

Translator Dashboard

AJE’s translators help researchers around the world succeed by editing and translating academic papers. Managers and contractors work remotely, and the online dashboard is used to perform critical tasks. Managers indicate that an excessive amount of time is spent on training contractors to use the dashboard. Also, as translators tried to work with the platform, they encounter many critical errors. Managers would like to revamp their website.

CLAIMING PAPERS
Translators claim papers in their areas of expertise from the dashboard.

CHECKING FINANCES
Their monthly compensation is updated as they complete assignments

CHANGING SETTINGS
Settings such as availability and contact information can be updated online

User survey1

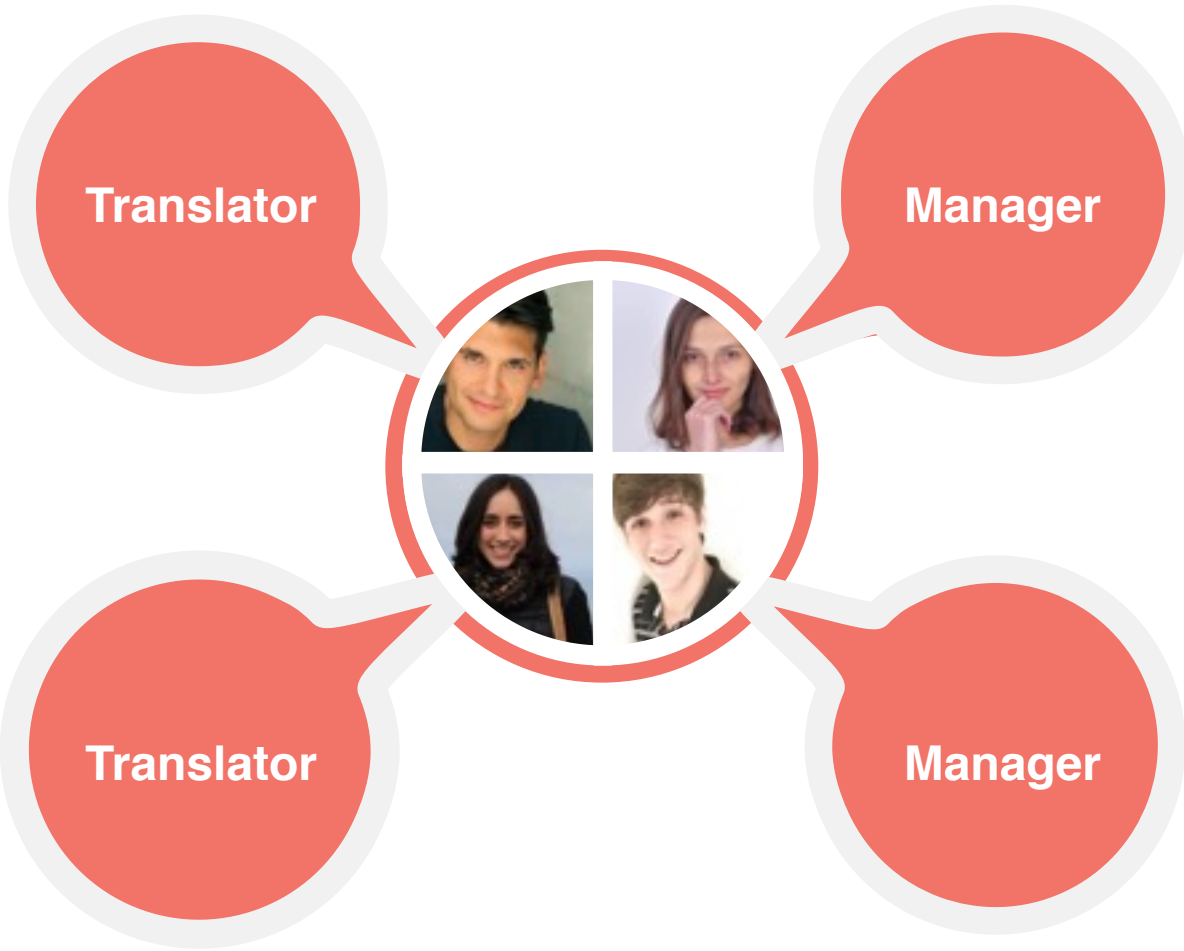
According to 87 survey respondents, ‘claiming papers’ was the least satisfying tasks that translators performed through the website.



User interviews2

“Managers don’t answer my emails in a timely manner”

“I’m always confused about available assignments”

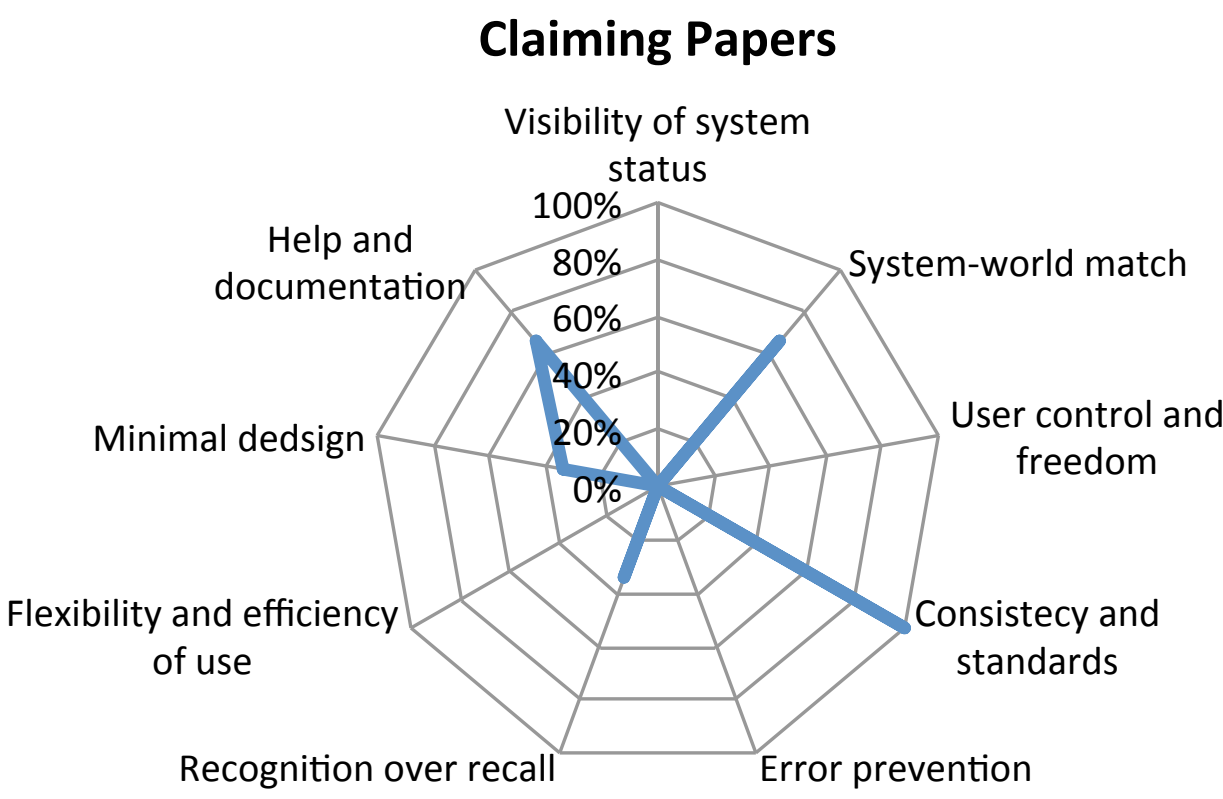


“We spend too much time communicating with contractors but all the information they need is on the website”

“I can’t believe contractors don’t find the information they need on their dashboard.”

Heuristics3

I performed a heuristic evaluation to obtain an insight as to where the site was falling short. The radar plot shows poor performance across all heuristic categories in the claiming papers page. This result corroborated the results of the interviews and surveys.



Personas4



Jen

Bio

- Single female 25 years old
- Masters in Chemistry
- Works in a science education NGO

Behaviors

- Translates using computer-assisted tools
- Translates outside her primary field

Notes

Jen likes kids and science education so she started a non-profit with a groups of friends from grad school. Her schedule is not well-defined so she needs to change her availability settings every often. Jen has done academic work both in Chinese and English, and her translations have great quality. The translation tool that she uses helps her work efficiently. When available, Jen usually claims various papers at the same time and deliveries all translations on time. Because she is a high-volume translator and very reliable, managers assign many papers directly to her. However, she prefers group assignments because she can choose the ones with short turnarounds and high compensations. She wishes she could manage her account using an an app on her phone.

Goals and Tasks

- To easily select papers with short turnarounds assigned to groups
- To quickly change her availability settings

Skills

Quality

50%

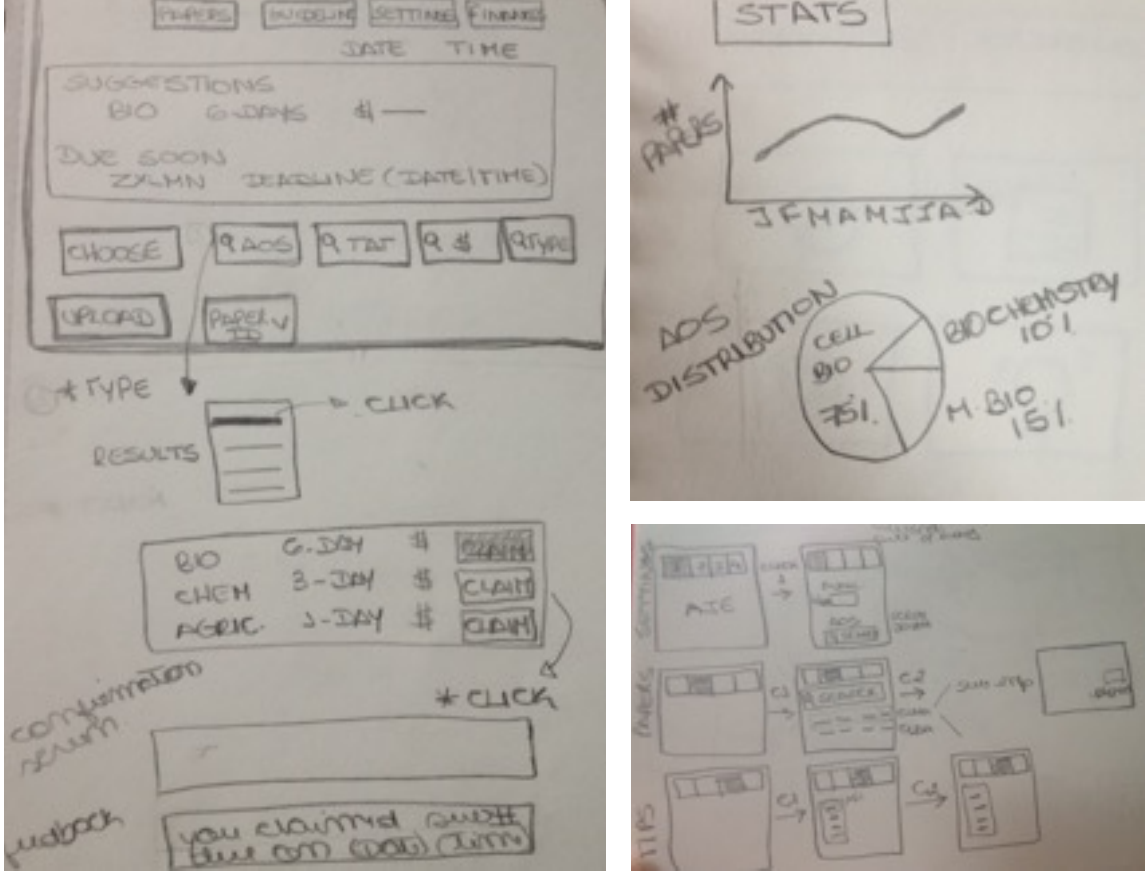
Timeliness

80%

Work Volume

85%

Sketches5



Sketching was an important part of the design process. Here I show some sketches of the main dashboard page.

Wireframes6

The main dashboard page, where translators perform the most important tasks, was revamped. Usability tests showed that users more easily found and claimed papers via the new dashboard (wireframe on the right). Managers reported a significant decrease in time they spend in the communication with translators during projects. These changes resulted in increased satisfaction and retention of translators and improved the efficiency of project managers.

