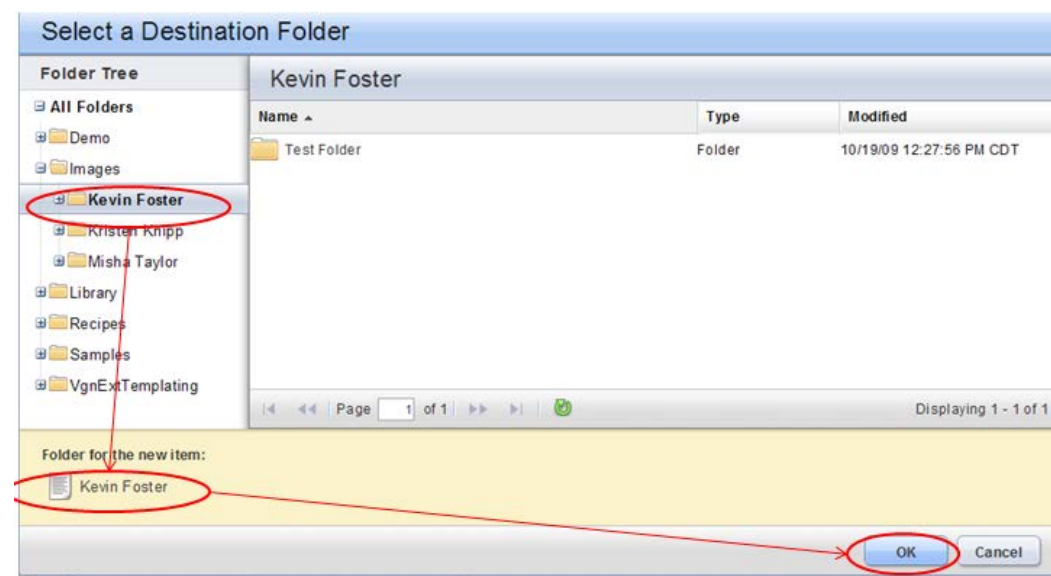


# User Experience Design in Enterprise Software

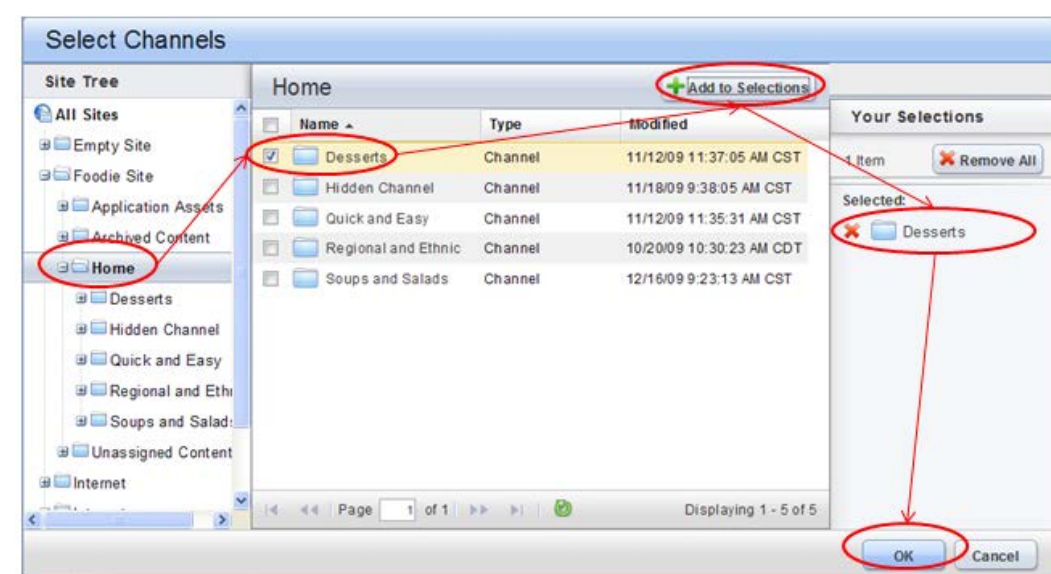
Student: Rachele DiTullio | Field Supervisor: Robin Silberling | Faculty Advisor: Dr. Diane Bailey

## 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.



current single object selection model

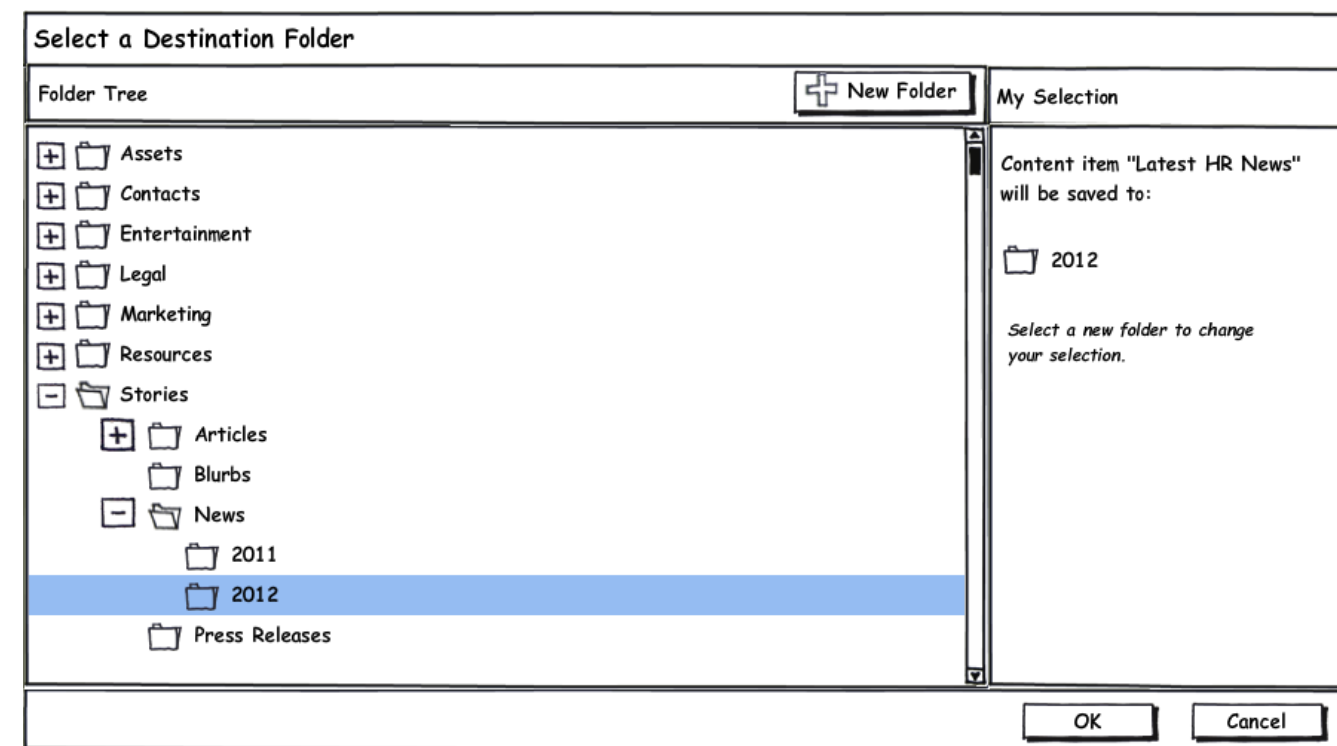


current multiple object selection model

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

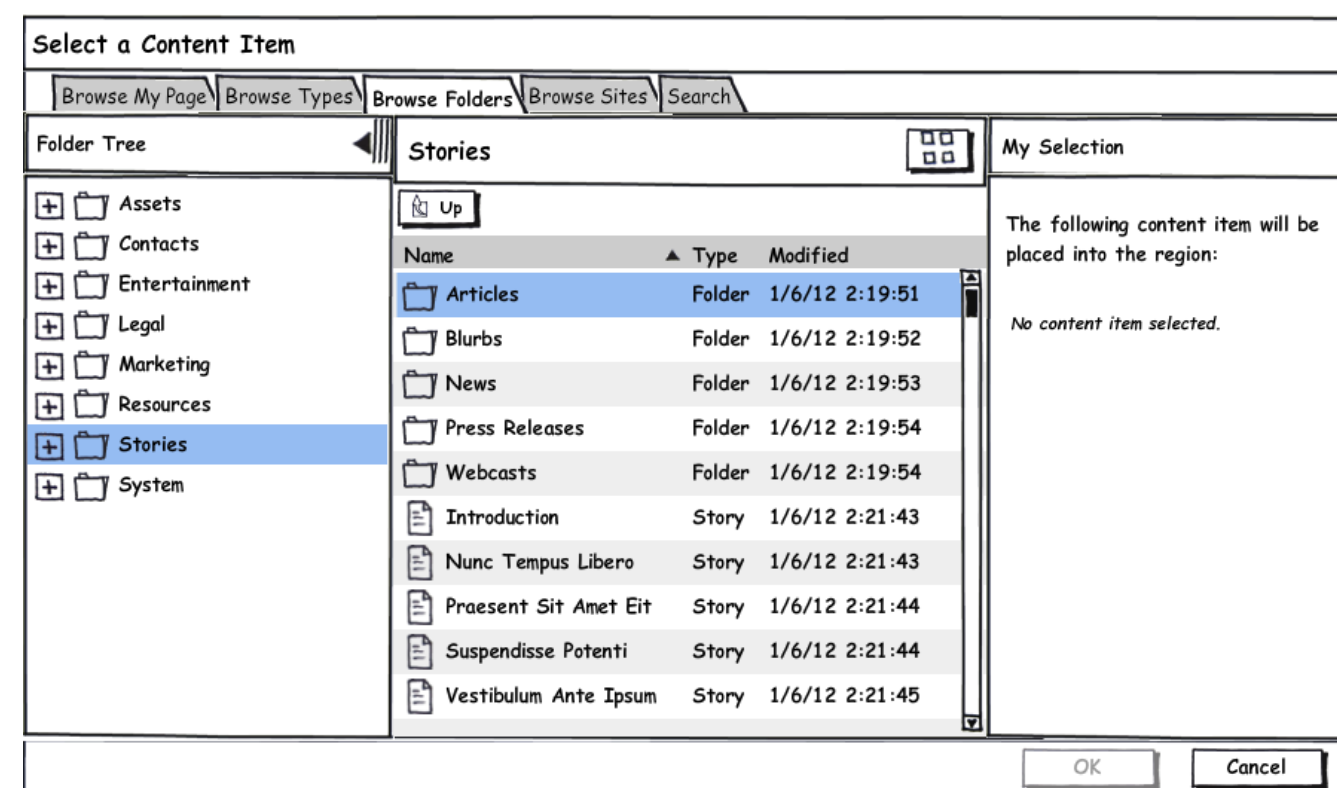
## Designs & Recommendations

### Single Object Selection



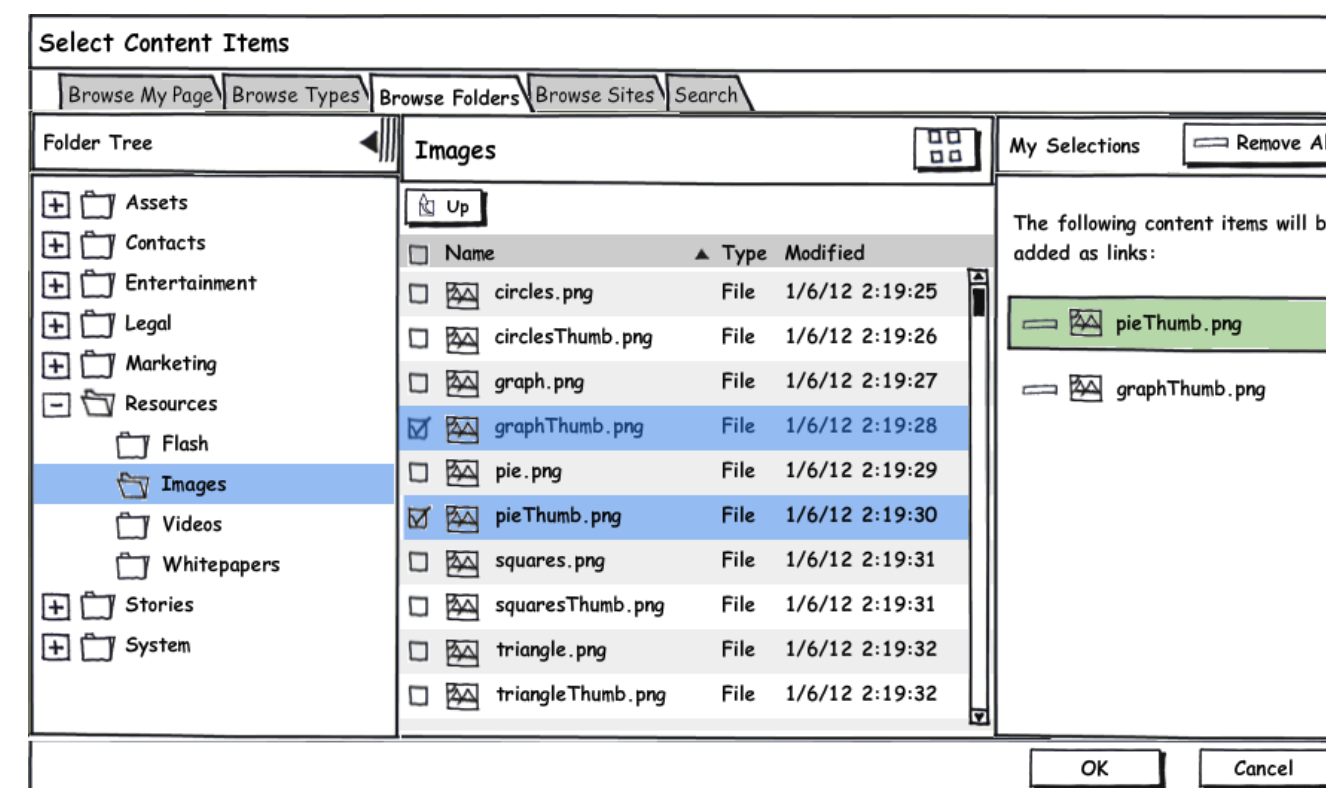
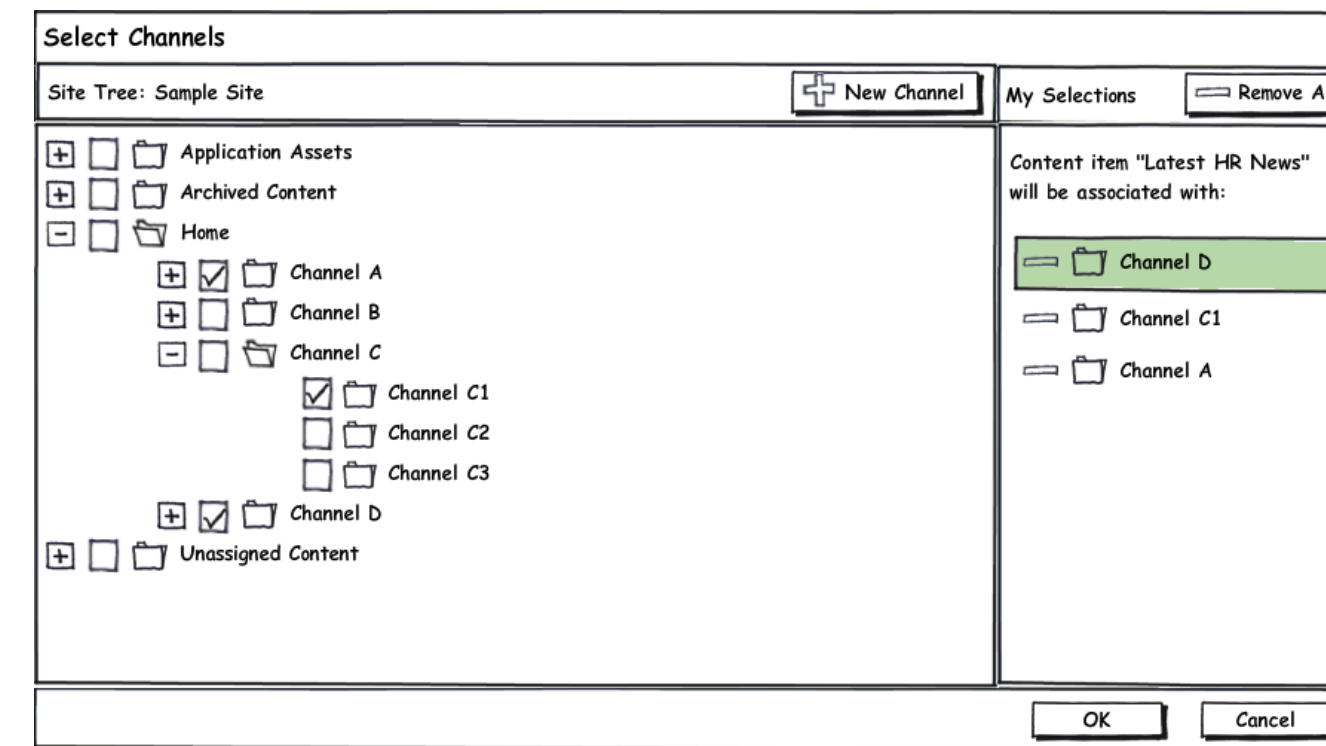
Content Container

Content Item



- 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.

### Multiple Object Selection



- 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

I 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

