User Experience Design in Enterprise Software

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Usability Concerns

Users of OpenText's content management system are confused by current object selection models, whose inconsistency in format often prevents users from completing tasks. My capstone project redesigns these models; usability tests confirm that user experience is now better.

All Folders Name ^ Type Modified B Demo Test Folder Folder 10/19/09 12:27:56 PM (C Kevin Foster Misha Taylor B Library B Recipes		Kevin Foster			
Test Folder Folder 10/19/09 12:27:56 PM (Name 🔺	Туре	Modified	
a) ⊇ Samples a) ⊇ VgnExtTemplating	Images Kevin Foster Misha Taylor Ibirary Recipes Samples	Test Folder	Folder	10/19/09 12:27:56 PM CDT	
	a a vgnc xci emplating	14 44 Page 1 of 1 >> >1 🙆		Displaying 1 - 1 of	

current single object selection model

Site Tree	Home		Add to Selections	
All Sites	Name .	Туре	Modified	Your Selections
B Empty Site	🗹 🥅 Desserts	Channel	11/12/09 11:37:05 AM CST	titem 🗱 Remove A
S Foodie Site	🖺 🔚 Hidden Channel	Channel	11/18/09 9:38:05 AM CST	Selected:
Application Assets	🔲 🧰 Quick and Easy	Channel	11/12/09 11:35:31 AM CST	Desserts
B Archived Content	🔲 🥅 Regional and Ethnic	Channel	10/20/09 10:30:23 AM CDT	Dessents
Desserts Hidden Channel Quick and Easy Regional and Ethi Soups and Salad: Unassigned Content Internet	Soups and Salads	Channel	12/16/09 9:23:13 AM CST	
	I d d Page 1 of 1	NR RI 🕑	Displaying 1 - 5 of 5	

current multiple object selection model

- User flow to select objects is different for each model.
- Selection confirmation panel is in different locations.

Single Object Selection

•	Select a Destination Folder	
6I	Folder Tree	숭 New
Content Container	 Assets Contacts Entertainment Engal Marketing Resources Stories Articles Blurbs News 2011 2012 	
S I	Press Releases	
\checkmark		

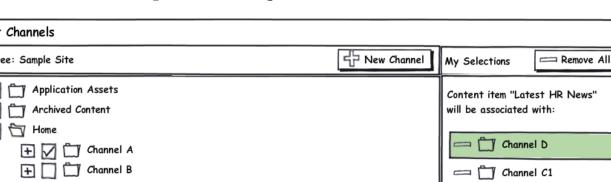
Browse My Page Browse T	es Browse Folders Browse Sites Search				
Folder Tree	Stories				
E T Assets F T Contacts					
+ ⁽¹⁾ Entertainment	Name	▲ Type Modified Folder 1/6/12 2:19:			
+ 🗍 Legal + 🎒 Marketing	Blurbs	Folder 1/6/12 2:19:			
+ 🗍 Resources	Press Releases	Folder 1/6/12 2:19:			
+ T System	🗂 Webcasts	Folder 1/6/12 2:19:			
	Introduction	Story 1/6/12 2:21:4 Story 1/6/12 2:21:4			
	Praesent Sit Amet E				
	Suspendisse Potenti	Story 1/6/12 2:21:4			
	🖹 Vestibulum Ante Ips	um Story 1/6/12 2:21:4			

- The folder tree is now the only way to navigate and select container objects.
- The folder grid is enabled for navigating through content items (double-click to drill down).
- The 'My Selection' panel is now on the right for all models.

Designs & Recommendations

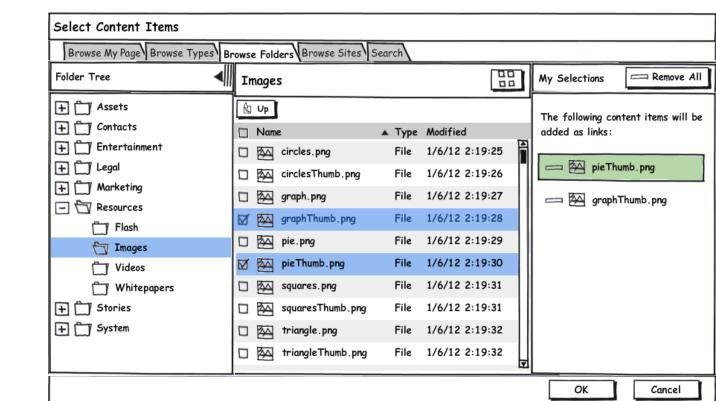
Multiple Object Selection Select Channels My Selection Site Tree: Sample Site 🕂 📋 📩 Application Assets Content item "Latest HR News will be saved to: 🛨 🔲 🗂 Archived Content 🖃 🔲 🔂 Home 2012 🛨 🗹 🗂 Channel A 🛨 🔲 🗂 Channel B Select a new folder to chana 🖃 🥅 📅 Channel C vour selection 🔽 🗂 Channel C1 Channel C2 Channel C3 🛨 🔽 🗂 Channel D 🕂 🔲 🗂 Unassigned Content ОК Cancel Select Content Items Folder Tree My Selection + 🗂 Assets The following content item will be

placed into the regior o content item selecte :43 OK Cancel



💳 📋 Channel A

OK Cancel



- Only a single click of a checkbox is required to select multiple objects.
- The last object selected is now highlighted in the 'My Selections' panel when there are multiple selections.
- The red "x" icon for removal of items from 'My Selections' is now a minus.

Evaluation & Results

developed a usability study with nine tasks and 14 different measures and administered the test to six participants including current customers and novice users.

Participants perceived the system to be highly usable when asked to rate tasks on a scale of 1 to 7. (1=very *difficult to 7=very easy)*

Average rating for all tasks: 6.2

Each participant was asked a series of post-test questions including the system usability scale (SUS) to measure satisfaction and an appearance questionnaire to measure UI attractiveness.

Usability Test Scorecard

Overall

Satisfaction

Effectiveness

Efficiency

Attractiveness 70



OPENTEXT

