

# uPortal Walkthrough - Student Find Instructor Contact Scenario

## Walkthrough Setup

Evaluation Completed by: [Gary Thompson](#)  
 Date: September 19, 2007  
 Environment/URL: [MyUW](#)

## Scope of Walkthrough

uPortal: Public/Guest page, Login, Home Page, Academics Page, UW Course Resources, Logout

## User profile(s) and context of use

Persona: [Ed McClellan, Undergraduate](#)

Ed is in his freshman year. Ed has used the portal a few times 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](#)
- Contacts:

## Scenarios

Ed is searching for his instructor's contact information to email a question regarding his assignment.

## Walkthrough

### Guest Page and Login

As I had to use the demo account, I could not properly evaluate the login or the guest page.

### Home Page

Usability Issues	Principle	Priority	Suggestions for solution	Component Identified?
 Easy recognition of My UW brand.	Visibility of system status, Aesthetic and minimalist design			Header
 Header links in the top right corner get lost in the graphic image.	Aesthetic and minimalist design		Re-design the header imagery to clearly display the header links	Header, Host Links
 Tab navigation is recognizable and current tab is visually identified. Labels are decent.	Match between system and the real world		Do some user research and cardsorting activities to determine best labels	Main Navigation /Tab Navigation
 Quicklinks below the tabs are confusing because of their spacial relationship to the tabs and unfamiliar icons.	Match between system and the real world		Delineate the links from the tabs, give the group a label, and use familiar /standard icons	Quicklinks /Featured Links
 Login/logout status and links are hard to locate	Visibility of system status, User control and freedom		Move the login status and info to a prominent place in the header	Login Status /Logout
 Customize this page links are always visible and at the same time get lost within the page	Aesthetic and minimal design, Flexibility and efficiency of use		Hide customization links in a menu under a single "Customize" label. This removes information when it is not wanted, yet provides a mechanism for quick access.	Customization Menu
 Content is not immediately recognizable with a whole page scan, and forces the user to read and interpret each box of content (the weather portlet is an exception in that it pretty clearly identifies itself by the images/icons; on the contrary, even though the calendar portlet has some styling and icons, it is not easily recognized as a calendar). Portlet titles are difficult to read.	Visibility of system status, Match between system and the real world, Recognition rather than recall		Clearer, more readable titles. Content should better match user convention of popular applications.	Portlet Container
 Links are not recognizable as links	Consistency and standards		Use conventional underlining of links	

<p>⊖ No course information is found on this page, so Ed goes hunting through the tabs and picks "Academics". Clicking the tab takes Ed to the Academics page</p>		<p>Match between system and the real world, Recognition rather than recall, Flexibility and efficiency of use</p>	<p>It seems that there may be a better label than Academics, but would require some research. Some kind of accelerator would be nice to see some kind of Academics status on the home page</p>	<p>Main Navigation /Tab Navigation, Quicklinks /Featured Links, Content Cameo</p>
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The screenshot shows the 'MY UW MADISON' website. At the top, there are navigation tabs: Home, Academics, Finances, Services, Work Record, and My Page. Below these are utility links for WiscMail, WiscCal, My WebSpace, and My Bookmarks. The user is logged in as 'Annie Student'. The main content area is divided into several sections:
 

- Student Center:** A red box with a laptop icon, listing services like Admission Application Status, Financial Aid, Residency, etc.
- News About My UW:** A yellow box with news items like 'Student Records now emailed as .pdf' and 'Technology tools for teaching that faculty can use'.
- My Bookmarks:** A yellow box listing various bookmarks such as 'Amusements', 'Isthmus - The Daily Page', and 'Big Ten schools'.
- WiscMail:** A white box showing an email inbox with messages from 'Bucky Badger' and 'Annie Student'.
- WiscCal:** A white box showing a calendar with events like '09:00 AM - 10:30 AM Biology 101' and '12:00 AM - 1:00 PM Lunch with Candace and Charlie'.
- Campus news:** A yellow box with news items like 'Be a part of the audience for next "Wisconsin Reflections" tapings' and 'Survey studies South Madison housing trends'.
- Campus Quick Links:** A yellow box with links to 'Academic calendar', 'Timetable', 'Schools and colleges', etc.
- Upcoming Campus Events:** A yellow box listing events for September 19, March 28, March 29, and March 30.
- Weather:** A white box showing the current weather in Madison, WI (53705) as 73°F Sunny.

### Academics Page

Usability Issues	Principle	Priority	Suggestions for solution	Component Identified?
<p>⊖ Student Center content is the same as the home page, but now has a different location, which is just enough to be troubling (have to spend the time seeing if it is really the same thing)</p>	<p>Consistency and standards</p>		<p>Put the content in the same place or only have it in one place or the other</p>	<p>component</p>
<p>⊖ Content overload - there are multiple complex interfaces presented together with no clear starting point</p>	<p>Match between system and the real world, Aesthetic and minimalist design</p>		<p>Design better content cameos that gradually introduce the information and applications, use progressive disclosure</p>	<p>Content Cameo</p>
<p>⊖ Though Ed am uncertain of how to proceed with what he is presented, he finds no contextual help</p>	<p>Help and documentation, Recognition rather than recall</p>		<p>Provide contextual help. Better yet, design a better presentation of the content such that help is less needed</p>	<p>Contextual Help</p>

The screenshot shows the My UW Madison website interface. At the top, there is a navigation bar with links for Home, Academics, Finances, Services, Work Record, and My Page. Below this, there are utility links for WisdMail, WisdCal, My WebSpace, and My Bookmarks. The main content area is divided into several sections:

- Course Resources:** A section for adding web links to current term courses. It lists courses like BME 315: Biomechanics, BOTANY 130: General Botany, and BOTANY 330: Algae, each with details on lecturers, times, and office hours.
- Student Center:** A section for course enrollment, class schedule, grades, financial aid, and tuition account.
- UW Libraries Services:** A section for library services including My MadCat Account, Library Express, RefWorks, Study room reservations, and Laptop checkout.
- Biological Sciences Student Course Guide:** A search interface with fields for Keyword, Domain, Department, Course Number, Instructor Last Name, Credits, Level, Biology Breadth, Avail. for Honors, Course Type, and Semesters Offered.

## UW Course Resources

Usability Issues	Principle	Priority	Suggestions for solution	Component Identified?
<p>Sifting through the information, Ed begins to understand that the Campus Resources channel is a list of his classes.</p>	Recognition rather than recall		A cleaner, more readable and digestible course list; use a consistent grid	Course List
<p>Ed identifies his General Botany class and sees that there is a "contact" and "Webpage" link next to the instructor's name</p>	Match between system and the real world		Rename the link to Contact Instructor, and /or link the instructor's name. Consider following a standard contact card type of format. Provide a picture of the instructor to both increase speed of recognition and to associate the information as contact information (tied to a person)	Contacts
<p>Ed clicks the contact link and a popup window appears displaying a non-portal webpage of the UW Directory search. The page shows the instructor's institution (name, title, department, etc.) and contact information (mailing address, phone, email). The instructor's office hours are listed in the portal, but not in the popup information; Ed has to shift windows to check office hours in the portal to verify that he can call the instructor at the current time and reach him.</p>	Recognition rather than recall		Display the contact information in the portal, coupled with the office hours. Avoid popup windows	Contacts, Balloon Content

Ed calls his instructor on the phone and talks about the assignment.

## Course Resources

To add your own Web links to current term courses, click Edit

**Fall 2006-2007**

### **B M E 315 : Biomechanics**

[eCOW page](#)

A1 **LEC 001** : ENGR HALL 2305, 11:00 AM - 11:50 AM, TR

Roderic Lakes [contact](#) [WebPage](#)

*Office hours:* Wednesday 9:00 - 11:00

[Learn@UW](#)

[Library/Reserves](#)

[Course page](#)

[WSMTL](#)

A1 **LAB 302** : ENGR HALL 2305, 02:25 PM - 05:25 PM, W

To Be Announced

[Micromechanics Lab](#)

### **BOTANY 130 : General Botany**

A1 **LEC 001** : BIRGE 145, 08:50 AM - 09:40 AM, MWF

Thomas D Sharkey [contact](#) [WebPage](#)

*Office hours:* Monday 10:00 - 12:00 or by appt.

[Learn@UW](#)

[Library/Reserves](#)

[Tree of Life](#)

[Symbiosis](#)



## Directory Search

### Search results THOMAS SHARKEY: 1 match found

**Name** THOMAS D SHARKEY  
**Title** ACAD PROGRAM DIRECTOR  
PROFESSOR  
**Division** INSTITUTE FOR CROSS-COLLEGE  
BIOLOGY ED  
COLLEGE OF LETTERS AND SCIENCE  
**Department** ADMINISTRATION  
BOTANY  
**Unit** ADMINISTRATION  
BOTANY-GEN  
**Mailing address** B221 Birge Hall  
430 Lincoln Dr  
Madison, WI 53706  
**Phone**  (608) 262-6802   
 (608) 265-2600   
**Email** [tsharkey@wisc.edu](mailto:tsharkey@wisc.edu)

### Search again

**Name**  [More options](#)

### Search tips

The directory accepts wildcards. This will help if you are unsure of the correct spelling. (For example: george jeffer\*)

The search is also case insensitive.

### More information

[How to update your listing](#)

[FAQs](#)

For more information, see [Visitor & Information Programs](#), and their [Database of Campus and Community Resources](#)