

# uPortal Walkthrough - Student Campus Map Scenario

## Walkthrough Setup

Evaluation Completed by: [Gary Thompson](#)

Date: September 18, 2007

Environment/URL: [Yale Info](#)

## Scope of Walkthrough

uPortal: Public/Guest page, Yale Campus Map

## User profile(s) and context of use

Persona: [Ed McClellan, Undergraduate](#)

Ed is a freshman preparing to start his spring semester classes. Ed has used the portal once or twice and recognizes that there are a few valuable (though not highly usable) services within the portal. Ed is accessing the portal via his laptop from his dorm room.

## User Expectations & Conventions

- Portals: [MyYahoo](#), [Facebook](#)
- Maps: [Google Maps](#), [Yahoo Maps](#), [Mapquest](#)

## Scenarios

Ed needs to find the location of his class on the campus map.

## Walkthrough

### Portal Guest Page

Usability Issues	Principle	Priority	Suggestions for solution	Component Identified?
 Looooong load time	Visibility of system status		This could have been a fluke. If not, increase performance. If that cannot be done, provide a "pre-loader" to indicate to the page is loading and how long the wait will be.	
 Familiar Yale brand	Aesthetic and minimalist design			
 Clean and attractive interface	Aesthetic and minimalist design			
 Consistent channel presentation and controls	Consistency and standards			Portlet Container, Portlet Controls
 Useful information at a glance	Flexibility and efficiency of use			Dashboard, Peephole
 Windowed snippets encourages cross-pollination of information	Flexibility and efficiency of use			Dashboard, Peephole

Sep 18, 2007

Welcome to the University Portal

Welcome to the redesigned *YaleInfo* portal

With *YaleInfo* you can build personalized views of Yale and other Internet resources and links. Once you have logged in with your Yale NetID you can create your own sets of bookmarks, customize your news and local information, and check the status of your network backup.

Non-Yale users are welcome use our [demo account](#) to explore some of *YaleInfo*.

Please use the temporary comment form at the bottom of all *YaleInfo* pages to let us know what you think of the redesign. We're happy to hear any suggestions you may have for new or improved features for *YaleInfo*.

The *YaleInfo* portal team

Announcements

ITS Status (1 item)

There are no messages at this time [See](#)

Yale Search

Directory | **Yale Web** | Google

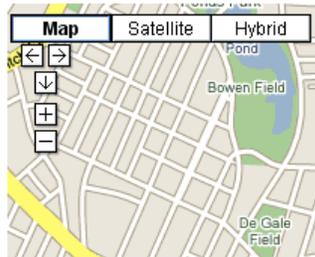
Search the Yale directory by name:

search



Yale Map

Search Yale for buildings (ex. "CCL" or "library") or for local businesses.



New Haven Weather



SUNNY, 64°F  
 Today's hi: 70°F  
 Wednesday's hi: 72°F lo: 49°F  
 Forecast

YaleInfo Links

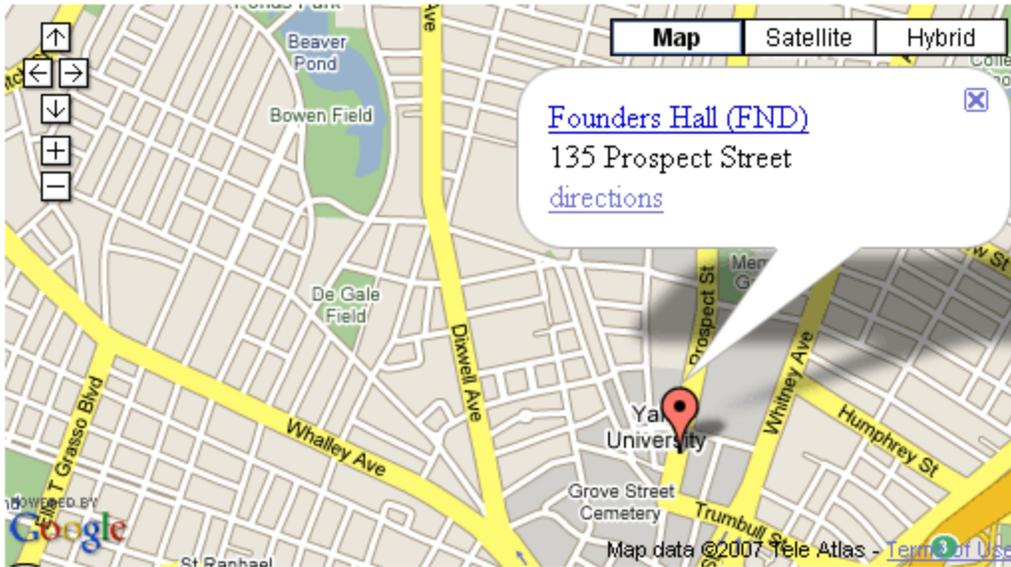
 

- ▼ Favorites
  - Web Email (Central Campus)
  - Web Email (Medical Campus)
  - Web Email (School of Management)
  - Academic Calendar
- ▶ Student Life
- ▶ Academics
- ▶ Library
- ▶ Information Technology
- ▶ Administration
- ▶ Publications

Yale Map

Usability Issues	Principle	Priority	Suggestions for solution	Component Identified?
<p>⊕</p> <p>Obvious which content is the map</p>	Recognition rather than recall, Match between system and the real world			Map
<p>⊕</p> <p>Use of Google Maps - instant recognition and familiarity</p>	Recognition rather than recall, Consistency and standards			Map
<p>⊖</p> <p>Was looking for browse for buildings (because I am not Ed or going to school at Yale - what do I search for when I do not know the name?). Must know the name of the building - if you do not, there is no alternate browse mode</p>	Recognition rather than recall		Provide a "directory" of campus buildings and locations for users who may not know the right name from memory	Directory
<p>⊕</p> <p>Cursory help is provided with "how to search" instructions</p>	Help and documentation			Search
<p>⊕</p> <p>After doing some of my own research, I found a Yale building named "Founders Hall"; using this as a search input brought up the correct result. From here I could get directions from another location (like Ed's dorm, or a parking lot)</p>	Flexibility and efficiency of use			Map
<p>⊖</p> <p>Founders Hall was linked in the location callout of Google Maps. I clicked on it to get more information. This resulted in sweeping me away from the portal and the Google map to a Yale webpage with a wholly different map interface. This map interface seemed to be in its default state as it did not show/highlight /focus Founders Hall (what I had clicked on). I was confused, but assumed that the Google maps interface was limited to addresses and that further information (and detailed campus maps) could only be given by this other (apparently Yale-developed) map application. Disappointing.</p>	Visibility of system status, Error prevention		Inform the user when they are transferred to another interface. Capture search input from the portal and pass it to the secondary map application. Make the Yale map application and the Google map portlet match as much as possible.	Map, Transition Alerts
<p>⊖</p> <p>I will not go into the Yale map application, but will note that there was no way to get back to the portal from this interface (it had spawned in a new browser tab, however).</p>	User control and freedom		Provide a means to return to the portal	Host Panel /Frame

Search Yale for buildings (ex. "CCL" or "library") or for local businesses.



◀ × ▶ scroll through results

# Campus map

### Search map for ...

founders hall

### Zoom to ...

Choose a neighborhood

### Select a ...

Choose a category

[Reset map](#)

[Directions to campus](#)

[Printable map \(PDF\)](#)

[Shuttle bus routes](#)

[Disability access](#)

[Safety and security](#)

[About the map](#)

[Request a change](#)

[Help](#)

Yale University  
New Haven, Connecticut  
Zipcode: 06520  
Area code: 203  
[Contact Yale](#)

## Founders Hall

135 Prospect Street

[Building accessibility](#)  
[Google Maps](#)

### Results for this building:

[School of Management](#)

Tel 432-5932  
Main office; also in 6 other locations

[Program on Non-Profit Organizations \(PONPO\)](#)  
Tel 432-7811

