publish all the articles regarding Dingoes in the Content Management system.

Task One

What to do, if the system is able:

1. Publish the 3 Dingo articles in the system.
2. Say “I am finished” when you are done.

How did you like this publishing process? Did it seem realistic to you?
What columns would you like to see in the publishing table?
What sort of success message would you like to see (how much detail)?
How would you improve the publishing process?
Do you normally publish in your job? Do you normally publish more than 1 content item at a time? Where do you normally publish from?
**Publish content items with workflow inputs (goes with mockup 2)**

You are still a writer for an online newspaper. There has been some exciting Dingo activity in the area. You need to publish all the articles regarding Dingoes in the Content Management system and your process requires that you enter workflow inputs.

**Task Two**

What to do, if the system is able:

1. Publish the 3 Dingo articles in the system.
2. See that you could enter the server and date in the workflow.
3. Say “I am finished” when you are done.

How did you like this publishing process? Did it seem realistic to you?

Do you have workflow inputs in your publishing process? What are they?

Do you like having the multi-step workflow in the form of a wizard?

How would you improve this publishing process?
*Publish content items with issues (goes with Mockup 3)*

You are still a writer for an online newspaper. There has been some exciting Dingo activity in the area. You need to publish all the articles regarding Dingoes in the Content Management system right now, so you decide to set them for “expedite”.

**Task Three**

*What to do, if the system is able:*

1. Publish the 3 Dingo articles in the system.
2. Set the articles for “expedite”.
3. Oops! You had a few things go wrong.
4. Say aloud what the three types of things that went wrong.
5. Resolve the Dingo News article. Is there another way you could do that?
6. Publish the articles
7. What did you publish and why?

*How did you like this publishing process? Did it seem realistic to you?*

*What kind of issues do you typically get when publishing?*

*Do you ever get schedule-publish errors? How would you like to fix them, in the expanded blue area, a popup in the editor...?*

*Did you understand what it meant to submit eligible items?*

*Do you like seeing the errors organized by the object you selected to publish or by the object that triggered the error (an ancestor or related item)?*

*Did you like seeing this multi-step publishing process in the form of a wizard?*

*How would you improve this publishing process?*
**Publish content items with errors (goes with Mockup 4)**

You are still a writer for an online newspaper. There has been some exciting Dingo activity in the area. You need to publish all the articles regarding Dingoes in the Content Management system. You’ve forgotten what the “Dingo Researcher Wins Award” article is so you take a quick look at it before approving and publishing it. You decide that you don’t want to deal with the “New Dingo Species Discovered” article right now so you publish everything but that article.

**Task Four**

What to do, if the system is able:

1. Publish the 3 Dingo articles in the system.
2. Oops! Something went wrong.
3. View the “Dingo Researcher Wins Award” article.
4. Resolve the Dingo News article.
5. Publish the articles but decide not to publish the New Dingo Species Discovered article.
6. What did you publish and why?

How did you like this publishing process? Did it seem realistic to you?

Do you like the idea of being able to view the article from the publishing wizard? What happened? Where did you go?

How did you feel about going to this “editor” and then going back into the wizard?

What would you expect to be able to do from the article here? Would it be OK if it was “read only”?

How would you improve this publishing process?
**System Usability Scale**

I will read you some statements. Please tell me how strongly you agree or disagree with each, with 1 meaning “Strongly disagree” to 5 meaning “Strongly agree.” Don’t think too long about each statement. Make sure you respond to every statement. If you don’t know how to respond, simply choose “3.”

1. I think that I would like to use this product frequently.

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<thead>
<tr>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
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2. I found the product unnecessarily complex.

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3. I thought the product was easy to use.

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4. I think that I would need the support of a technical person to be able to use this product.

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5. I found the various functions in the product were well integrated.

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6. I thought there was too much inconsistency in this product.

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7. I imagine that most people would learn to use this product very quickly.

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8. I found the product very awkward to use.

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9. I felt very confident using the product.

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10. I needed to learn a lot of things before I could get going with this product.

    | Strongly Disagree | Strongly Agree |
    |-------------------|----------------|
    | 1                 | 2              |
    | 3                 | 4              |
    | 5                 |                |
Page Questions

1. Where do you primarily create content: from the page or from the project folder?

2. Could you describe that process for me? Do you move from the project to the page?

3. Does this seem good to you, or do you wish it worked differently?
## Appendix B – SUS Table

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<th>Test participant</th>
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