Shared Research – The NewsHouse

## Charlotte Collected Information:

### Johnathon and Jesus, co-sports producers

*Suggestion:* Add post carousel, finds website very static

*Process*

* Game and event coverage
* Not going to games, more assigning
* Getting credentials
* Editing their work
* Pretty busy, some sports take priority
* Try and send people to every game → harder with smaller stories, everyone wants to cover football

*Upload process*

* Fronts (homepage, section leads): once actual article is updated/posted, producer has to make sure article gets published elsewhere on website → doesn’t automatically update section homepage (for example: new sports game cover is uploaded, Jonathan has to go in and update the sports section once again)

*Features used most*

* Dashboard → gives overview
* Media library
* Story calendar

*Feature dislike*

* Double upload

*Recurring issues*

* How can you make things more accessible?
* How can you explore blocks better?

*Websites used*

* Google drive
* Slack
* Syracuse.com
* NY Times

**Annie (life and style; trends, events, student population)**

*Process*

* Check-in with writers on draft process (DAILY)
  + Don’t go over three drafts
  + Push along to other content editors (Julia for example)
* Reach out to photo team
* Longer stories, not usually daily, breaking-news
  + Have time to prepare for stories

*Upload process*

* Put everything into CMS
  + Computer System Online, WordPress → template, fill in the draft
    - \*\*PAIN IN THE ASS
    - Very frustrating to use
    - Does not like to make edits
      * For example: Story calendar → should be able to click on a story and make edits. However, it will make a second story or not load at all

*Features used most*

* Dashboard → gives overview
* Media library
* Story calendar

*Feature dislike*

* Fronts

*Recurring issues*

* Special projects section → features not present anywhere else
  + No special projects section at the sticky header

*Websites*

* Slack
* Outlook
* The New Yorker
* Major outlets, Post, Times
  + Depends on the story

## Alex RG Collected Information:

### Nicole, Photo & Visual Editor

*Issues*

* Photo Content
  + Gallery option never works, side by side photo don’t center
  + Captions need to be same size as picture for proportions to match
  + The little feature images have to be 2x3 or else it won’t fit to box
    - Need to create a container
  + Slider gallery dimensions same as large format image when not in story body
* General
  + Credits and external links for author profiles at bottom of page need to be designed better, not clear hierarchy
    - Some of the stories fully don’t have credits
  + The more button on right moves to campus news
  + Clear out unnecessary pages and info
  + Special projects is not interactive
  + Under “cuse rules”: su standard is a section
  + Design extra space into “photo by” (in wordpress) cause she always has to add extra space before the name
  + The sections are confusing
  + **When you upload a story, it has to be uploaded to each individual page**

*Suggestions*

* Would like to see some type of visual on the right side bar
* The right tabs of stories, give them some section header for context
* Images have alternate text with the caption, tag the story with the picture, have the title and description (creator)
* Images get turned into the drop form, google drive, pulls them off google drive, edits, resize, upload to media library in own folder,
  + Go into story itself after
  + From ideation to publication of pictures
* Have a visual with story as much as possible, that’s what draws her in
* Having pull quotes stand out, designed (different color, size, weight, etc)

*Roles*

* 12 stories a week just on Nicole, 2 to 3 stories a week per section
* She both edits the pictures and finds people to take pictures (assigns)

*Tech Use*

* Interact with pinterest a lot
* Houstonlanding.org

What is the workflow?

What is the first thing you work on when making content for the newshouse?

What part of the website do you spend the most time on

What do you need more time to work on the site

How long did it take you to get comfortable with the newshouse?

How long have you been working on the newshouse website

How often do you use the website?

How long does it take you to create a packet for the site

What part gets the most intentionFor students/ users and editors

What is the process of creating a story for the website?

What is the most covered content topic on the site?

What is the most difficult part of using the app?

How long does it take for content to get on the site?

If you could get rid of a feature on the site what would it be?