

## Overview:

Based on the valuable feedback provided to us by the SkillShop team, we made a number of revisions to our prototype. We will discuss each of the changes, and the rationale for these changes, below. At the end, we will comment on each of the items raised in the heuristic evaluation to ensure that we have addressed all issues.

## Major changes:

- Simplifying the publication entry form
  - o We simplifying the publication entry form in order to place the locus of attention on adding a new publication. As soon as participants click “add new publication,” they are taken to another page that asks them to enter information for this publication. We have included the “publication type” as the first field in this page, and have also included buttons to cancel, preview, or add publication to list.



- Allowing for each exit on each page
  - o We placed a “cancel” button and “logout” link on every page in order to allow for easy exit

- Reorganizing number, order, and type of tabs:
  - o We broke up the contents of the Bio-Bib as follows, in order to recognize diverse faculty contributions and give equal weight to creative and published works:
    - Home
    - Awards & prizes

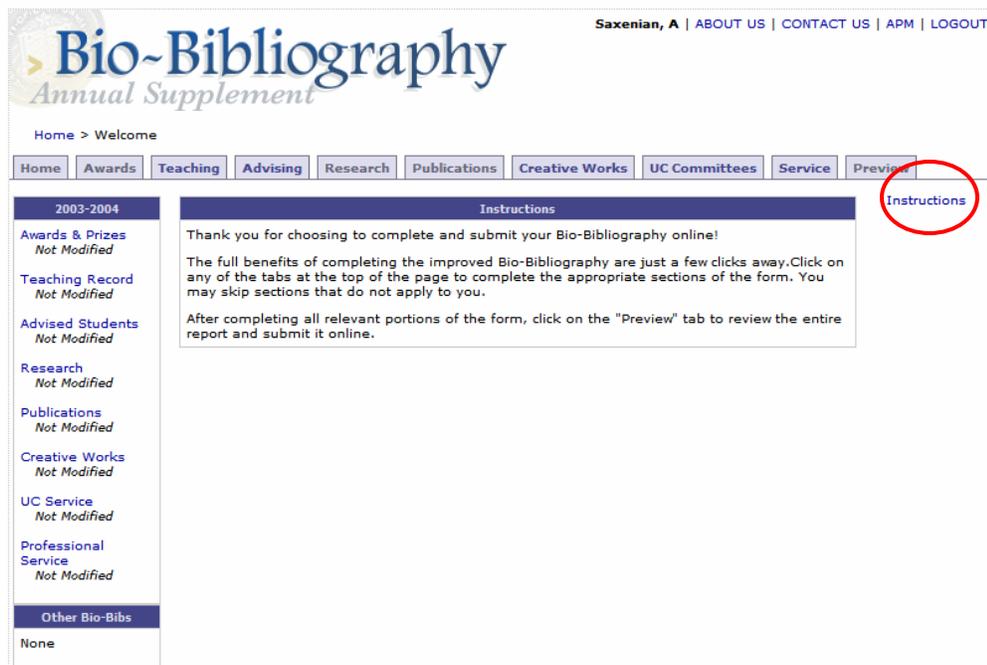
- Teaching record
  - Advised students
  - Research
  - Published works
  - Creative works
  - UC service
  - Professional service
  - Preview and Submit
- We created “home” tab within the Bio-Bib structure that allows participants to create new Bio-Bibs and view old drafts.
  - We changed the title of our “publications” tab to “published works,” in order to emphasize the equal weight with the “creative works” section.
  - We also changed the last preview tab to “preview and submit,” to indicate to participants that this is the area in which they can submit their completed Bio-Bib.



- Providing a status indicator that shows progress on the Bio-Bib
  - We replaced the current left navigation (containing links to previous Bio-Bibs and the academic personnel manual) with a status indicator that tells users which portions of the Bio-Bib have been modified, with a timestamp telling them the last time they modified each section.



- Adding tool-tips that appear on hover
  - o We decided that it was important to define some of the terms that we use throughout the Bio-Bib, and to provide examples for users in areas where there may be some ambiguity about format or type of response needed. Thus, we added “tool-tips” that describe the contents of each of the tabs, as well as each field within the publications tab. We also provided examples of different publication formats (e.g. MLA, APA, etc.)
- Adding detailed instructions on how to use the Bio-Bib
  - o Because this is the first time users will see the Bio-Bib in an electronic format, we thought it was important to include detailed instructions on how to use the system. We included this as a large “instructions” link that appears at the top right of each entry page within the Bio-Bib. When users click on this link, the instructions will appear in a separate window so they can view and resize according to their preference.



**Minor modifications:**

- We added a “contact us” link.
  - o This appears at the top right of the page, and provides information about the Bio-Bib project, goals for putting the Bio-Bib online, and some information about the sponsors of the project.



- Removing Academic personnel manual links from the navigation bar.
  - o We decided that the title “academic personnel manual” was too long, and it was confusing to put these links in the navigation bar. As a result, we

decided to use the acronym “APM” (which, upon hover, displays the full name “academic personnel manual”), and placed the link in the “instructions” tab and at bottom of page.



- Colors:
  - We decided to change our color scheme from darker blues, grey, and black to lighter blues, cream, and pink, in order to soften the look and feel of our page. Another reason for this change was that in the publications tab, we realized that the colors separating one publication entry from another were too jarring (dark grey/white), so we decided to replace them with softer colors (pink/cream) in order to draw less attention.

### Addressing the Heuristic Evaluation:

#### 1. [H1 Visibility of system status] ( *Severity 3, Found By: 3* )

"Create New Bib" Page: Tabs do not give an indication of what has been completed on the bib. Some device is needed to display overview to user.

- We added a left navigation to indicate which portions of the Bio-Bib had been started, and the last date that changes were made to each portion. This will appear consistently on each page.

#### 2. [H2 Match between system and real world] ( *Severity 2, Found By: 2* )

"Login" Page: "Sponsors" link is ambiguous.

- We changed this to an “about us” link that will appear at the top right of each page of the website.

#### 3. [H2 Match between system and real world] ( *Severity 2, Found By: 2* )

"Create New Bib" Page: Tab names are not sufficiently descriptive.

- We changed the names and orders of tabs in order to clarify the differences between the contents. We also wrote “tool-tips” that provide descriptions of each tab upon hover.

#### 4. [H2 Match between system and real world] ( *Severity 2, Found By: 2* )

On the login page, there is a note under the login box. The statement is confusing as to which faculty members need to submit a Bio-Bibliography. A link to the “Section 32-0 Academic Personnel Manual” indicated in the note should be provided.

- This information will be removed from this page and included as a link entitled “APM” at the top right of each page.

**5. [H3 User Control and Freedom]** ( *Severity 3, Found By: 3* )

After submitting an entry, it is not obvious how one would return to the starting page to submit another entry. Instead of having users click on the publication year (which seems unintuitive), perhaps it would be helpful to add a "back to start" or "add another entry" button, or maybe even automatically go to that page once a user is finished adding an entry.

- We changed the design of the entry page in order to simplify this process. Now, there is one main button that says "add new publication" in order to reduce confusion and place the locus of attention in this area. We also added a "cancel" button on the bottom left of each entry page in order to allow for easy exit.

**6. [H3 User control and freedom]** ( *Severity 3, Found By: 2* )

In the publications tab, there are three types but publications that are student-edited are also Non peer-reviewed. Groups are not mutually exclusive.

- We specified that student-edited is only for law by changing the option to read: "student-edited (law)"

**7. [H3 User control and freedom]** ( *Severity 3, Found By: 1* )

There is no exit or logout option while submitting an entry.

- We entered a "cancel" button at the bottom left of the entry page, and a logout at the top right of each page.

**8. [H3 User control and freedom]** ( *Severity 3, Found By: 3* )

"Create New Bib" Page: There should be a clearly visible option available from all tabs to save the bib in progress and return to continue editing it later.

- The "last modified" information provided in the left status bar will provide feedback, letting participants know that their information will be saved, and the "last modified" information will continually be updated.

**9. [H3 User control and freedom]** ( *Severity 2, Found By: 2* )

The journal article entry form needs to have an "other" option for citation style because the list is not comprehensive.

- We added "other" and "unknown" options for citation style.

**10. [H4 Consistency and standards]** ( *Severity 3, Found By: 1* )

On the login page instead of "Enter name" it should be "Employee ID," The message above the login box is not consistent with the login text box.

- This was fixed.

**11. [H4 Consistency and standards]** ( *Severity 2, Found By: 1* )

The initial page that a user sees after login doesn't include the navigational bar or tabs

that one is exposed to on subsequent pages It would be more consistent to have that page presented in the same format as the other pages.

- We reformatted the design of our system to include the initial screen as a “home” tab within the rest of the framework.

**12. [H4 Consistency and standards]** ( *Severity 2, Found By: 2* )

"Welcome" Page: Heading says "Instructions" but contains options that the user can pursue, as opposed to actual directions or help.

- We separated out the instructions, and included it as a link at the top left of each entry screen.

**13. [H4 Consistency and standards]** ( *Severity 1, Found By: 2* )

The “Authenticate” button should be under the two login text boxes.

- We will change this.

**14. [H5 Error prevention]** ( *Severity 2, Found By: 1* )

Having an open citation field will lead to users entering a variety of different formats and the citation style the user selects may not be consistent with what the user cuts and pastes into the field.

- This is a tradeoff that we made earlier in the decision process. We decided to go with the open citation field, and to parse the different parts of the citation on the back-end using the citation style.

**15. [H5 Error prevention]** ( *Severity 2, Found By: 1* )

There should be a message that indicates that the passphrase is case sensitive so the user can make sure to use correct capitalization.

- We will add this.

**16. [H5 Error prevention]** ( *Severity 2, Found By: 1* )

When the user chooses to delete an entry, there should be a confirmation message asking the user if they wish to continue with the operation before actually deleting the entry.

- We will add this.

**17. [H5 Error prevention]** ( *Severity 2, Found By: 2* )

On the main page after login, it may be a good idea to include automation error prevention techniques such as making sure start dates and end dates for academic years are valid (prevent entries like 2004-2004 or 2005-2004).

- We will make this change.

**18. [H6 Recognition rather than recall]** ( *Severity 2, Found By: 2* )

On the pages that include the navigation bar and tabs, the "Drafts" section in the top left

was confusing. It is not clear what "Drafts" really means or what clicking on the academic year range that appears beneath it will do. This section does not appear to be fully implemented yet, but it may be helpful to examine word choice here.

- We are including this section as part of the “home” tab, and we will work with the wording to ensure clarity.

**19. [H6 Recognition rather than recall]** ( *Severity 2, Found By: 2* )

"Create New Bib" Page: Under "Resources", the two links should be identified by more than a section number, but also include some text indication of what each refers to, perhaps the section heading.

- We will include this information in the “APM” link at the top right of each page.

**20. [H8 Aesthetic and Minimalist Design]** ( *Severity 2, Found By: 2* )

The publication selection dropdown seems excessively long and has two levels of information for users to process. A good idea to minimize that load would be to have two dropdowns, one for the higher level items (Article, Book, etc.) and another drop down that would populate with the lower level choices once a selection is made in the previous dropdown.

- We decided to stick with our original dropdown because part of our goals is to educate and train users to see the different types of publications that are available.

**21. [H8 Aesthetic and Minimalist Design]** ( *Severity 1, Found By: 1* )

"Login" Page: "Please identify yourself..." should be better aligned over the rest of the content on the page.

- We will make this change.

**22. [H9 Help users recognize, diagnose and recover from errors]** ( *Severity 2, Found By: 2* )

Although the preview feature is a good way for users to double check for errors before submission, it may also be helpful to indicate to users which fields are required and which are optional and to enforce those requirements. This could help users who want to go through the process quickly to focus on the minimum necessities for a valid submission.

- There are no required fields – professors can fill in whichever areas they wish. So, we cannot make this change.

**23. [H10 Help and documentation]** ( *Severity 3, Found By: 2* )

"Login" Page: An option is needed for those users who have forgotten their user ID or passphrase.

- We will add a link that says “Forgot your user ID or password?.” This will allow us to email them with their login information.

**24. [H10 Help and documentation]** ( *Severity 2, Found By: 1* )

The homepage doesn't have any kind of orientation for a first time user.

- We have added an “instructions” link on each page, showing detailed instructions of how to navigate through our website.

	Dondrea	Rich	Eunice
Evaluating changes suggested by HE and making design recommendations	33	33	33
Writing tool-tips for Bio-Bib	0	0	100
Writing instructions for Bio-Bib	100	0	0
Making changes to prototype	0	100	0
Revised interface write up	0	0	100