

# uPortal Walkthroughs - Admin Staff Persona Brad Dieger (Kathy)

(Accessibility and usability heuristic evaluations combined with cognitive walkthroughs)

**Evaluation Completed by:** Kathy Moore

**URL:** <http://wiki.fluidproject.org/pages/createpage.action?spaceKey=fluid&fromPageId=328018>

**Date:** September 12, 2007

Heuristic reviews and cognitive walkthroughs were performed on a Dell pc at 1152 resolution and millions of colors using Firefox on Win xp over a T1 connection.

See [UX Walkthrough Heuristics](#) for heuristics used in this evaluation.

## Scope of Walkthrough

- See [uPortal Evaluation Plan](#)

## User profile(s) and context of use:

Persona: Brad Dieger, admin/staff, Faculty Support

uPortal: Public/Guest page, Login, myUBC news, Events Calendar, RSS Aggregator, Management System Portal

- See [Sakai Personas](#)

## Scenarios

Scenarios will generally only be used for the cognitive walk-through, not the heuristic evaluation. However, it is fine to use these scenarios for the heuristic evaluation if it is helpful to evaluators in figuring out how to walk through the application. See [uPortal Content Management Scenarios](#) for a list of all possible scenarios. Evaluators will likely only cover some of the scenarios, in one of the roles, in their individual evaluations.

- General Overview (heuristic evaluation)
- Finding.....

NOTE: heuristic and accessibility information here duplicates that posted at <http://wiki.fluidproject.org/x/AAyA> by the same reviewer (Kathy.)

- Scenario 1: Brad needs to make an announcement about the next session for faculty training.
- Scenario 2 : Brad wants to check his vacation days balance and see if he has enough time join his buddy for a fishing trip.
- [List any additional assumptions used in evaluation]

## Positive Findings

All positive findings, from both the heuristic evaluation and the cognitive walk-through, should be placed in this section.

Usability Positives	Tool	Evaluator
Tabs provide clear navigation	Tabs	Kathy Moore
Window manipulation tools provide flexibility	Minimize, maximize, delete, (detach)	
Page is clearly structured into (clearly-labeled?) logical sections	Tabs, columns, channels	
Accessibility Positives	Tool	Evaluator
Page is clearly structured into (clearly-labeled?) logical sections Some labels are clearer than others.	Tabs, columns, channels	Kathy Moore
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 (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 (new channel, a new feature for Web anti-virus software, etc.) Check current weather for the UBC	Low	Is "window" a more familiar term?
<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 (new channel, a new feature for Web anti-virus software, etc.) Check current weather for the UBC								

"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	Anesthesia 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 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

User can end up looking in many (plausible places) for a single bit of information; See Brad posting Faculty training. Ed looking for course registration deadline	Efficiency of use			

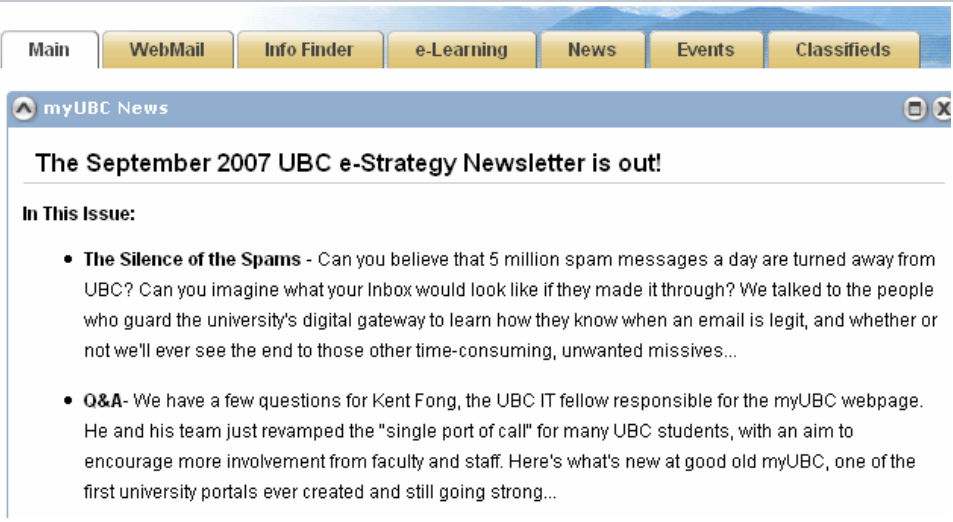
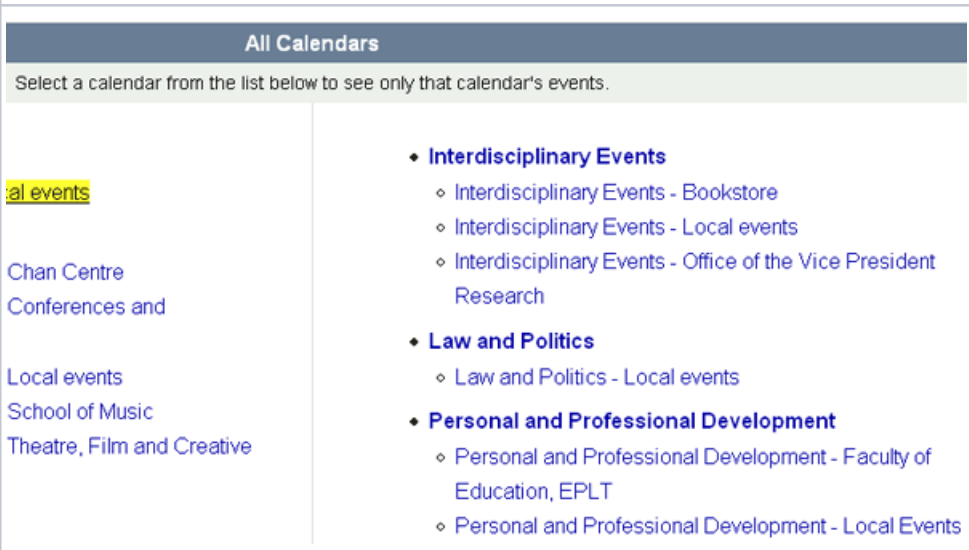
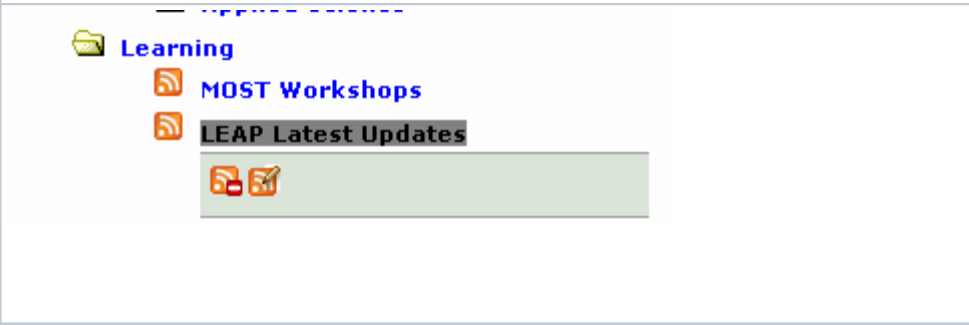
Accessibility Issue	Principle	Link to screen shot	Priority	Suggestions for solution	Tool	Component identified?
In win Firefox, Home screen scrolls horizontally at 800X600; rightmost of three columns is entirely hidden.	screen should adjust to different resolutions		Medium	Lefthand column should collapse to share screen	Channel?	
Is minimize (shade) omitted from the tab sequence?	All functionality should be available via tabs					
Many links spawn new tabs/windows. Is this an accessibility issue?						

## Cognitive Walkthrough Worksheet

This section should be used by evaluators to keep track of the steps & screens they followed through the application in the cognitive walk-through. Any positive results or issues found should be included in the two sections above.


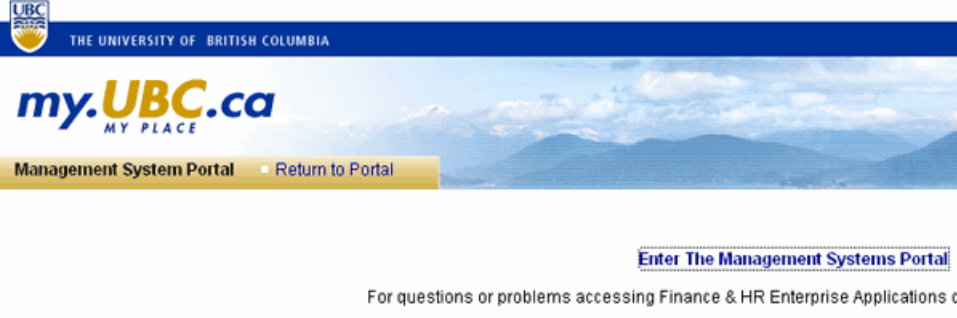
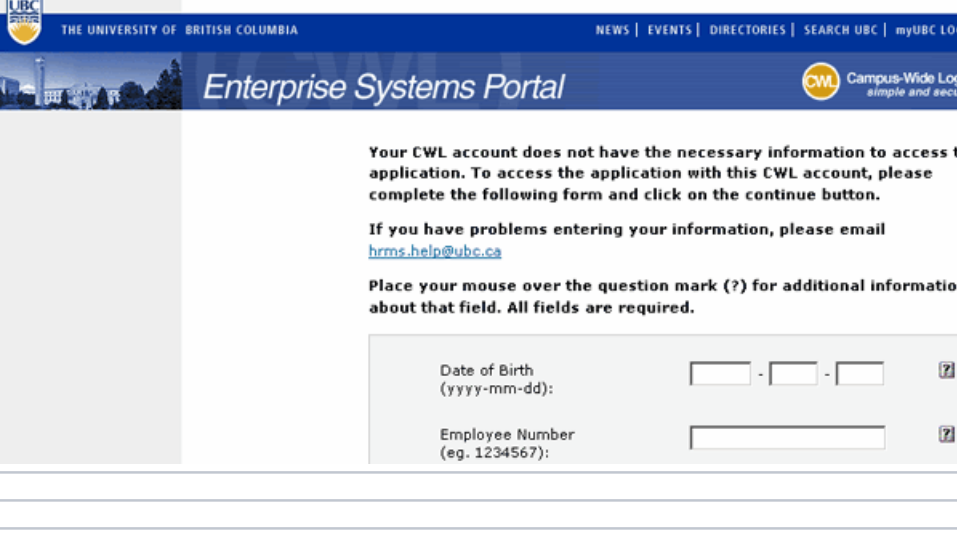
\*Scenario 1: Brad needs to make an announcement about the next session for faculty training.

#	Step	Screen	Comments /issues	Principle	Sug for s
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1	<p>Scan first tab after login; Does Brad have access to "myUBC news?"</p> <p>Can he count on faculty to read it?</p>	 <p>The screenshot shows a web browser window titled "myUBC News". At the top, there are navigation tabs: Main, WebMail, Info Finder, e-Learning, News, Events, and Classifieds. The main content area features a headline: "The September 2007 UBC e-Strategy Newsletter is out!". Below this, under the heading "In This Issue:", there are two bullet points:</p> <ul style="list-style-type: none"> <li><b>The Silence of the Spams</b> - Can you believe that 5 million spam messages a day are turned away from UBC? Can you imagine what your Inbox would look like if they made it through? We talked to the people who guard the university's digital gateway to learn how they know when an email is legit, and whether or not we'll ever see the end to those other time-consuming, unwanted missives...</li> <li><b>Q&amp;A</b>- We have a few questions for Kent Fong, the UBC IT fellow responsible for the myUBC webpage. He and his team just revamped the "single port of call" for many UBC students, with an aim to encourage more involvement from faculty and staff. Here's what's new at good old myUBC, one of the first university portals ever created and still going strong...</li> </ul>	Maybe		
2	<p>He could post to the Events Calendar; it even has a "Personal and Professional Development" category</p> <p>Help button: "please also contact us to see if you can publish your events in Events Calendar."</p> <p>Will people look there?</p>	 <p>The screenshot shows a section titled "All Calendars" with the instruction "Select a calendar from the list below to see only that calendar's events." Below this, there are several categories of events listed:</p> <ul style="list-style-type: none"> <li><b>al events</b> (highlighted in yellow)</li> <li>Chan Centre Conferences and</li> <li>Local events</li> <li>School of Music</li> <li>Theatre, Film and Creative</li> <li><b>Interdisciplinary Events</b> <ul style="list-style-type: none"> <li>Interdisciplinary Events - Bookstore</li> <li>Interdisciplinary Events - Local events</li> <li>Interdisciplinary Events - Office of the Vice President Research</li> </ul> </li> <li><b>Law and Politics</b> <ul style="list-style-type: none"> <li>Law and Politics - Local events</li> </ul> </li> <li><b>Personal and Professional Development</b> <ul style="list-style-type: none"> <li>Personal and Professional Development - Faculty of Education, EPLT</li> <li>Personal and Professional Development - Local Events</li> </ul> </li> </ul>	Maybe		
3	<p>There's a "Learning" feed in the "news" listings; does Jim have access to these?</p> <p>Will people look there?</p>	 <p>The screenshot shows a "Learning" feed with a folder icon. It lists two items:</p> <ul style="list-style-type: none"> <li><b>MOST Workshops</b> (with a red RSS icon)</li> <li><b>LEAP Latest Updates</b> (with a red RSS icon)</li> </ul> <p>Below these items is a grey rectangular box containing two small icons: a red RSS icon and a green checkmark icon.</p>	<p>Maybe</p> <p>These are all plausible locations for Jim's post, but the visitor (the audience) might overlook any given one of them; it looks as though creating meaningful information hierarchy and organization is a huge challenge in a portal.</p>	<p>High - The ambiguity may effectively prevent Brad from reaching his goal and faculty from reaching some of theirs</p>	<p>What's aggreg would e useful i</p>

Scenario 2: Brad wants to check his vacation days balance and see if he has enough time join his buddy for a fishing trip.

#	Step	Screen	Comments /issues	Principle	Sugg for s
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1	Scan first tab after login for possibilities		Note overlapping text in win/FF Also, title does not help user understand what's here; reading text reveals that it includes HR	Visibility Match between system and real world	Let text Title be Enter L Financi
2	Give focus to desired window		This is difficult to do because text overlaps buttons	Flexibility and efficiency of use	Use sh
3	Click "enter"		We've left portal	Consistency and standards	Find a v keep m content Use dif visual r and lan describ "chann or do n user in