

DMPonline Usability Testing

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IDCC



Methodology

- Interviews with existing administrators – 8
- Usability tests with new users – 4
- Online survey – 15 responses so far

Interview Results

- Admins say that creating DMP questions is intuitive and easy to use
 - 50% of interviewees don't use the feedback system
- The schools and departments feature is well regarded and very useful

Suggestions:

- The option for multiple admins to respond to feedback
 - Plan versioning
- Drag and drop questions ordering within a section
- Some users don't turn off the DCC standard guidance - this option could maybe be more obvious to reduce guidance overload
- Exporting the Users statistics as a CSV
- More colour variation to make the guidance stand out and look different from the questions

Usability Tests - Results

- No difficulties with tasks such as:
 - Sign up
 - Create plan
 - Fill project details
 - Answer a few questions
 - Creating templates
- Tasks that were more difficult than expected:
 - Exporting a plan
 - Adding email address for main organisational contact
 - Adding URL
 - Enabling feedback option
- Difficult tasks
 - Creating guidance
 - Adding conditional questions

Usability Tests – Results

- They failed to spot tabs, particularly in the Organisation Details window

Organisation details

Profile information

Request feedback

Schools/Departments

*** Organisation full name**

*** Organisation abbreviated name**

Organisation logo

Choose file

No file chosen

Online Survey - Results

Negative	Positive	Complicated	Simple	Difficult to Learn	Intuitive	Frustrating	Rewarding	Time-consuming	Brief	Untidy	Sleek
	X	X	X			X					
	X									X	
	X			X		X					
	X		X					X			
		X		X							
	X				X						
	X										
	X		X								
	X	X						X			
	X	X						X			
	X				X						
	X	X									
			X			X					
X	X		X		X			X		X	
	X						X				