

Introduction

DMPonline is a tool created to guide users through the multi-stage process of creating a Data Management Plan for their upcoming research project.

Our users have had a major input on the tool's development. The last round of testing in 2012 for DMPonline version 3.0 was focused on collecting feedback from all users, particularly those who create DMPs. [1]

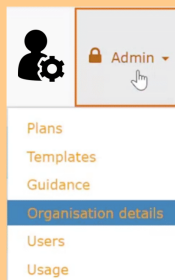


Aim

Recently, in DMPonlineRoadmap Version 2.1.6, there have been new features introduced to cater for admin users.

In contrast to a regular user, instead of creating DMPs, the admin's role is to manage the DMPs and users of their organisation.

This study aimed to find out how the overall admin user experience can be improved, to maximise the ease at which admin features can be intuitively learned.



Method

Guided Interviews

Firstly, in order to gain a better overall understanding of how admins experience the site, we carried out **guided interviews** with 8 current admins. This was a very useful opportunity to dive deeper into each feature of the admin site.



Usability Tests

Next, we wanted to analyse how would a new user adapt to the admin site. For this, we carried out **usability tests** with 4 new users who had no prior experience.



In the test we gave users a set of tasks to complete, which represented a typical workflow for an admin user.

Online Survey

Finally, to gain a better understanding of the opinions of the DMPonline community, we issued an **online survey** with 15 responses.

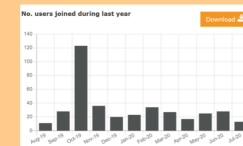
In the survey, we asked respondents to rate each admin feature on a scale from very easy to very difficult. We also asked open ended questions, such as "What common mistakes do you find yourself making?" and "Are there times during a task where you can't find the next step?".



Results

Usage

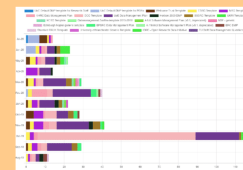
The usage section provides graphical displays of statistics for the organisation's users. Admins liked the vertical bar chart because it is simple and easy to use. Admins were less receptive of the horizon chart, because with many organisations it can become difficult to understand.



Vertical bar chart

Feedback System

One key finding of the study is that only 50% of users utilise the admin feedback system, with the rest opting for a third party alternative such as UniDesk. Furthermore, in testing most new users mistook the feedback feature, thinking that it was a way to ask for feedback, rather than to give feedback.



Horizon chart

Guidance

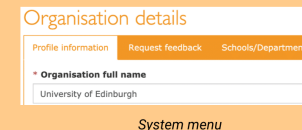
Admins reported that the feature for providing guidance to their users is simple and easy to use. They suggested more formatting functionality to better condense guidance information in order to prevent information overload.

Template Creation

Admins commented that templates were easy to create and asked for more quality of life updates for template editing, such as the ability to duplicate questions and sections across templates.

Menus

Another key finding from testing was that many participants struggled to understand the menu system due to the colour scheme that is used. In particular, realising that the white tab is the current page, and the orange tabs are other pages.



System menu



References

- [1] Getler, M., Jones, S., Sisú, D. and Müller, K. (2014), "DMPonline version 4.0: user-led innovation", International Journal of Digital Curation, Vol. 9 No. 1, pp. 193-219.