

Findings from the Expert Review:

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1. Visibility of System Status

- a) The news section had unnecessarily two links present for the same piece of news.
- b) The font size of the tabs is too small and can't be adjusted with text size. The tabs are too squished together. It could be spread over more to the right where there is ample space.
- c) The right panel with the Id and password is not visible immediately. User has to look for it to get to it.
- d) Some pages have justified text while others are left aligned. Lack of consistency in paragraph formatting.
- e) The different clusters have inconsistent sub-topics which might look confusing and decrease recall
- f) Collapsible menus would give users the flexibility to manage the content visible to him or her and would reduce the scrolling.
- g) .

2. Match Between System and the Real World

- a) Technicality of vocabulary not a problem but knowledge of audience should not be taken for granted, there could be more description of abbreviations wherever possible.

3. User Control and Freedom

- a) In the calendar function the user was not able to go to a particular month without having to go through the months in between.

4. Error Notification

- a) Some of the errors found were in the Calendar application. There was a SQL error which was not mentioned in a user-understandable language.

5. Recognition Rather Than Recall

- a) Not all visited web links change color.
- b) Data is not emphasized; this could be because we did not have specific associations with a cluster with our login from where we could view just our cluster information. However, there should be flexibility to view information relevant to the user at the same time keeping the other clusters visible.
- c) Menu levels could be made more logical like the cluster tab has the different clusters under which the subheadings link to information about

the coordinators, directors. It is not intuitive for a user to directly go there to find information about say a director of a particular Institution

- d) Neither is it obvious to find in which cluster does an institution belong. A library wise listing of cluster as well as a clusterwise listing of library i.e the list of libraries under a particular cluster would help in easy searching.
- e) Important links are buried in the webpage like in the 'About' page there is the 'MOBIUS Bylaws' buried in the narrative.

6. Aesthetic and Minimalist Design

- a) Duplicate panels on both side of the screen increases redundancy and makes the page look overloaded with information and is not visually appealing
- b) The 'Search' box does not display the first 25 characters that a user enters. Since users rely on the search function quite often it would be good that the function could be enhanced.
- c) The search results do not highlight the keyword searched which would help users in finding the search result.
- d) The search function does take a long time to retrieve results. This could be because of the SQL query.
- e) Some of the listed items (like under 'About') should start higher up on the page. Any user who visits the about page has to scroll down to get to the list.

7. Help and Documentation

- a) The 'FAQ' tab is not very visible. It lies buried in the right panel under helpdesk.
- b) It would be good to have a support tab instead of 'helpdesk' on the top menu and a 'FAQ' tab beside it.
- c) The 'FAQ' list should be updated with more common general questions
- d) Information under the News section and Delivery section needs to be updated (Delivery section had 'Lanter' as the courier service provider).
- e) Site map should be more prominent and presented in a visual format which would aid the users in their navigation. This would increase user online support and reduce dependence on the call center staff for their problems.
- f) It would be good for users to have their information presented on their after-login page so that they have access to their content of interest and the actions that they need to perform (which they perform frequently)

8. Pleasurable and Respectful Interaction with the User

- a. The print function is not in visible range. The pages are too scrollable as the real estate is wasted in the upper part of the page.
- b. The file print preview clutters the print page.

- c. The Map under cluster could be clickable