

Heuristic Evaluation Project

System - D-Scholarship@Pitt

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Project description

Our project was aimed at evaluating the design, functionality, interactivity and usability of a system keeping in mind good design practices, user centric needs and user experience.

Methodology -

- Intensive Interface and UI Testing
- Intensive Functionality Testing
- Heuristic Evaluation
- Usability Aspect Reports

System description

- About

D-Scholarship is an institutional repository for the consolidated research output of University of Pittsburgh. It is a system used for archiving varieties of items, including journal articles, thesis, Electronic Theses and Dissertations (ETDs), book chapters, and more, for staffs and students in the University of Pittsburgh. Besides that, the system will always ensure the continued readability and accessibility of items in the repository. D-Scholarship is hosted and maintained by the [University Library System](#) of the [University of Pittsburgh](#). It is based on Open Access principles - all materials in the repository are freely accessible to the global research community. The content can be uploaded by any author with an active University of Pittsburgh account but is strictly restricted to scholarly research materials.

- Highlights

Provides the aided benefit of preservation of work contained in the system repository.

Provides stable, long-term storage and ongoing maintenance for content contained within the repository.

Designed to increase discovery of your research by allowing indexing by Google and other major Internet search engines, the Pennsylvania Digital Library, and PITTCat+.

Summary Table

<u>ID</u>	<u>Name</u>	<u>Category</u>	<u>Good feature</u>	<u>Problem</u>
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1.2	Font size is too small	Speak the User's Language		x
1.3	Cannot return to the homepage from other parts of the website	Be Consistent, Provide Shortcuts		x
1.4	Use of uncommon acronyms without explanation	Speak the User's Language		x
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About Home page:

HE 1.1 -- Good Feature

Name

Minimalist layout design for the home page.

Evidence

Heuristic: Simple and Natural Dialog, Speak the user's language

The home page is clearly separated into four parts, such as the login and deposit section, search and browse section, information section, and data analysis dashboard section.

Explanation

Use cards with different colors to focus user attention on different kinds of functions. It groups related tasks together to simplify the layout of this page.

The screenshot displays the D-Scholarship@Pitt homepage. It features a clean, minimalist design with a light gray background. On the left, there are four colored cards: a dark blue 'My Account' card with a 'Login' link, a light blue 'Search' card with a search bar and 'Advanced Search' link, a light blue 'Browse' card with links for 'by School', 'by Research Center', 'by Year', 'by Document Type', and 'Latest Additions', and a light green 'Information' card with links for 'Main Page', 'Getting Started', 'Submitting Your ETD', 'Repository Policies', 'About', 'FAQ', and 'Help'. The main content area on the right is white and contains a 'Welcome to D-Scholarship@Pitt' message, a brief description of the repository, a list of supported materials (Research papers, Conference papers, Supporting multimedia, Research data, Electronic Theses and Dissertations), a 'Repository Statistics' section with a bar chart showing items in the archive (23,290) and items downloaded to date (12,098,380), and a 'Most downloaded items' list with two entries: '1. ARE TEACHERS' PERCEPTIONS ABOUT STUDENT-TEACHER RELATIONSHIPS PREDICTABLE FROM ONE GRADE TO THE NEXT?' (171,978) and '2. A Review and Comparison of Methods for Detecting Outliers in Univariate Data Sets' (113,558).

Benefit

Users can directly find the functions they want in specific sections. The minimalist design provides simple dialog and directions as a home page.

Trade-offs

The functions of this system are limited so that the layout could be displayed simply. If much more features added to this system, the layout design would need to be more careful.

Submitted By

Sichen Ma

HE 1.2 -- Problem

Name

Font size is too small.

Evidence

Heuristic: Speak the User's Language

Export 13187 results as ASCII Citation Export RSS 1.0 Atom RSS 2.0

1. Smith, Jackie and Madison, Michael J and Corrali, Sheila (2018) *Human rights and information access in a digital world: A library and information science perspective*. In: Human Rights and Information Access in a Digital World, 30 Oct 2018, Hillman Library, Pittsburgh, PA. (Unpublished)
2. Andreassen, Helene and Berez-Kroeker, Andrea and Collister, LB and Konzett, Philipp and Cox, Christopher and De Smedt, Koenraad and Gawne, Lauren and McDonnell, Bradley (2019) *Writing data citation guidelines for linguistics: Lessons learned*. In: Research Data Alliance Plenary 14, Helsinki, Finland.
3. Jeng, Wei and He, Dading and Oh, Jung Sun (2016) *Understanding qualitative data sharing practices in social sciences*. In: 11th International Digital Curation Conference, 22 February 2016 - 25 February 2016, Mövenpick Hotel, Amsterdam City Centre, Amsterdam. (Unpublished)
4. Lyon, L and Webster, Keith (2014) *Embedding immersive informatics research data management within the US school curriculum: a laboratory-based action research Case Study*. In: Library Research Seminar VI, 07 October 2014 - 09 October 2014, University of Illinois, Urbana-Champaign.

Explanation

Some of the users in this website might be old professors. As the old, the font size is too small to read, especially in search result part. For people with bad vision, they might feel uncomfortable when using this website for a long time.

Possible Solution

Increasing the font size appropriately based on user survey or experiences from other popular websites.

Trade-offs

Larger size of font will affect the number of display results especially for the search result page. It will lead to more pages for results.

Submitted By

Sichen Ma

HE 1.3 -- Problem

Name

Can't return to the homepage from other parts of the website.

Evidence

Heuristic: Be Consistent, Provide Shortcuts

After users logged in their account, there is no way to get back to main page(home) in this system.

Explanation

The same button/link should play the same function as always. The "Main Page" link should always as a button used for return to home page no matter the status of user.

Possible Solution

Maintain the main page link to "home page" even though the user status is already logged in. Or make another button on the page functioned as a link to the home page.

Trade-offs

The navigation logic in this system might have a big change.

Submitted By

Kacey Hirth, Sichen Ma, Sandeep Mysore

HE 1.4 -- Problem

Name

Use of uncommon acronyms without explanation.

Evidence

Heuristic: Speak the user language.

Use of acronym (ETD) without explanation of what that means (Electronic Thesis and Dissertation).

Explanation

It's common practice to define an acronym the first time it is used in an application. The "Submit your ETD" page does not describe the meaning of ETD. It is important to not assume the user of the website has knowledge of lesser known acronyms it would be beneficial to the reader to have the acronym defined the first time it is used.

Possible Solution

It would be beneficial to the reader to have the acronym defined the first time it is used.

Trade-offs

Having the acronym described in the sidebar increases the length of the navigation item

Submitted By

Kacey Hirth, Sandeep Mysore

HE 1.5 -- Problem

Name

No way to cancel loading of most downloaded papers

Evidence

Heuristic: Provide clearly marked exits

48. [Race and Gender in the Broadway Chorus](#)

49. [An Examination of Playwright Maria Irene Fornes Through the Practical Application of Directi](#)

50. [Addressing Childhood Obesity Through School-based Prevention Programs](#)

[10](#) [25](#) [50](#) [all](#)



Explanation

Loading all papers in the “Most Downloaded” section takes several minutes, and the user is given no obvious way to cancel out of this. Additionally, once all papers are loaded the page becomes very long.

Possible Solution

Including a cancel button for the request would allow the user more control of the process. Additionally, only loading a set number of papers at a time and allowing the user to page through them would lower the loading time.

Trade-offs

If a user wanted to compare downloads of the top most downloaded pages and the bottom most they would have to flip through many different pages instead of scrolling.

Submitted By

Kacey Hirth

HE 1.6 -- Good Feature

Name

Form Staging

Evidence

Heuristic: Simple and Natural Dialog, Minimize User Memory Load

Explanation

The forms are split into stages, each of which addresses a category. For example, the above evidence shows the break up of the form into subsections. The first takes in details about the type of document. The second on the details, and so on.

Benefit

It is beneficial to have relevant category of form input fields together to aid in faster completion and to have contextual relevance to the system.

Submitted By

Sandeep Mysore

About Browse:

HE 2.1 -- Problem

Name

Browse papers by different categories with long list

Evidence

Heuristic: Simple and natural dialog

Browse by Research Center

Please select a value to browse from the list below.

- [University Centers, Institutes, and Research Centers](#) (4639)
 - [Other Centers, Institutes, Offices, or Units](#) (4287)
 - [Allegheny Observatory](#) (4)
 - [Alzheimer's Disease Research Center](#) (9)
 - [Arthritis Institute](#) (5)
 - [Asian Studies Center](#) (8)
 - [Center for Aging and Population Health](#) (4)
 - [Center for American Music](#) (2)
 - [Center for Assistive Technology](#) (2)
 - [Center for Bioengineering](#) (4)
 - [Center for Bioethics and Health Law](#) (4)
 - [Center for Biologic Imaging](#) (14)
 - [Center for Biomedical Informatics](#) (4)
 - [Center for Clinical Pharmacology](#) (5)
 - [Center for Comparative Archaeology](#) (42)
 - [Center for Craniofacial and Dental Genetics](#) (7)
 - [Center for Dental Informatics](#) (89)
 - [Center for Energy](#) (7)
 - [Center for Environmental and Occupational Health](#) (5)
 - [Center for Global Health](#) (6)
 - [Center for Industry Studies](#) (16)
 - [Center for LGBT Health Research](#) (88)
 - [Center for Latin American Studies](#) (55)
 - [Center for Molecular and Materials Simulations](#) (38)
 - [Center for Neuroscience](#) (13)
 - [Center for Public Health Practice](#) (8)

Explanation

In the browse page, there are many links.

Severity

Sever. Users need to browse carefully to find what they want.

Possible Solution

Change to the expand and compress UI. So that the categories could be clearer.

Relationships

HE2.3: Level tree

Submitted By

Sichen Ma, Xiya Liu

HE 2.2 -- Good Feature

Name

Brower papers by different categories

Evidence

Heuristic: Provide Shortcuts, Be Consistent

Browse by Year

Please select a value to browse from the list below.

• 2021 (132)	• 1996 (177)	• 1971 (28)
• 2020 (834)	• 1995 (180)	• 1970 (39)
• 2019 (896)	• 1994 (192)	• 1969 (21)
• 2018 (958)	• 1993 (218)	• 1968 (30)
• 2017 (1076)	• 1992 (162)	• 1967 (24)
• 2016 (1208)	• 1991 (255)	• 1966 (21)
• 2015 (1371)	• 1990 (199)	• 1965 (15)
• 2014 (1580)	• 1989 (165)	• 1964 (26)
• 2013 (1481)	• 1988 (162)	• 1963 (16)
• 2012 (1553)	• 1987 (144)	• 1962 (12)
• 2011 (1518)	• 1986 (86)	• 1961 (6)
• 2010 (1289)	• 1985 (69)	• 1960 (6)
• 2009 (1072)	• 1984 (54)	• 1959 (9)
• 2008 (968)	• 1983 (64)	• 1957 (2)
• 2007 (922)	• 1982 (30)	• 1955 (3)
• 2006 (857)	• 1981 (24)	• 1954 (1)
• 2005 (746)	• 1980 (34)	• 1953 (3)
• 2004 (470)	• 1979 (36)	• 1952 (1)
• 2003 (338)	• 1978 (25)	• 1951 (3)
• 2002 (294)	• 1977 (29)	• 1950 (1)
• 2001 (184)	• 1976 (17)	• 1949 (1)
• 2000 (198)	• 1975 (25)	• 1934 (1)
• 1999 (183)	• 1974 (24)	• Not Specified (107)
• 1998 (164)	• 1973 (25)	
• 1997 (189)	• 1972 (37)	

Explanation

For browse section, there are basically five categories, by school, by research center, by year, by document type and by latest additions. The categories are comprehensive for users and the subsets under each category are clear. For each category, the subsets are straightforward. Take “Browse By Year” as an example, it provide all possible years and number of papers under which year.

Benefit

User can directly browse by categories designed in this system. The shortcuts save more time on searching, users can find what they want by browsing.

Trade-offs

The categories might need to update by years. It will be a huge work for people to update all the categories on time.

Submitted By

Sichen Ma

HE 2.3 -- Good Feature

Name

Level tree

Evidence

Heuristic: Minimize User Memory Load, Be Consistent, Provide clearly marked exits

 Up a level

- [Schools and programs](#) (36)
 - [Dietrich School of Arts and Sciences](#) (36)
 - [Bioethics](#) (36)

Please select a value to browse from the list below.

- [2020](#) (2)
- [2019](#) (5)
- [2017](#) (2)
- [2016](#) (2)
- [2015](#) (4)
- [2014](#) (4)
- [2013](#) (2)
- [2012](#) (2)
- [2011](#) (3)
- [2009](#) (2)
- [2008](#) (3)
- [2007](#) (3)
- [2005](#) (1)
- [2003](#) (1)

Explanation

When users browse by schools, and click any one of the links, it would show the levels always.

Benefit

Users could know which level they are in when browsing. And they could turn back easily by clicking the upper levels.

Relationships

HE2.1: Browse papers by different categories with long list

Submitted By

Xiya Liu

HE 2.4 -- Good Feature

Name

Two re-search ways

Evidence

Heuristic: Minimize user memory load

Search has no matches.

[Refine search](#) | [New search](#)

Order the results:



Reorder

Explanation

Users could refine search or create a new search. Refine search would fill the form as the user filled automatically, which new search would give user a new blank advanced search form.

Benefit

Users could decide to create a new search or just edit the past search.

Submitted By

Xiya Liu

HE 2.5 -- Good Feature

Name

Advanced search error report

Evidence

Heuristic: Good error messages

Advanced Search



You need to specify something for at least one field!

Explanation

If users do not enter any of the advanced search fields, the error report would appear and notice users.

Benefit

By the error report, users know what the error is and how to solve it.

Trade-offs

It needs to submit and then show the error message. If there is a notification showing before submitting the error message could avoid.

Submitted By

Xiya Liu

About Search:

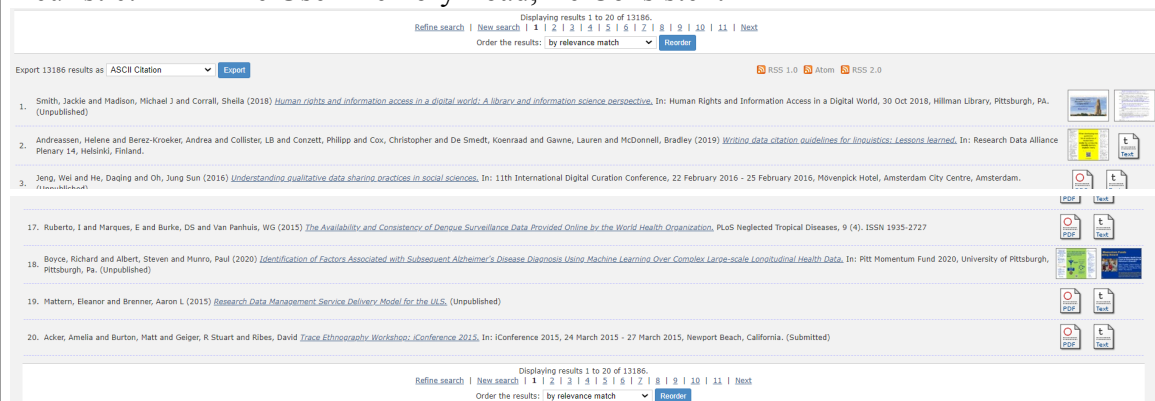
HE 3.1 -- Good Feature

Name

Action buttons always on the screen obviously.

Evidence

Heuristic: Minimize User Memory Load, Be Consistent



Explanation

When users get thousands of searching results based on their keywords, the paginations are always on the screen and be able to do many other actions.

The action buttons put on both top and bottom of the pages, especially for searching results page. Besides that, there are two pages might list amounts of information. One is the searching result page; another one is advanced search page. The pagination bar or submit buttons are always on the screen during browsing or filling.

Benefit

Users can easily find the buttons on the page to consider the next action they want.

Trade-offs

A more saving space way is that give a “scroll to bottom” float button.

Submitted By

Sichen Ma, Xiya Liu

HE 3.2 -- Good Feature

Name

Showing available mediums for a paper in the search results as images

Evidence

Heuristic: Provide Shortcuts

6. Corral, Sheila (2015) *The Open Movement in Higher Education*. In: ULS/iSchool Workshop & Lecture Series / Open Access Week 2015, University of Pittsburgh, Pittsburgh, PA. (Unpublished)



Explanation

The user is able to click on the images on the left hand side of the shortcuts to access the paper in that format. In the example above the user can click on the film reel file to access a video presentation of the lecture or they can click the pdf file image to access a pdf version of the paper.

Benefit

Visual information allows the user to quickly identify the different formats the paper is available, and allows the user to access without reading additional text.

Trade-offs

Multiple PDF's are sometimes listed, so users may have to click on multiple images to find the pdf they are looking for.

Submitted By

Kacey Hirth

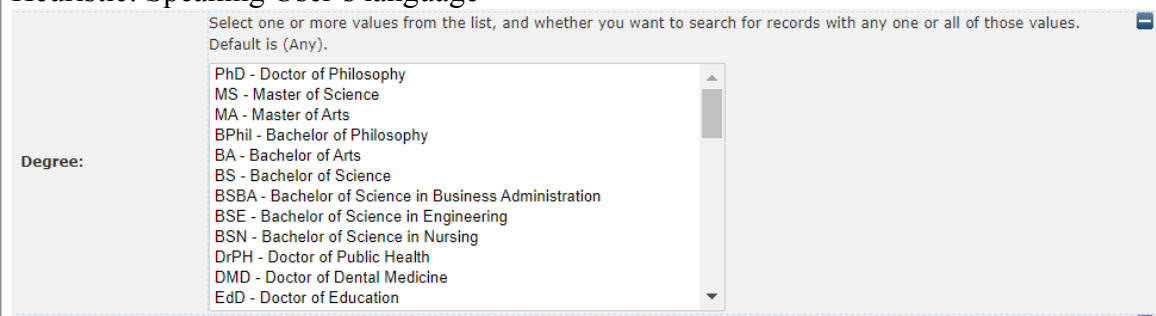
HE 3.3 -- Problem

Name

Help message in form is lack of information

Evidence

Heuristic: Speaking User's language



Select one or more values from the list, and whether you want to search for records with any one or all of those values.
Default is (Any).

Degree:

- PhD - Doctor of Philosophy
- MS - Master of Science
- MA - Master of Arts
- BPhil - Bachelor of Philosophy
- BA - Bachelor of Arts
- BS - Bachelor of Science
- BSBA - Bachelor of Science in Business Administration
- BSE - Bachelor of Science in Engineering
- BSN - Bachelor of Science in Nursing
- DrPH - Doctor of Public Health
- DMD - Doctor of Dental Medicine
- EdD - Doctor of Education

Explanation

Users are able to select more values from the list but don't know how to achieve it.

Severity

Moderate. Some users would know they could press ctrl or shift to multiple select. But for the users who do not know, it could be a problem.

Possible Solution

Use check box to allow users to multiple select

Submitted By

Sichen Ma, Xiya Liu

HE 3.4 -- Good Feature

Name

Help messages in form help a user determine what information is relevant for their submission

Evidence

Heuristic: Speak the User's Language, Minimize User Memory Load, Be Consistent

Advanced Search

Don't panic! You don't have to fill out every field here. Just fill in the fields that you want to search and leave the rest blank. [Click here for a simple search.](#)

The screenshot shows an 'Advanced Search' form. At the top, there is a large empty text input field, a 'Search' button, and a 'Reset the form' button. Below this, the form is organized into several sections, each with a label, a dropdown menu, a text input field, and a help button (a question mark icon). The sections are: 'Full Text:', 'Title:', 'Creators:', 'Pitt Username:', 'ORCID', and 'Contributors Name:'. Each section has a dropdown menu with 'all of' selected. The 'Contributors Name:' section also includes a list of values with 'Assistant editor' selected. The help buttons are located to the right of each section's input field.

Explanation

There is a help button for each field in the advanced search field. Users could have brief introduction to help them fill the form for their submission.

Benefit

These help messages minimize user's memory to fill this long form. User can find out solution by clicking on the help button.

Trade-offs

The messages for each field should speak user's language to help them fill precisely. This form has more than 20 fields, the description of message are important as well. But many explanations are the same, could be more specific or merge them.

Submitted By

Sichen Ma, Sandeep Mysore, Xiya Liu

About Login, Profile, Logout:

HE 4.1 -- Problem

Name

Lack of login information

Evidence

Heuristic: Feedback/Speak the user's language
when a user tries to login a system, they may be confused what it is supposed to be with username and account.

The screenshot shows a login interface with the title 'Login' in a large blue font. Below the title, it says 'Please enter your username and password.' There are two input fields: 'Username:' and 'Password:'. The 'Password:' field has a blue 'Login' button next to it. At the bottom, there is a note: 'Note: you must have cookies enabled.'

Explanation

For a user who is not familiar with this system, it is hard to figure out that the account information is exactly as the same as the Pitt account. Furthermore, in the login form, they don't provide any login support.

Severity

It is considered as moderate. A user may not be happy because it stops them from using further features from the system at the very beginning.

Possible Solution

The form should at least provide the login instruction or the account's information

Submitted By

Shuo-Yuan, Chang

HE 4.2 -- Problem

Name

Confusing display of code in user profile.

Evidence

Heuristic: Speak the user language

When a user tries to check their User history, they find XML format of user history.

It is hard to read if a user is not in the field of science.

```
Article #40362 (eprint 40362 r1)
Created by Shuo-Yuan Chang at 13 March 2021 19:38:42 UTC

<eprint>
  <eprintid>40362</eprintid>
  <rev_number>1</rev_number>
  <userid>10460</userid>
  <dir>disk0/00/04/03/62</dir>
  <lastmod>2021-03-13 19:38:42</lastmod>
  <status_changed>2021-03-13 19:38:42</status_changed>
  <type>article</type>
  <metadata_visibility>show</metadata_visibility>
  <eprint_status>inbox</eprint_status>
  <full_text_status>none</full_text_status>
</eprint>
```

Explanation

User history is supposed to be something that provides straightforward information for a user. Furthermore, in this form, it is hard to recognize the content of “user history”. Is it the login of user history or deposit submission of use history?

Severity

It is considered as serious. A user couldn't retrieve the exact information from the form

Possible Solution

They should redesign this form. And, what is user history exactly about?

Submitted By

Shuo-Yuan, Chang, Sandeep Mysore

HE 4.3 -- Problem

Name

The issue of password confirmation & email modification

Evidence

Heuristic: Feedback/Speak the user's language/ Minimize user memory load

In this form, a user has a possibility to change their email information.

When it comes to password modification, they don't provide password confirmation.

Edit

Account Details

Email address: SHC151@pitt.edu

Hide Email:

☐ Make email visible to all.

☒ Hide email to all except repository administrators.

☐ UNSPECIFIED

Password: *****

Personal Details

Name: Title First (Given) Name and Middle Name or Initials Last (Family) Name

ORCID

Department:

Organization: University of Pittsburgh

Address:

Country:

Homepage URL:

Explanation

In the login page, the form doesn't provide the "forget password" option. What if the user changed their email and lost this information, users may not be able to get their account back. without the help of password confirmation, it can be a problem of typing the wrong password.

Severity

It is considered as serious. there are a lot of potential issues if the instruction is not addressed.

Possible Solution

Highly recommend that the system should redesign user management.

Submitted By

Shuo-Yuan, Chang, Sandeep Mysore

HE 4.4 -- Good Feature

Name

A straightforward user profile

Evidence

Heuristic: Provide Shortcuts

Every important key word such as detail and user history is very obvious to find.

Users - Shuo-Yuan Chang

<http://d-scholarship.pitt.edu/id/user/10460>

[Edit](#)

Details [User History](#)


Profile [Edit](#)

Email address: SHC151@pitt.edu

Name: Shuo-Yuan Chang

Organization: University of Pittsburgh

Hide Email: Yes

Unspecified fields: [Department](#), [Address](#), [Country](#), [ORCID](#) , [Homepage URL](#)

Other defined fields

User ID Number: 10460

Revision: 4

Username: SHC151

User Type: Authenticated User

User Registration Date: 13 March 2021 19:20:53 UTC

Frequency of items-under-review mailings: Never

Mail Empty Results: No

Manage deposits Fields: Item ID, Title, Item Type, Item Status, Last Modified

Explanation

As a user, the simpler the form is, the better. Additionally, when you click the title on the left, it directly goes to the edit form. It helps users access the profile with ease.

Benefit

Provide the easier solution for user to edit their profile

Trade-offs

Advanced users may be confused by a title link and edit button. Also, some of the titles have a link but some do not. It is not uniform in a sense.

Submitted By

Shuo-Yuan, Chang

About Deposit Submission:

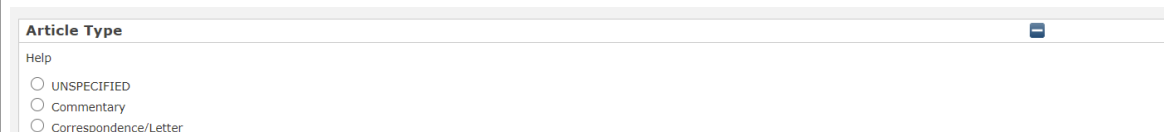
HE5.1 -- Problem

Name

Help button for some form items does not display text

Evidence

Heuristic: Be Consistent



The screenshot shows a web form titled "Article Type". Below the title is a "Help" button. Underneath the button are three radio button options: "UNSPECIFIED", "Commentary", and "Correspondence/Letter". The "Help" button is a small blue square with a white question mark icon.

Explanation

Each input field when entering a new deposit has a question mark button that allows the user to see a description of the input field with examples. For some input fields such as “Article Type” the user is only presented with the word “Help”. If there is a help button it should be usable.

Severity:

Low: Most items that are lacking help descriptions are self-evident

Possible Solution

The addition of a description for “Article Type” as well as providing an example would make the form more consistent.

Submitted By

Kacey Hirth

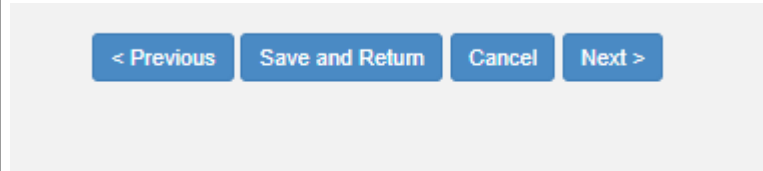
HE5.2 -- Good Feature

Name

Allowing user to save their deposit information and return before submitting

Evidence

Heuristic: Provide Shortcuts



Explanation

Entering a new deposit requires a lot of different sources. A user may only get half-way through a deposit and then have to stop. The D-Scholarship system allows the user to save their work and come back.

Benefit

This allows the user to not have to re-type as much information when returning to finish a submission of a paper.

Trade-offs

The user has to click the “Save and Return” button at the bottom of the form. There is not Auto-save which could be implemented as the user progresses through the form sections.

Submitted By

Kacey Hirth, Sandeep Mysore

HE5.3 -- Problem

Name

Recommended author has multiple duplicate values

Evidence

Heuristic: Prevent errors

Brusilovsky, P PETERB (author of 107 items in this repository)

Brusilovsky, Peter PETERB (author of 42 items in this repository)

Brusilovsky, Peter peterb (author of 3 items in this repository)

Brusilovsky, Peter peterb (author of 2 items in this repository)

Brusilovsky, Alexandra (author of 1 item in this repository)

Brusilovsky, PL PETERB (author of 1 item in this repository)

Brusilovsky, Peter peterb (author of 1 item in this repository)

Brusilovsky, Peter (author of 1 item in this repository)

Explanation

The author recommendation often shows variations of an author's name. Often to do with the capitalization of the name. In the case above there are seven different entries for Peter Brusilovsky. In this case the system might have different statistics about each.

Severity

High: This could potentially high severity issue depending on how the data is used. For instance one might incorrectly determine that Peter Brusilovsky has only authored 107 items, when actuality he has authored 157 different items in the system

Possible Solution

Data cleaning would need to be done in the backend, as well as creating a name format so that different capitalizations of the same name are stored as the same author.

Submitted By

Kacey Hirth

HE5.4 -- Good Feature

Name

Confirmation message of item being deposited

Evidence

Heuristic: Provide Feedback



Explanation

It is important that the user is given feedback when an action is taken. The message with the checkmark that is displayed clearly reads to the user that their deposit has been successful, and that their item will not appear until it has been checked by an editor. Additionally, the message below explains that the website will not appear until it has been checked by an editor

Benefit

These messages confirm to the user that the system has received their input, as well as explaining that the change won't be reflected until it has been checked by an editor

Relationship

5.6: These features work together to quickly allow the user to confirm that their deposit has been successful and what to look out for next

Submitted By

Kacey Hirth

HE5.5 -- Good Feature

Name

Use of green checkmark and yellow warning triangle

Evidence

Heuristic: Speak the User's Language



Explanation

The green checkmark is a common symbol to represent an action has been successful. Additionally, the yellow warning triangle is a common symbol to notify the reader that the text is important.

Benefit

These symbols allow the reader to quickly understand that the submission has been successful as well as draw the readers attention to the warning message.

Relationship

5.5: These features work together to quickly allow the user to confirm that their deposit has been successful and what to look out for next

Submitted By

Kacey Hirth

HE5.6 -- Good Feature

Name

Provide alert information at the beginning of deposit process


Evidence

Heuristic: Prevent Errors, Good Error Messages

Edit item:
Article #40366

Type → Details → Upload → Deposit
← Previous Save and Return Cancel Next →

If you are using the University of Pittsburgh's [Faculty Information System \(FIS\)](#), did you know that you can easily deposit publications and other work from your FIS profile? For any item you enter in FIS, including articles, conference materials, posters, book chapters, and more, you can deposit an open access copy quickly and easily into D-Scholarship right from the record in FIS.

 If you use FIS, we encourage you to do this - it saves you time because you won't have to enter all of the article information in FIS and D-Scholarship@Pitt, and your open access document will be linked to your FIS profile for use in CV generation and reporting!

If you understand the above and want to continue with a deposit directly to D-Scholarship@Pitt, or if you don't use FIS, please enter your metadata for your deposit and proceed with the submission process.

If you have any questions, please let us know by e-mail at d-scholarship@mail.pitt.edu

Explanation

The system provides some requirements at the very beginning of the deposit process and provide solution to user when they face difficulty on deposit the item.

Benefit

Users will understand what they are doing and information they might not noticed before starting the deposit process.

Trade-offs

The sentences are too long to read and understand as a user. In the sentences, there are several links need to click while reading.

Submitted By

Sichen Ma

Summary

Overall, we found the website well laid out and easy to understand. The basic features of the website are for submission of deposits and the search of these deposits. Both of these functions provide minimal interfaces with simple layouts that are easy to use.

In total we identified and prepared twenty-four different UAR for the D-Scholarship@Pitt system. Eleven of the twenty-four UAR correspond to design problems discovered in the system. The most severe issues were related to preventing input errors in the submission deposit, being able to change the user's email while not being able to recover the password, and not being able to navigate back to the homepage from certain parts of the website. The other issues were less severe and related to flaws that may cause inconvenience to the user. We also documented thirteen beneficial features to the system that determined features of the website that are working well.