CTSI Hub Usability Project Final Report

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Goals

- ☐ To test the hub front page/navigation

- ☐ Identify problem areas

- ☐ Identify where we are doing ok

- ☐ Use test results to make usability recommendations

Test Results Summary

1. Top Level Menu		YES	NO	N/A	
Liked dropdown menus		9	1		
Didn't like 2nd level dropdown		3	1	5	
Liked fewer top menu items		5	3	1	
Liked role based division		7	2		
Liked active verbs		3	1	6	
Found menu item(s) ambiguous		10			
Liked "Help" in menu		6	1	3	
Used non-menu items to navigate		8	2		
2. Top Level Page					
Liked news/announcements		7	1	2	
Liked the calendar		7		3	
Liked flash banner		6	3	1	
Too much information		7	1	3	
3. Landing Pages					
Liked landing page concept		1	8	1	
Liked list structure		2	3	4	
Liked tabbed structure		2	7	1	

User Comments

Top Level Menu Items			Front Page Content	Navigation to Desired Content	Other Page Impressions	Miscellaneous
Existing Items	# of Items	Suggestions	Didn't understand what "My CTSI" meant	Found "Compliance", but with difficulty	Found only name and name of clinical trials; since his goal was to contact someone so found the name of trial useless	Unlikely to go to CTSI site
Wanted Help to be the last menu item	Fine with current number of options on indianactsi.org, but would replace some options with others.	Not having For Researchers and For Community is bad. You don't need a "Find people" tab, that should be under Resources?				
Wasn't clear on what "Programs" meant	Like the pop ups, but minimize the number of tabs. More like the number used in "anurag".	Training should be a separate option on the main menu.	myCTSI is somewhat confusing and use to having just the Login similar to where it is now on the main page.	Wanted to use News and Announcements for navigations. Noted that this is what she does when using MSN.	Site C - Find People - Medical Experts - not clear to whom this is referring	Calls sponsored research to find compliance, etc. information
Resources, Support ambiguous - what kind of support? Feedback vs. Support -- what is the difference?	Would prefer to have more options on the main menu.	Training and Resources menu items: Are they for the public, for the researcher?	Wanted to click on the map of Indiana "because it is in the foreground".	Went to the bottom of the page and found ictsi@iupui.edu email address; was going to use it to get desired information from a person (it's missing from the real page)	CTSI vs. non-CTSI funding should be separated; should be CTSI specific (wouldn't go to CTSI webpage and expect to find funding opportunities from non-CTSI websites)	Won't use CTSI site to find collaborators
Started with "Resources", but it is ambiguous - can mean web links, here is provides no useful info but too much stuff	Less tabs in menu bar, other than that, it's fine.	Tried to use flash banner for navigation.	Need to scroll to display the contents of the whole page, not ideal, but not too bad either.	Wanted to use the "Help" function to find (via email?) items on the site.		If looking for a specific researcher for CTSI stuff, would use CTSI site (since CTSI is not just IU people)

User Comments

Top Level Menu Items			Front Page Content	Navigation to Desired Content	Other Page Impressions	Miscellaneous
Existing Items	# of Items	Suggestions	Should have a simple page for politicians telling them what CTSI has done for the public, $ figures, etc.)			Starts search at uptodate.com for medical issues, Google for others
"Resources" isn't dropdown is no help--don't know what it [resources] means.						
About--tabs a little confusing. Clicked on Overview, then clicked on several tabs. Expect more detail on the "overview" section. Couldn't really find it			Main web page looks sharp.			Likes the word "collaborators"
About' normally not a lead item and possibly should be toward the end of the list.			Initial impression - it is a research oriented site			
About may be too general if I want something specific for a grant			Heading says "Accelerating translational research" but translational not defined; should be able to click on translational and get definition			

User Comments

Top Level Menu Items			Front Page Content	Navigation to Desired Content	Other Page Impressions	Miscellaneous
Existing Items	# of Items	Suggestions	Liked flash banner , didn't like the calendar, prefer upcoming events			Clarify the word "Community", that it doesn't refer to the research community
Feedback and support: seem that these should not be main menu items; possibly place them in the About section or possibly at the bottom in the footer.						
Looked at "Partners". Saw that CTSI is interacting with businesses but not sure what are they doing						

Major Conclusions

- Drop down menus highly preferred

- Direct navigation to targets desired - landing page concept is no good

- Many menu items are too ambiguous (e.g. "Resources", "Programs", etc.)

- People don't always use menus to navigate

- Need less information on front page

Major Conclusions

- 2D tabbed navigation structure is no good

- Many go for the search box to navigate (& not the menu)

- Search results were found to be useless

- Flash banner popular; need glitzier front page

- Role based menu items preferred

Recommendations – Navigation

- Disambiguate the words "Cores" and "Programs"

- Use hover bubbles to clarify menu items

- Remove the word "Resources" from the menu

- Disambiguate "Feedback" and "Support" menu items & remove from main menu

- Make reporting problems and Help separate items

Recommendations - Navigation

- Remove "My CTSI"; have just "Login"

- Make it clear to visitors that they can request an account (via "No account? Create one here" near "Login")

- Make Flash banner clickable to appropriate content (e.g. Clarian web site)

- Consolidate "Support" & "Help"

Recommendations - Navigation

- Change "About" so it's not a link (make it like other items on the main menu at top)

- Make the Indiana map clickable (maybe to what we're doing for IN)

- Disambiguate "Community" – Research or General?

Recommendations – Front Page Content

- Have less superfluous content on front page - just "Upcoming Events", "News", and "Success Stories"

- Make front page content more visible = reduce Flash banner size

- Add prominently an item for politicians (in the Flash banner?) with CTSI facts and figures (especially what CTSI has done for Indiana in terms jobs and $)

- Add ictsi@iu.edu email address at the bottom

Recommendations – Front Page Content

- Improve search; make current search "Advanced Search", with the ability to search by individual categories

- Describe what we do with partners in About > Partners

- Define relationship between IU/PU/ND somewhere at top