



Channel controls (shade, focus, remove) show alt/title tags	Shade, Focus, Remove	

### Summary of Usability & Accessibility Issues Found

All usability & accessibility issues found, in both the heuristic evaluation and the cognitive walk-through, should be placed in this section.

**Priority Legend:**

High = Task cannot be completed

Medium = Task completed with significant effort and failed attempts

Low = Task completed with minor complications and/or annoyance

Usability Issues	Principle	Link to screen shots	Priority	Suggestion: for solution						
"Channel" language may be unfamiliar	Match between system and the real world: The system should speak users' language, with words, phrases, and concepts familiar to the user.	<p>The new myUBC layout is organized as follows:</p> <table border="0"> <tr> <td><b>Tab:</b></td> <td><b>Channels in the Tab:</b></td> <td><b>Description of the Channel:</b></td> </tr> <tr> <td>1. Main</td> <td>myUBC News</td> <td>Be informed of changes to myUBC c new channel, a new feature for Web anti-virus software, etc.) Check current weather for the UBC'</td> </tr> </table>	<b>Tab:</b>	<b>Channels in the Tab:</b>	<b>Description of the Channel:</b>	1. Main	myUBC News	Be informed of changes to myUBC c new channel, a new feature for Web anti-virus software, etc.) Check current weather for the UBC'	Low	Is "window" a more familiar term?
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"Channels" do not all follow same behavior; One allows use within uPortal, another appears in new tab. A few links replace uPortal in existing window.

Consistency and standards

Name	Title	Department
Bach Dr. Paul S.	Clinical Instructor	Anesthetic Pharmacology Therapeutics Department

Medium

Use different visual metaphors and language to describe "channels" that or do not keep user in uPortal.

**Best Response**

**Eating on Campus**

There are several restaurants at the Student Union Building (SUB). For more information, please visit the UBC Food Services website.

**Links:**  
<http://www.ams.ubc.ca/bus>

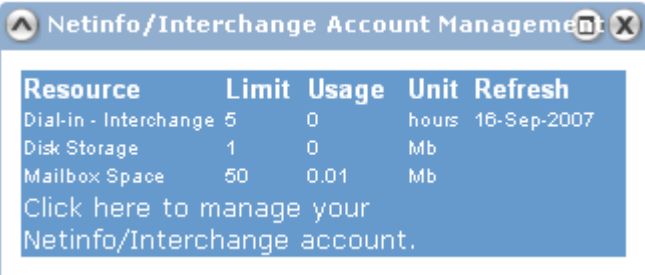
Some text overlaps on Win xp Firefox even at normal size, 1152px width; were designers on mac?

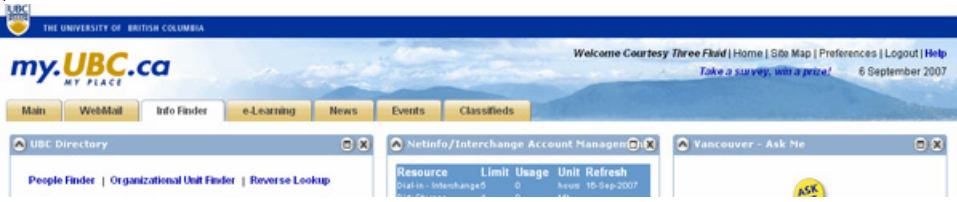
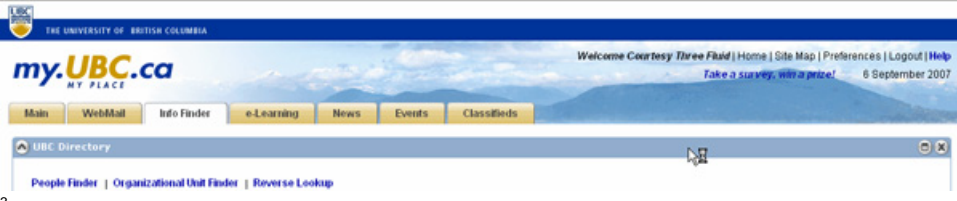
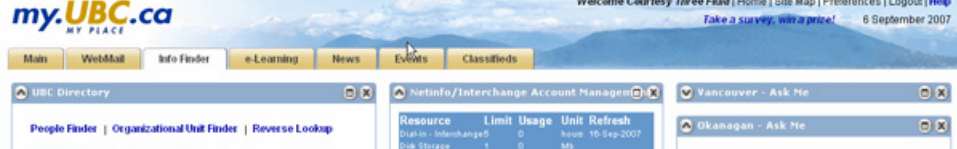
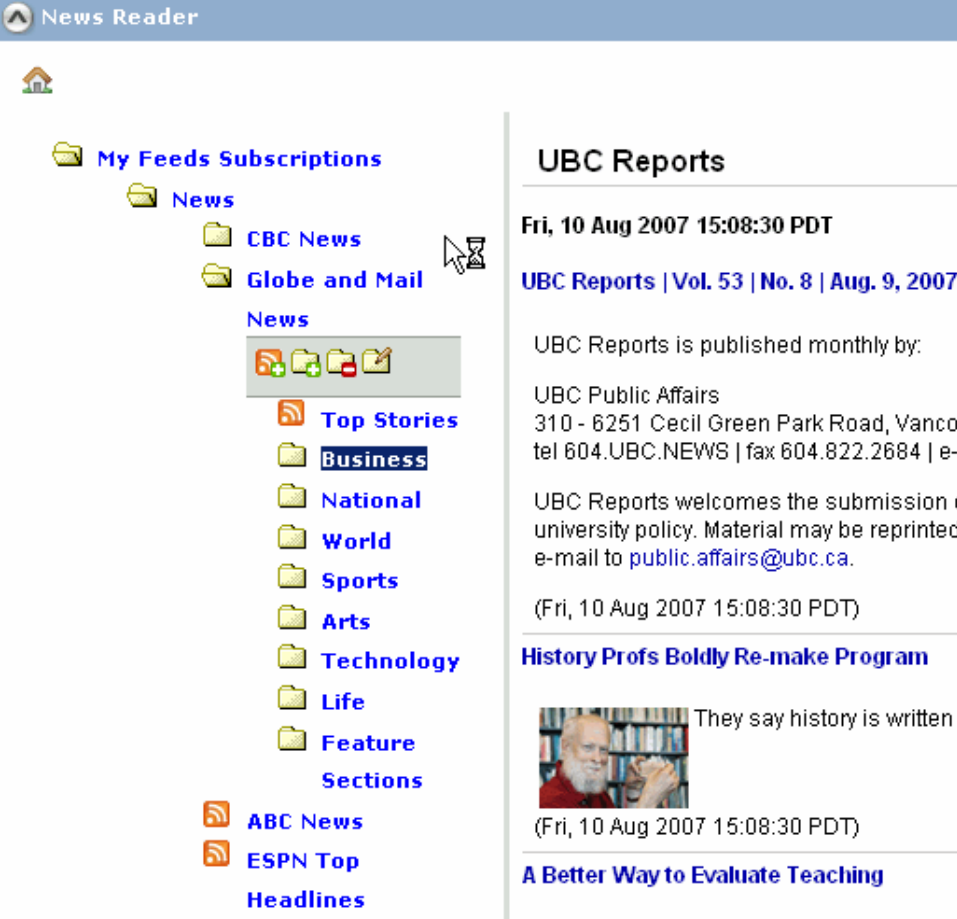
Visibility

Medium

Allow text to stretch. Use shorter title.



5	Explore more channels in Info Finder	 <p>my.UBC.ca - My Place MyUBC uPortal</p> <p>THE UNIVERSITY OF BRITISH COLUMBIA</p> <p><b>my.UBC.ca</b> MY PLACE</p> <p>UBC Directory <a href="#">Return to Portal</a></p> <p><a href="#">People Finder</a>   <a href="#">Organizational Unit Finder</a>   <a href="#">R</a></p> <p><a href="#">People Search</a> &gt;&gt; Search results for Paul</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Title</th> <th>Department</th> </tr> </thead> <tbody> <tr> <td>Bach Dr. Paul S.</td> <td>Clinical Instructor</td> <td>Anesthe Pharmac Therape Departm</td> </tr> </tbody> </table> <p>http://w...ults.jsp</p>  <p>my.UBC.ca - My Pl... http://w...ults.jsp</p> <p>THE UNIVERSITY OF BRITISH COLUMBIA</p> <p><b>ASK ME</b> Question: <input type="text"/></p> <p><b>VANCOUVER</b></p> <p><b>Best Response</b></p> <p><b>Eating on Campus</b></p> <p>There are several restaurants a Student Union Building (SUB). F</p> <p>UBC Food Services has places to locations, please visit the Food S</p> <p><b>Links:</b> <a href="http://www.ams.ubc.ca/bus">http://www.ams.ubc.ca/bus</a></p>	Name	Title	Department	Bach Dr. Paul S.	Clinical Instructor	Anesthe Pharmac Therape Departm	Some links and submit buttons stay in uPortal, some launch a new tab. This is puzzling; at worst, the user can't figure out how to go "back." At best, he doesn't know, when launching a link, what to expect.	Consistency and standards	Maybe won't si uPortal segreg another column														
Name	Title	Department																							
Bach Dr. Paul S.	Clinical Instructor	Anesthe Pharmac Therape Departm																							
6	Still exploring channels on Info Finder	 <p>Netinfo/Interchange Account Management</p> <table border="1"> <thead> <tr> <th>Resource</th> <th>Limit</th> <th>Usage</th> <th>Unit</th> <th>Refresh</th> </tr> </thead> <tbody> <tr> <td>Dial-in - Interchange</td> <td>5</td> <td>0</td> <td>hours</td> <td>16-Sep-2007</td> </tr> <tr> <td>Disk Storage</td> <td>1</td> <td>0</td> <td>Mb</td> <td></td> </tr> <tr> <td>Mailbox Space</td> <td>50</td> <td>0.01</td> <td>Mb</td> <td></td> </tr> </tbody> </table> <p><a href="#">Click here to manage your Netinfo/Interchange account.</a></p>	Resource	Limit	Usage	Unit	Refresh	Dial-in - Interchange	5	0	hours	16-Sep-2007	Disk Storage	1	0	Mb		Mailbox Space	50	0.01	Mb		Long channel names overset control button in win Firefox; Title is hard to read, buttons very hard to click.	Flexibility and efficiency of use.	Stick to titles w/ control, let butte in front they re: usable.
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7	Click caret-shaped button on "Vancouver - Ask Me" channel (far right)	<p>1</p>  <p>2</p>  <p>3</p> 	Channels resize oddly before page restores and channel display is minimized; first column expands to fill whole page.	Flexibility and efficiency of use.	This se bug fir design second
8	Exploring tabs: News  First folder clicked opens, offers edit possibilities (Globe and news)	See below			
9	Exploring tabs: News		Next folder clicked will not open.  On another try, I couldn't open the "Globe and Mail" folder shown open here	Consistency and Standards	

10	Exploring tabs: News	Click on headline in displayed listings on right (see above.)	Clicked link comes up in new tab	Consistency and standards	Would all char remain uPortal
11	Explore tabs, events		OK		
12	Explore tabs, Classified		OK, easy to navigate		


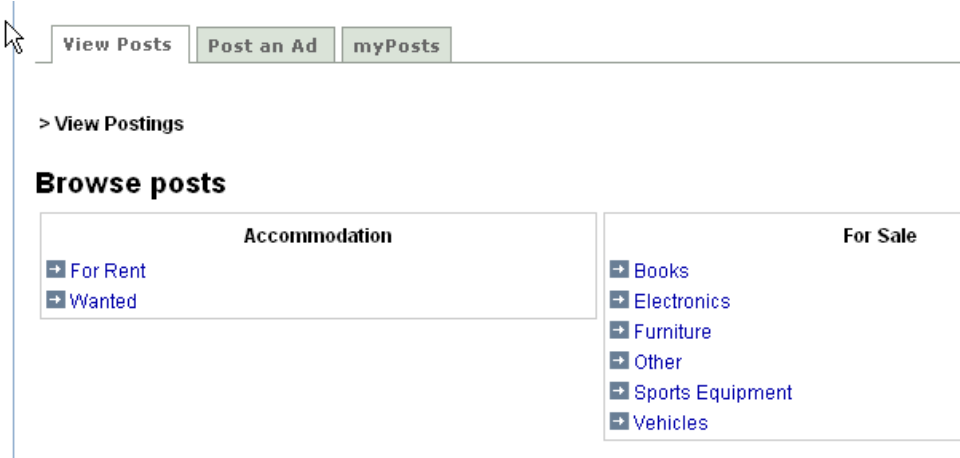
**Scenario 2:**
















Ed would like to find out if anyone is selling a cheap couch that he can put in his dorm room. (classifieds)

Question: Is the way this scenario plays out really about uPortal and its design, or is it about components and their design, perhaps about best practices in assembling content for uPortal?

That's my question about many of the scenarios . . .

It might be useful for Fluid to assemble "Best practices," a non-technical guide to creating and customizing a campus portal.

#	Step	Screen	Comments /issues	Principle	Sugg for s
1	See "Classified" tab				
2	Click "Furniture"				

3	Find free couch!	<p><b>Viewing postings</b></p> <p><b>Furniture</b></p> <table border="1"> <thead> <tr> <th>Posting No.▼</th> <th>Posted</th> <th>Item</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1857</td> <td>06 Sep 2007</td> <td>Free beige couch</td> <td>3 seater has tears on t</td> </tr> <tr> <td>1837</td> <td>06 Sep 2007</td> <td>Mattress - New - Ikea - Single</td> <td>As new -</td> </tr> <tr> <td>1587</td> <td>02 Sep 2007</td> <td>Queen size featherbed mattress topper.</td> <td>Nearly new -- discover</td> </tr> <tr> <td>1538</td> <td>01 Sep 2007</td> <td>Stainless Steel Mini-Fridge</td> <td>I am selling my mini fri</td> </tr> <tr> <td>1525</td> <td>01 Sep 2007</td> <td>twin bed</td> <td>Simmons Firmrest; go</td> </tr> <tr> <td>1515</td> <td>31 Aug 2007</td> <td>WANTED: combo bookcase/headboard</td> <td>for double bed, natural</td> </tr> <tr> <td>1405</td> <td>30 Aug 2007</td> <td>X-Frame hamper</td> <td>I have a fresh new X-Fr</td> </tr> <tr> <td>1390</td> <td>29 Aug 2007</td> <td>Dining table</td> <td>36" round, solid birch, i</td> </tr> <tr> <td>1381</td> <td>29 Aug 2007</td> <td>Free couch, arm chair and coffee table</td> <td>Perfect condition; older</td> </tr> <tr> <td>1226</td> <td>28 Aug 2007</td> <td>Need mirrors and drap</td> <td>Hi...!! I'm looking for</td> </tr> </tbody> </table>	Posting No.▼	Posted	Item	Description	1857	06 Sep 2007	Free beige couch	3 seater has tears on t	1837	06 Sep 2007	Mattress - New - Ikea - Single	As new -	1587	02 Sep 2007	Queen size featherbed mattress topper.	Nearly new -- discover	1538	01 Sep 2007	Stainless Steel Mini-Fridge	I am selling my mini fri	1525	01 Sep 2007	twin bed	Simmons Firmrest; go	1515	31 Aug 2007	WANTED: combo bookcase/headboard	for double bed, natural	1405	30 Aug 2007	X-Frame hamper	I have a fresh new X-Fr	1390	29 Aug 2007	Dining table	36" round, solid birch, i	1381	29 Aug 2007	Free couch, arm chair and coffee table	Perfect condition; older	1226	28 Aug 2007	Need mirrors and drap	Hi...!! I'm looking for		
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2b	User search box	<div style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <p>Search for <input type="text" value="couch"/> in <input type="text" value="All categories"/></p> </div>																																														
3b	Find several couches!	<p><b>Search results for 'couch'</b></p> <p><b>Furniture</b></p> <table border="1"> <thead> <tr> <th>Posting No.▼</th> <th>Posted</th> <th>Item</th> <th>Description</th> <th>Image</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>1857</td> <td>06 Sep 2007</td> <td>Free beige couch</td> <td>3 seater has tears on the sides</td> <td></td> <td>.00</td> </tr> <tr> <td>1381</td> <td>29 Aug 2007</td> <td>Free couch, arm chair and coffee table</td> <td>Perfect condition, older looking, solid pieces of ...</td> <td></td> <td>.00</td> </tr> <tr> <td>1291</td> <td>27 Aug 2007</td> <td>3 couches, and chair</td> <td>perfect for students moving into new student house...</td> <td></td> <td>100.00</td> </tr> <tr> <td>1090</td> <td>24 Aug 2007</td> <td>FUTON COUCHBED</td> <td>Futon couch from Majestic Futon. Excellent condit...</td> <td></td> <td>150.00</td> </tr> <tr> <td>569</td> <td>13 Aug 2007</td> <td>full size box couch</td> <td>old and a bit worn but with fabulous peacocks sewn...</td> <td></td> <td>.00</td> </tr> </tbody> </table>	Posting No.▼	Posted	Item	Description	Image	Price	1857	06 Sep 2007	Free beige couch	3 seater has tears on the sides		.00	1381	29 Aug 2007	Free couch, arm chair and coffee table	Perfect condition, older looking, solid pieces of ...		.00	1291	27 Aug 2007	3 couches, and chair	perfect for students moving into new student house...		100.00	1090	24 Aug 2007	FUTON COUCHBED	Futon couch from Majestic Futon. Excellent condit...		150.00	569	13 Aug 2007	full size box couch	old and a bit worn but with fabulous peacocks sewn...		.00	<p>This works SO well! At least four things make it work well:</p> <ol style="list-style-type: none"> <li>1. The application has been designed to work within the portal</li> <li>2. Most users have experience with online shopping and/or classified services, so they know what to look for and expect.</li> <li>3. The application is well-designed to follow these expectations.</li> <li>4. There are free or inexpensive couches available.</li> </ol>									
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Scenario 3:

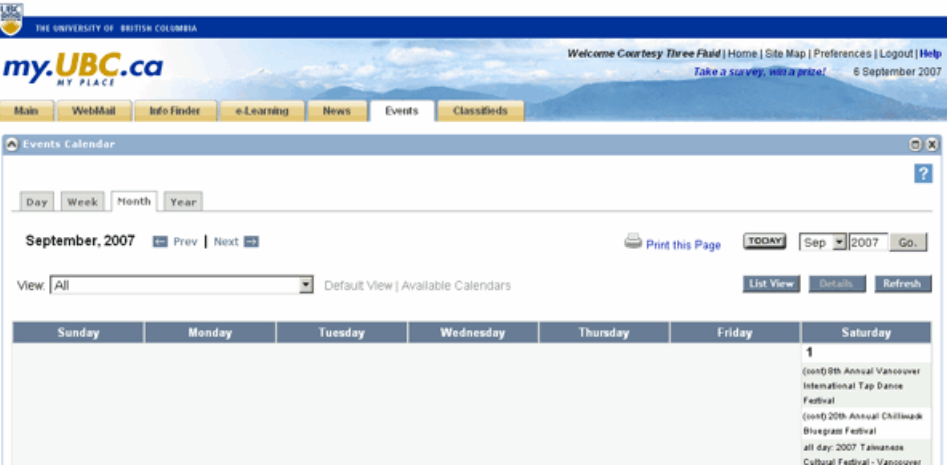



Ed is finishing registering for spring semester classes for his freshman year and needs to clarify and verify the registration deadlines. (calendar and/or announcements)

Question: Is the way this scenario plays out really about uPortal and its design, or is it about components and their design, perhaps about best practices in assembling content for uPortal?

That's my question about many of the scenarios . . .


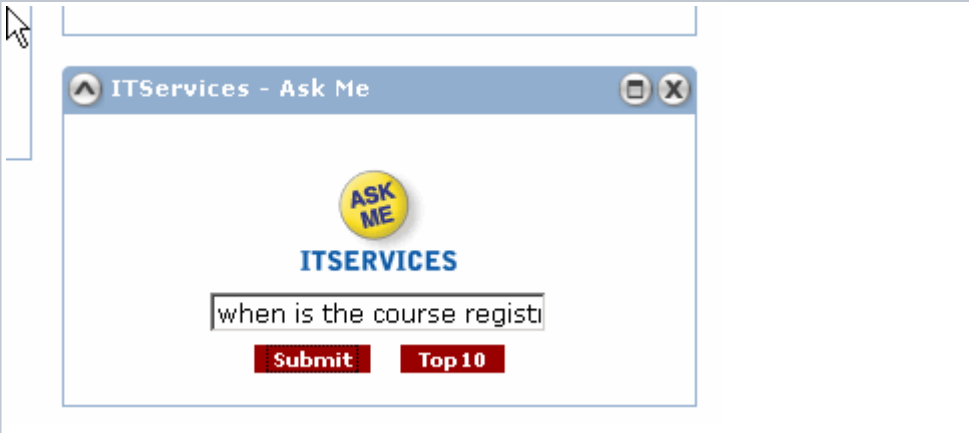
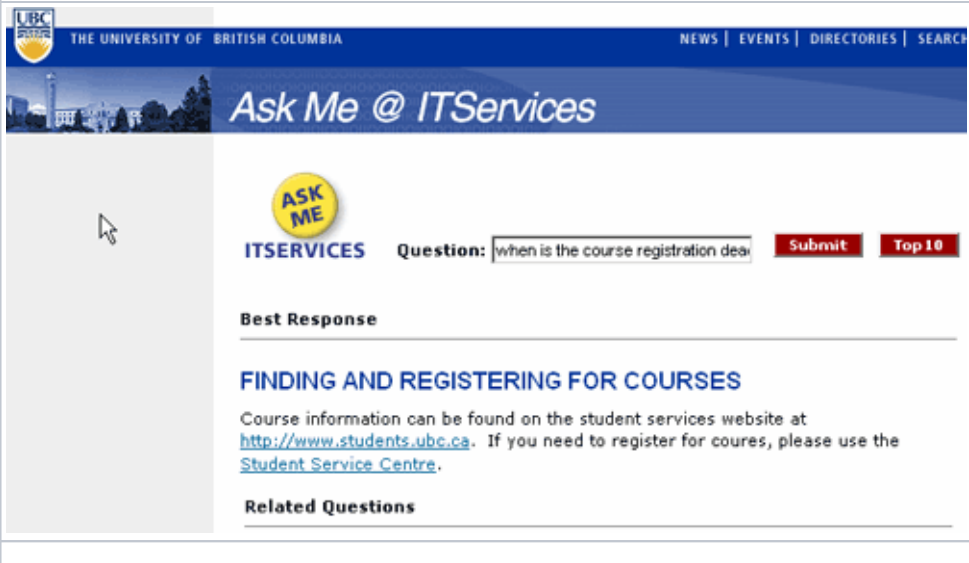
It might be useful for Fluid to assemble "Best practices," a non-technical guide to creating and customizing a campus portal.

#	Step	Screen	Comments /issues	Principle	Sugg for s
1	Check events calendar				
2	In calendar, try list view for easier scanning		Neither refreshing nor rebooting seemed to do anything		

3	Log out and in, try again; Do text search for "Registration."			
---	---	--	--	--

4	Check "View" box			
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5	Check site map, do text search on "announcements," "academic."		No academic category	
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6	Return to portal	 <p>The screenshot shows the top of the my.UBC.ca portal. It features the UBC logo and the text 'THE UNIVERSITY OF BRITISH COLUMBIA'. Below this is the 'my.UBC.ca MY PLACE' logo. A yellow navigation bar contains 'Site map', 'Return to Portal', and 'Add to my Layout'. The main content area is divided into three tabs: 'Tab 1: Main', 'Tab 2: WebMail', and 'Tab 3: Info f'. Under 'Tab 1: Main', there are two columns: 'Column 1' with 'myUBC News' and 'Column 2'. Under 'Tab 2: WebMail', there is 'Column 1' with 'myUBC Web Mail'. Under 'Tab 3: Info f', there is 'Column' with a list: 'UBC', 'Web', and 'myU'.</p>	The calendar has remained within the portal, so return is seamless		
7	Start through tabs; See info Finder, IT Services-- Ask Me.	 <p>The screenshot shows a browser window titled 'ITServices - Ask Me'. Inside the window, there is a yellow 'ASK ME' button, the 'ITSERVICES' logo, a text input field containing 'when is the course regist', and two buttons: 'Submit' and 'Top 10'.</p>			
8	Bingo?	 <p>The screenshot shows the 'Ask Me @ ITServices' page. It has a header with the UBC logo and navigation links for 'NEWS   EVENTS   DIRECTORIES   SEARCH'. The main heading is 'Ask Me @ ITServices'. Below this is a yellow 'ASK ME' button, the 'ITSERVICES' logo, and a 'Question:' field with the text 'when is the course registration dea'. There are 'Submit' and 'Top 10' buttons. Below the question, there is a 'Best Response' section with the heading 'FINDING AND REGISTERING FOR COURSES'. The response text says: 'Course information can be found on the student services website at <a href="http://www.students.ubc.ca">http://www.students.ubc.ca</a>. If you need to register for courses, please use the <a href="#">Student Service Centre</a>.' There is also a 'Related Questions' section.</p>	Well, sort of "bingo." It still took lots of digging at <a href="http://www.students.ubc.ca/">http://www.students.ubc.ca/</a> , but that isn't exactly myUBC's issue---is it? I can't really see what is and isn't at the Student Service Center		

**Scenario 4: Brief description**

#	Step	Screen	Comments /issues	Principle	Suggestions for solution

