

Doquspace Usability Report

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Executive Summary

Through our usability testing, we found that users experienced two types of issues. The first were unintended bugs or glitches in the system, when systems that were supposed to work a certain way failed to exhibit expected behaviors. An example of this error is how the percentage completed in the QRL section does not accurately reflect the percentage of unlocked assets within an asset group.

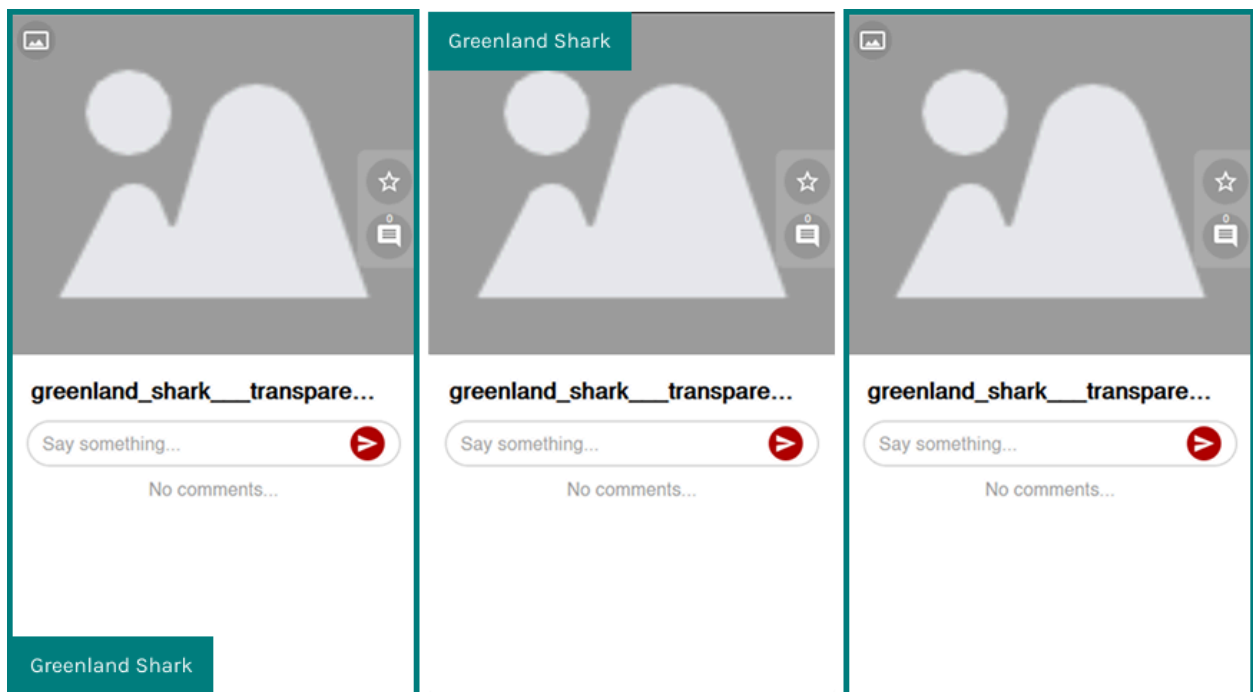
The second type of issue we found occurred when systems worked accurately but were confusing for users. For example, many of our users found that the icons provided for certain actions did not reflect what they initially thought. When seeing the eyeball icon in user groups, they thought it would hide the group instead of allowing them to see who was in it.

Recommendations for refining or solving each issue have been provided below in the full report.

Newsfeed

Points of Confusion

- Users found the Newsfeed confusing due to the assets being displayed without any organizational system.
 - Separating the posts by group could be one solution.
 - Color-coding the posts according to their asset group will improve clarity and navigation. A mock-up of this has been provided below.
- No date provided makes it difficult to stay up to date on the newest posts and to differentiate from old posts.



QRL

Bugs/Glitches

We found several issues regarding the training status of assets:

- Some training assets failed to unlock as expected, even when the prerequisites were completed.
- If an asset is locked, there is no information as to how to unlock it or what asset they need to view to unlock it. This became a problem when two of our assets failed to unlock and we could not figure out why.
- The amount of assets unlocked did not properly reflect the percentage completed. For example, an asset group with 2 out of ten assets locked would show 50% completed instead of 80%.
- Training groups showed up as 50% completed for new users who have never opened the asset group or viewed any assets.

Points of Confusion

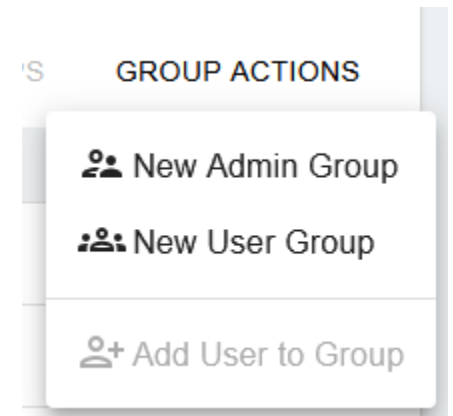
- Users were confused by the acronym “QRL” and weren’t sure what it stood for.
 - The word “Quick” was also misleading. Users thought it would be a place to take a glance at an asset, not somewhere they may be spending lots of time looking at training manuals.
 - Switching to using the term “Library” could assuage some confusion.
- Users found the QRL disorganized and had trouble distinguishing between training modules and non-training items
 - Labelling the training modules with the word “TRAINING” could help users see the difference.
 - Separating the training and non-training modules into two sections could also help assuage this confusion.
- A checklist showing what assets users still need to look at could be very helpful in determining what they still have to do.

User Groups

Bugs

Our first usability study revealed that users struggled to make accounts. We found there were three different issues they experienced.

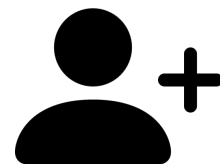
- Three users did not receive an email to sign up
- Six users received an email, but their link sent them to a login screen instead of letting them sign up.
- Four users were sent to a sign-up page and put in their information. However, when they hit the button to finalize their account, nothing happened.
- One user was able to sign up from a second email, and another was able to sign up after hitting “forgot password.”



Points of Confusion

The process of adding users was confusing for participants during testing. Our findings are below:

- Users struggled to find the proper location to find the Add Users button. They found User Groups, but were unsure where to go next. They went to other tabs and explored other pages of the site before we directed them to the next step.
- Upon clicking Group Actions, they were confused that the Add User to Group option was grey and unclickable. They thought that something had gone wrong or they did not have permission to add users.
- They did not expect the eyeball icon to show the list of students. They also wished to open the folder by clicking on the folder's title.
 - Adding an icon that users are familiar with could greatly help assuage this confusion. For example, an icon of a person with a + sign is the typical choice for inviting users.
- Users were confused by the presence of New Admin Group and New User Group while already looking inside a user group.
- There was no clear feedback showing if an email was actually sent.
 - Showing a pending status could help with this.
- After this, we encountered the issues outlined above under Bugs.



Analytics

Points of Confusion

User Info Report

- The *Title* column repeats in the column where it should say *Status*. Similar to the *Status* in User Groups, the column can either be removed as it is redundant, or it needs to accurately reflect whether a user is on the site or not.

Asset Info Report

- Users feel it would be easier to navigate the assets if they were organized by asset group, rather than having every asset listed in one group.

Training Asset Info Report

- Users feel this report would be more useful if it was organized by user.
 - For example, if a user clicked on “Mary Jane,” it would display the training modules she has completed, organized by asset group. It could also show her percentage complete.

Title	Title
User	Active

▼ Tunisia Smith	
Great White	100%
Hammerhead	70%
Greenland	13%
> Alyssa Frahm	

This design idea could also be incorporated into the other two reports to make things more consistent and easy to understand for users.

Assets & Asset Groups

Bugs

We found several issues regarding assets:

- On Firefox, assets download to your computer instead of showing as a preview on the website.
- All assets (excluding videos) are converted to PDF format upon upload. Landscape photos become portrait, with whitespace above and below. PNG photos lose their transparency.
- PowerPoint files are shown as a PDF instead of a slideshow. Additionally, there is no way to full-screen slides.
- Thumbnails are not auto-generated from the assets. Creating and uploading your own thumbnails can be difficult and time-consuming if not uploading a PNG or JPG.
- File names do not stay the same when downloading.
 - Trying to download “Greenland-shark.jpg” changes the name to “pdf”.

Points of Confusion

- There is no way to select multiple items at once, limiting efficiency.
 - Users can select multiple items by selecting individual boxes. However, allowing them to select an entire folder at once would be much more efficient.

📁 About ITS

- ☐ 📄 DOQUSPACE SWOT Analysis
- ☐ 📄 ITS Overview
- ☐ 📄 What is DOQUSPACE?

Our users struggled greatly during the process of adding assets to asset groups. Our findings are below:

- They were initially confused by the difference between Assets and Asset Groups.
- Users did not think to use the eyeball icon to add an asset to a group.
 - Changing this icon to a more universally recognized icon (pictured below) could help users find their way.
- They were confused by the grey option to upload assets on the Assets tab. Removing this option when not in a specific asset folder could help.
- Users preferred a system where assets could be uploaded directly to an asset group rather than having to put them into Assets first.



Settings

- Profile pictures appear, yet there is no way to change them.
- Showing phone numbers for every member could lead to privacy concerns.
- Users were unsure what Status meant (Active vs Inactive)

Helpful Information

- Helpful information tabs were long and contained more detail than was helpful.
- Layout of helpful information was visually straining.
 - Making the lines shorter should help
- Text contrast was too low.
 - Switching the green to black is a simple fix.
- Instead of describing icons (as in “Edit Icon Button”), placing them directly in the helpful information will eliminate confusion.
- Shows information for one action, but users tend to need help navigating multiple pages for one process.

Miscellaneous

- No optimization for mobile phones
- Many users thought displaying a description when hovering over an icon would be helpful.