

Volume 3: Intranet Search for Content, People, and Tools

Intranet Usability Guidelines

4th Edition

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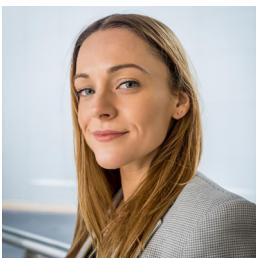
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Table of Contents

Executive Summary	5
Search Must Meet Expectations	5
Our Research Studies	6
Methodology	6
About The Fourth Edition	6
Findings From All Studies	7
How to Use This Report	7
Long-Standing Examples	11
GUIDELINES	12
Search Front End	17
One Global Search Experience	17
Scoped and Separate Searches	59
Scoped Search	59
Local or Domain-Specific Search	65
Separate Searches and Search on Digital Workplace Tools	83
Search Results	95
Refining Search Results	195
Sorting and Filtering	195
People Search	244
People-Search Results	268
METHODOLOGY	286
Intranet Guidelines Study Overview	287
Usability Studies in a Lab Setting	287

Contextual Inquiry in the User's Environment	289
Expert Reviews	290
Participants.....	290
Recruiting Organizations to Participate	290
Research Goals.....	291
Intranet Guidelines Report Series	292
Author Biographies	297
Acknowledgements	298
About NN/g	299

Executive Summary

SEARCH MUST MEET EXPECTATIONS

A well-designed intranet search can be the fastest and easiest way for employees to find the information they need, or it can waste their time and disappoint them. Expectations for intranet search have risen since Google's inception and its ability to provide helpful results. Because mainstream search engines work so well, employees expect their intranet search to work as well or even better. Today's intranet users want to find information quickly and easily, and employees describe this need differently. For example, one user at the City of Calgary was straightforward in saying,

“I expect our search to work like Google.” In another example, an administrative assistant at the Mayo Clinic said, “The doctors I work with have an association with Google. Their expectations are that our search should work like Google and should always be getting better and faster. Some doctors have even requested a single page with just a search box on it.”

There are many reasons why intranet search is often not as good as Google. The most obvious reason is that intranet teams are usually small, and each member has many roles. In contrast, Google has thousands of programmers, analysts, and other specialized personnel who aim to support a great search experience. As researchers and technologists, we realize this, but most employees don't consider this context. They see a search field or magnifying glass icon and expect it to work. Also, since intranets have less information than the entire web and employees tend to assume that their organization has done a good job tracking and organizing content, they expect search to work well. Once the user is disappointed by an intranet search a few times, their perception of the intranet decreases, and their disappointment increases.

Creating a search experience that meets or exceeds employee expectations and needs is an ongoing challenge for intranet teams. Despite these challenges, any intranet search can be improved. This report includes several guidelines and other recommendations to help teams work toward a better intranet search to expedite employees' work and open up a world of collaboration, helpful content, and needed features.

OUR RESEARCH STUDIES

Findings in this and other reports in this series are based on four large behavioral research studies. These were planned, conducted, and funded by Nielsen Norman Group. The research included the following:

- **Fifty-seven intranets**, with 18 years between the first study and the most recent. We studied:
 - 14 intranets in 2002
 - 13 intranets in 2005
 - 15 intranets in 2011
 - 15 intranets in 2019
- **More than 285 employees** (75 in our most recent round of research). They were all employees of each organization and users of the intranet.
- **Three continents:** North America (the United States and Canada), Europe, and Asia

We conducted these studies to learn about the following:

- How employees use intranets
- What makes intranets helpful or unhelpful
- What can be done to make intranets better

METHODOLOGY

We used three basic usability methods for each round of research:

- **Usability testing** in a lab or conference room setting, with one or a few researchers watching users for 75–120 minutes as they attempted anywhere from nine to 15 realistic tasks on the intranet
- **Field studies** during which a researcher watched employees work for anywhere from one to five hours to see how and when they used the intranet in their personal work areas
- **Expert reviews** during which researchers used the design considering users, top tasks, and established design principles

ABOUT THE FOURTH EDITION

Our most recent round of intranet research followed the same study protocol as in previous rounds and involved more than **75 employees at 15 different organizations**. We usually observed **four to eight employees at each study location**, which ranged from small companies to large enterprises across the United States, Canada, and Europe.

An NN/g researcher conducted one-hour field study sessions, observing participants in their work environment as they went about their normal work. One or two NN/g researchers conducted usability testing sessions, using either company computers or the employee's own work-computer and the think-out-loud protocol. Usability testing sessions were 75-minutes and followed this structure:

- **Initial survey:** Included gender, age, tenure with the organization, job title, department, frequency of intranet use, and device(s) often used to access the intranet.
- **Typical task attempts:** Users attempted to complete between nine and 13 realistic tasks on the intranet. Most of the administered tasks were directed (meaning they had specific criteria for success), while a few were exploratory (meaning they were used to measure engagement and had no success criteria).

FINDINGS FROM ALL STUDIES

Please note that the screenshots and scenarios in this and the other reports in our intranet series represent only a moment in time. It's entirely possible that some of the intranet designs you see in these reports have changed since our research. Many teams and designers learned from our usability studies and changed their designs immediately after the testing.

In addition, some screenshots or quotes in this report were captured in prior rounds of intranet research. Where they substantiate a long-standing guideline, we've kept the older examples for discussion and instructional purposes. The commentary explains what we learned during the testing, and the design best practices we discuss remain true today and most for years to come. Find a complete list of the organizations who participated in our intranet guidelines research over the years at the end of this report.

HOW TO USE THIS REPORT

After conducting this research and reflecting on the findings and insights, we have compiled a comprehensive set of recommendations and guidelines to help you make better intranet designs.

Five Types of Recommendations

Each recommendation in this report falls into one of five categories, displayed differently depending on its type:

- Design guidelines
- Definitions, principles, and methods
- Process and strategic considerations
- Timeless design tips
- User behaviors

Following are explanations for recommendation types and examples of how they appear throughout this report: (and the entire Intranet Guidelines Report Series):

1. Design Guidelines

These include actionable advice, along with evidence, discussions, and screenshots to help designers make usable, engaging intranet designs, and are the bulk of the information in this report.

Concrete design guidelines and recommendations substantiated by behavioral evidence and years of usability expertise embodied by NN/g researchers appear as in the example below. Some of the guidelines are from previous rounds of research and remain valid today, while others are new with this round of research.

Here's an example of a **design guideline**:

59. Avoid using an icon for search on desktop; it's only acceptable on mobile versions of the intranet.

2. Definitions, Principles, and Methods

In these callouts, we explain the terms, principles, and methods we suggest you use in your intranet design work. They span UX design and research and are often used on intranets or at organizations in general.

We also define terms, principles, and UX research methodologies in the context of relevant guidelines and discussions. These terms will be bold.

Here's an example of **Definitions, Principles, and Methods**:



Card sorting

Definitions, Principles, and Methods

Card sorting is a UX research method in which study participants group individual labels written on notecards according to criteria that make sense to them. This method uncovers how the target audience's domain knowledge is structured and helps teams create an information architecture that matches users' expectations.

3. Process and Strategic Considerations

These are larger-scale initiatives and tactical ideas, or those related to process best practices. They tend to focus less on the design itself but help enable good design. These usually require more time, involvement, and alignment from many people and teams across an organization.

Some recommendations are less about design detail and more about the process or strategic ideas behind designing an intranet. These ideas are too large or unspecific to be a design guideline, so they are categorized under this type.

Here's an example of **Process and Strategic Considerations**:

Conduct card sorting early.

Process and Strategic Considerations

Conduct card sorting early in the design process to determine the intranet's information architecture. Card sorting can be done once you know the initial content topics and navigation categories you want to offer on the site.

4. Timeless Design Tips

These are general, sometimes basic, good design practices that apply to both intranets and digital design as a whole.

Basic reminder guidelines, many of which continue to hold after decades of research, are included in this report and, in many cases, apply to the design of digital products in general, not just intranets. When one of these more basic recommendations is mentioned in the report, we will call it out like this to denote that it has withstood the test of time.

Here's an example of **Timeless Design Tips**:

Use clear link labels.

Timeless Design Tips

Front-load text and navigation links with information-carrying keywords.

5. User Behaviors

These describe the ways employees acted as they used the intranets. This doesn't mean your users will act the same way as the ones we saw, but they may behave similarly. There's no substitute for doing usability tests and watching your own employees use your intranet. But, if you're not doing much of your user research, refer to these behaviors as a best guess for how your users may act.

Here's an example of **User Behaviors**:

 Cleaning up browser tabs

User Behaviors

Many employees had several browser tabs open at a time while completing their work or using the intranet. When they encountered links, which opened in yet another new tab, they often wanted to stop and pause between tasks to clean up their tabs. This housekeeping behavior indicated that users felt the interface became cluttered or unmanageable.

Scrubbed Screenshots

You'll notice throughout this report; some screenshots have been scrubbed to protect the organization's proprietary information. Also, individuals' personally identifiable information, including employee names, phone numbers, office locations, profile photos, and sensitive company information, has been removed or blurred from all screenshots and replaced with placeholder images, icons, shapes, or text.

This is intentional to protect and respect the identities of the individuals and organizations who took part in our research.

Employee Name
DEPARTMENT: Corporate Communications
PHONE: 555-555-5555
LOCATION: 12345-67

POSITION: Communications Specialist
EMAIL: email@nait.ca
MAIL DROP: PEB200 (Reception)

Here are two examples of how we mask participants' personally identifiable information throughout the report. Where you see icons or masked text are areas where an employee's actual photo, email address, phone number, or office location would otherwise appear.

LONG-STANDING EXAMPLES

Cumulative Findings Across All Studies

Some screenshots or quotations in this report were captured in our early intranet research, and given how long we have been studying intranets, some may have been captured **almost 20 years ago**. We've kept older examples that substantiate a long-standing guideline, interesting finding, or discussion. Find a complete list of the organizations that participated in our intranet guidelines research over the years at the end of this report.

Please note that the screenshots and scenarios in this and other reports in our intranet series represent only a moment in time. The intranet designs and screenshots you see in these reports may have **changed since our research**. In fact, many teams and designers learned from our usability studies and modified their designs immediately after the testing.

Guidelines

Guideline List

Search Front End 17

1. On desktop, provide an open search field and button in the upper right corner on every page of the intranet. 18
2. Use an icon for search only on mobile versions of the intranet..... 20
3. Place the search field in the same location across the entire intranet..... 24
4. Ensure the search field stands out in the header. 25
5. Keep the search field and main navigation visible in the header simultaneously. 27
6. Include placeholder text in the search field that tells people what they can search for or where they are searching..... 28
7. Place the button to trigger the search close to where employees enter keywords..... 31
8. Make the search button look like an active button. 33
9. Present type-ahead search suggestions based on the keyword(s) the user entered.. 34
10. Use a single-column listbox to house type-ahead search suggestions. 36
11. Ensure type-ahead search suggestions are quick and automatic. 38
12. Bold users' keyword phrases in type-ahead search suggestions. 39
13. Add an "x" icon to clear users' queries from the search field. 41
14. Execute the employee's search on press of the *Enter* or *Return* key..... 43
15. Index all intranet content, people, and job-related tools. 45
16. Only offer advanced search for specific use cases or as a stopgap until the intranet's main search is improved. 48
17. Offer users the option to browse topics in addition to intranet keyword search. 52
18. If you offer the ability to browse, include the option to *View all* categories or topics available. 57

Scoped and Separate Searches 59

19. Use a visible dropdown to the right of the search field for scoped search. 61
20. Preserve the ability for the user to change the scope of their search, even after the scoped results are returned..... 63
21. Do not automatically scope a search based on the user's intranet location. 64

22. Use one additional search field to represent local search on the pages or sections where it's needed.....	70
23. Provide a consistent appearance and placement for local search fields across the intranet.....	74
24. Clearly label local search fields to help users distinguish them from the global intranet search.....	80
25. Integrate systems into the intranet's global navigation and make search work across the digital workplace.....	87
26. Enable type-ahead search suggestions on digital workplace tools outside the intranet if available.....	91
27. Make sure type-ahead search suggestions on digital workplace tools are clear and distinct.....	93

Search Results 95

28. Have a search results landing page.....	95
29. Use an uncluttered page layout that harmoniously combines search results for content, people, and tools.....	96
30. Allocate an appropriate amount of white space to break up the various sections on search results pages.....	98
31. Display search results in a list instead of a grid.....	100
32. Show <i>All results</i> by default on search results pages.....	104
33. Rank search results by relevance and recency.....	109
34. Pin the most relevant result at the top of search results pages.....	116
35. Ensure pinned results visibly stand out from the rest of the search results.....	119
36. Return relevant results for common typos.....	121
37. Offer <i>Did you mean?</i> suggestions to help users quickly recover from typos.....	124
38. Show productive search results for word variants.....	126
39. Repeat the user's keyword(s) at the top of the search results page.....	132
40. Ensure users can search again from the results page.....	133
41. Prominently display the total number of search results found.....	135
42. Include specific metadata for all search results listings.....	138

43. Bold the user's keyword phrase in the metadata.....	148
44. Display already-visited links in a different color on search results pages.....	151
45. Load search results in the same window or tab.	153
46. Only open results links in new browser tabs when content is used for comparing or referencing.....	154
47. Include icons in search results listings to visually differentiate PDFs and documents from intranet pages.....	156
48. Include only the most meaningful information in search results.	163
49. Trim excess imagery from results listings; it adds clutter and reduces scannability....	166
50. Avoid using popup previews that appear on hover in search result listings.....	169
51. Use pagination on search results pages.....	172
52. Expose the individual page numbers as buttons at the bottom of search results pages.	175
53. Offer a link to submit feedback on the search results page.....	176
54. Present helpful messaging and ways to course-correct on the <i>No Results</i> page.	188

Refining Search Results **195**

55. Offer relevant filters and refinements.	196
56. Place filters on the left side of the search results page.....	208
57. Display filter names prominently.	212
58. Present the filters as expanded by default on desktop.....	215
59. Collapse filters on mobile views to preserve space.....	219
60. House filters in scrollable, multiselect listboxes.....	220
61. Display the filtered view of the results page after selecting the checkbox or refinement label.....	227
62. Show the number of results that correspond to each refinement.....	228
63. Spell out refinement values instead of using file extensions, images, or acronyms....	229
64. Keep all filters and refinements displayed as users select or deselect values.....	234
65. Use a dropdown list or radio buttons to <i>Sort</i> the results page.....	235
66. Clearly label sorting controls.....	238

67. Include only the most relevant sorting options relative to the type of search the user conducted.....	240
---	-----

People Search 244

68. Include the ability to search for employees from the global search field.	244
69. Allow users to type a name in any format — first name, last name, or both — and in any order.....	249
70. Display people results for typos; employees don't always know how to spell their colleagues' names.	252
71. Show people's names in type-ahead search suggestions when appropriate.....	254
72. Present relevant people results when employees search for a job title.	255
73. Offer the ability to find individuals by department, group, or team name.	262

People-Search Results 268

74. Display people results on the global search results page.	268
75. Organize and label people results to differentiate them from other search results.	270
76. List employee names in alphabetical order by last name in search results.....	271
77. Include a link to see all people results.....	272
78. Display the number of people results returned.....	273
79. Include photos of employees in the search results.....	274
80. List each person's name, title, department, email address, phone number, and office location in search results.	277
81. Make employee names and email addresses links.	280
82. Provide filters and sorting, such as by department or job title, to help users narrow down employee search results.....	283

Search Front End

ONE GLOBAL SEARCH EXPERIENCE

For the intranet site search, one open search field is usually the most effective and expected type of user interface. In the best scenarios, it queries all sections of the intranet to find the correct information and quickly presents results that are relevant and understandable.

In previous rounds of research, we commonly observed intranets that had multiple search fields for the “main” search: one for content search and another for people search. In some cases, there would be radio buttons or drop-down lists where users could select other places to search, and in some cases, another search field for scoped searches within a specific intranet section. (Searching in just one area is often referred to as “scoped search”)

In this round of research, it became abundantly clear that using a single search field that allows employees to search for content, people, and tools from one central place on the intranet is the most optimal, user-friendly approach, as opposed to two fields as we had recommended in years past. Why? Mainly because search has improved. In the past, search worked so poorly that users wouldn’t have been able to find a colleague’s phone number in the results at all, so as a safety net, we recommended a tradeoff — offer a separate search field to search for people — because it is one of the most important tasks to most users on intranets.

When there are multiple search fields on the intranet, users slow down to locate the correct one for content searches versus people searches and other types of searches. Users should be able to immediately understand the following just by looking at the intranet’s interface:

- Where the global search field is located
- That they can input keywords without having to use special formatting
- What platforms or parts of the digital workplace they’re searching
- How to execute the search

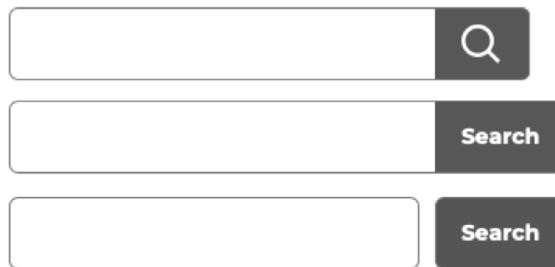
We acknowledge this is a drastic change from some of our previous recommendations and that many intranet designs will still warrant multiple search functions. For these reasons, we’ll still cover multiple search experiences in this report but lead with our primary recommendation, which is to have one global search experience that indexes content, people, and tools.

1. On desktop, provide an open search field and button in the upper right corner on every page of the intranet.

We saw several organizations that had multiple search fields placed all over the intranet. This confused users, as some of the search fields searched for content while others searched for people or searched within a scoped section of the intranet. Don't introduce multiple instances of intranet search; use one search field and work toward indexing all content, people, and tools across the digital workplace. Having multiple, fragmented search experiences rarely leads to an improved intranet search. In fact, in many of the cases we observed, it made things worse.

A single search field should be part of the intranet's global header. Having an exposed search field, placed familiarly in the upper right corner of the intranet, primes users to know search is available and speeds up the task of performing a search. It's also consistent with what employees have encountered on thousands of other websites. Given that so many people have search engines always available in their web browsers, they expect the same ease of access when searching on an intranet. The search feature is important enough to warrant an open field on every page. These three foundational design patterns work best for the search field and a corresponding button:

- An open field with a magnifying glass icon as the button to trigger the search
- An open field with a button connected to the field labeled, *Search*
- A separate button labeled, *Search* to the right of the field



These three conceptual design patterns for an intranet search field work best. They include an exposed search field with either a magnifying glass icon or a button close to the field labeled Search.

Many users in our studies used search as the starting point for the tasks they were given during the usability tests (*e.g., find a summary of tasks at the end of this document*). When discussing the intranet's search experience, one user said, "Usually the quickest way to find something on the intranet is to do a search. The search bar is really good. It's always right there for me when I need it, every time."

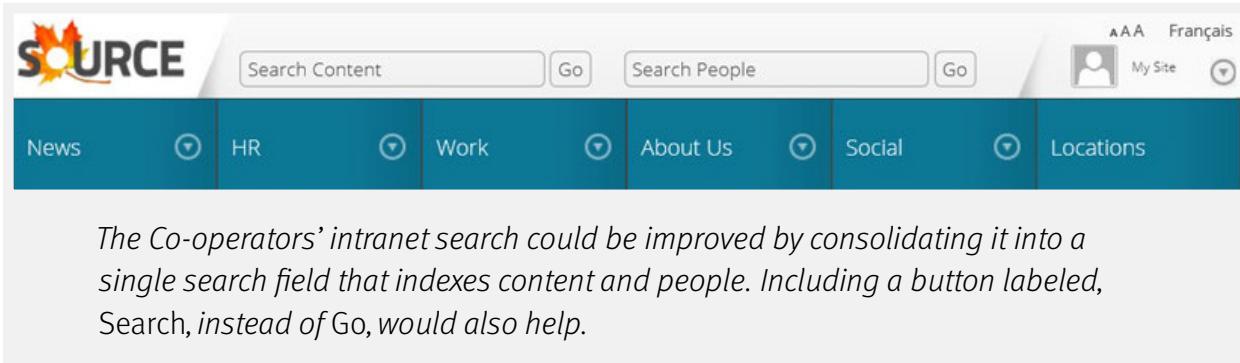


The City of Calgary's intranet, myCity represents a good example of how to design and where to place the open search field in the intranet's header.

Several intranets we tested had an open search field or multiple fields in the middle of the header instead of in the upper right corner. Although not in the recommended position on the page, users didn't have much trouble locating the search function when it was in the middle (instead of in the upper right corner). One explanation for this might be that people are likely familiar with the location of search on their intranet because they've used it before and therefore, had learned where to find it.

However, there were some instances where centered search fields didn't work as well. When the search field is centered at the top of the header, it often competes with the main navigation for users' attention. Or, the centered search bar can overshadow the main navigation, making it harder to scan.

For example, The Co-operators intranet, *Source*, had two separate search fields — one for content and one for people — in the center of the global header. But users' attention was primarily drawn to the main navigation because of its size and bold coloring, so they overlooked the search fields. Additionally, there is no distinction between the buttons on content search and people search. Both search field buttons are labeled *Go*, which could be confusing for screen reader users, who need to listen carefully for the order of the buttons and text fields to know which button relates to which form field and what it searches for. A better approach would be to have a single search field, placed in the upper right corner to search for both content and people, with a simple button labeled, *Search*.



The Co-operators' intranet search could be improved by consolidating it into a single search field that indexes content and people. Including a button labeled, *Search*, instead of *Go*, would also help.

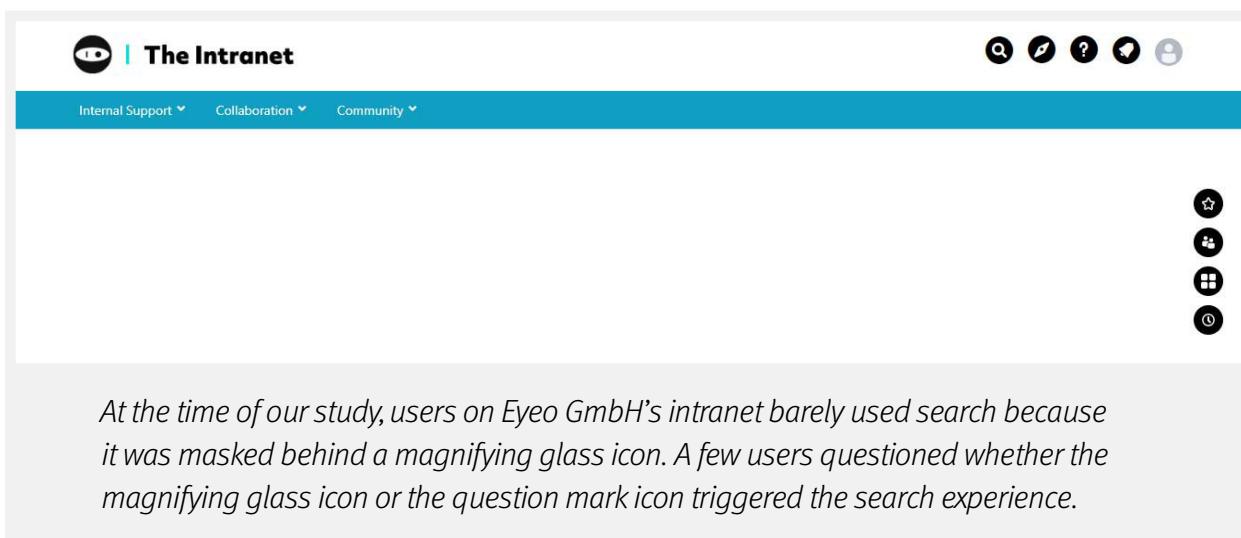
For some tasks, employees relied on the main navigation, while for others, they went straight to search. Because of this, we suggest placing a single search field in the upper right corner instead of in the center of the header; it's more familiar and preserves easy access to both the main navigation and search field.

2. Use an icon for search only on mobile versions of the intranet.

The search front end should be highly visible and available on both desktop and mobile. Offering an icon to access search on mobile is acceptable. However, designs that provided only a magnifying-glass icon to access search on desktop were problematic for three main reasons:

- **It made the search less visible.** Search functions that appear as icons often go unnoticed. They are small compared to the rest of the visible space on desktop, and they blend in with so many other navigational choices that users can miss them.
- **Users had to click on the icon** to expose the search box and had to click again to set their cursor's focus in the search box to type their query.
- **Users don't always know what an icon** means and may mistake it for zooming-in functionality.

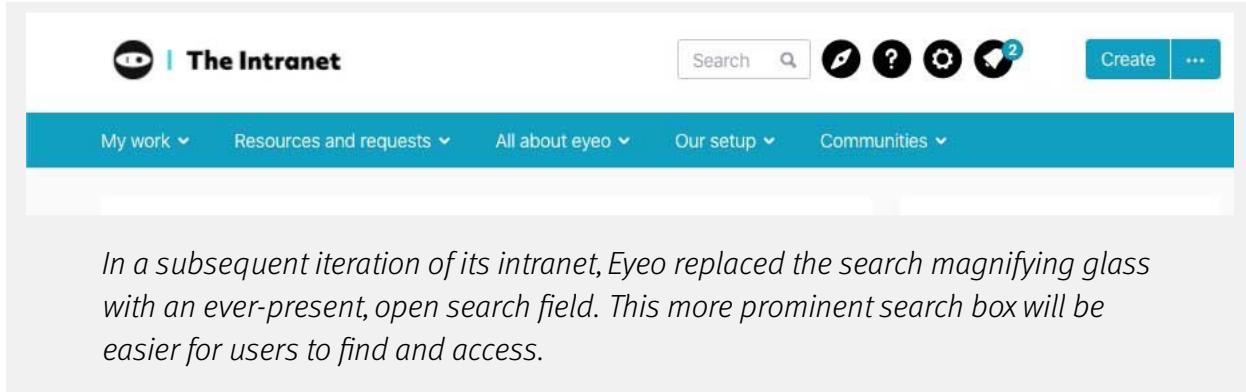
When observing people at Eyeo GmbH, most employees didn't use search to find information, even though it would have helped them find answers. This was mainly because the intranet included a series of confusing icons in the utility navigation. Users hardly noticed search was available. When they did, they contemplated using it and were initially confused about where to find it. They wondered which icon — the question mark icon or the magnifying glass icon — would trigger the field to display. One participant thought the magnifying glass icon would zoom the page instead of exposing a search field. Additionally, clear labels should always accompany icons in any digital interface; they should never stand alone.



The screenshot shows the top navigation bar of the Eyeo GmbH intranet. On the left is the logo 'The Intranet'. To its right are three dropdown menus: 'Internal Support', 'Collaboration', and 'Community'. On the far right of the bar are five utility icons: a magnifying glass (search), a pencil (edit), a question mark (help), a speech bubble (chat), and a user profile (account). Below the bar is a large, light-gray rectangular area containing a quote in black text.

At the time of our study, users on Eyeo GmbH's intranet barely used search because it was masked behind a magnifying glass icon. A few users questioned whether the magnifying glass icon or the question mark icon triggered the search experience.

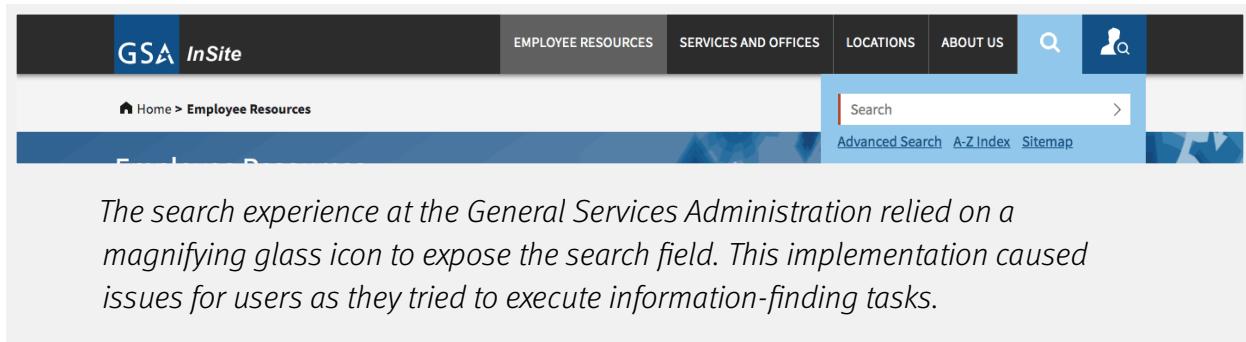
In a subsequent iteration of the intranet's header, Eyeo GmbH *did* remove the icon for search and now exposes a standard search bar in the header. A commonly used and important feature should be available without needing to click to expose it, so this is an excellent change.



The screenshot shows the header of 'The Intranet' website. At the top left is a logo with a magnifying glass icon. To its right is the text 'The Intranet'. On the far right of the header are several icons: a search icon, a pencil, a question mark, a gear, and a bell with a '2' notification. To the right of these are buttons for 'Create' and three dots. Below the header is a navigation bar with links: 'My work', 'Resources and requests', 'All about eyeo', 'Our setup', and 'Communities'. The main content area contains the following text:

In a subsequent iteration of its intranet, Eyeo replaced the search magnifying glass with an ever-present, open search field. This more prominent search box will be easier for users to find and access.

Users at the GSA also had to click on a magnifying glass icon to expose a search field in the header. An improvement to this search experience would be to include an open search box instead of forcing users to click on a magnifying glass icon. This would also help employees better utilize type-ahead search suggestions, which were hard to see from within the expanded search panel. Additionally, with this approach, users often had already pressed *Enter* to get to the results page before the suggestion had time to fully appear.



The screenshot shows the header of 'GSA InSite'. The top navigation bar includes links for 'EMPLOYEE RESOURCES', 'SERVICES AND OFFICES', 'LOCATIONS', and 'ABOUT US'. On the far right are a search icon and a user profile icon. Below the header, a breadcrumb trail shows 'Home > Employee Resources'. On the right side of the header is a search bar with the placeholder 'Search' and links for 'Advanced Search', 'A-Z Index', and 'Sitemap'. The main content area contains the following text:

The search experience at the General Services Administration relied on a magnifying glass icon to expose the search field. This implementation caused issues for users as they tried to execute information-finding tasks.

Though mobile intranet use was reportedly very low in our study, we found that an icon denoting search was acceptable on mobile or responsive versions of the intranet, where space is limited. In general, users have grown accustomed to search functionality being reduced down to and triggered by an icon on mobile websites and applications. However, it's still important to label any iconography used to represent *Search* as such.

For example, Atrium Health used an adequately sized magnifying glass icon to represent the search functionality on the mobile versions of the intranet. The icon appeared in the mobile header's upper right corner — the expected search location. To further improve search, the magnifying glass icon should include a *Search* label.

Atrium Health included a nice-sized magnifying glass icon to represent the search functionality on the mobile version of its intranet. The placement and size of the icon are acceptable but including a label would further reinforce its purpose and make the header more accessible.

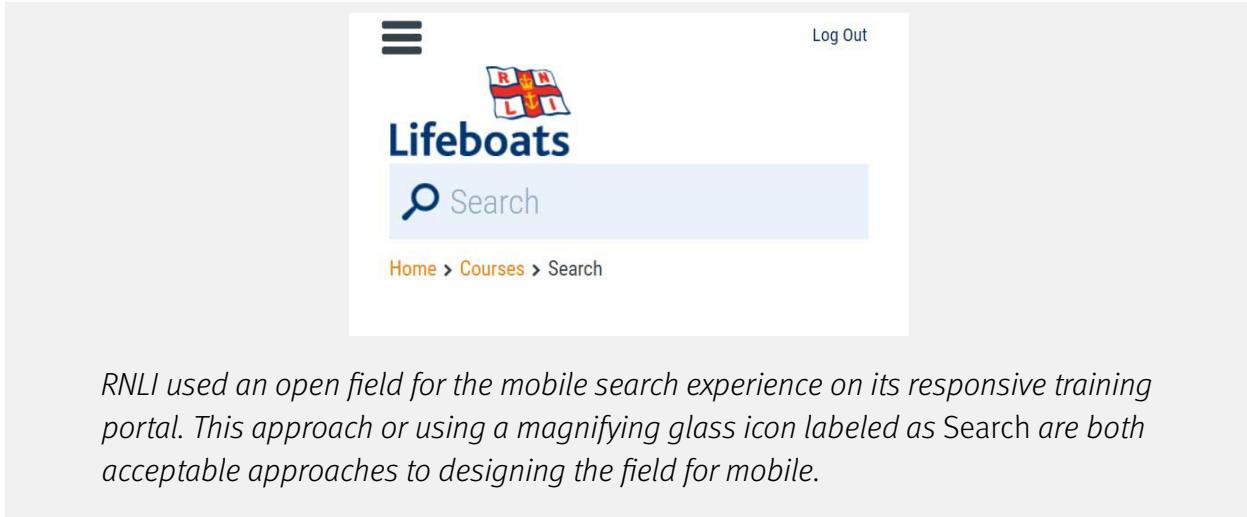
On another responsive site in its digital workplace, Atrium presented its search experience in a less-than-optimal way. Instead of having the search icon remain in the upper right corner, a smaller search icon appeared on the left side of the page, underneath the mobile header. This was problematic because it made search harder to find on mobile. In the space where the small magnifying glass icon sits, there was plenty of room to expose a full search bar rather than having an unlabeled icon in an area not usually equated with search.

The search function moved underneath the mobile header on another responsive site intertwined with Atrium's intranet and digital workplace. Here it appeared as a small, unlabeled magnifying glass which made search harder for users to locate.

The City of Calgary's intranet represented a good example of how to incorporate search in a mobile-responsive intranet header. myCity used both a magnifying glass icon and a clear label to denote search functionality. The icon was large enough to be clickable and was located exactly where users expect to find search functionality on mobile, in the upper right corner.

The City of Calgary's intranet followed best practices for using an icon and a clear label to denote search functionality on mobile. On click of the Search icon, an open field to search appeared below the header.

The Royal National Lifeboat Institution proved on the mobile-responsive version of its training portal that providing an open search field is possible on a smaller viewport. The open search field sat right underneath the header and spanned the width of the mobile device. The only minor update to this design would be to make the placeholder text stand out just a bit more, perhaps with a darker blue color to offset it from the light blue background on the search field.



RNLI used an open field for the mobile search experience on its responsive training portal. This approach or using a magnifying glass icon labeled as Search are both acceptable approaches to designing the field for mobile.

3. Place the search field in the same location across the entire intranet.

Don't move the search field around needlessly, especially if the user is within the same domain; keep it in the exact same spot across the entire intranet. When the search field moves around, users start to feel like they're chasing it from page to page, and you're forcing them to do extra work they shouldn't have to do to reorient themselves with where to conduct a simple search with every new page load or menu interaction.

On Dell's intranet, InsideDELLTechnologies, the search field appeared in five different places. Sometimes it displayed as an open text field in the middle of the header, and in other cases, it moved into the dropdown navigation or to the right side of the header. When the search moved, users questioned whether it was an entirely new search bar and where the other one went that they had previously used. It also made people question whether they were still searching the entire intranet or only a scoped section when the search bar changed positions.



Employees attempted the same search in different areas when multiple search fields were present.

User Behaviors

Employees often executed the same search in numerous places, even on the same page, to see if a search field in a different spot would return different results.

The screenshots illustrate the search experience on Dell's intranet across four different sections:

- My IT Section:** Shows a search field in the top right corner of the header.
- My HR Section:** Shows a search field in the top right corner of the header.
- My Communities Section:** Shows a search field in the top right corner of the header.
- Main Intranet Section:** Shows a search field in the top right corner of the header.

The search experience on Dell's intranet appeared in five different locations, even though the user was still on what appeared to be the main intranet, InsideDELLTechnologies. This was disorienting as users had to repeatedly relocate the search field when they navigated to different intranet sections.

A better approach for Dell would be to keep an exposed search field in the upper right corner of the intranet and digital workplace. And it would be even better if the main intranet search field could index and search for all content, people, and tools across platforms. This way, users would always know exactly where to go to execute a search.

4. Ensure the search field stands out in the header.

Even when search is a simple field in the upper right corner of the header, employees can still have difficulty finding it. Users typically tune out banners at the top of pages, so they may miss the search field if it is concealed in a banner.

Users could overlook the search box on the Royal National Lifeboat Institution's intranet because it blended in with the white header-banner. A better approach would be to apply a high-contrast (dark blue or gray) border to the search field to make its boundaries more noticeable. The height of the white banner could also be increased so that the search field fits inside rather than spanning its full height. Increasing the size of the *Search* placeholder text would also help it stand out more.

The search box on the Royal National Lifeboat Institution's intranet blended in too much with the white header design.

On DIRT Environmental Solutions' intranet, the background color of the search field was too similar to the header-banner's background. This made it hard to decipher the element as the search field at first glance. Additionally, the gray placeholder text, *Type keywords...* lacked proper contrast to help users quickly identify this element as the search field. A better approach would be to give the search field a white background and a high-contrast border color. The hint text should also be darker gray (at least #767676) to ensure accessibility.

Your search for the word '[code of conduct](#)' found the following results...

[Find 'code of conduct' in videos >](#)

DIRTT's intranet search field did not stand out in the header-banner. It lacked a high-contrast fill color and prominent border.

For maximum visibility, choose a background color for the intranet's search field that has high contrast with the background. For example, users easily located the search field on First Solar's intranet, *Power*. The main header banner was dark blue, and the search field was white, creating enough contrast to draw the user's attention, allowing them to locate the search box immediately.

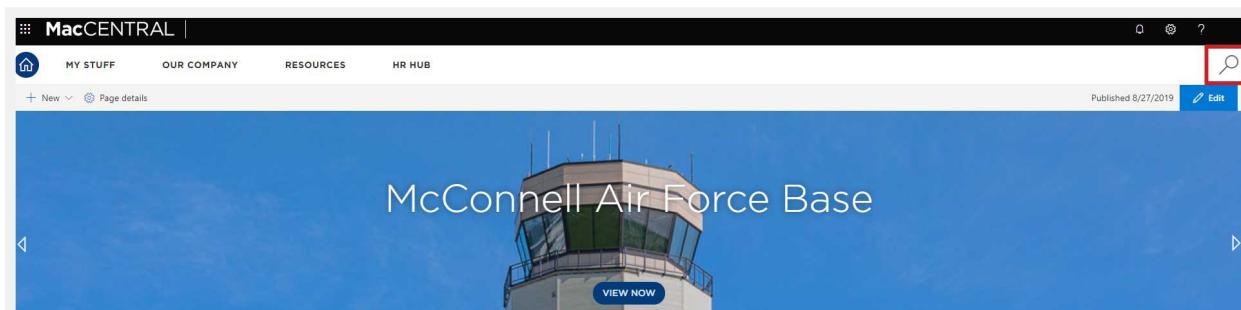
Employees could easily find the bright white search field against the navy blue background on First Solar's intranet.

5. Keep the search field and main navigation visible in the header simultaneously.

Because employees often rely on search for quick access to the important information they need to do their jobs and maintain their well-being, the intranet's search field is not the place to experiment or push the limits of interaction design. It's better to keep the search field simple, as an open search field, which we've already covered at length in previous guidelines. Though this seems straightforward, we still saw instances of non-traditional search fields that caused users more angst than acceleration with findability tasks.

For example, on Burns & McDonnell's intranet, MacCentral, the search field was hidden behind a gray magnifying glass icon that sat on the far right of the screen. When users clicked the magnifying glass icon, an enormous search box expanded all the way to the left side of the screen, and the main navigation disappeared.

This is an unnecessary interaction just to reveal a search field. It perpetuates the same issue described in the previous guideline: an overly wide search field creates too much separation between where the user enters text in the field and where they should click to execute the search. Also, blocking the navigation in any way is not favorable. In this case, the non-traditional experience also inhibited users from quickly changing their information-seeking strategy from searching to navigating when needed.



The screenshot shows the MacCENTRAL intranet homepage. At the top is a dark header bar with the MacCENTRAL logo on the left and navigation links for 'MY STUFF', 'OUR COMPANY', 'RESOURCES', and 'HR HUB'. On the far right of the header is a small, unlabeled magnifying glass icon. Below the header is a large banner image of a control tower at McConnell Air Force Base, with the text 'McConnell Air Force Base' overlaid. At the bottom of the banner is a blue button labeled 'VIEW NOW'. To the left of the banner, there are 'New' and 'Page details' buttons. In the bottom right corner of the banner, there is a timestamp 'Published 8/27/2019' and an 'Edit' button. A red rectangular box highlights the magnifying glass icon in the header.

The search experience on Burns and McDonnell's intranet blended too much with the header design, as it was no more than a gray, unlabeled magnifying glass icon that sat at the very far right of the page.



After users clicked on the magnifying glass icon on Burns & McDonnell's intranet, an enormously wide search field displayed and blocked them from interacting with the main navigation.

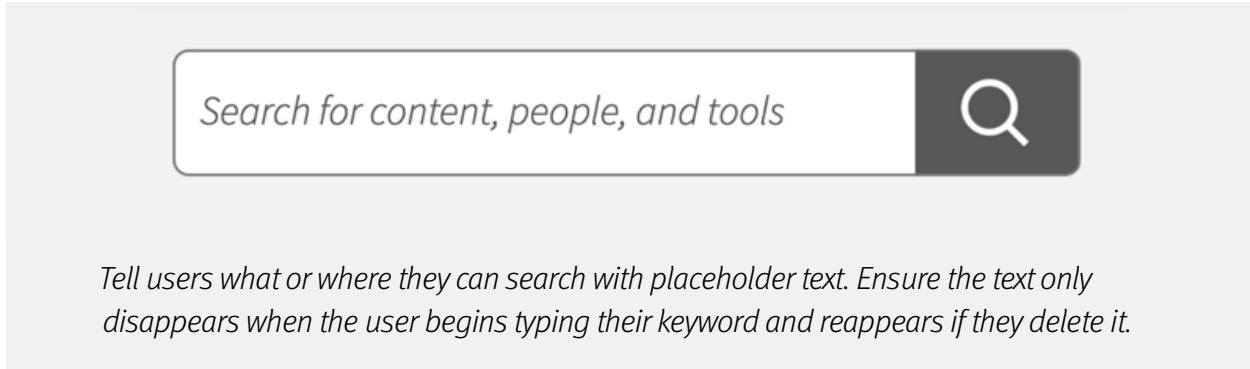
Since there is plenty of screen space on the right side of the header, a better approach would be to show an easily recognizable search box to the left of the magnifying glass and to keep the navigation visible while the user interacts with search. If the search field was exposed and ever-present, users could resort to navigating, if desired, without having to first close or click outside of the expanded search field.

6. Include placeholder text in the search field that tells people what they can search for or where they are searching.

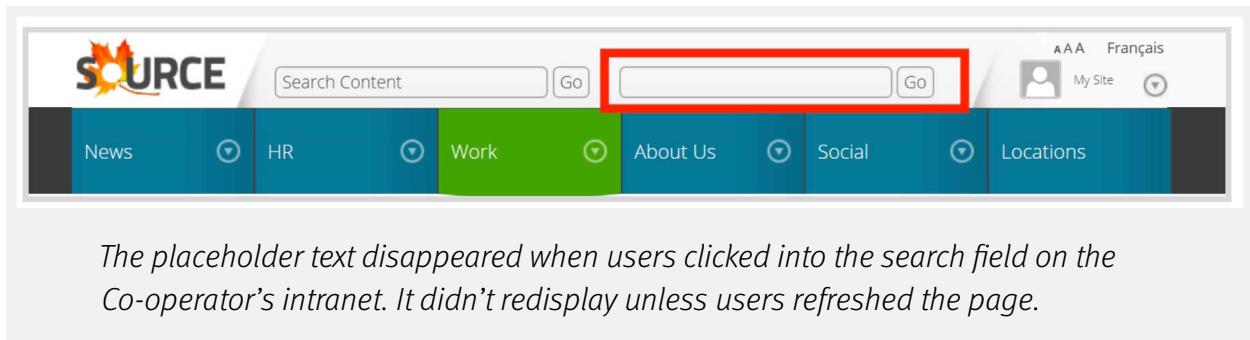
On many intranets, data entry requirements were unclear, so users never knew what they could type in the search field. We often get questions about whether to include placeholder text in the search field, and during previous rounds of this report, we suggested not using it in favor of labels that sit above the field to denote *Search*.

The typical reasoning behind placeholder text is that it uses less screen real estate than labels, and the placeholder text is located in the field itself, presumably where users are looking. From our recent round of research, it's become clearer that placeholder text inside the search box can be helpful if it tells users exactly where they're searching across a vast array of intranet content, people, and tools.

The placeholder text must strike the proper balance between being accessible yet subtle enough to avoid seeming like the search field is already filled with text, and it should remain in the field when users focus their cursor on it. Only when the user starts typing their query should it disappear. If users delete their query, the placeholder text should promptly return.



If the placeholder text disappears after users place their cursor in the *search* field, it can cause problems for users as they don't always know what to type in the search field when it goes away. For example, on the Co-operator's intranet, when a user clicked into the search field, the placeholder text disappeared, and no text description or label was available to remind users what they were searching for unless the page was refreshed. Additionally, after deleting a keyword from the *People Search* field, the placeholder text did not return. Keep placeholder text in the field until users type their keywords and redisplay it when users remove them.



Label search fields for screen readers.

Timeless Design Tips

Label the search field as the search field in the code so that screen readers can effectively communicate about it to users who rely on these assistive technologies to use the intranet.

In a more favorable example, Burns & McDonnell used placeholder text in the search field in its conference room booking tool. The open search field appeared in the upper right corner and said, *Search room by name or number*. When users clicked into the field, the placeholder text remained, and it only went away as users started typing in a room name or number. The placeholder text displayed again when the user removed their query from the field.

The screenshot shows the Burns & McDonnell conference room finder. At the top, there is a logo for Burns & McDonnell and a blue square icon. Below the logo is a navigation bar with links: 'Conference Room Finder >', 'Room Maps', 'Room Schedules', 'Meeting Builder', and a search bar labeled 'Search room by name or number' with a magnifying glass icon.

The search fields on Burns & McDonnell's conference room finder and people finder used placeholder text effectively.

The screenshot shows the Burns & McDonnell people finder. At the top, there is a logo for Burns & McDonnell and a navigation bar with links: 'People Finder >', 'Seating Chart', 'People Search', and a search bar labeled 'Search by name' with a magnifying glass icon.

Q Search Result: 3 matching records

Both fields told users what they could search for, the placeholder text stayed visible in the field until users started typing, and it reappeared after users cleared their search.

It's common to see placeholder text that asks users what they're searching for or text that restates the user's task in the first person. These are less effective because they don't tell users where they're searching or what they can search for in the field. Be sure to use your placeholder text to reinforce these key points for users; don't simply repeat what they already know how to do with the field.

The screenshot shows the Atrium Health intranet homepage. At the top, there's a navigation bar with 'PeopleConnect' on the left, a search bar containing 'I need to find...' with a magnifying glass icon, and a dropdown menu 'Take me to...'. Below the navigation is the Atrium Health logo. A horizontal menu bar follows with links to 'Tools', 'Policies', 'Education', 'Clinical', 'Human Resources', 'Departments', and 'Facilities'. The main content area features a large blue header bar. Below it, a breadcrumb trail shows 'Global Search'. The 'Global Search' section has a title 'Global Search' and a search form with a placeholder 'What would you like to search for?' and a dropdown menu set to 'Everything'. To the right of the dropdown is a prominent blue 'Search' button.

Two examples of unhelpful placeholder text; one from Atrium Health's intranet and the other from Burns & McDonnell's training portal. The phrases, I need to find and What would you like to search for don't help employees understand where they're searching or what they can search for across a vast array of digital workplace content.

7. Place the button to trigger the search close to where employees enter keywords.

Having a prominent search field on your intranet is essential. After all, you want employees to find the search functionality immediately and input keywords without feeling limited by the number of characters they can type.

However, don't go overboard designing an excessively wide search field. When the search field is too wide, the button to activate the search becomes so far-separated from the area where users enter their query that the task becomes much more labor and time-intensive than it needs to be. Not to mention, excessively wide search fields can become distracting and overpower other important UI elements on the page. Additionally, if the search bar is overly wide and prominent yet fails to produce helpful results, employees will wonder why it's so big and blatant in the first place if its performance is less-than-optimal.

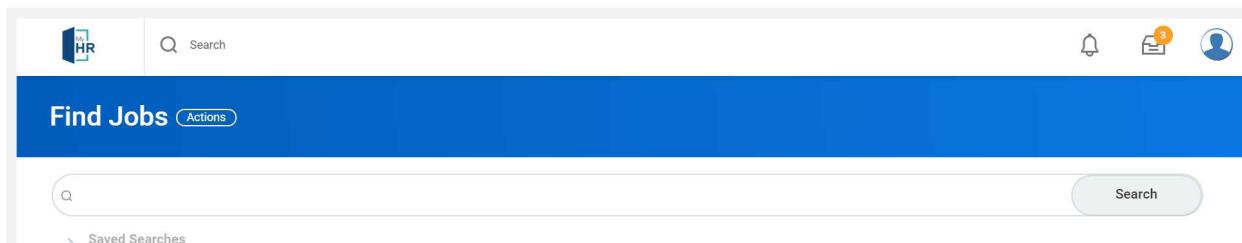
For example, on Dell's instance of Workday, a third-party platform used for job searching, the search field at the top took up nearly the entire screen width. We know this treatment will cause users to take longer with their searches, given **Fitts's Law**.

Fitts's Law

Definitions, Principles, and Methods

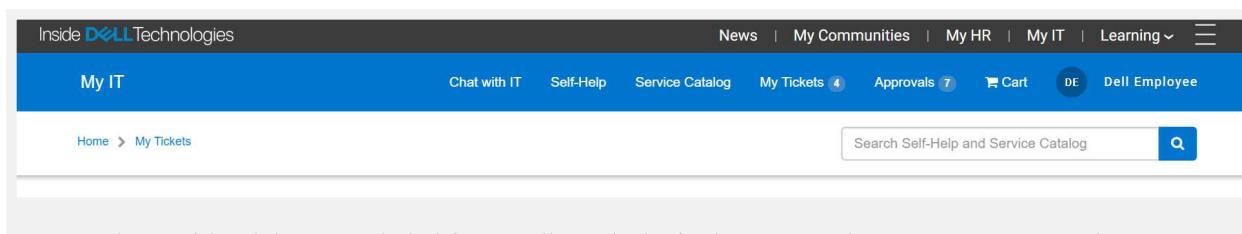
Fitts's law is a predictive model that describes how long it takes a user to hit a target in a graphical user interface (GUI) as a function of size and distance. The further the element is from us and the smaller it is, the longer it will take to successfully select a target.

After users set their cursor's focus in the field to type a keyword, they had to move over to the other side of the screen to click the *Search* button to execute the search. This took extra time and introduced an unnecessary interaction cost. The average query is approximately four words, so this much space is unnecessary. A better placement for this search field would be up in the blue bar, and it could be about a quarter of the width so that the *Search* button isn't so far away from where users input keywords.



The search field on Dell's internal job-search tool was disproportionately wide, which caused the Search button to sit very far from where users entered their keywords.

Within the same set of **digital workplace** tools, Dell's IT helpdesk (housed on ServiceNow) had a much more logically sized search field with a button closer to where users typed their queries. It was placed in the upper right corner and took up a reasonable amount of screen real estate in the header.



The width of the search field on Dell's IT helpdesk was much more appropriately sized and helped users facilitate a productive search for self-help and topics in the company's service catalog.

 **Digital workplace**

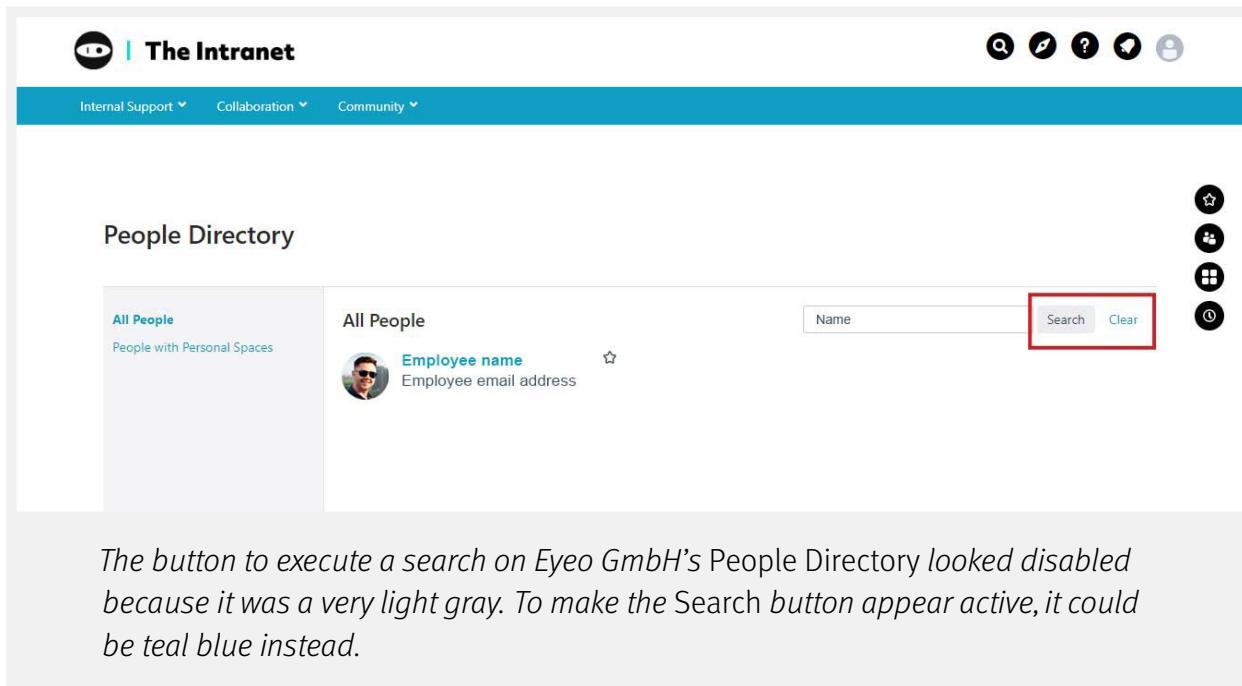
Definitions, Principles, and Methods

All of the online systems an employee uses or has access to in order to do their job, communicate with coworkers, and manage their well-being as an employee.

8. Make the search button look like an active button.

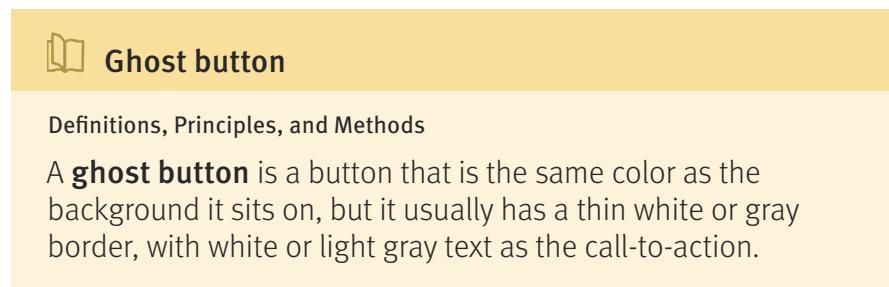
As stated in previous guidelines, it's best to include a *search* button or a magnifying glass icon to the right of the search field that executes the search when clicked. The button should look like an active button; it shouldn't be the same color as the header banner behind it, nor should it appear in a color that's usually associated with an inactive state, such as light gray.

For example, within the *People Directory* on Eyeo GmbH's intranet, the button to search for an employee was very light gray. It was so light some users thought it was inactive and questioned whether it would work to execute their search. A better approach would be to use the bright teal accent color to designate the *search* button as active more clearly. Additionally, though we recommend having one search field for content, people, and tools, if your intranet maintains separate search fields for content and people as Eyeo's did, be sure to use unique labels for your search buttons, such as: *Search People* and *Search Content*.



The button to execute a search on Eyeo GmbH's People Directory looked disabled because it was a very light gray. To make the Search button appear active, it could be teal blue instead.

A few companies used **ghost buttons** for their intranet's *search* buttons. This minimalist trend can be taken too far and can be just as problematic as low-contrast buttons; neither looks clickable to users.

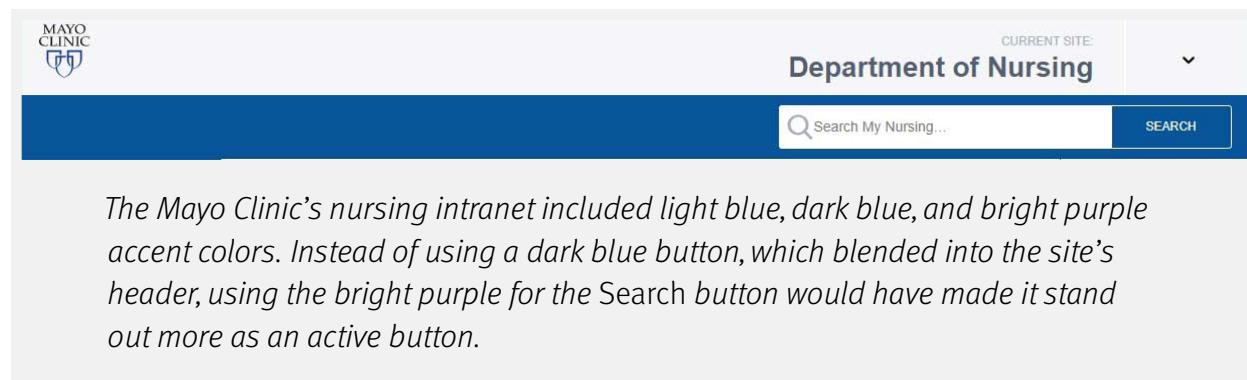


Ghost button

Definitions, Principles, and Methods

A **ghost button** is a button that is the same color as the background it sits on, but it usually has a thin white or gray border, with white or light gray text as the call-to-action.

For example, on the Mayo Clinic's nursing intranet, the *Search* button was designed as a ghost button. It faded into the banner and didn't immediately appear to be clickable. A better approach would be to use a different color, such as bright purple, (which was a secondary color in the intranet's palette), to make the *Search* button look active.



The Mayo Clinic's nursing intranet included light blue, dark blue, and bright purple accent colors. Instead of using a dark blue button, which blended into the site's header, using the bright purple for the Search button would have made it stand out more as an active button.

9. Present type-ahead search suggestions based on the keyword(s) the user entered.

If your intranet's search tool supports it, we recommend showing both suggested keyword phrases and relevant pages in the type-ahead search suggestions. However, it's important to consider quality over quantity with type-ahead suggestions. You don't need to overwhelm users by presenting every possible result available, but rather, show only the most common keywords and pages users might visit after entering the phrase.

Tell users no results are available as soon as possible.

Timeless Design Tips

Don't force users into an unproductive **No Results** page if the type-ahead search suggestions can inform users that no results are available. This way, users know there aren't any results before executing their search. They can take the time to refine their keyword phrase rather than deal with unproductive search results.

For example, the Scottish Government's intranet, Saltire, included type-ahead search suggestions that appeared underneath the search field as the user entered a keyword. One user mentioned rarely having to type their full query because they usually choose from the list of relevant, suggested phrases. Sometimes, the suggestions were the name of a page that took the user directly to that page or a suggested query that would render a search results page for that keyword. Another user mentioned they would expect to go to the relevant page rather than see all the search results for certain keywords. She said, "If I click into the dropdown, I want to go to the exact page. Why can't I have either option, depending on what I type in there?"

Users wanted control over selecting type-ahead search suggestions.

User Behaviors

In our studies, when type-ahead search suggestions appeared just as the user hit **Enter** to execute their search, the user would accidentally trigger a search for the selected suggestion instead of the query typed in the search box if the top suggestion in the list was selected by default. Unfortunately, the top suggestion wasn't always the one most relevant to the user's need.

This is why it's important to let users freely choose the suggestion that best matches their intent rather than selecting one by default. Additionally, allow the user to maintain the ability to search on the original query they entered into the search field, even after the type-ahead search suggestions display. It still might be more relevant for them than what the intranet suggests.

When laying out your type-ahead search suggestions, show keyword phrases first and then list the titles of any relevant intranet pages or documents thereafter. That is, of course, if you have a page or few pages directly relevant to the user's keyword. If your search tool only supports showing keyword phrases in the type-ahead suggestions, that's also acceptable as long as they're relevant.

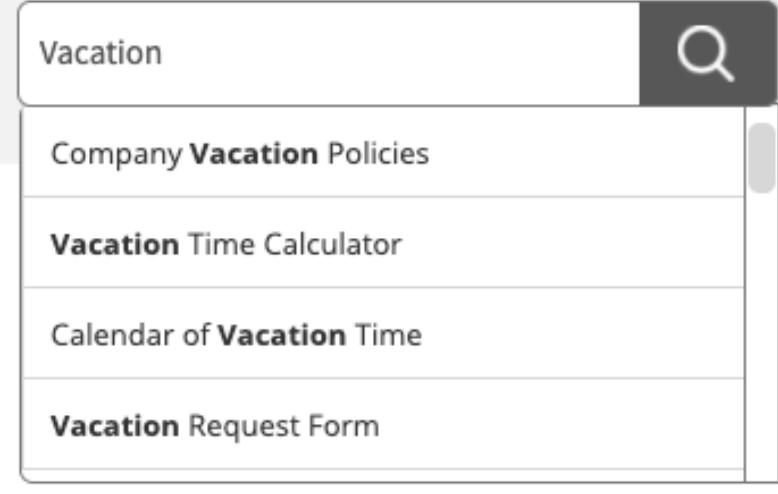
10. Use a single-column listbox to house type-ahead search suggestions.

A simple, single-column, **single-select listbox** is the best choice to house your type-ahead search suggestions. There are many different listbox types to choose from, but in this case, use a single-select listbox. With this listbox type, users can select only one item from a list of mutually exclusive options. Listboxes work well as they present a smaller list of options for employees to scan at a time without taking up excess screen space. The optimal width for the listbox is to span the same width as your search field.

 **Single-select listbox**

Definitions, Principles, and Methods

With this type of listbox, users can select only one item from a list of mutually exclusive options.



This screenshot shows a search interface with a search bar containing the word "Vacation". To the right of the search bar is a magnifying glass icon. Below the search bar is a vertical list of suggestions, each enclosed in a thin gray border:

- Company **Vacation** Policies
- Vacation** Time Calculator
- Calendar of **Vacation** Time
- Vacation** Request Form

This is an example of what a single-column, single-select listbox looks like. It spans the same width as the search field and allows users to select one option from the list of type-ahead search suggestions.

Don't use an overly complex design for your type-ahead search suggestions. Factors that lead to these becoming overly complex are when they span beyond the width of the search field or extend down the entire page length. These design patterns for type-ahead search suggestions overwhelmed users because they showed them every possible suggested result in a tiny space.

As users typed in the search field on Burns & McDonnell's intranet, MacCentral provided an abundance of suggestions across its content, communities, and people. The dropdown menu that housed the suggestions also included a promotional area on the far-right side. This was too much information to include in the type-ahead search suggestions. Many of the suggestions were redundant and confusing. Users had no idea which one actually to choose.

Burns & McDonnell's design for its type-ahead search suggestions was overly intrusive and included what looked like promotional ads in the far-right column. Additionally, the type-ahead search results appeared before users typed in a keyword.

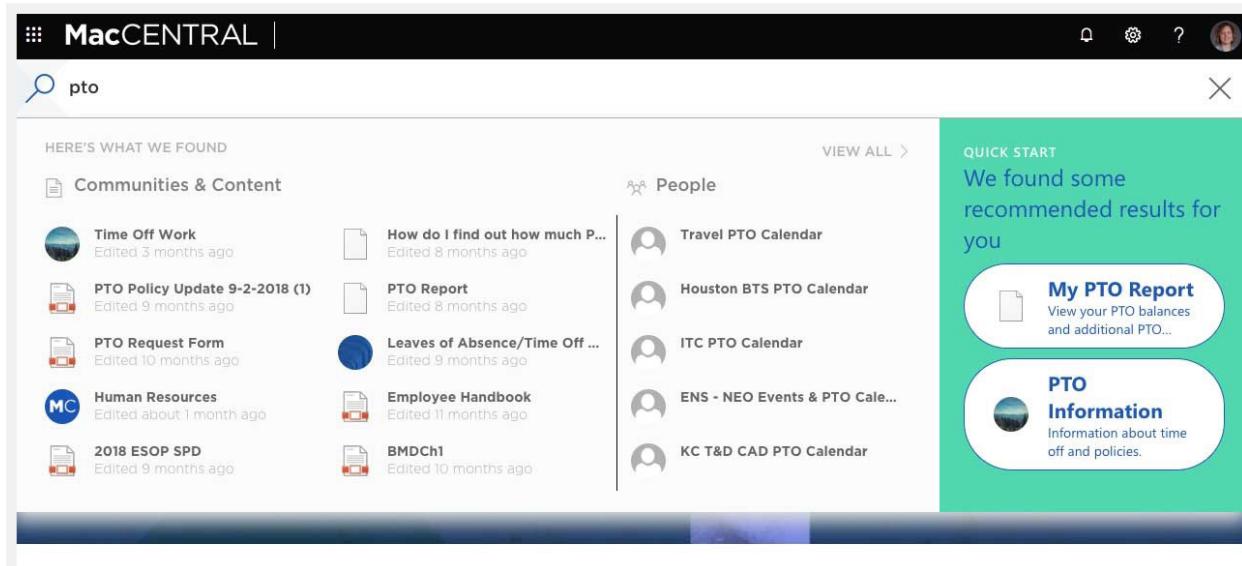
Issues with this design were especially evident with broader search terms such as PTO, which had the potential to yield many different types of results. In this case, showing PTO calendars as people results caused users to question why those calendars were showing instead of actual people suggestions. Additionally, the promotional area looked like an ad. From decades of research, we know people fall into a behavior known as **banner blindness**, meaning they will ignore anything that looks even remotely like an advertisement. Too many areas were competing for users' attention with this design choice.

Banner blindness

Definitions, Principles, and Methods

Users have learned to ignore content that resembles ads, is close to ads, or appears in locations traditionally dedicated to ads. Even on intranets, internal promotions can cause banner blindness.

A better approach would be for Burns & McDonnell to use a single-column listbox for its intranet's type-ahead search suggestions, one that only shows the most relevant suggestions given the user's keyword. The most relevant suggestions can be identified through user research and by looking at analytics to find the most common search terms people use and the pages they frequent after inputting those keywords in the intranet's search field.



The screenshot shows a search results page for 'pto'. At the top, there's a navigation bar with the MacCENTRAL logo and a search bar containing 'pto'. Below the search bar, a header says 'HERE'S WHAT WE FOUND'. The results are presented in a grid format. On the left, under 'Communities & Content', are links to various documents like 'Time Off Work', 'PTO Policy Update 9-2-2018 (1)', and 'Employee Handbook'. In the center, there are sections for 'People' (with links to 'Travel PTO Calendar', 'Houston BTS PTO Calendar', etc.) and 'QUICK START' (with links to 'My PTO Report' and 'PTO Information'). The right side of the grid contains more document links. The overall layout is cluttered and visually overwhelming.

Burns & McDonnell employees were overloaded with information when they tried to select a search suggestion in this type of design.

11. Ensure type-ahead search suggestions are quick and automatic.

Type-ahead search suggestions are a tactic that can help to support employees' desire to move quickly through the intranet so that they can get back to their jobs. When describing their search experience, one user at the City of Calgary said, "Eventually you find what you need, but I want it to be faster and easier."



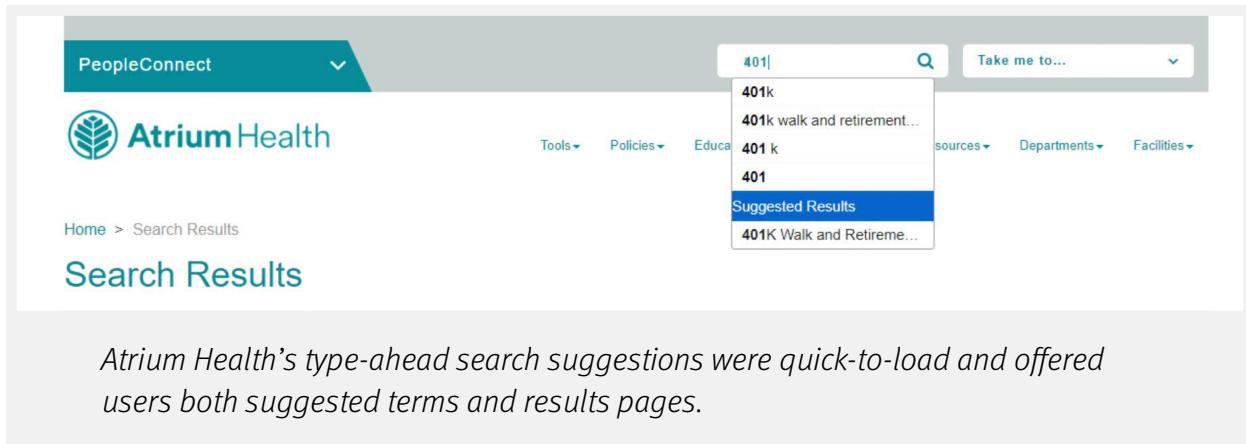
Users moved fast and put minimal thought into typing keywords into search.

User Behaviors

Employees wanted to move fast while searching the intranet, so much so that they grew visibly frustrated when any search lag arch bogged them down.

They often barely took any time to think about forming a coherent keyword and would often type the first thing that came to mind, even if it was a stream of consciousness, and they expected coherent results, regardless.

When type-ahead search suggestions appeared automatically and were relevant, users clicked on a suggestion and sometimes even bypassed the search results page entirely — if the suggestion was a search result, that took them straight to the desired page. We observed a favorable example of this functionality on Atrium Health’s intranet. Users could pick from a suggested term or go straight to a suggested page that directly correlated with their query.


 A screenshot of the Atrium Health intranet search interface. At the top, there is a navigation bar with 'PeopleConnect' and a dropdown arrow. Below it is the Atrium Health logo with a stylized leaf icon. On the right side of the header, there is a search bar containing the text '401'. To the right of the search bar is a button labeled 'Take me to...'. Below the header, there are three main navigation categories: 'Tools', 'Policies', and 'Education'. Underneath these, there are dropdown menus for 'Sources', 'Departments', and 'Facilities'. The main content area is titled 'Search Results'. A text box contains the quote: 'Atrium Health’s type-ahead search suggestions were quick-to-load and offered users both suggested terms and results pages.' Below this text box, the search results for '401' are displayed in a dropdown menu. The results include '401k', '401k walk and retirement...', '401 k', '401', and 'Suggested Results' which points to '401K Walk and Retireme...'.

However, type-ahead search suggestions didn’t always load quickly. The suggestions on the City of Calgary’s intranet were slow to load, and users struggled to activate a search from them. Employees lost patience while waiting for the suggestions to load and would click on the magnifying glass to speed up the process. When they did this, the search results displayed a *No Results* page, and users wondered why the search didn’t work. The issue was that clicking on the magnifying glass icon while the type-ahead search suggestions were loading triggered a new search on an empty search field instead of searching for the original keyword the employee entered.



Test the timing of type-ahead search suggestions.

Process and Strategic Considerations

Test the timing of your type-ahead search suggestions. If they load too slowly, they will bog down the intranet search experience. If they’re too quick, the experience will feel jumpy and hasty.

12. Bold users’ keyword phrases in type-ahead search suggestions.

At Dell, its type-ahead search suggestions often aided users in finding specific information without even having to type the full keyword phrase. For example, when users searched for *discounts*, the phrase, *employee discounts* appeared in the type-ahead search suggestions, and the word *discounts* was bolded. Seeing this term jogged people’s memory on the exact type of discount they were looking to find.

The screenshot shows a search interface on the Dell HR portal. A search bar at the top contains the text "discounts". Below the search bar, a list of suggestions is displayed, including "personal travel discounts", "dell employee discount", "discounts", "employee discounts", and "dell discounts". To the right of the search bar, there is a timer displaying "47 : 28 Minutes" and "Seconds". The main content area features a dark background with the text "Quarterly Review" and "Welcome Paul". At the bottom of the page, there are links for "Top Headlines", "More News", and "Expand the Conversation". On the right side, there are buttons for "My HR Cases" (0) and "My IT Tickets" (2). A blue "BACK" button is located in the bottom right corner.

Dell's type-ahead search suggestions bolded the user's keyword phrase to help them more easily narrow and recognize the full phrase to choose.

At the Northern Alberta Institute of Technology, users mentioned that they liked the type-ahead search suggestions that appeared in bold below their search query as they typed. This feature was great for users as it gave instant feedback that there may be content to match their query. One participant clicked on an item that appeared below the search field, even after he had typed his search query in full, to ensure the most accurate results would return.



Give pages and documents clear, information-carrying titles and names.

Timeless Design Tips

If your type-ahead search suggestions display page titles or document names (instead of just keyword phrases), be sure you're using clear and distinctive titles so that employees can identify the current result from the name alone. Front-load names and titles with information-carrying words.

If too many documents or pages lead with the same word or phrase, users won't be able to tell one option from another. This issue presents itself not only in type-ahead search suggestions but also on search results pages.

On Dell's HR portal, many pages and documents began with the word *Inspire* (the name of its employee recognition program). As a result, users saw that same word bolded over and over again in the type-ahead search suggestions. This cluttered up the suggestions, making them much less helpful. Even though they were bolded, users skipped over the repetitive words in search of information-carrying words to try to distinguish one suggestion from another.

The screenshot shows a search bar with the word "inspire" typed into it. A dropdown menu lists numerous search suggestions, all of which begin with the prefix "inspire". The suggestions include topics like "Inspire Recognition", "Inspire Conversations", and "Inspire: IE Compatibility Issues". The interface has a blue header with the Dell logo and navigation links for News, My Communities, My HR, My IT, and Learning. Below the header is a banner with a person icon and the text "Get Unlocked". On the right side, there are icons for "Find Answers", "Chat", and "Access Tools". The overall design is clean and modern.

Having many pages lead with the same word clutters up search suggestions, making them difficult to scan. This example from Dell's intranet demonstrates the difficulty users can encounter with type-ahead search suggestions when many of the suggestions begin with the same word or phrase.

13. Add an “x” icon to clear users’ queries from the search field.

People may use the *Delete* key, *Backspace* key, or a keyboard combination, such as *Control* or *Command + A*, and then the *Delete* key to remove unwanted text from a search field. Though effective, these methods are not as quick or easy as clicking on a simple “x” icon from within the search field to clear out the entered text and replace it with a new keyword search. We recommend including an “x” icon on the far right side of the search field that acts as a modern-day *Reset* button and removes the text entered with one click. Display the “x” icon only after the user enters a keyword in the *Search* field, and dynamically hide it when the field is blank.

For example, a small “x” icon appeared on Dell’s intranet as users started typing their keywords in the *Search* field. The “x” icon provided a quicker means to start over with a blank field instead of holding down the *Delete* or *Backspace* key to remove the field’s contents.



Employees often changed keywords in the moment.

User Behaviors

We observed employees changing their keyword strategy on the fly once they thought harder about how to construct their search and what term to use. Clicking on the “x” icon to clear out their search helped speed up this process.

In Dell's case, the "x" icon cleared out the keyword the user had entered and also closed the dropdown that appeared underneath the field with suggested search terms. Additionally, Dell's intranet did an excellent job of balancing subtlety with accessibility as the "x" in its field is high-enough contrast to be accessible without getting in the way or monopolizing users' attention.



The small "x" icon included in Dell's search field helped users quickly clear out the current keyword so they could type a new one.

In another example, on Atrium Health's intranet, an "x" icon appeared in the search bar on the search results page, but it did not appear in the search field in the global header. For consistency and as an even better experience, the "x" icon should appear in both the global header search field and the field on the search results page so that users can clear out the keyword.

But be careful with placing these "x" icons; ensure they're situated far enough away from the button people click to execute their search so there are no mistaken clicks on the "x" icon instead of the button to trigger the search. It would make users quite angry if they accidentally cleared their search instead of commencing it.

Atrium Health's intranet included the "x" icon in the search field on its search results page. For an even better, more consistent experience, it should also be included in the search field that appears in the global header.

14. Execute the employee's search on press of the *Enter* or *Return* key.

Ensure employees can execute a search by pressing the *Enter* or *Return* key on the keyboard and by clicking the *search* button or magnifying glass icon. When this function isn't available, employees are prone to make assumptions about their searches that may not be true, such as that the search field doesn't work, or no results are available for their query.



Users naturally pressed *Enter* or *Return* to execute a search.

User Behaviors

Pressing *Return* or *Enter* to trigger the search after entering a keyword is a behavior that users have grown accustomed to because of conducting many searches on Google and other mainstream search engines. As such, it's also an important function to carry through to your intranet search.

For example, when an employee searched for a policy document on travel cards at the Royal National Lifeboat Institution, he started by clicking the *Find a document* link in the main navigation. After landing on the page, he noticed a search field appeared. He entered the query, *travel card*, in the field, but when he pressed *Return* on the keyboard, nothing happened. The participant assumed that there weren't any relevant results to be found and didn't realize his mistake. There were relevant results to be found if only he had clicked on the magnifying glass icon to execute his search. Unfortunately, he made the same mistake in a later task and never found the content he needed, even though it was available on the intranet. Had he clicked on the magnifying glass icon in the search field, his search would have triggered, and he likely would've found what he needed in the top results.

Don't force users to click the search button to execute their search; support their natural tendency to press *Enter* or *Return* to trigger it.

The Search field, which appeared on the left-hand side of the Find a Document page on the Royal National Lifeboat Institution's intranet, did not support pressing the Enter or Return key to initiate a search.

15. Index all intranet content, people, and job-related tools.

In previous rounds of research, it wasn't uncommon for us to see multiple search fields on a single intranet. There were often separate search fields for intranet content and finding people and yet another for documents or policy searches. When search used to be terrible, we always recommended at least two separate search fields; one for content and another for employee search. We made this recommendation to ensure that employee search (the top feature on many intranets) worked. At that time, testing showed that two separate fields stacked on top of each other worked best.

However, times have changed, and the benefits of the two-field design have gone away. This is mainly because of improvements in technology and search tools, content-management practices, better information architecture, and taxonomy work done by user experience practitioners. Search is much better now (but there's still room for improvement), and employees expect to find content, people information, and digital workplace tools from one central search field on the intranet.

In addition, search results pages on intranets can also better accommodate results for content, people, documents, and tools, which we'll explain more about later in this report. Because people have grown accustomed to searching in one central location using most other websites

and search engines, those expectations apply to intranets too. Regardless of the technical limitations or tool segmentation your organization faces, the reality is that employees don't want or even know to spend the extra time and effort to find the proper search field to satisfy their information needs.



Consider existing systems, tools, content, and resources when selecting a new search engine.

Process and Strategic Considerations

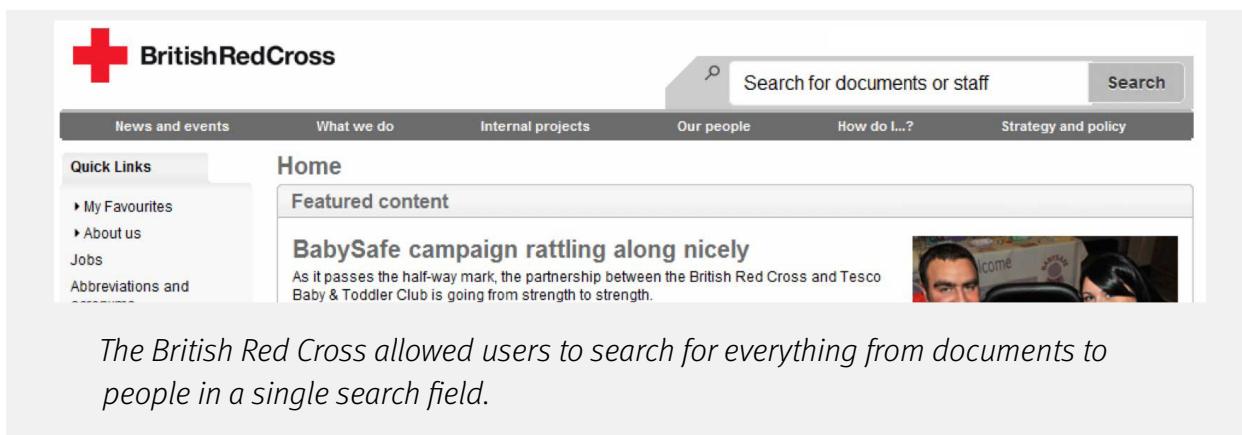
Price and technical feasibility are always important when comparing technologies and tools. Most IT teams will naturally look at the technology and the feasibility of implementation and integration within the constraints of the current system. If you have the opportunity to select a new search engine, consider the following:

- **Analyze the problems with your existing search tool** to clearly understand what you hope to gain by switching. Buying a new tool will not necessarily solve your problems, and it might even create new ones, especially if you already have many legacy systems that your current tool already indexes. Explore modifications or workarounds to improve the existing tool.
- **Inventory the file types, content, and sources that must be searchable.** Determine the access requirements for each source and prioritize which ones **must** be included in the global search. As we mention here and throughout this report, indexing all people information, content, and tools is advisable.
- **Identify any specific feature requirements**, such as support for multiple languages, search filters, integration with a content-management system or separate tools, natural language processing, personalization, and type-ahead search suggestions, to name just a few.
- **Assess the internal resources** available to set up and maintain the search engine. If you are considering a tool that does not meet your requirements out of the box, determine whether you will have the time and skills needed to customize the user interface or search engine settings.
- **Ask the search vendor for examples** of implementations at similar organizations and references that you can contact.

When lamenting about their search experience, one employee at the Mayo Clinic said,

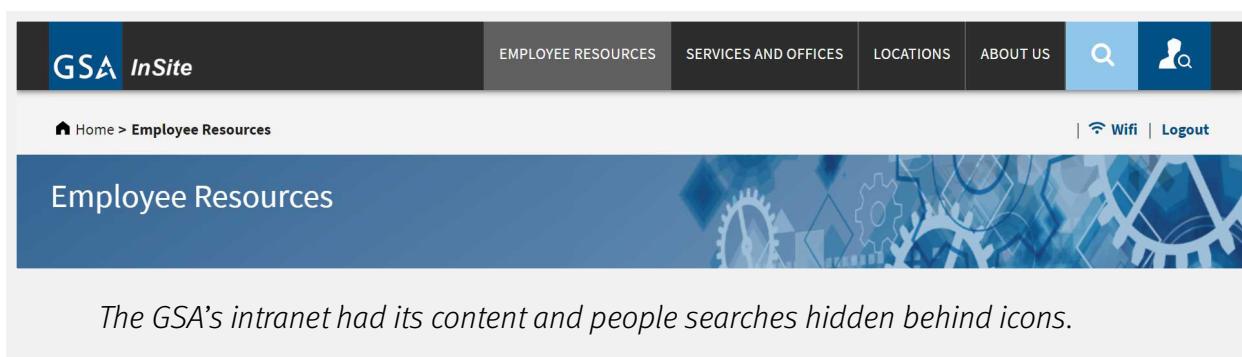
"Of our top 50 search queries, 40 are for individual apps that people use to do their jobs, and there are so many. Sometimes they're medical apps, but we have acronyms everywhere. It's all so hard to keep track of and find. The search works well when the things people want to find are there, but it fails on long-tail terms when employees want to find very specific things."

The British Red Cross allowed users to search for employees and intranet content in the same field. This type of design eliminated the confusion about finding the correct search field and deciphering which search function to use. The British Red Cross also circumvented another common problem that can often arise with this implementation — that users are unaware that they can type names in the field and type information queries. Including intelligible placeholder text that told users they could *Search for documents or staff* alleviated this issue.

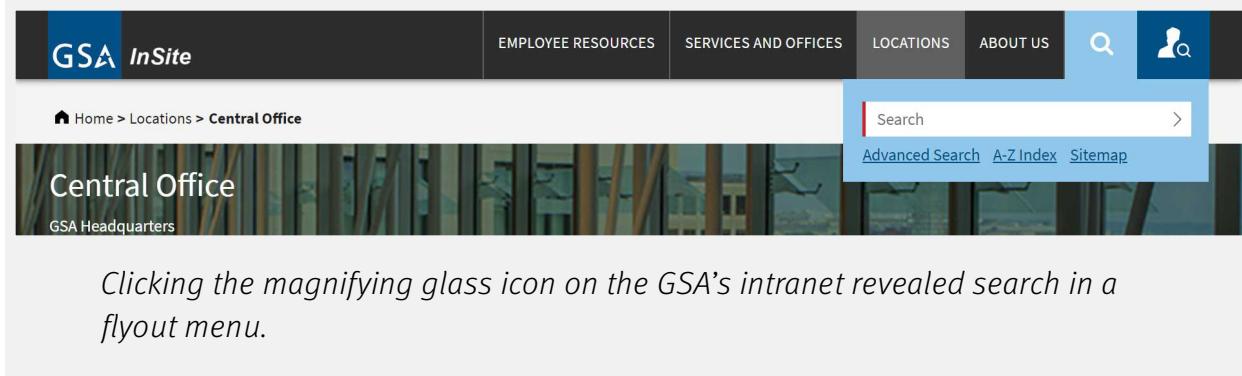


The screenshot shows the British Red Cross intranet homepage. At the top is a header with the British Red Cross logo and a search bar labeled "Search for documents or staff" with a magnifying glass icon. Below the header is a navigation menu with links: News and events, What we do, Internal projects, Our people, How do I...?, and Strategy and policy. A "Quick Links" sidebar on the left contains links to My Favourites, About us, Jobs, and Abbreviations and acronyms. The main content area features a "Featured content" section with a news item titled "BabySafe campaign rattling along nicely". The text below the title reads: "As it passes the half-way mark, the partnership between the British Red Cross and Tesco Baby & Toddler Club is going from strength to strength." To the right of the text is a small photo of two people. Below the news item is a quote: "The British Red Cross allowed users to search for everything from documents to people in a single search field."

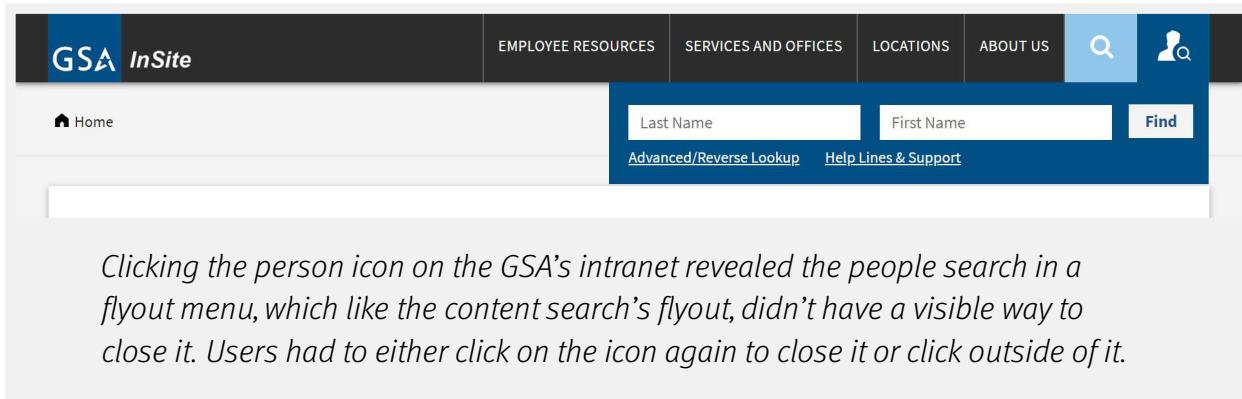
Though having the intranet's global search field index intranet content, people, and digital workplace tools is our new recommendation, we still saw intranets in this recent round of research that used two separate search fields. For example, the GSA had two icons in the upper right corner of the intranet header; one for intranet search and another for people search.



The screenshot shows the GSA InSite intranet homepage. The header includes the GSA InSite logo, a "Employee Resources" link, a "SERVICES AND OFFICES" link, a "LOCATIONS" link, an "ABOUT US" link, and two icons: a magnifying glass for search and a person icon for people search. Below the header is a banner with the text "Employee Resources" and a blue background featuring gear and chart icons. Below the banner is a quote: "The GSA's intranet had its content and people searches hidden behind icons."



The screenshot shows the GSA InSite intranet homepage. At the top, there's a dark header with the "GSA InSite" logo, navigation links for "EMPLOYEE RESOURCES", "SERVICES AND OFFICES", "LOCATIONS", and "ABOUT US", and icons for search and user profile. Below the header is a banner image of the GSA Headquarters with the text "Central Office" overlaid. A blue flyout menu is open in the top right corner, containing a search input field with placeholder "Search", and links for "Advanced Search", "A-Z Index", and "Sitemap". The main content area has a light gray background with the text: "Clicking the magnifying glass icon on the GSA's intranet revealed search in a flyout menu."



The screenshot shows the GSA InSite intranet homepage. The layout is similar to the first one, with the "GSA InSite" logo, navigation links, and icons. A blue flyout menu is open in the top right corner, containing input fields for "Last Name" and "First Name", and buttons for "Find", "Advanced/Reverse Lookup", and "Help Lines & Support". The main content area has a light gray background with the text: "Clicking the person icon on the GSA's intranet revealed the people search in a flyout menu, which like the content search's flyout, didn't have a visible way to close it. Users had to either click on the icon again to close it or click outside of it."

As we already covered in previous guidelines, we don't recommend masking your intranet search behind an icon or set of icons. Doing this requires an extra click to expose the search field and yet another click to set the cursor's focus in the field for a user to type their keywords. We also don't recommend having multiple search boxes anymore. A better approach for GSA would be to have a single, open search field in the top right corner of their header that indexes content, people, and tools across the digital workplace.

16. Only offer advanced search for specific use cases or as a stopgap until the intranet's main search is improved.

The need for advanced search methods has diminished in recent years as search tools improve. With fewer advanced search UIs, users' expectations for a simple search experience have risen. Though it's ideal to make it possible for users to search with only keywords and not complex rules, the use of quotation marks, Boolean logic, or advanced search forms, we acknowledge that this may not be achievable for all teams.

In those cases, it is acceptable to keep advanced search methods on your intranet but focus your efforts on improving the main intranet search rather than relying on advanced search techniques as a safety net. Some power users may know how to manipulate search from the field with advanced methods (for example, adding quotation marks), and maintaining these more discrete capabilities is acceptable, but most employees won't know to do this and will expect to perform

a simple keyword search from one main search field. If you maintain advanced search methods, realize that the use of these features may be low, and when they fail to return productive results, they may cause employees even more trouble and frustration than they're worth to maintain.



Prioritize search improvements that negate the need for advanced search.

Process and Strategic Considerations

Users in our research who worked with advanced searching techniques encountered more problems with them than solutions. We recommend offering advanced forms of intranet search on your intranet only as a temporary bandage until you can bring the search logic up to speed.

Focus your search enhancements on both technical and foundational improvements. Are pages clearly named and documents tagged with the correct metadata attributes? Focusing on these process-related factors will help your search index and rank results effectively without relying on advanced search methods.

Searching the intranet and *People Directory* at the Mayo Clinic required users to remember specific rules to conduct an effective search, rather than just input a simple keyword, title, or name. When we asked employees to search for a person, they went to the *People Directory* and searched using the format, “Last name, first name” — meaning they entered the person’s last name first, then a comma, and then their first name, all in quotation marks. One user said, “I know if I put quotes around my phrase, it should search for it.”

Similar issues occurred with the intranet’s global search function. When we asked employees to find the Chief Administrative Officer’s profile, they entered the title directly into the global search field, but it didn’t return any results. Two employees tried to add quotation marks around their keywords, which worked. But, in some cases, adding quotes didn’t help at all. One user said, “I’m going to try the quotes and see if I can find it that way.” After a failed attempt, they said, “Maybe quotes are not a real thing on this search.” Employees spent more than three minutes on average to complete this task.

 MAYO CLINIC

Home Practice Education Research HR Connect Groups Policy Library Video Library Calendar

"Chief administrative officer" 

227 results All Locations ▾ All Documents ▾

Offices | Research Administrative Services – RST
<http://intranet.mayo.edu/charlie/research-administrative-services-rst/committeesmeetings/offices/>
/Chief Executive Officer and/or the Chief Administrative Officer with operational oversight...

Quarterly Administrative Update | Staff Meetings
<http://intranet.mayo.edu/charlie/staff-meetings/quarterly-administrative-update/>
, chief administrative officer, Mayo Clinic. As administrative leaders, you play a pivotal role...

Administration – Mayo Clinic
<http://intranet.mayo.edu/charlie/administration/>
Bolton, Chief Administrative Officer, Mayo Clinic Leading with Patients' Needs Foremost The needs...

Search for "Chief administrative officer" on:
HR Connect News
My Nursing Policies & Procedures
AskMayoExpert Video Exchange
Drugs SharePoint
Forms & Publications

Users at the Mayo Clinic added quotes to their searches, hoping this would work to reveal productive results. In some cases, this worked, and in others, it did not.

 MAYO CLINIC

Home Practice Education Research HR Connect Groups Policy Library Video Library Calendar

%22Chief administrative officer%22 

75,056 results All Locations ▾ All Documents ▾

Did you mean 2 chief administrative officer 22?

Administrative Simplification
http://intranet.mayo.edu/charlie/integrity-compliance-program/files/2018/01/Matrix_AdminSimplification_O-C_2018.pdf

CTO Office Hours February 22 2019
<https://insideit.mayo.edu/home/newsletter/cto-office-hours-february-22-2019>
CTO Office Hours February, 22 2019 12:00-1:00 pm Central | Inside IT Toggle menu Toggle search... Toolkit Newsletter Technical Perspectives February 15, 2019 CTO Office Hours February, 22 2019 12:00-1:00... inside IT IT Connect Links -- Groups Support Administrative Toolkits IT Staff Toolkit IT Managers...

Regimen 06-22-22
<http://mayoweb.mayo.edu/hps-chemo/non-study/hematology/hodgkins/Regimen06-22-22.html>
regimen_nonstudy Rituximab + ABVD 06-22-22 CANCER CENTER NUMBER: 06-22-22 Hodgkin Disease Nodular lymphocyte predominant Hodgkin lymphoma S SITE: Hodgkin Disease CLINICAL SITUATION: Nodul...

Office Guidelines - HSR Admin Assistants
<http://hsrweb.mayo.edu/book/export/html/1306856>
Office Guidelines - HSR Admin Assistants Office Guidelines for Administrative Assistants Health Sciences Research* The Office Guidelines for Administrative Assistants have been developed...in the Allied Health Staff Policy Manual . Office Hours Monday-Friday, 8:00 a.m. - 5:00 p.m. Work Schedules...

Some Mayo Clinic intranet users tried searching with Boolean logic. Unfortunately, this approach didn't work to improve their results.

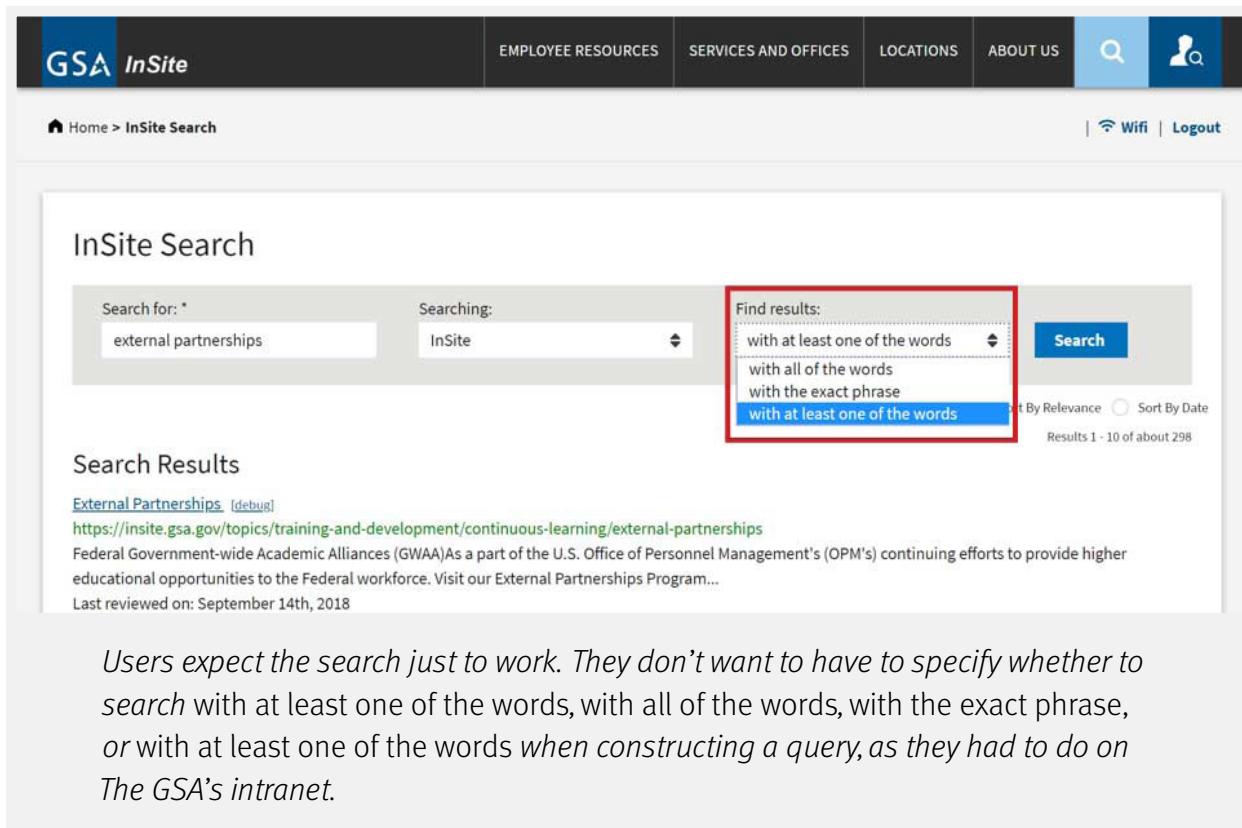
The interesting thing about the set of users at the Mayo Clinic was that they all had worked there for a while, so they learned this workaround over time by searching.

Users creating workarounds such as this is problematic for many reasons:

- This is a learned behavior that requires people remember the rule, and humans are bad at keeping things in their short-term memory.
- Users shouldn't have to memorize these types of rules to conduct effective searches.
- New employees won't know this rule and will never know to do this unless they are told.
- Too many failed attempts at using search will cause users to give up on it and possibly the intranet.

Sometimes even veteran employees can forget these workarounds or make mistakes. The newer employees at the Mayo Clinic mentioned that they had to go through training to understand that search works that way. Removing inflexible rules like these can help increase search efficiency. Supporting flexible search queries can save an enormous amount of training and mistake-recovery time.

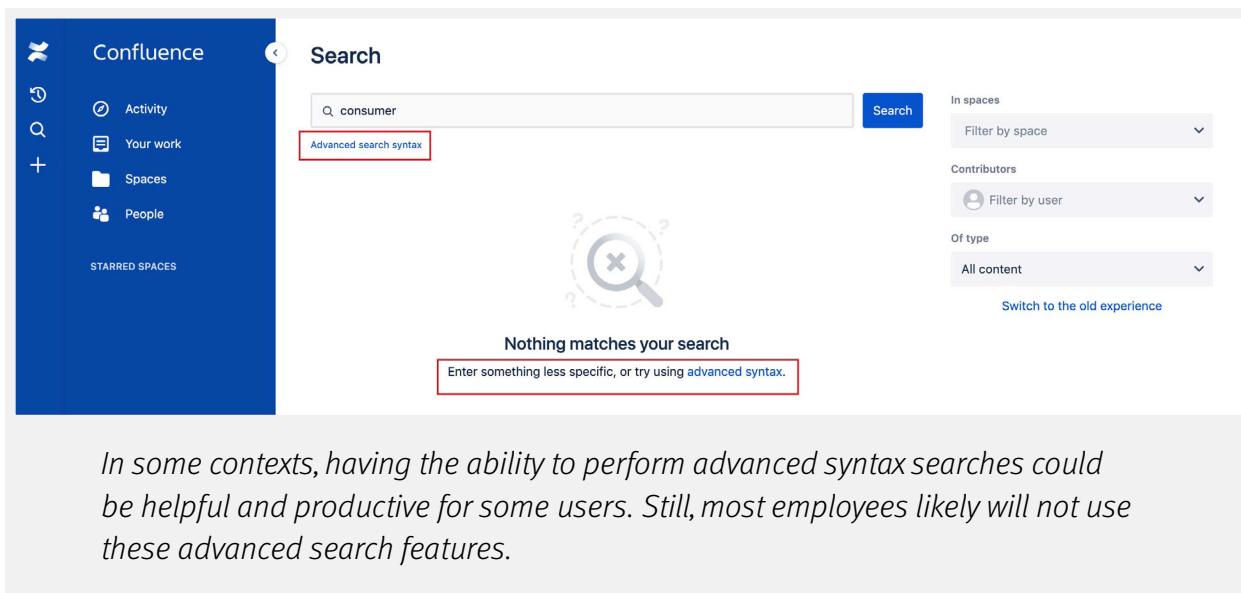
In another example, an overcomplicated series of scoping and Boolean options appeared on the GSA's search results page. No one used these dropdown menus during our research. The choices were overkill for a basic intranet, and it was unclear if and how the fields related to each other at first glance. The GSA should remove these search options as they'll confuse users and provide little value.



The screenshot shows the GSA InSite search interface. At the top, there is a navigation bar with links for Employee Resources, Services and Offices, Locations, About Us, and a search icon. Below the navigation bar, the main search area has a search input field containing "external partnerships" and a dropdown menu labeled "Searching: InSite". To the right of these, a "Find results:" dropdown is open, showing options: "with at least one of the words", "with all of the words", "with the exact phrase", and "with at least one of the words" (which is highlighted in blue). Below this is a "Search" button. Further down, under "Search Results", there is a link to "External Partnerships [debug]" with the URL "https://insite.gsa.gov/topics/training-and-development/continuous-learning/external-partnerships". A note below the link states: "Federal Government-wide Academic Alliances (GWAA) As a part of the U.S. Office of Personnel Management's (OPM's) continuing efforts to provide higher educational opportunities to the Federal workforce. Visit our External Partnerships Program...". At the bottom of the search results section, it says "Last reviewed on: September 14th, 2018". A large callout at the bottom left reads: "Users expect the search just to work. They don't want to have to specify whether to search with at least one of the words, with all of the words, with the exact phrase, or with at least one of the words when constructing a query, as they had to do on The GSA's intranet."

In our study, the only times we observed users take advantage of advanced search techniques was on intranets or collaboration tools that were tightly integrated with tools where employees' work was tracked and completed. For example, one tool often used as an intranet platform in software development is Atlassian's tool, Confluence, because it is tightly coupled with Jira, which is often where the product team tracks its work.

For intranets on Confluence, employees can use advanced syntax to reference content from one platform on another. During one observation, a product manager attempted to use the advanced syntax to pull a list of work tickets from Jira into Confluence. During the session, he struggled to do this, and it became clear that even advanced users on these platforms will struggle with complex search techniques. He struggled to get the right search combination to present the proper tickets. He ended up simply linking to the list of tickets in Jira instead. This further substantiates our recommendation to keep search simple and to limit advanced searching options as employees likely won't use them or may struggle with them and become frustrated. If you know from user research that certain groups in your organization rely on advanced searching for specific use cases, consider making the options available only to those users.



The screenshot shows the Confluence search interface. On the left, there is a sidebar with icons for Activity, Your work, Spaces, and People, and a 'STARRED SPACES' section. The main area has a search bar with the text 'consumer'. Below the search bar is a link 'Advanced search syntax' highlighted with a red box. To the right of the search bar are filters for 'In spaces' (set to 'Filter by space'), 'Contributors' (set to 'Filter by user'), and 'Of type' (set to 'All content'). A message 'Nothing matches your search' is displayed above a text input field containing the placeholder 'Enter something less specific, or try using advanced syntax.' A 'Switch to the old experience' link is located at the bottom right of the search area.

In some contexts, having the ability to perform advanced syntax searches could be helpful and productive for some users. Still, most employees likely will not use these advanced search features.

17. Offer users the option to browse topics in addition to intranet keyword search.

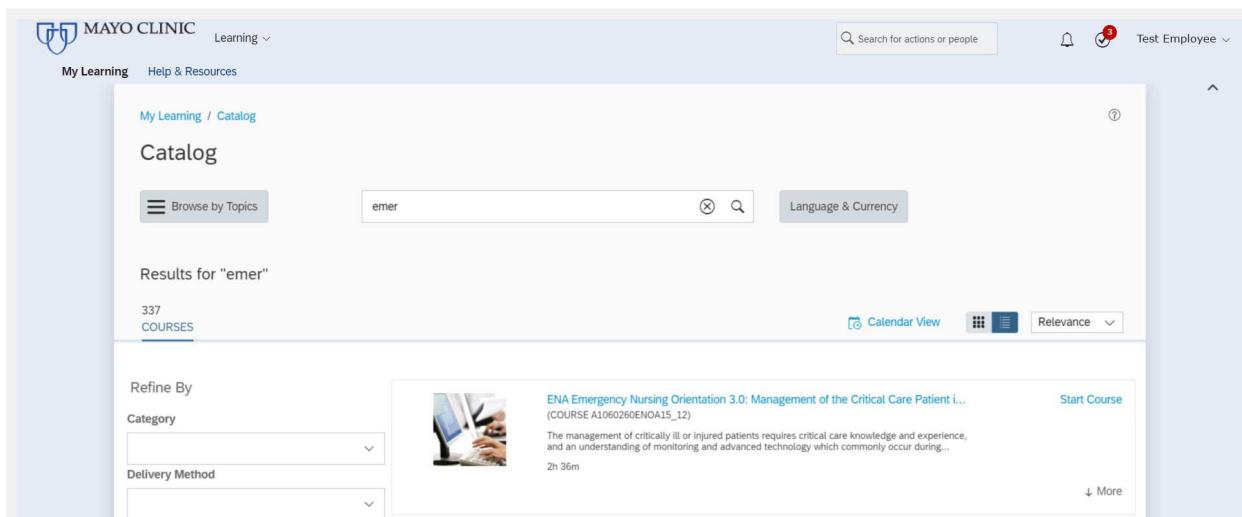
Along with keyword search, offering the option to browse can be a productive way to support employees in their quest for information. Browsing options can help people who don't know which words to search for. These knowledge gaps can be a real issue in the digital workplace and on the web. For example, if a user wants to do a Google search to learn more about something but they don't know what that *something* is called or even what keyword to use to search, this causes the user a definite sense of frustration and heightens their self-awareness, "I don't know

this term, and I wish I did, and I'm annoyed that it's keeping me from moving forward."

Search is great for almost everything unless you don't know what something is called. These situations are only a minor inconvenience for people with advanced online search skills, but we know from decades of research that most people don't have advanced search skills. That's why offering a browsing option alongside keyword search can help users find the information they need when they're not quite sure which keyword to use.

In one example, a study participant at the Mayo Clinic used the intranet to look for the number of patients seen at the hospital in the past year. As she struggled to formulate her query, she said, "I don't even know what the keywords would be. I don't do anything with patients, so I am not very well-versed in the practice."

The Mayo Clinic didn't offer a browsing option on the pages relevant to this user's query, but it did on its *Learning* portal. Adding browsing functionality to other areas of the digital workplace would be helpful.



A screenshot of the Mayo Clinic Learning Catalog page. The top navigation bar includes the Mayo Clinic logo, a search bar, and a dropdown for 'Test Employee'. Below the header, there are tabs for 'My Learning' (which is selected) and 'Help & Resources'. The main content area is titled 'Catalog' and shows a search bar with the term 'emer'. A 'Browse by Topics' button is also present. The search results section is titled 'Results for "emer"' and shows 337 courses. One course is listed: 'ENA Emergency Nursing Orientation 3.0: Management of the Critical Care Patient i...' (COURSE A1060260ENOA15_12). The course description states: 'The management of critically ill or injured patients requires critical care knowledge and experience, and an understanding of monitoring and advanced technology which commonly occur during...'. The course duration is 2h 36m. There are buttons for 'Start Course' and 'More'.

A Mayo Clinic user struggled to find the right keywords to use in one area of the organization's digital workplace. Taking the ability to browse by topic, as users could do on its learning site, and applying this across other intranet pages would be helpful for users.

Bracknell Forest Council included the option to browse by topic or by key tasks on its main landing pages. This was beneficial for users who couldn't think of the right keyword to use in a search or those who weren't as familiar with the terminology used at Bracknell Forest Council to formulate a productive query.

People & Teams Get involved

Search 

DORIS

Home How do I? Your council News Public website

Home / How do I? 

How do I?

Use this page to search for content or access key council services.



My employment

 Complete an appraisal
 Book annual leave
 Record an absence
 Complete an expense claim
 View pay details

 Validate parking

Browse by topic

- Communications
- Data protection and information governance
- Facilities and travel
- Finance and procurement
- Government, democracy and community
- Health and safety
- HR guidance and policy
- IT, computers and telephones
- Learning, benefits and opportunities
- Your pay

My tasks

 Carry out budget monitoring
 Find HR policies and guidance
 Recruit staff
 Enter performance data on InPhase
 Report a data breach

Your saved content

There are no items to display.

Contact support services

 Contact IT
 Raise an iWorks query
 Contact HR
 Contact facilities

Does anything need adding to this page? 

Bracknell Forest Council offered the ability to browse by topics and key tasks on its main landing pages, which was very helpful for users when they couldn't think of the right keyword to use.

During a contextual inquiry at DIRT, when we asked an employee what he wished he could change about the intranet, he said,

“I’d change the searching, definitely the navigation, and the lack thereof. If you don’t know what you’re looking for, the search isn’t going to work. In these cases, you want the option to discover or explore what the organization provides.”

The Scottish Government offered the ability to browse the organizational hierarchy on its staff directory. Having this option was favorable in the cases where employees didn't know the person's name they were looking for. However, the positioning of the *Browse Organization Hierarchy* feature was potentially problematic here for a few reasons. First, any or all of this functionality might have appeared below the page fold, depending on the user's setup. If people didn't understand how the government was structured, they probably wouldn't have thought to scroll and look for this. Second, the horizontal blue line created the **illusion of completeness** as it hit toward the bottom of the fold. Third, users may have thought they needed to fill in the searching and the browse options because it wasn't entirely clear that those were an either-or choice.



Illusion of completeness

Definitions, Principles, and Methods

The **illusion of completeness** occurs when the visible content on the screen appears to be complete, but more information exists outside of the viewable area. Users think they're viewing an entire web page, but additional content exists off-screen and usually below the fold.

Lastly, the arrangement of fields in the *Search* area was not left-aligned, which made them harder to read. They were also not the same width, which would have been okay in a longer form with many fields, but in a three-field form with these options, it would be cleaner to maintain the same width and stack them on top of each other in sequential order. The field labels should also sit above the field rather than to the left.

The Scottish Government offered the ability to browse the staff directory by the organization's hierarchy in addition to search, which is favorable. To further improve the design, this option should be moved higher on the page and further differentiated from the search option above it.

Dell included the option to browse on its *My Learning* portal but placed it in a dropdown located directly to the right of the *Search* field. This placement created confusion in the interface because users could easily mistake this for a scoped search option used in conjunction with the *Search* field. Others may wonder if they can use the *Browse* dropdown independent of the *Search* field. Offering this option to browse courses is good in theory, but it shouldn't confuse or compete for attention with the *Search* field. A better approach would be to create more separation between the browse dropdown and the *Search* field and to provide a visible list of topics to browse in the body of the page instead of in the header.

The screenshot shows a web interface for 'Dell Technologies | My Learning'. At the top, there's a navigation bar with 'Learning Ca...', a search bar, a 'Browse' dropdown, and user profile icons for 'Hi, Paul'.

The main content area displays a course card for 'Diversity and Cultural Literacy' (ID: DIV3050). The card includes a thumbnail, the course name, a 'Suggested classes for you' section with one item, a 'Free' status, and an 'ENROLL' button. Below the card is a feedback section with a message box, a rating scale from 1 to 5 stars, and social sharing options.

To the right of the course card is a sidebar for 'Paul Advisor, Business Systems Analysis' with a 'NOT REGISTERED' status. The sidebar also shows 'COURSE STATISTICS' with a grid of user icons, '2' completions this year, and '565' total completions. At the bottom of the sidebar is an 'Other Information' section with various course details.

At the bottom of the page, there are links for 'Support | About | Terms and Conditions | Privacy' and a 'Powered by Saba' logo.

Including a browse feature is helpful, but Dell could improve this feature by moving it out of the header, away from the Search field, where it can cause confusion because of its proximity to search. A better placement would be in the body of the page and also to use a list of topics labeled Browse by course topics.

18. If you offer the ability to browse, include the option to *View all* categories or topics available.

It's also important to allow people to browse or view all available entries in case they don't know which category a topic is filed under. For example, the GSA provided users with an A-Z index on its intranet. To further improve this implementation, name the feature, *Browse all topics and categories*, as many people won't know what is meant by the *A-Z index* link. It would be even better to remove this as an advanced search mechanism and contextually surface the ability to browse by popular topics and tasks only in relevant areas rather than forcing users to wade through a lengthy list of links.

If employees don't know the keyword or how to refer to a topic in the first place, looking at a list of options may jog their memory, but only if the way they're thinking about the topic directly aligns with how the intranet refers to it.

The GSA included Advanced Search, an A-Z index, and an option to search using the sitemap on its intranet. Though we recommend limiting the use of advanced search options like these, repurposing the concept of the A-Z index to surface browsable links to contextually relevant topics would help users find information when they don't know exactly what they're looking for.



Users used different terms and phrases to refer to things than language on the intranet did.

User Behaviors

As we saw in our research, there were often discrepancies between how users thought about and referred to things and how the intranet did. When labels and links didn't align with the terms and phrases employees were using and thinking about, they slowed down to ponder whether another phrase meant the same thing or if it would reveal the information they needed.

IT Connect

I Want To... Services Contact IT

Information Security Links Kaley, Helen A. 0

Search Home

I Need Help
Submit Help Desk Ticket

I Need Something
Browse Services

I Need to Order
Browse Products

The Mayo Clinic did a nice job offering browse options, allowing users to Browse Services or Browse Products on its IT portal. It also provided a contextually relevant space for these browse options.

Scoped and Separate Searches

Employees often need to search for information stored in various places, whether in job-related tools, software applications, or on separate intranets. Though the most user-friendly approach is to integrate and consolidate intranet search functionality to a single field and results set, this is a lofty task, one that many intranet teams don't have the time, budget, or technical feasibility to do.

When the intranet can't crawl and index information located on separate systems, designers have a choice — present a scoped search or a separate search experience to help employees find what they need. **Scoped search** narrows where the user searches before they execute their search. A **local or domain-specific search** appears after the user lands on a specific part of the intranet or a separate domain.



Scoped search

Definitions, Principles, and Methods

Scoped search narrows where the user searches before they execute their search.



Local or domain-specific search

Definitions, Principles, and Methods

A local or **domain-specific search** appears after the user lands on a specific part of the intranet or a separate domain.

SCOPED SEARCH

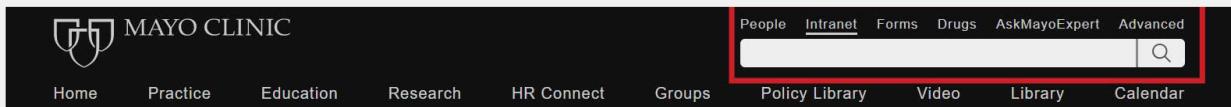
Scoped search allows users to search within a specific section of the intranet, such as for *People, Forms, or Documents*, before they perform their search. Designers may have to introduce scoped search if the global search queries many different databases, and therefore, results load slowly. Another reason why teams often implement scoped search is to reduce the volume of search results returned on a single page. But this is a stopgap approach; if search results pages are laid out and labeled properly, results from global searches won't be overwhelming.

Carefully Evaluate Before Adding Scoped Search

Although the logic behind scoped searching is sound — to make search run faster and return more targeted results — the interface typically makes searching more difficult. Users ignore or have difficulty knowing which mechanisms to use to scope the search and often don't even

realize the results are scoped. In general, web users are not accustomed to having to select the type of search they want to conduct beforehand, so it's best to avoid introducing scoped search unless it's absolutely necessary. There tend to be many usability issues with scoped search UIs, and people rarely used scoped search in our most recent round of research.

A user at the Mayo Clinic said, "I searched in the upper right on the intranet, which sometimes is a little foggy because it doesn't give you what you're looking for." Then he searched again but chose the *People* tab, then used advanced search. He said, "Sometimes you get lucky and find things that way."



The Mayo Clinic included scoped search on its intranet in an effort to narrow results for users. The organization had abundant content that resided across many different internal systems.



Conduct user research before adding scoped search to your intranet.

Process and Strategic Considerations

If you're considering including scoped search to your intranet, first conduct user research to understand if implementing it would help your employees locate the information they need to do their jobs faster.

Even better, use that time to work toward a unified, global search experience that intelligently returns relevant results based on the user's query alone.

Questions to consider before adding scoped search include the following:

- Do users think of the content as “part of the intranet?” (If yes, work to improve the global search, and do not introduce scoped search)
- Do users think of the content as “part of a subsection of the intranet or another body of content?” (If yes, conduct usability testing to understand if users expect to scope their search for this specific type of content before they search, after they search, or if they expect the global search to index it regardless)
- How is the system’s speed when users query a particular body of content? (If results load slowly, consider adding scoped search until the team can improve performance and load speeds.)

- How often do users submit a particular type of query? (If it's something they search for often, it's more efficient to prioritize favorable ranking of such content in the global search experience, not through a scoped experience.)

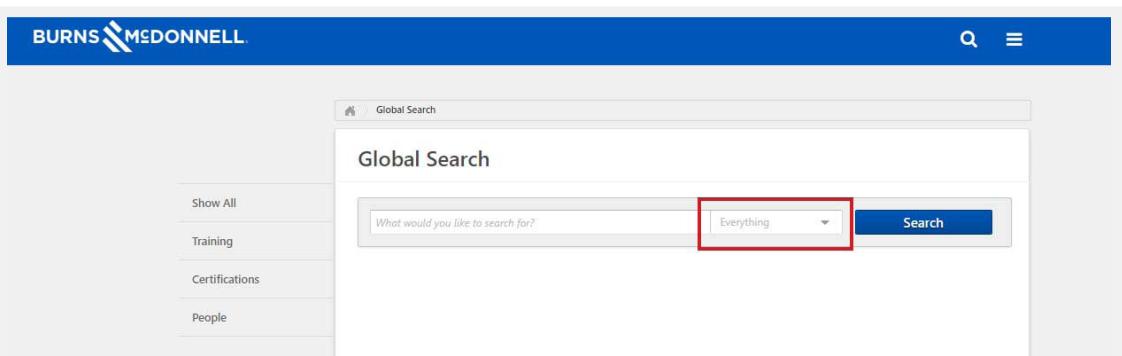
If you must provide a scoped search experience, here's how to make it as user-friendly as possible.

19. Use a visible dropdown to the right of the search field for scoped search.

A common design pattern used to scope the search to a specific intranet area is to present the various scopes in a dropdown list, placed to the right of the open search field but before the button used to invoke the search. When the scoping mechanism appears near the intranet's global search, users can make a deliberate choice about where to search before they execute the search.

The option to search the entire intranet should be labeled something like *Search All, Everything*, or *The Intranet*, and the scoped search should be labeled something like *Employee Directory*, *Policy Library*, or *An Office Location*. Always default to the broadest search scope and let users deliberately narrow from there. Users often miss the dropdown choices, so defaulting the search to intranet-wide is important.

For example, Burns & McDonnell included a dropdown to the right of the *Search* field to scope the search before users initiated it. The options in the dropdown were *Everything*, *Training*, *Certifications*, and *People*.



When employees used scoped search on Burns & McDonnell's intranet, they usually relied on searching Everything.

Dell's HR portal had a scoped search dropdown placed to the right of the search field to scope by company location. This placement was effective, but users couldn't make out the full option text inside the dropdown because the width of the container box masked the full text. Additionally, the placement of the *Directory* link made it look like it could be a second scoping option. A better approach would be to slightly extend the width of the scoped search dropdown and move the *Directory* link up to the header.

The screenshot shows a web page titled "Inside DELL Technologies" with a blue header bar. The header includes links for "News", "My Communities", "My HR", "My IT", "Learning", and a user profile for "John Doe". Below the header is a search bar with the placeholder "Find answers" and a magnifying glass icon. To the right of the search bar is a dropdown menu labeled "United States" with a red box drawn around it. Further to the right are links for "Resources for My Job", "Need Help?", and "Directory". At the bottom of the page, there is a section titled "Discounts and Deals - US" with a timestamp "2y ago", view count "6334 Views", and a rating of five stars.

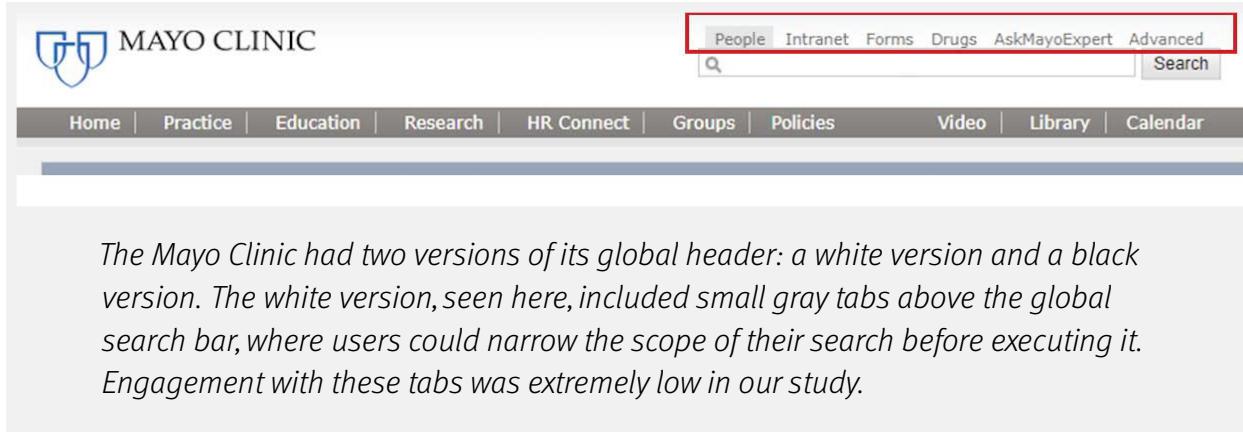
Users couldn't see the full scoping option text on Dell's HR portal. The dropdown wasn't wide enough to accommodate the option text inside.

Atrium Health included a dropdown to the right of its intranet search field labeled, *Take me to*. It wasn't connected to the search field or intended to scope the user's search. Rather, it was a consolidated list of frequently accessed links and tools. Though it was used often throughout our usability testing, its placement could potentially be confused with a scoped searching option. A better approach would be for Atrium to move this *Take me to . . .* dropdown below the main navigation.

The screenshot shows the Atrium Health intranet homepage. The top navigation bar includes a "PeopleConnect" dropdown, a search bar with placeholder "I need to find...", and a "Take me to..." dropdown. Below the navigation is the Atrium Health logo and a horizontal menu with links for "Tools", "Policies", "Education", "Clinical", "Human Resources", "Departments", and "Facilities".

On Atrium Health's intranet, users could mistake the Take me to . . . dropdown for a scoped search dropdown.

During our studies, we also saw intranets that used small tabs or radio buttons to scope users' searches. This approach was less favorable, as users often ignored these small UI elements or failed to recognize them. For example, the Mayo Clinic included tiny tabs above the intranet's global search field where users could scope their searches. The tabs' light gray appearance made them difficult to see and scan. A better approach would be to include the options in a dropdown list to the right of the *Search* field before the button. It would also help to rearrange the scoping options in the following order: *Intranet, People, Forms, Drugs, AskMayoExpert*.

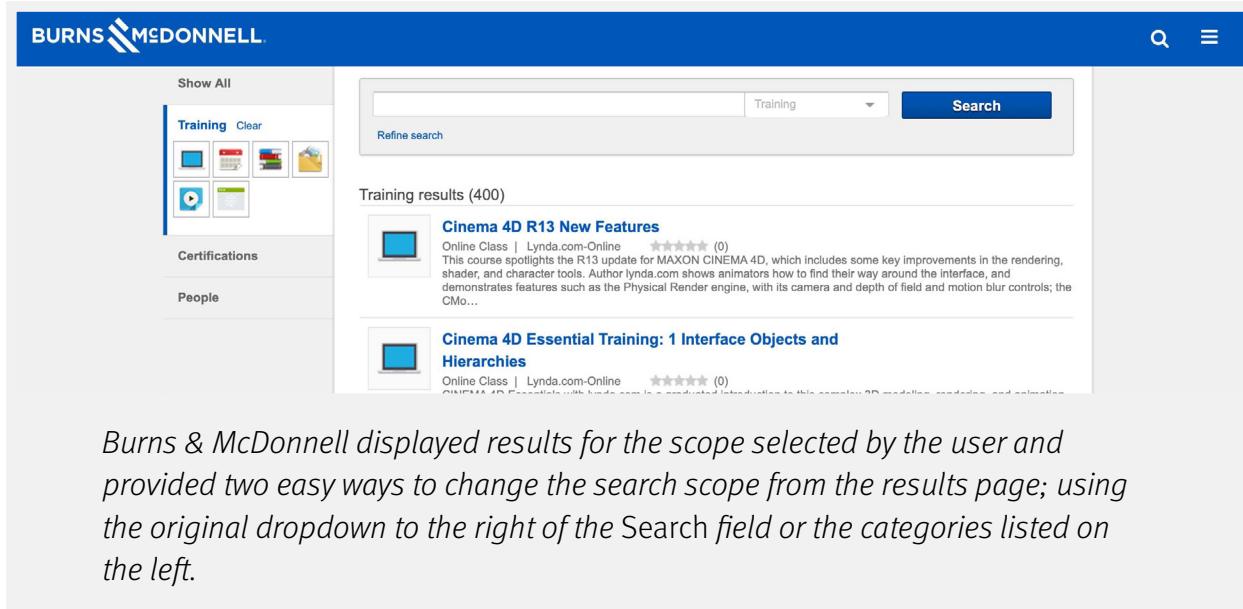


The Mayo Clinic had two versions of its global header: a white version and a black version. The white version, seen here, included small gray tabs above the global search bar, where users could narrow the scope of their search before executing it. Engagement with these tabs was extremely low in our study.

20. Preserve the ability for the user to change the scope of their search, even after the scoped results are returned.

When users deliberately select a scope before executing a search, display results from that sub-section of the site only. However, it is also helpful to provide a simple way for users to change the search scope on the results page, to see all possible results in case they selected the wrong scope.

When users invoked a search within the *Training* section of Burns & McDonnell's intranet, the results presented were for that category only, but it was easy for users to switch to a different scope if needed.



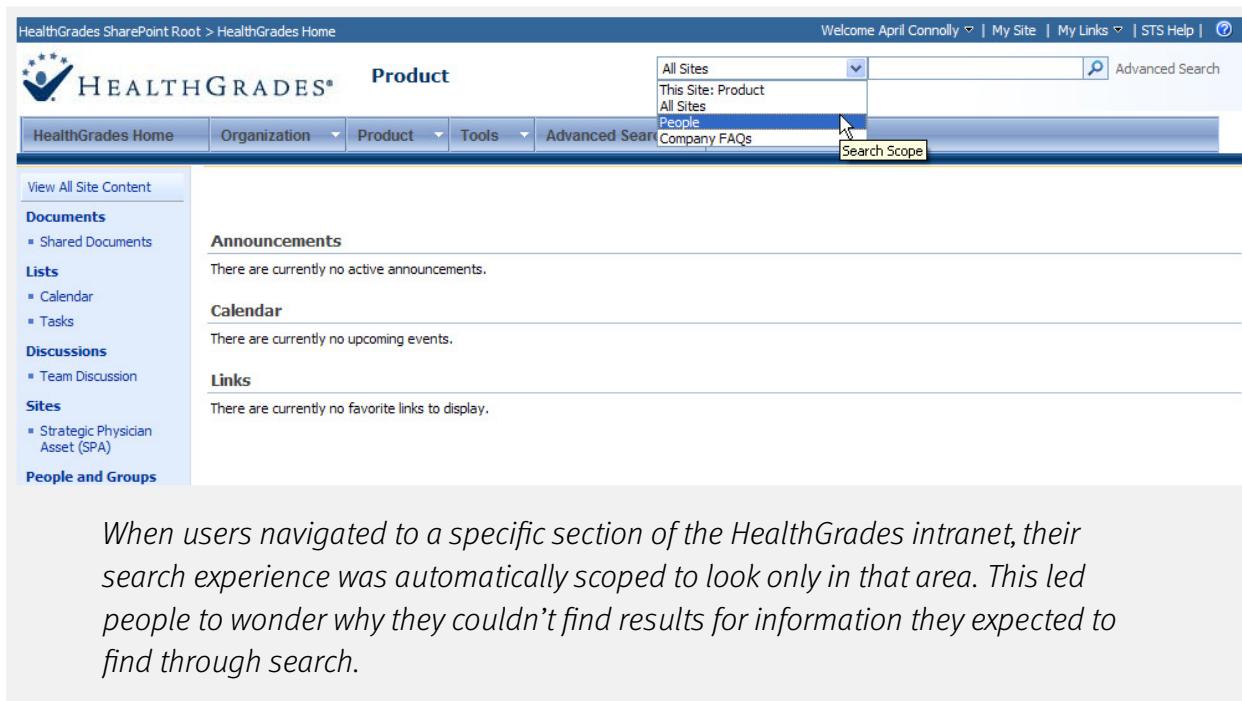
Burns & McDonnell displayed results for the scope selected by the user and provided two easy ways to change the search scope from the results page; using the original dropdown to the right of the Search field or the categories listed on the left.

21. Do not automatically scope a search based on the user's intranet location.

Always let users do the scoping; do not automatically scope a search based on where the user is on the intranet when they initiate the search. In a previous round of research, we observed that HealthGrades' intranet used scoped search extensively, making it difficult for users to find what they were looking for. A dropdown appeared *before* the main search box (instead of after it), with options to scope the search by *All Sites*, *People*, *Company FAQs*, and *This Site* (which varied depending on the page).

When HealthGrades employees navigated to a specific intranet section, the search scope automatically changed to search only within that specific content area. Users did not expect this and were confused when their queries returned no results or only a few. Even worse, the scoped search results page did not allow users to change the scope back to *All Sites*.

A better approach would be to include the dropdown to scope the search after the search field and allow users to voluntarily set the search scope, no matter where they are on the intranet. Once users navigate to a new section, their search scope should default back to the broadest possible scope, with the option to narrow from there. It should not automatically limit the search to within the current section.



The screenshot shows the HealthGrades SharePoint homepage. At the top, there is a navigation bar with links for 'HealthGrades Home', 'Organization', 'Product', 'Tools', and 'Advanced Search'. To the right of the navigation bar is a search bar with a dropdown menu labeled 'Search Scope'. The dropdown menu contains the following options: 'All Sites' (selected), 'This Site: Product', 'All Sites', 'People', and 'Company FAQs'. Below the search bar, there is a sidebar with links for 'View All Site Content', 'Documents' (with 'Shared Documents'), 'Lists' (with 'Calendar' and 'Tasks'), 'Discussions' (with 'Team Discussion'), 'Sites' (with 'Strategic Physician Asset (SPA)'), and 'People and Groups'. The main content area displays sections for 'Announcements' (no active announcements), 'Calendar' (no upcoming events), and 'Links' (no favorite links). A callout box in the bottom right corner of the content area contains the following text:

When users navigated to a specific section of the HealthGrades intranet, their search experience was automatically scoped to look only in that area. This led people to wonder why they couldn't find results for information they expected to find through search.

LOCAL OR DOMAIN-SPECIFIC SEARCH

Local or domain-specific search fields display in addition to the intranet's global search field. These fields are often introduced in areas not included in the intranet's global search index because of technology constraints, advanced search requirements, a different front end for the content type, or content users wouldn't consider as part of the intranet-wide search.

Local searches are also introduced as helpful features if users need or want to do advanced searching within a large body of content. It's best to index all of your content in the global intranet search, but if that's impossible, add local search to areas where it's needed. Some common areas and platforms where we see local search on digital workplace tools include:

- Open jobs
- Learning and training
- News and archives
- Video and archives
- Document libraries
- Form repositories
- HR policies
- IT Helpdesks

For example, in the *Human Resources* section of First Solar's intranet, a *Search this site* field covered only the pages and content on that HR domain. A global search function also allowed users to search for pages and documents on all local intranets and SharePoint pages, far more places than the *Search this site* feature queried. Generally, users expect the intranet-wide search to index HR information. If this is not possible or there's abundant content available, this is a good feature to include in HR and benefits areas.

The screenshot shows a SharePoint intranet page for the 'power' site. At the top, there's a navigation bar with links for 'APPS & TOOLS', 'WORK RESOURCES', 'TEAMS & DEPTS', 'HR', and 'OUR COMPANY'. A search bar is located at the top right. Below the navigation, a breadcrumb trail shows 'POWER > Human Resources > HR Policy Manual' and 'Associate Handbook & Policy Manual'. The main content area features a section titled 'HR-100 Employment' with a sub-section 'Sections' containing a list of HR policies from 'HR-101 Coming On Board' to 'HR-107 End of Employment'. To the right of the content, there's a red-bordered local search field with the placeholder 'Search this site'. The footer contains links for 'POWER', 'ETHICS & COMPLIANCE', 'SAFETY FIRST', and 'IT SERVICE DESK', along with the First Solar logo.

Because the HR section of First Solar's intranet lived on another domain and contained abundant content, they used a local search field so users could search only the content on this site.



Only introduce local search where it's absolutely necessary.

Process and Strategic Considerations

Ideally, the intranet's global search feature should query the entire intranet — not just specific sections — and enable users to filter on the results page to narrow from there. However, if you have a huge repository of content, documents, or forms on the intranet that can't be effectively crawled and indexed in the global search experience, it might warrant its own local search field.

There are a few specific use cases where implementing a local search field can help. One such case was on the City of Calgary's intranet, where employees struggled to find forms in the corporate forms catalog. All the forms were listed and linked on a single page; there appeared to be over 500, many of which were not easily findable via the global site search. Many of the forms had similar or vague names that failed to communicate their purpose. Additionally, the red link text representing each form link made the page difficult to scan.

A better approach would be to organize these forms by logical categories, to name them clearly for their purpose, and to introduce a local search field on the page so that users could search for forms by their name or function.

Calgary myCity

Tools & Resources ▾ myHR ▾ Organization ▾ News & Events ▾ Dashboard ▾ Safety & Security ▾

June 12, 2019 24°

City of Calgary branded templates

Corporate Forms Catalogue

myCity home > Tools & Resources > City of Calgary branded templates > Corporate Forms Catalogue

Corporate Forms Catalogue

Forms Services has changed! Our focus is now dedicated to the demand for advanced eForms.

To request a new or revised eForm (adaptive web-based or fillable PDF), complete a [X611 eForm Request](#).

PRINTED forms are ordered directly from contracted vendors. Vendors will also create and revise the design for you. It's one-stop shopping.

To order directly from The City's vendors:

- [Printed forms \(DATA\)](#)
- [Printed envelopes \(Supremex\)](#)
- [Printed file folders \(ACME\)](#)
- [Business cards \(Oil City Press\)](#)

Warehoused forms will continue to be stocked and ordered via [FSCM](#). Tip: Check the [Warehoused Forms list](#) (Excel file) to see if the form you want is stocked before you order from the vendor.

The catalogue below still lists most of the City's forms.

For assistance, email forms@calgary.ca.

- [#9 Business Reply Envelope Transportation Planning #8124 - TS5187](#)
- [12% Sodium Hypochlorite Receiving Checklist - E1875](#)
- [2016 Authorization Of Agency Tenant - A 243](#)
- [2016 Authorization Of Agency - A 242](#)
- [2016 Business Assessment Information Request - A 241](#)
- [2016 Property Assessment Information Request Non Res Multi Res - A 239](#)
- [2016 Property Assessment Information Request Single Residential - A 240](#)
- [2016 Tenant Assessment Information Request - A 244](#)
- [2017 Application City Board Commission Committee - CC 919](#)
- [2018 Application City Board Commission Committee - CC 919A](#)
- [2019 Employee Attendance Record - X 24](#)
- [2019 Payroll 3 Week Calendar - P 916](#)
- [2019 Payroll Calendar - P 897](#)
- [2019 Schedule Change Request RAWW - X 510A](#)
- [2019 Subscription Order - PL1248](#)
- [2019 Time & Labour Pay Calendar - X575](#)
- [24 Hour/Special Purpose Vehicle Application - X 233](#)
- [24 Hour/Special Purpose Vehicle Log - X 195](#)
- [24 hour Vehicle Taxable Benefit - X 650](#)
- [9.36 Project Summary Compliance Submission Report - PL1275](#)
- [AED Inspection Request - L 706](#)
- [ALTGM - Meeting Agenda Request - CC 927](#)
- [Abandoned Vehicle Complaint - F1334](#)
- [Access 3-6 Application For Use - CD 478](#)
- [Access Calgary Application - TS5265](#)
- [Accountability Tag Order Request - FD1281](#)
- [Activation: Driver's Extended Hours Of Service - FF2076](#)
- [Active Living Program Application - P 895](#)
- [Activity Record - R1583](#)
- [Activity Report - F1489](#)
- [Adapted Fitness Assessment Registration - RT709](#)
- [Aggregate Crushing Operation Daily Production Report - E1037](#)
- [Alarm Permit Application - PD 290](#)
- [Alarm Response Data Sheet - L 718](#)
- [Alberta Municipal Government Act Notice - Water Services - E2037](#)
- [All Call Transmittal - FD1310](#)

Employees at the City of Calgary struggled to find forms on the intranet. Introducing a local search field on the corporate forms catalog page would make this task much easier.

The Mayo Clinic's intranet was a good example of where local search was properly implemented, specifically in its *Groups* section. This area listed every single group in the Mayo Clinic, categorized alphabetically. The organization had many groups, so it would be time-consuming for employees to click through each letter to find a group, especially if they didn't know the exact group name.

Here the introduction of local search helped to speed up the process of finding a particular group. Instead of relying only on the letters, users can also search only within this area, which is an effective application of local search. Users could enter the name of a specific group or a keyword phrase to find relevant groups. An added improvement would be to use clearer placeholder text in this field, such as, *Search for a group*.

The screenshot shows the Mayo Clinic Groups page. At the top, there is a navigation bar with links for Home, Practice, Education, Research, HR Connect, Groups, Policy Library, Video, Library, and Calendar. The Groups link is highlighted. To the right of the navigation bar is a search bar with a magnifying glass icon. Below the navigation bar, the title "Mayo Clinic Groups" is displayed in a blue header bar. Underneath the header, there is a horizontal menu with buttons for All, Practice, Education, Research, Labs, and Operations/Support. The "Practice" button is highlighted. Below this menu is a search input field with the placeholder "Search the Index". To the right of the search field are three buttons: "Find an Application", "Find a Committee", and "Add/Change a link on this page". Below the search field is an alphabetical index with buttons for ALL, #, A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W. The "P" button is highlighted. To the right of the index is a note stating "Locations: ALL | ARZ | FLA | MCHS | MW | RST" and "NOTE: bold listings designate enterprise sites, which include content from all campuses." The main content area contains a grid of links, many of which are bolded to indicate they are enterprise sites. Some examples include "Pain Clinic: ARZ", "Personalized Genomics Laboratory: RST", "Preparation and Processing Lab (PPL): RST", and "Pediatrics IMP/Children's Center". The bottom of the page has a footer with links for "Contact Intranet Publishing" and "Last updated: 07-Oct-2019". A callout at the bottom states: "The Mayo Clinic included local search in its intranet's Groups section. It allowed users to search only within that section, which was helpful since many groups existed."

The screenshot shows the Mayo Clinic Groups intranet homepage. At the top, there's a navigation bar with links for Home, Practice, Education, Research, HR Connect, Groups, Policy Library, Video, Library, and Calendar. A global search bar is at the top right. Below the header, a blue banner says "Mayo Clinic Groups". Underneath is a search bar with the query "Policy Governance and Standardization". To the right of the search bar is a sidebar with links for "Find an Application", "Find a Committee", and "Add/Change a link on this page". Below the search bar is a navigation menu with letters from A to W. The main content area has a heading "POLICY GOVERNANCE AND STANDARDIZATION" and a note about locations (ALL | ARZ | FLA | MCHS | MW | RST). A note also mentions that bolded terms like "bold" refer to enterprise sites. There's a section for "Policy Governance and Standardization Project" and a footer with contact information and a last update date of 07-Oct-2019.

When Mayo Clinic users searched for a specific group using the local search field, they could easily find a narrowed set of results based on the keyword they entered.

Local search can be introduced unnecessarily, too, even on the same intranet. On the homepage of the Mayo Clinic's intranet, there was a magnifying glass icon nearby the *News* component, which allowed users to search only within the *News* center. However, the global search experience was right above it in the header, and this also crawled the *News* center. This extra search icon on the homepage is confusing and redundant. A better approach would be to allow users to search locally within the full *News* center once they arrive there.

The screenshot shows the Mayo Clinic Intranet Home page. The header includes a global search bar and a local search icon (magnifying glass) next to the "News Center" link. The main content area features a "Destinations" sidebar with links like Clinical Tools, EHR/RCM, Emergency Preparedness, Health & Well-Being, IT Connect, and Mayo Clinic Health System. To the right is a "Status Panel" showing hospital admissions (250-2910) for RMC, SMC, and ED, and a blood donor program for Whole Blood, Plasma (coming soon), and Platelets. The local search icon is highlighted with a red box.

There's a global search bar in the Mayo Clinic's header, so the magnifying glass icon representing local search near the news component on the homepage isn't necessary.

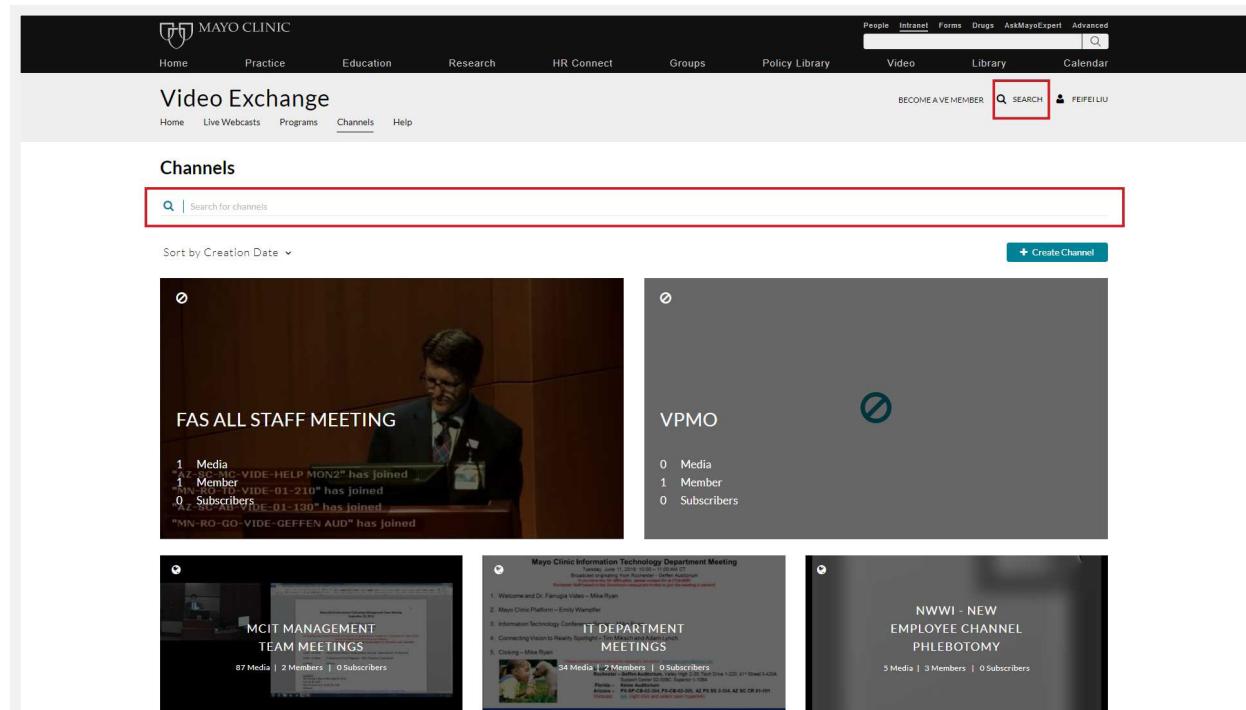
If you decide to include a local or domain-specific search, here's how to make it as user-friendly as possible.

22. Use one additional search field to represent local search on the pages or sections where it's needed.

Introducing local search means you'll inherently be adding *another* search field to the interface in addition to the intranet's global search. We observed *multiple* local search icons or fields on the same page on a few intranets. Seeing so many different search fields and controls confused users; they didn't know which one to use when so many were available. If an area of your intranet or digital workplace warrants local search, use only one properly positioned and clearly labeled field to represent local search.

For example, the *Video Exchange* section of The Mayo Clinic's intranet included a small *Search* magnifying glass icon in the upper right-hand corner, as well as an extra-wide search field labeled, *Search for channels* in the middle of the page. Because the intranet's global search field was exposed in the upper right corner of the header, this made for three search mechanisms on the same page.

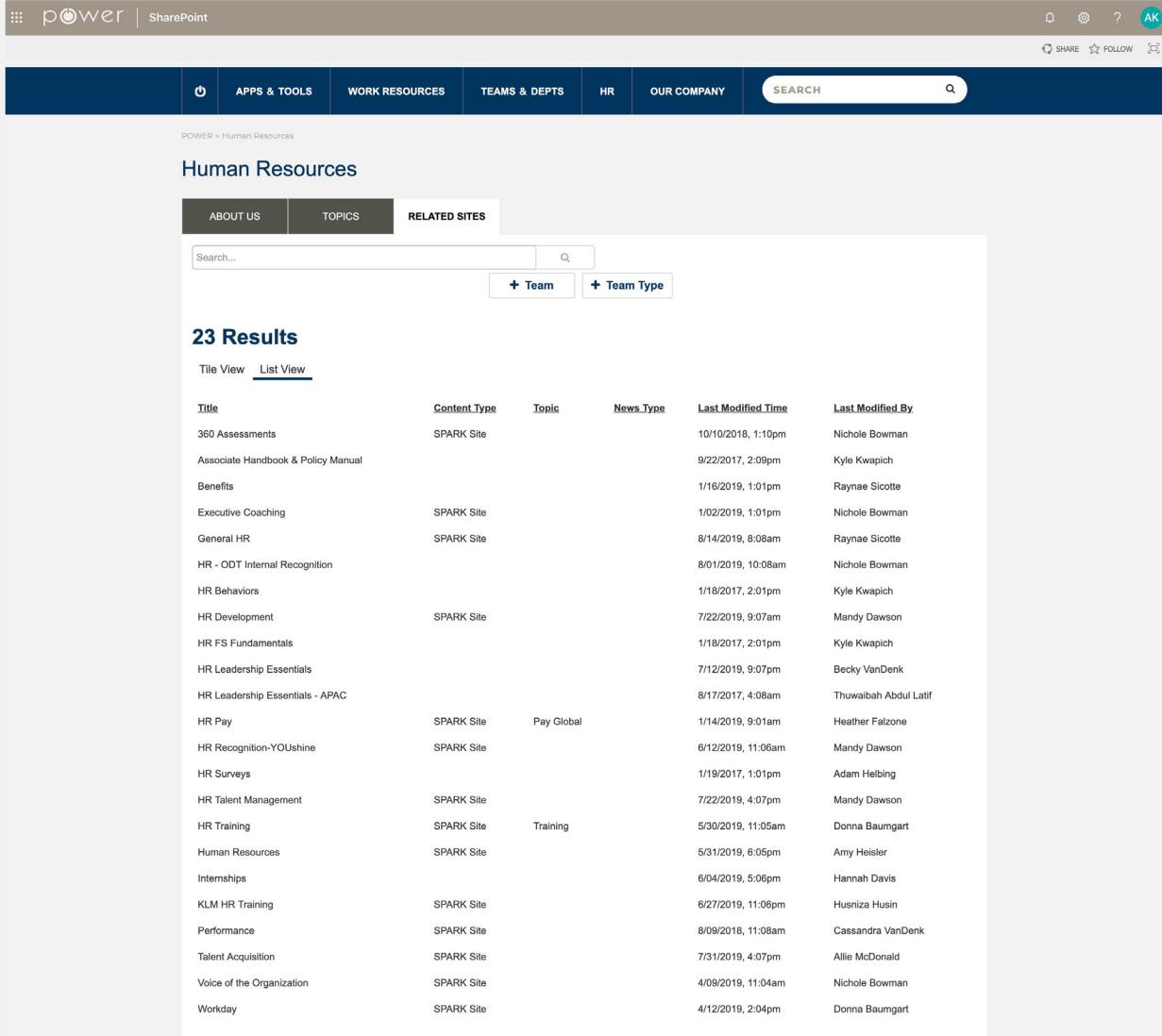
A better approach would be to remove the magnifying glass icon and replace it with an exposed, local search field labeled *Search for channels and videos*. In this case, the wide search field in the middle of the page could be removed.



The screenshot shows the Mayo Clinic Video Exchange page. At the top, there is a navigation bar with links for Home, Practice, Education, Research, HR Connect, Groups, Policy Library, Video, Library, and Calendar. A global search bar is located in the top right. Below the navigation, a secondary search bar labeled "Search for channels" is positioned in the center. Further down, a third search mechanism is represented by a magnifying glass icon in the top right corner of the main content area. The main content area displays a list of video channels, each with a thumbnail, title, and statistics (Media, Member, Subscribers). One channel, "FAS ALL STAFF MEETING", is currently active, showing a video player with a transcript of the meeting.

The Mayo Clinic's Video Exchange had two local search functions, a magnifying glass icon and an exposed search field. Only one local search mechanism is necessary.

First Solar included a single, local site search field on the *Human Resources* section of its intranet. The positioning of the field made it clear that employees would only be searching within that section. The only recommendation for additional improvement would be to update the placeholder text inside of the search field to say, *Search related Human Resources sites*.



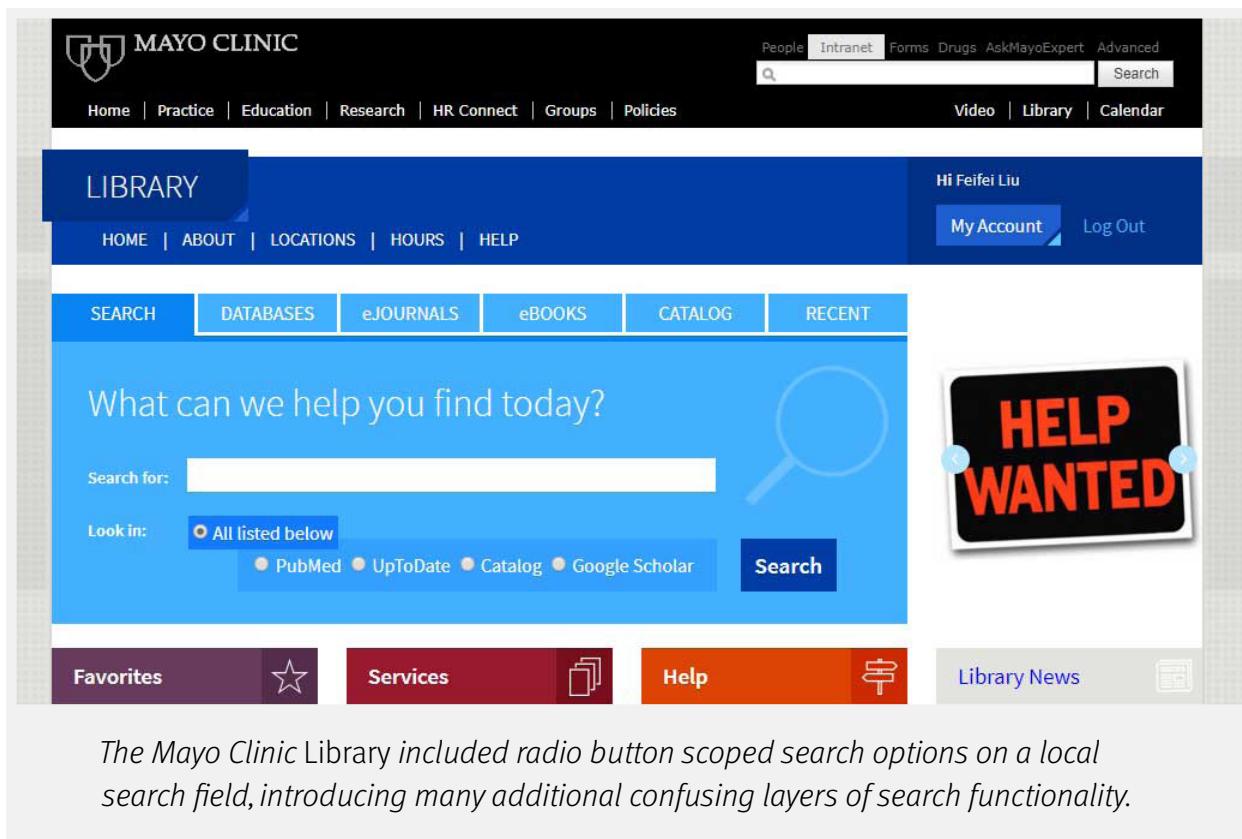
Title	Content Type	Topic	News Type	Last Modified Time	Last Modified By
360 Assessments	SPARK Site			10/10/2018, 1:10pm	Nichole Bowman
Associate Handbook & Policy Manual				9/22/2017, 2:09pm	Kyle Kwapich
Benefits				1/16/2019, 1:01pm	Raynae Sicotte
Executive Coaching	SPARK Site			1/02/2019, 1:01pm	Nichole Bowman
General HR	SPARK Site			8/14/2019, 8:08am	Raynae Sicotte
HR - ODT Internal Recognition				8/01/2019, 10:08am	Nichole Bowman
HR Behaviors				1/18/2017, 2:01pm	Kyle Kwapich
HR Development	SPARK Site			7/22/2019, 9:07am	Mandy Dawson
HR FS Fundamentals				1/18/2017, 2:01pm	Kyle Kwapich
HR Leadership Essentials				7/12/2019, 9:07pm	Becky VanDenk
HR Leadership Essentials - APAC				8/17/2017, 4:08am	Thuwaibah Abdul Latif
HR Pay	SPARK Site	Pay Global		1/14/2019, 9:01am	Heather Falzone
HR Recognition-YOUshine	SPARK Site			6/12/2019, 11:06am	Mandy Dawson
HR Surveys				1/19/2017, 1:01pm	Adam Helbing
HR Talent Management	SPARK Site			7/22/2019, 4:07pm	Mandy Dawson
HR Training	SPARK Site	Training		5/30/2019, 11:05am	Donna Baumgart
Human Resources	SPARK Site			5/31/2019, 6:05pm	Amy Heisler
Internships				6/04/2019, 5:06pm	Hannah Davis
KLM HR Training	SPARK Site			6/27/2019, 11:06pm	Husniza Husin
Performance	SPARK Site			8/09/2018, 11:08am	Cassandra VanDenk
Talent Acquisition	SPARK Site			7/31/2019, 4:07pm	Allie McDonald
Voice of the Organization	SPARK Site			4/09/2019, 11:04am	Nichole Bowman
Workday	SPARK Site			4/12/2019, 2:04pm	Donna Baumgart



First Solar included only one local search field in its Human Resources section. Employees understood that this field would search only in this area.

We noticed intranets with scoped search options on local search fields in a few cases. These additional layers of scoping yielded shallow results or no results at all. Also, adding scoped search options on a local search field confused people to the point that they weren't sure where they were even searching anymore.

For example, on the Mayo Clinic *Library*, a local search bar appeared in the middle of the homepage. The local search field included radio button options to scope the search to *PubMed*, *UpToDate*, *Catalog*, and *Google Scholar* underneath it. These added options were unnecessary. The local search should fundamentally index content across all of these areas in the library to simplify the process of finding information.



The screenshot shows the Mayo Clinic Library homepage. At the top, there's a navigation bar with links for Home, Practice, Education, Research, HR Connect, Groups, Policies, Video, Library, and Calendar. A search bar at the top right includes options for People, Intranet, Forms, Drugs, AskMayoExpert, and Advanced search. Below the navigation is a blue header bar with 'LIBRARY' on the left and user info on the right ('Hi Feifei Liu', 'My Account', 'Log Out'). The main content area has a blue background with the text 'What can we help you find today?'. It features a search input field, a magnifying glass icon, and a 'Search' button. Below the search input is a 'Look in:' dropdown set to 'All listed below' with radio buttons for PubMed, UpToDate, Catalog, and Google Scholar. To the right of the search area is a graphic of a 'HELP WANTED' sign. At the bottom of the page are links for Favorites, Services, Help, and Library News.

The Mayo Clinic Library included radio button scoped search options on a local search field, introducing many additional confusing layers of search functionality.

In another area of its digital workplace, the Mayo Clinic displayed an effective local search field without scoped search options. An exposed local search field appeared in the upper right corner of the hospital administration's homepage. The button near this search field was clearly labeled, *Search this site*, which gave users the confidence to know they were *only* searching on the hospital administration's site, not the whole intranet. The intranet's global search field sat just above the local search field but with clear differentiation and separation, which was favorable. There were scoped search options on the Mayo Clinic's global intranet search, but not for the local site search, which was also favorable.

 MAYO CLINIC

Home Practice Education Research HR Connect Groups Policy Library Video Library Calendar

Administration - Mayo Clinic search this site

Mayo Clinic Governance
Administration: Who we are and what we do
Administration Teams & Groups
Physician/Scientist Department & Division Chairs
Organization Charts
Administrative Assignments
Administrator On-Call
Additional Sites
Arizona
Florida
Mayo Clinic Health System

Home



Gianrico Farrugia, M.D., President and CEO, Mayo Clinic, and Jeff Bolton, Chief Administrative Officer, Mayo Clinic

Leading with Patients' Needs Foremost
 The needs of the patient come first. It's the primary value for administration teams and all of Mayo Clinic.
 Administrative actions support and promote this value and other core principles of Mayo Clinic, including mutual respect, quality, teamwork, integrity, societal commitment, and responsible use of resources. Across Mayo, physicians and administrators are partners in leadership. This approach is a valued component of the Mayo culture.

Administration Highlights

 [Morning Rounds with John and Jeff](#)
Hear Discussions on Current Mayo News

 [Staff and Leadership Meetings](#)
Opportunities across the Enterprise

The Mayo Clinic correctly introduced a local search field within the hospital administration's intranet section. The search experience was simple because this local search field had no scoped search options.

23. Provide a consistent appearance and placement for local search fields across the intranet.

Bracknell Forest Council strategically introduced local search in the areas of the intranet where users needed it most. Sections with local search included:

- A *How do I?* area, where employees could search for content or access key council services
- The *Facilities and travel* section, where employees could easily find information such as where to find a meeting room or park on campus
- The *Human Resources* section so that users could easily find forms, policies, and guidance
- The *IT section* so that employees could quickly find information to get help with their computers and phones.

All the local search fields looked consistent and were placed in the same spot across the pages, which helped employees understand that this field would search only within that particular section. Each local search field was also clearly labeled, which helped users understand that they were only searching in that specific area, not the entire intranet.

People & Teams Get involved

Search 

DORIS Home How do I? Your council News Public website

Home / How do I? 

How do I?

Use this page to search for content or access key council services.



My employment

 Complete an appraisal
 Book annual leave
 Record an absence
 Complete an expense claim
 View pay details

 Validate parking

Browse by topic

- Communications
- Data protection and information governance
- Facilities and travel
- Finance and procurement
- Government, democracy and community
- Health and safety
- HR guidance and policy
- IT, computers and telephones
- Learning, benefits and opportunities
- Your pay

My tasks

 Carry out budget monitoring
 Find HR policies and guidance
 Recruit staff
 Enter performance data on InPhase
 Report a data breach

Your saved content

There are no items to display.

Contact support services

 Contact IT
 Raise an iWorks query
 Contact HR
 Contact facilities

Does anything need adding to this page? 

Bracknell Forest Council included a similar-looking and consistently placed local search field in its intranet's How Do I section. This area was a viable candidate for local search, as it contained abundant content. Local search helped employees quickly find the information they needed here.

People & Teams Get involved

Search 

DORIS Home How do I? Your council News Public website

Home / How do I? / Facilities and travel  Save

Facilities and travel

Use this search to find travel and facilities information.





Contact facilities

Popular tasks

- [Find a meeting room](#)
- [Security access passes](#)
- [Validate High Street car park ticket](#)

Browse by topic

- [Car parking](#)
- [Catering and refreshments](#)
- [Council and associated buildings](#)
- [Courier service](#)
- [Meeting rooms](#)
- [Newspaper and magazine subscription](#)
- [Recycling](#)
- [Security access passes](#)
- [Sending post](#)
- [Transport for staff](#)
- [Transport forms and policies](#)

Does anything need adding to this page? 

Bracknell Forest Council also included a similar-looking and consistently placed local search field in its Facilities and travel section. This area was also a viable candidate for local search, as it contained abundant content. Local search helped employees quickly find the information they needed here.

People & Teams Get involved

Search 

DORIS Home How do I? Your council News Public website

Home / How do I? / HR guidance and policy 

HR guidance and policy

Use this search to find HR policies and guidance.

Complete an appraisal **Book annual leave** **Record an absence** **Find HR policies and guidance**

View pay details **Raise an iWorks query** **Recruit staff** **Contact HR**

Does anything need adding to this page? 

Browse by topic

- Absence and leave
- Difficult situations
- HR terms and conditions
- Recruitment
- AskHR
- Complete an appraisal
- Contact HR
- Find HR policies and guidance
- iWork@BFC
- iWorks guidance
- One to one guidance
- Raise an iWorks query
- Safeguarding policy - ECC
- Staff awards
- Values and behaviours
- Who to contact in HR

 Help | Terms and conditions | © Bracknell Forest Council

Bracknell Forest Council also included a similar-looking and consistently placed local search field in its intranet's HR guidance and policy section. This area was also a viable candidate for local search, as it contained abundant content. Local search helped employees quickly find the information they needed here.

People & Teams Get involved

Search 

DORIS

Home How do I? Your council News Public website

Home / How do I? / IT, computers and telephones 

IT, computers and telephones

Use this search to get help with IT, computers and telephones.




Visit TOTO

Popular tasks

- Set up a new starter
- Make a web request
- Find a user guide
- ICT forms
- Contact the Helpdesk

Browse by topic

- Archive Manager
- AskIT@TheAtrium
- Conditions for using DORIS
- Conference Calls
- Customer facing council websites and social media
- Cyber security
- DORIS publisher guide
- DORIS usage
- Email
- Email signatures
- GCSx email
- GIS - maps
- Help with DORIS
- Help Yourself
- How do I contact the ICT Helpdesk?
- ICT information for new employees
- ICT survey - You said ... We said....
- InPhase
- IT champions
- IT Facts and Figures

[more](#)



Does anything need adding to this page? 

Bracknell Forest Council also included a similar-looking and consistently placed local search field in its intranet's IT, computers and telephones section. This area was also a viable candidate for local search, as it contained abundant content. Local search helped employees quickly find the information they needed here.

In another example from our studies, a Dell employee was looking for a policy about gift amounts allowed from vendors she'd worked with. She started the task by looking for answers in the *MyHR* section of the digital workplace. She said, "I know there's an ethics section you can use." She did a local search in this section with the keyword, *ethics* and selected the second result. Unfortunately, it didn't give her the information she needed. She said, "I'm going to go back to the main intranet search." There, she typed in, *gift card poli* and selected the global gift and hospitality policy which appeared in the type-ahead search suggestions.

This was one instance where the local search on the *MyHR* section of the intranet didn't work effectively, so the user went to the global intranet search instead and found what she needed. That doesn't necessarily mean that the local search on *MyHR* is unnecessary or that Dell should remove the local search from the *MyHR* section, but the team should make sure it's absolutely needed and that it works in addition to the global intranet search.

If the global search works more effectively for certain types of searches, users may abandon the local search over time in favor of the global search. It would help to better clarify the type of content users can search for using the local rather than the global search.

SharePoint - One.dell.com

BROWSE PAGE

Ethics & Compliance Home Legal4U

Search this site

Global Ethics & Compliance

2019 WORLD'S MOST ETHICAL COMPANIES™ WWW.ETHISPHERE.COM

Anti-Corruption Code of Conduct Conflicts of Interest Ethics Helpline Gifts & Hospitality Policies & Resources Privacy Training Contact Us

Privacy

Speak Up

Ethics Helpline - phone or online form (ANONYMOUS where allowed by law)
Ask the Dell Ethics & Compliance Team a Question
Policy on Raising and Investigating Potential Ethics and Compliance Violations and Anti-Retaliation
If you suspect there has been a breach of Personal Information maintained, notify security@Dell.com

How We Win

Code of Conduct

Policies, Guidance, Tools and Resources

Training

How to Engage Us

Videos

Dell's digital workplace's Global Ethics & Compliance section included a local search for just this area.

On Dell's intranet, the local search didn't reveal results that were helpful to a user, so she used the intranet's global search instead, where she successfully found her answer.

24. Clearly label local search fields to help users distinguish them from the global intranet search.

Presenting global and local search options too close together can be confusing. Ideally, the local search field should appear as part of that site or area, within the content sections, and not as part of the main site's global navigation or search. This positioning can help people understand that they are not searching the whole intranet but within a designated section. Some designers place all of the search fields too close to each other, which can be confusing.

Including clear labels or carefully designed placeholder text in or around the local search field helps users understand they're searching only within a specific area of the intranet, not the entire site. We observed a great example of properly positioning a local search field to differentiate it from the intranet's global search field and using clear labeling on Bracknell Forest Council's intranet. Its global search was placed prominently at the top of the intranet (though ideally, they should move it to the upper right corner, where users naturally look for the search bar).

The local search fields were labeled to specifically call out where users were searching and what they could search for. The local search field in its *HR guidance and policy* section said,

Use this search to find HR policies and guidance.

This intranet's local search fields were also highly visible and did not get lost within the page's content. They were also positioned well above the page fold.

HR guidance and policy

Use this search to find HR policies and guidance.

Search

Browse by topic

- Absence and leave
- Difficult situations
- HR terms and conditions
- Recruitment

AskHR

- Complete an appraisal
- Contact HR
- Find HR policies and guidance
- iWork@BFC
- iWorks guidance

One-to-one guidance

Bracknell Forest Council included local search fields across its intranet in sections with high volumes of content, such as HR and IT. Here, the local HR guidance and policy search field was clearly labeled so users knew they were only searching within that section of the intranet.

Employees at the GSA were unsure whether the more visible search box that appeared within the *Employee Resource* page was for local searching within those pages or the entire intranet. That is, users didn't understand the relationship between the various types of search on the site. Including a clearer label, such as *Search within employee resources*, would have remedied the issue.

Employee Resources

Use the left hand menu to navigate to the different topics and sub-topics on this site.
Or try searching for the topic you're interested in:

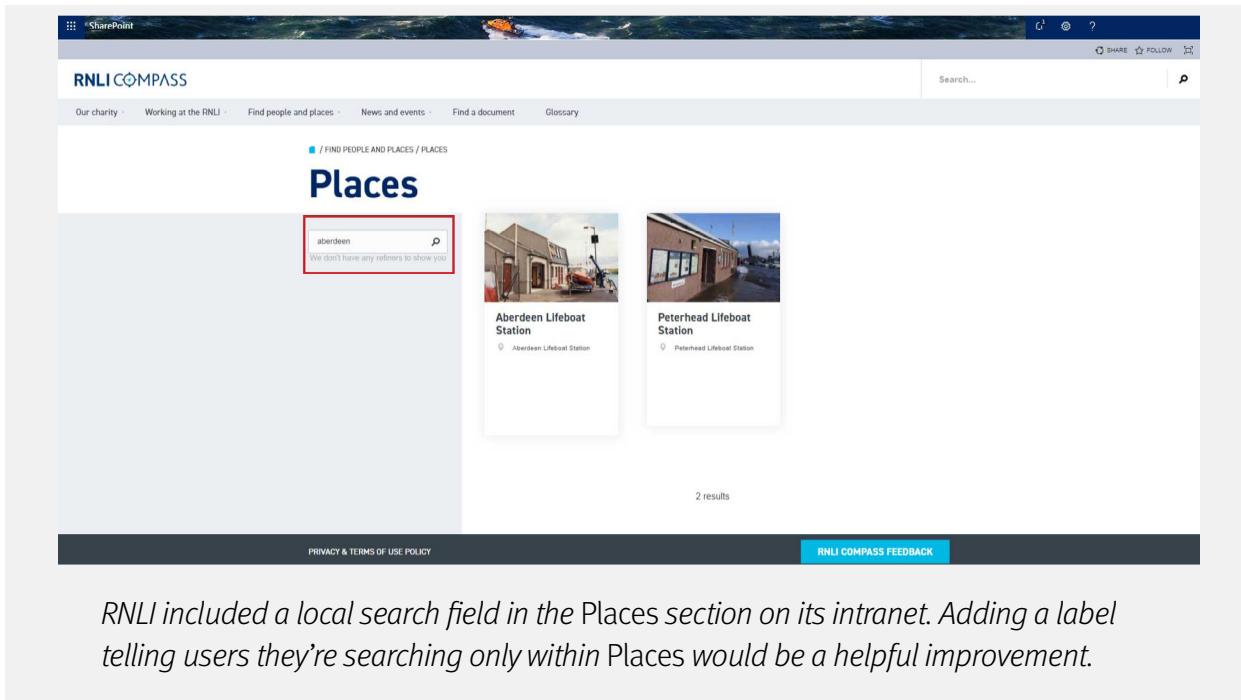
Search

Or check out our A-Z Index or Sitemap:

- [A-Z Index](#)
- [Sitemap](#)

On the GSA's intranet, employees weren't sure if they would search in Employee Resources or the whole intranet using the Search field in the body of the page.

The Royal National Lifeboat Institution offered a specific *Places* search tool separate from the main intranet search. The feature was placed below the main intranet *Search* field but appeared in a location usually reserved for filters. To add additional clarity, RNLI should include a clear label or placeholder text that informs users they're searching only within the *Places* section of the intranet. The text below the field, *We don't have any refiners to show you*, could also be removed to reduce confusion for users who don't know what *Refiners* means.



The screenshot shows the RNLI COMPASS intranet's 'Places' section. A search bar at the top contains the text 'aberdeen'. Below the search bar, a message says 'We don't have any refiners to show you.' Two search results are displayed: 'Aberdeen Lifeboat Station' and 'Peterhead Lifeboat Station', each with a small thumbnail image. At the bottom of the page, there are links for 'PRIVACY & TERMS OF USE POLICY' and 'RNLI COMPASS FEEDBACK'.

RNLI included a local search field in the Places section on its intranet. Adding a label telling users they're searching only within Places would be a helpful improvement.

SEPARATE SEARCHES AND SEARCH ON DIGITAL WORKPLACE TOOLS

Organizations often house critical workplace functions on the intranet, while others may link to different sites and apps. Workplace tasks across multiple systems often include their own search experiences, yet they are still considered part of the digital workplace ecosystem. Employees must interact with these tools — HR platforms, IT helpdesks, training portals, job-searching sites, etc. — to do their jobs, so these external systems and tools affect users' perception of the quality of the intranet as a whole.

When the experiences on these separate sites and tools fall short, employees notice just as much as when search fails on the intranet. They may get frustrated by legacy systems or outdated interfaces that make certain parts of their jobs more difficult and time-consuming than they need to be. Or, if there is an abundance or an excess number of tools and separate systems employees must keep track of, all with different interfaces and features, this can also cause frustration. In these situations, users must remember which system to access or use for certain tasks, and they may grow impatient with tools that don't offer simple utilities like search or if the search experiences on these other systems perform poorly.

It's important to acknowledge that even though these tools and systems aren't "on the intranet," they are often tightly coupled with or even linked to from the intranet. Employees' experiences on these other sites and apps impact their perception of the entire digital workplace ecosystem, including the intranet. This phenomenon is called the **halo effect**.

Halo effect

Definitions, Principles, and Methods

The **halo effect** occurs when the user makes an overall judgment of a person or thing based on just one trait. It supports rapid decisions, even if they are biased ones.

Because of this **halo effect**, teams and individuals working on the intranet need to also pay attention to the search experiences on these external sites. Though the level of control over making changes in these systems may fall to another team or individual, it's still important to understand what's happening on other systems and how they support or hinder employees' task completion, and their overall impressions of the intranet.



Other search engine experiences influence employee perceptions of the intranet.

User Behaviors

Employees aren't always as tech-savvy or experienced with digital products as those who work specifically on the intranet. They may not understand the intricacies of which tools and functionality are part of the intranet and which external systems (e.g., IT systems, HR sites, and online learning portals) are linked to from the intranet. Thus, many employees will simply connotate and refer to all these digital workplace tools as "the intranet."

If employees are having difficulty searching on another website within the digital workplace, chances are it will hurt their perception of the intranet too. Teams need to keep this in mind and provide mechanisms to support a more unified search experience where possible.

For example, an employee at the Northern Alberta Institute of Technology was looking for how to submit an IT ticket to get their broken phone fixed. NAIT had a nice page on its intranet outlining this process and linking users to the *ServiceNow* tool used to manage IT requests. Users easily found this page on the intranet but struggled with search once they left the intranet and landed on the *IT Services Help Desk*.

NAIT.ca has been undergoing a radical transformation. Explore the preview site of the new NAIT.ca and provide your feedback.

EXPLOR THE SITE

ALL SERVICES EMPLOYEE ESSENTIALS TEACHING ESSENTIALS INDUSTRY SOLUTIONS DEPARTMENTS & SCHOOLS INSTITUTIONAL PRIORITIES ABOUT NAIT NEWS & EVENTS

Search

DEPARTMENTS & SCHOOLS • INFORMATION AND TECHNOLOGY SERVICES • SERVICES • PHONES, FAX AND VOICEMAIL

ADD TO QUICK LINKS

INFORMATION AND TECHNOLOGY SERVICES

SERVICES

PROJECT MANAGEMENT OFFICE

LOCAL AREA EXPERTS

KEY CONTACTS

ITS HELP DESK
780.471.8624
helpline@nait.ca

IT SERVICE CATALOGUE

nait.ca | Provide Feedback | Contact Support | Privacy Policy | Credit Card Payments

CONTENT TYPE: Service **DEPARTMENT:** Information and Technology Services

Provision and repair of devices and services relating to phones, fax and voicemail.

SERVICE REQUESTS

- Phone repair or trouble with voicemail
- Request a new phone or voicemail
- Request a new fax service

Don't see what you are looking for? Just email us helpline@nait.ca

RELATED CONTENT

[How to reset voicemail PIN](#)

[Phone manuals & related articles](#)

LAST REVIEWED: Aug 26, 2016 [Email Content Owner](#) [Print](#)

NAIT included an informative page on its intranet about how to get a broken phone fixed, which employees easily found using intranet search.

When the user arrived on the *IT Services Help Desk*, he scanned the search results list and said, “That’s not what I want.” He then tried a new search with the keyword, broken phone, and said, “These are not even close. Hmmm, this is going to be really frustrating.” The user started out with high hopes that he’d quickly be able to get his broken phone fixed because the landing page he found through intranet search results looked promising. However, his entire experience from the intranet to the *IT Services Help Desk* broke down when the search experience failed him on the IT department’s *ServiceNow* platform.

The screenshot shows a web-based support ticket form for NAIT's 'Phone & Voicemail' issue. The form includes fields for describing the problem, its occurrence, and device/process changes, along with options to attach files and submit the ticket.

What is not working: Phone

Please describe:

What were you doing when this occurred?

Has this occurred before?

- Yes
- No

Can you recreate the issue?

- Yes
- No

Has your device changed?

- Yes
- No

Has your process changed?

- Yes
- No

Attach details or screenshots of error messages received:

Submit

One user at the Northern Alberta Institute of Technology went through a frustrating search experience using the IT department's ticketing system. This degraded his overall impression of the intranet, as he didn't view them as two separate sites.

Employees at Atrium Health could download and use a mobile application to access the company's intranet, along with many of the tools and systems in its digital workplace. One such function was searching for a new position within the organization. The *Careers* section had its own icon in the lower navigation, and when users clicked into that section, one of the first things they saw was the ability to search for jobs. Atrium's *Careers* section was powered by Taleo, a third-party system. Its seamless integration with the rest of the digital workplace tools helped bolster employees' overall experience, as the search and filters for finding jobs worked well.

View Profile & Jobs Applied' is displayed. At the very bottom of the content area, there is a horizontal navigation bar with icons for Home (leaf), Careers (stethoscope), Classifieds (key), Maps (location pin), and More (three dots)."/>

Users could find a specific job using the search and filters in the Careers section of Atrium Health's digital workplace. The positive search experience on this third-party platform helped bolster employee perceptions of the intranet as a whole.

25. Integrate systems into the intranet's global navigation and make search work across the digital workplace.

Integrating third-party systems and external tools in your digital workplace is inevitable. However, teams can reduce the feelings of fragmentation and experience disparity across different systems and tools by using the intranet's global navigation and search field on these separate sites instead of introducing a new set of global navigation across every new site.

When this isn't possible, at least place the search field in the upper right-hand corner of the site, and make it look as consistent as you can with the intranet's main search field. Using interface elements that look and feel consistent with the rest of the digital workplace helps employees feel like they're interacting with the tools as one cohesive unit, even if they aren't.

The search field appeared in the upper right corner on the Scottish Government's intranet. This placement and visual treatment were good. However, when employees navigated to the job search tool, the search experience was much different.

Instead of using the same global header, or having a similar-looking, exposed search field in the upper right corner, the *Work for Scotland* site had an exposed search field in the middle of the page. In addition, the button to execute the search was sitting above the field rather than below it. This made the search experience look odd compared to standard search fields. An improvement to this cross-platform experience would be to either use the same global header across the digital workplace or to move the search to the upper right-hand corner of the job-search platform. The search button should also sit directly to the right of the field, just like on the intranet.

My Workplace > Vacancies and recruitment > Vacancies > Jobs and vacancies

Article

Jobs and vacancies

Colleagues already recruited through fair and open competition can apply for internal jobs within the Scottish Government (SG), our agencies and associated departments.

Current Scottish Government vacancies

- [High priority vacancies](#)
- [Band A](#)
- [Band B](#)
- [Band C](#)
- [Marine Grades](#)
- [Senior Civil Service \(SCS\)](#)

See also: [SCS expressions of interest](#) for the latest deputy director roles.

Internal Scottish public sector vacancies

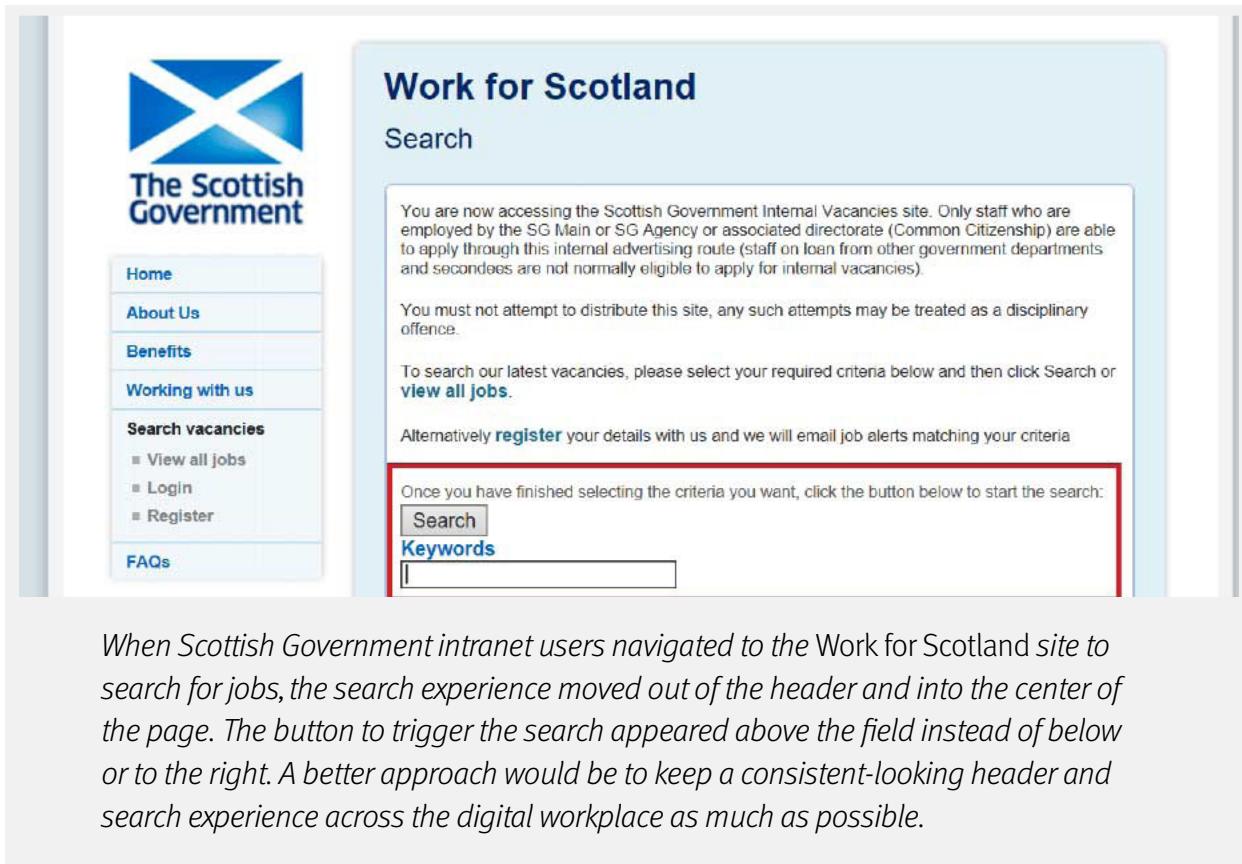
Colleagues already recruited through fair and open competition can also apply for internal vacancies in:

Tags

jobs

Last updated 24/08/2018 03:28 PM

The Scottish Government favorably included an exposed search field in the upper right corner of its intranet.



The screenshot shows the Scottish Government's internal vacancies site. At the top left is the Scottish Government logo. On the left side, there is a vertical navigation menu with links: Home, About Us, Benefits, Working with us, Search vacancies (with sub-links for View all jobs, Login, Register), and FAQs. The main content area has a header "Work for Scotland" and a sub-header "Search". Below this, there is a note about staff eligibility, a warning against distributing the site, and instructions for searching or registering for alerts. A red box highlights the search criteria section, which includes a "Keywords" input field and a "Search" button. The text within the red box reads: "Once you have finished selecting the criteria you want, click the button below to start the search:".

When Scottish Government intranet users navigated to the Work for Scotland site to search for jobs, the search experience moved out of the header and into the center of the page. The button to trigger the search appeared above the field instead of below or to the right. A better approach would be to keep a consistent-looking header and search experience across the digital workplace as much as possible.

Atrium Health did a good job maintaining the placement and appearance of the search fields across its digital workplace tools. For example, similar-looking, exposed search fields were placed in the upper right corners on both the intranet and IT Service Desk. The IT Service Desk lived on a separate ServiceNow website, but the familiar look and feel between the two sites lessened the confusion for users as they moved between them.

Atrium Health's intranet search favorably appeared as an exposed field in the upper right corner.

The search field on Atrium Health's IT Service Desk tool appeared in the same place as on its intranet. The use of consistent colors and placement made this tool feel like it was a cohesive part of Atrium's digital workplace toolset, even though it was a separate site. Users didn't have to reorient themselves to determine where search was located when moving to this new tool.

26. Enable type-ahead search suggestions on digital workplace tools outside the intranet if available.

Offering type-ahead search suggestions on the intranet as well as on separate digital workplace tools and websites helps employees quickly locate the content they need on those platforms. Because information on sites outside the intranet may be even more foreign to employees, including type-ahead search suggestions will support users when they're not quite sure what keyword phrase to type in the first place.

On Dell's online learning platform, Saba, type-ahead search suggestions akin to what was on the intranet were used on the platform. This was excellent for providing consistency and familiarity and to speed up the information-seeking process. When one user searched in Saba for an online training course, he only had to type the first few letters of his keyword, *diversity*, and the correct course appeared below the field; the user selected the course he needed right away.

The screenshot shows the Dell Technologies My Learning portal. At the top, there's a search bar with the placeholder "Learning Ca... diversity and". Below it, a list of 15 results is shown under the heading "Diversity and Inclusion". The results include various courses like "Diversity and Cultural Literacy", "Diversity and Inclusion in a Global Enterprise", and "Managing Diversity". On the left, there are filters for "RESOURCE TYPE" (All, Learning Catalog), "LEARNING EVENT TYPE" (Class/Course), "DELIVERY TYPE" (On Demand Class), and "CATEGORY". A sidebar on the right shows a course titled "Diversity, Inclusion, and Belonging" with a thumbnail image of people in a classroom setting.

Dell also included type-ahead search suggestions on its online learning portal, as on its intranet search. Despite slight differences between the two treatments, offering them on each platform is favorable.

The screenshot shows the Dell intranet homepage. At the top, there's a search bar with the placeholder "chief customer officer". Below it, a list of suggestions appears: "chief customer office", "help a customer", "customer solution center", "help a customer link", and "unity xt customer presentation". The main content area features a banner for a "Quarterly Review" with a timer showing "6 : 11 Minutes : Seconds". Below the banner, there's a "Headline News" section with a "COMING SOON" message.

On Dell's intranet, the type-ahead search suggestions appeared in a single-column listbox that spanned the same width as the search field, a visually similar approach to how the suggestions appeared on the company's online learning portal.

The Mayo Clinic also used type-ahead search suggestions on its online learning platform. Like with Dell, this was an external platform, but the intranet linked to it. The exposed search field appeared in the upper right corner and offered type-ahead search suggestions for keyword phrases and training courses.

The screenshot shows the Mayo Clinic's learning management system interface. At the top right, there is a search bar with the query "emergency preparedness" and a note below it stating "There were no results". To the right of the search bar are icons for notifications and user profile, with the text "Test Employee". On the left, there is a sidebar titled "My Learning Assignments" showing two items: "RST Safety Communication" due on 11/8/2019 and "RST - Emergency Preparedness" due on 12/19/2019. Below this is a section titled "My Curricula" featuring a pie chart with one segment labeled "1 Due in 30 days" and another labeled "2 Due later". In the center, there is a "Find Learning" search bar with the placeholder "What do you want to LEARN today?", a "Go" button, and a link to "Browse all courses". To the right of the search bar are sections for "Learning History" (with a "View All" and "Add" button) and "Links" (including "Approvals", "Mayo Intranet Home", "News", "Options and Settings", "Record Learning", and "Reports"). At the bottom right, there is a section titled "Available Scheduled Offerings" with the message "There are no future scheduled offerings listed in the catalog". A callout box on the right side of the page states: "The Mayo Clinic's external learning site leveraged type-ahead search suggestions. The suggestions also notified users when no results were available, which is helpful."

27. Make sure type-ahead search suggestions on digital workplace tools are clear and distinct.

Another area of the Mayo Clinic's digital workplace that included type-ahead search suggestions was its IT Helpdesk. However, the suggestions that displayed for general terms such as *printer* were quite ambiguous, and it wasn't immediately clear which option to select to get help with a broken printer. After reviewing this extensive list of options (some seemed relevant, others did not), most users clicked on the general *Printers* suggestion.

To remedy the issue of unhelpful type-ahead search suggestions, consider the key tasks users may be looking to complete after entering a specific keyword. For example, if they entered the word *printers*, a better set of suggestions would include *Find a printer* instead of ambiguous phrases such as *Equipment Asset Search*. Or, instead of using the general suggestion of *Printers*, perhaps search suggestions such as *Fix a broken printer* or *How to connect to a new printer* would be clearer and more focused on tasks.



Review search logs on external sites outside the intranet to see what users search for.

Process and Strategic Considerations

Like with the type-ahead search suggestions on your intranet's search field, review the search logs from any external sites in your digital workplace too. This practice will help you understand the keywords users enter into these search fields. You can then conduct those searches yourself to see what results users see.

If you notice employees are entering keywords that are different from the way content is named or displayed on the external site, try to either rewrite or rename content to reflect better the keywords employees already use in their searches. Or else, ensure the type-ahead search suggestions are viable when employees enter synonymous terms in the search field.

The screenshot shows the IT Connect search interface. At the top, there are navigation links: 'I Want To...', 'Services', and 'Contact IT'. On the right, there are links for 'Information Security', 'Links', and a user profile for 'Kaley, Helen A.' with a notification count of 0. Below the navigation, there is a search bar containing the word 'printers' with a magnifying glass icon. To the left, there are sections for 'Sort Results By:' (set to 'Relevance') and 'Filter Results By:' (listing 'Knowledge Base Articles (83)', 'Service Catalog Forms (2)', and 'Site Pages (2)'). In the center, the main content area displays the search results for 'printer' under the heading 'Search Results for "printer"'.

Search Results for "printer"

Showing 8 of 87 Results

Not finding what you are looking for? Expand your search to add:

Knowledge Base Articles (83 Results)

TransNet: How to Setup Label Printer

How To

... Start – Devices and **Printers** Right-click on the FLQN101846 **printer** icon and select **Printing Preferences** On the Options tab, in the **Size** area, set the **Width** to 2.00 and the

Equipment Asset Search
Outside Materials Convergence
Printers
HLP Printing QRG
Epic End User Devices: Printing Stock Guide
Operational Support
Mayo Dock: Show how to setup user's preference and map printers using Mayo Dock.
RLIMS Requests
Green Printing
GreenPrintingFAQ
CMDB Printers

small

General

User in Outpatient Pharmacy reports Zebra **Printer** label font printing incorrectly. Solution:

In this list of type-ahead search suggestions for the word printer, removing duplicate suggestions such as Green Printing and Green Printing FAQs would help reduce clutter and narrow the number of options in the suggestions. Further improvements, such as removing acronyms and following a consistent convention for how suggestions display (phrase vs. statements), would also help.

Search Results

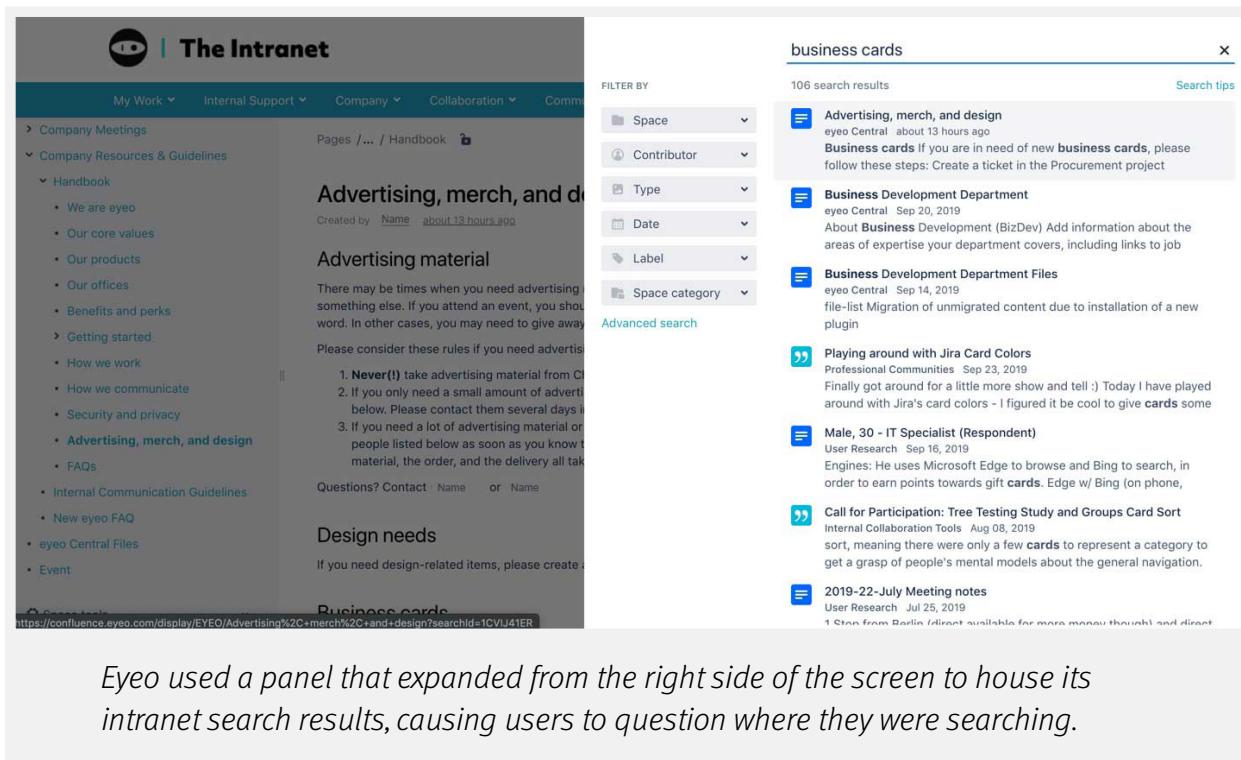
When designing search results on intranets, always think about what your users already know and what they expect from these pages based on their search experiences on other sites. Currently, it's helpful to look at Google for direction because so many people use that search engine. Although a web-wide search is certainly more complex than an intranet search, users expect the interfaces and experiences to be similar or at least equally as easy to use.

28. Have a search results landing page.

One new trend we observed in this round of research was intranets using an expanding panel that appeared on one side of the screen instead of an actual search results page. This approach was problematic, as users questioned whether they were searching in only the current section or the intranet. That's why we recommend having a full search results page instead of using a panel that expands from the side of the screen. These expanding panels also make sorting and filtering the results more complicated, and they hinder the use of type-ahead search suggestions.

For example, at Eyeo, a user questioned whether she was searching only on the current page or if she was searching the entire site. She said, “Is the search all over the intranet or just the page that I’m actually on?”

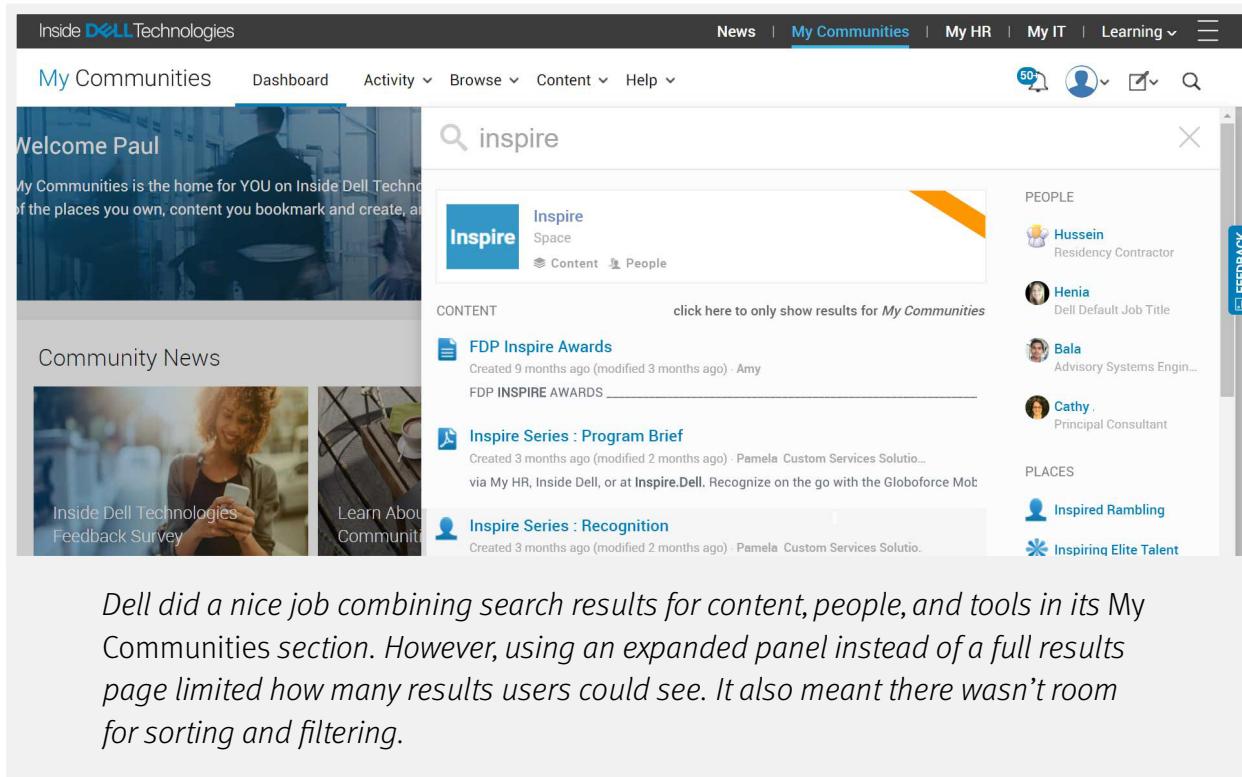
A better approach would be for Eyeo to offer a full results page so that users can browse the results easily and freely interact with the filters and sorting to narrow the scope of content returned.



The screenshot shows the Eyeo intranet homepage with a search bar at the top. Below the search bar, there are several navigation categories: My Work, Internal Support, Company, Collaboration, and Communication. The main content area displays a search result for "Advertising, merch, and design". To the right of this result, there is a sidebar titled "FILTER BY" which includes dropdown menus for Space, Contributor, Type, Date, Label, and Space category. Below the filter sidebar, there is a link to "Advanced search". The search results are listed under the heading "business cards". There are 106 search results, with the first few items being "Advertising, merch, and design", "Business Development Department", and "Business Development Department Files". Each result item includes a small profile icon, the title, the contributor, and a brief description.

Eyeo used a panel that expanded from the right side of the screen to house its intranet search results, causing users to question where they were searching.

We also observed the trend of displaying results in an expanded panel in Dell's *My Communities* section of its digital workplace. The search results included links to relevant tools, people, places, and content. This was a favorable approach; however, the amount of screen space the results encompassed wasn't enough for users to browse everything effectively in one view. A much better approach would be for Dell to emulate this concept of having search results for tools, people, and content on a full results page instead of an expanding panel. This way, there would be room for filters and sorting as well.



The screenshot shows the 'My Communities' section of the Inside Dell Technologies website. At the top, there is a navigation bar with links for News, My Communities (which is underlined in blue), My HR, My IT, and Learning, along with a menu icon. Below the navigation is a search bar with the word 'inspire' typed into it. To the right of the search bar are icons for notifications (50+), user profile, and search. The main content area has a banner 'Welcome Paul' and a 'Community News' section featuring a woman looking at her phone. On the right side, there is a search results panel. It starts with a 'CONTENT' section containing three items: 'FDP Inspire Awards', 'Inspire Series : Program Brief', and 'Inspire Series : Recognition'. Each item has a small icon, a title, and a brief description. To the right of the content section is a vertical sidebar with sections for 'PEOPLE' (listing Hussein, Henia, Bala, and Cathy with their roles), 'PLACES' (listing Inspired Rambling and Inspiring Elite Talent), and a 'FILTER FEEDBACK' button. A note at the bottom of the search results panel states: 'click here to only show results for My Communities'.

Dell did a nice job combining search results for content, people, and tools in its My Communities section. However, using an expanded panel instead of a full results page limited how many results users could see. It also meant there wasn't room for sorting and filtering.

29. Use an uncluttered page layout that harmoniously combines search results for content, people, and tools.

Keeping intranet search results simple is the key to achieving an uncluttered layout. Results for actual content pages should take up the majority of space on the results page and appear in the center. Results for people and tools should appear in separate-but-visible areas, such as above search results (depending on the keyword the user entered) or on the right-hand side of the results page.

Suppose the user entered a person's name, a digital workplace tool, or a task related to a tool. In that case, the results should be smart enough to prioritize displaying that person, team, or tool, over other pages of intranet content.

60 search results for “vacation”

Intranet Content (33)

Showing results 1-7 of 60 [Provide Feedback to Improve Search](#)

- Company Vacation Policies**
Updated: 1/4/2020
Understand the company-wide policies and procedures when it comes to paid time off, vacation, and annual leave.
- How to Request Vacation Time**
Updated: 3/2/2020
You can request your vacation through the HR Labs platform. This how-to guide will walk you through the step-by-step process of requesting vacation time in HR Labs.
- Vacation Time for Contractors: What's the Difference?**
Updated: 2/20/2020
If you're working as a contractor for the company, you're eligible to take the vacation time stated in your original contract during the first year. After your first year of service, you are fu...
- Editable Template for Managers: Vacation Policies**
Updated: 1/29/2020
Though we provide company-wide vacation policies, managers can add or modify the policies for their teams. Use this handy template to make the appropriate changes.
- Vacation Policy Updates for 2020: CEO Presentation**
Updated: 12/20/2019
Review the presentation from our December 2019 Town Hall Meeting, where our CEO John Bradshaw announced updates to the company vacation policy for 2020.
- Printable Quick Reference Guide of Vacation Reminders**
Updated: 6/17/2019
Get quick answers to all of your frequently asked questions about vacation requests and time off. Hang this poster up in your cubicle to remember to take vacation time.
- Manual Vacation Request Form**
Updated: 5/20/2019
Use this manual vacation request form if you need to request vacation while out of the office, or if you're having trouble accessing the HR Labs tools.

Sort by: Newest

People (23)

- Tom Sanford**
Director of Human Resources
Houston, TX | Office: 2568
tom.sanford@company.com
555-123-4567
- Tina Bradfield**
Human Resources Supervisor
Houston, TX | Office: 2590
tina.bradfield@company.com
555-123-7654
- Kelly Crawford**
Human Resources Associate

[All people results](#)

Tools, Sites & Applications (4)

- HR Labs**
Use HR Labs to manage your benefits, see paycheck stubs, and request time off.
[Get Help with HR Labs](#)
- Company Vacation Calendar**
Use the company-wide vacation calendar to see when your peers and partners will be on vacation.
[Get Help with the Calendar](#)
- Vacation Time Calculator**
Use the vacation time calculator to...

[All tools & apps](#)

This wireframe represents an example of an intranet search results page that harmoniously balances results for content, people, and tools, as we recommend based on our research.

The Scottish Government did a good job combining results for content, people, and tools on its search results page. When a user entered the keyword *HR*, Human Resources team members appeared at the very top, while relevant pages and links to tools appeared below. Users could choose to view all of the results or only the results for people, which was a good option to include.

In discussing search results with the intranet team at the Scottish Government, they described how they experimented with different layouts so that the content results would appear at the top and people results would appear on the side. This type of iteration is exactly how teams should approach improving their search results pages. The Saltire team relies on quarterly usability testing and surveys to understand more about what's working and what's not. One team member said, "The biggest complaints we get are that People results are ranked at the top rather than content. The first two columns will be content, and then people will be on the right in the next iteration."

The screenshot shows a search results page for the term "HR". On the left, there are filters for Directorate (Student Awards Agency For Scotland, Directorate for People, Directorate for People), Topic (Conduct and discipline, Attendance and flexi, Leave, Standards of conduct, Recruitment), Content Format (News Article, Guide Section, Article, Org Generic Article, Guide), Document Type (aspx, doc, pdf), and Date Range (One Year Ago, Today, All). The center features a search bar with the term "HR" and a result count of "About 1,139 results". Below this are sections for "Employee Name" (HR Operations Manager (North Scotland), Senior HR Administrator) and "HR Help" (Help Article, Last updated: Monday 01 April 2019). The right side displays three employee profiles with icons, names, titles, and extensions.

The Scottish Government's search results page offered many good features and used a balanced layout to accommodate people results and content results.

30. Allocate an appropriate amount of white space to break up the various sections on search results pages.

Expansive areas of unused white space can make search results pages look barren. Use that precious real estate to make your search results tighter, more relevant, and more efficient for users. Use the whitespace to visibly showcase multiple types of results on the same page or add helpful features such as filters, sorting, and a link to provide feedback on the intranet's search. Don't eliminate white space; some white space between results is still needed to make them easier to scan and compare.

Burns and McDonnell's search results pages included too much unused white space on the left and right sides of the results. Though they did a nice job of including people results at the top

of the page, the design could have made better use of the space to organize results by intranet pages versus documents, spreadsheets, presentations, or OneDrive files. They also could have used some of the white space to expose the filters and sorting capabilities instead of concealing them behind a link.

The screenshot shows a search results page for 'Employee Name' on the MacCENTRAL intranet. At the top, there are navigation links for 'MY STUFF', 'OUR COMPANY', 'RESOURCES', and 'HR HUB'. A search bar contains the query 'Employee Name'. Below the search bar, a 'Filters' button is visible. The search results are displayed in a grid format:

- Employee Name**: Assistant Electrical Design, BMC-T&D,KCM,CAD
- Employee Name**: Project Manager BlueKeyCRM,Proj Mgmt
- Employee Name**: personal > tsmith_burnsmcd.com
- Employee Name**: Enterprise Document Center > BlueKeyCRM modified on November 11, 2016
- Employee Name**: personal > tsmith_burnsmcd.com
- From your OneDrive** (with three items listed)
- More in OneDrive**

White space on Burns & McDonnell's intranet filled almost two-thirds of the available space. This space could have been used to surface available filters or to better organize results by intranet content, document types, or digital workplace tools.

Bracknell Forest Council used space much more efficiently on its intranet's search results page. The results list was nicely balanced with the exposed filters. There was ample white space in between results and on the page in general, so users' eyes could effectively scan the results and decipher between them.

The only improvement Bracknell Forest Council could make would be to explore ways to expose results for relevant content, people, teams, locations, and tools all on the same page instead of hiding each result type behind a tab. But, for a standard intranet search results page, this represents a nice example of a clean design that uses space effectively.

The screenshot shows a search results page for the term "holiday". At the top, there's a navigation bar with links for "People & Teams", "Get involved", "Home", "How do I?", "Your council", "News", and "Public website". A search bar contains the word "holiday". Below the search bar, the title "Content" is displayed next to a document icon. A message indicates "32 search results found for 'holiday'".

The search interface includes a sidebar with "Sort by" options (Relevance, Newest, Oldest) and a "Filter by tags" section containing "All (32)", "Finance and Frolics (4)", "Getting to know Councillors (2)", "#alex #communitydog #dogsforgood #dog (1)", "allotments (1)", and "book leave (1)". There's also a "Search all general topics" input field.

The main content area lists several search results:

- What bank holidays am I entitled to?** (Type: Manual page, Site section: Absence and leave)
- iWorks guidance** (Access guidance documents for iWorks, Type: Page, Site section: HR guidance and policy)
- Annual leave** (Find out about annual leave, including basic leave entitlements, what happens when you change jobs and how to buy and sell leave, Type: Page, Site section: Absence and leave)
- Time for new habits if you're going to certain meeting rooms in Time Square!** (Pretend you're going on holiday abroad – you need to Check in and be on time...., Type: Blog)
- Agenda publication deadlines** (The Council is required to meet statutory deadlines for publishing agendas for public meetings. These agenda must be published five clear days before the meeting - in practice, this normally means eight calendar days before the meeting as the day of the meeting, the day of publication..., Type: Page, Site section: Democratic Services)
- Blog: Scroll, click, scroll, click – do you hate (insert your social media platform here)?** (Here's your remedy..., Type: Blog)

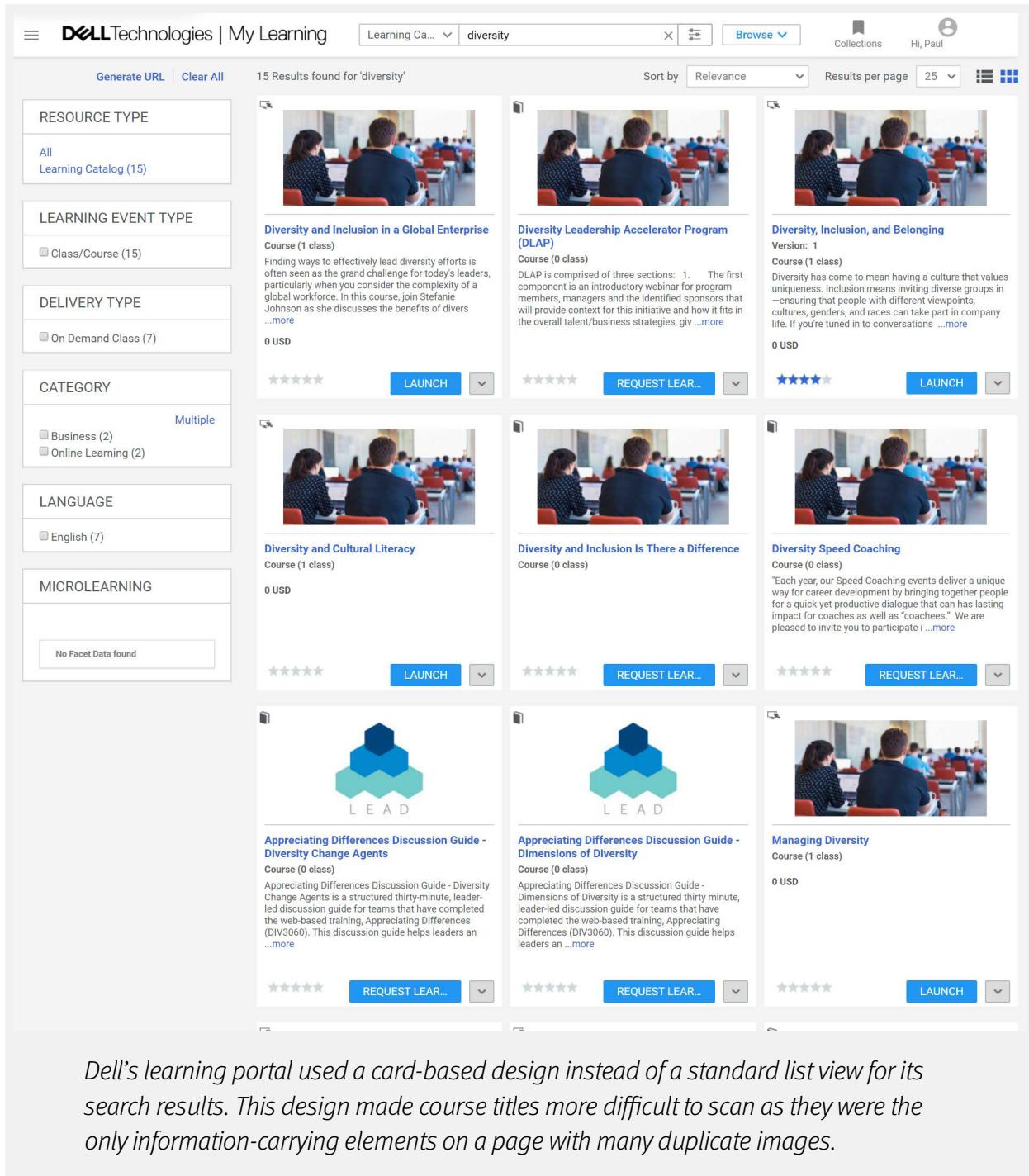
A quote at the bottom left of the page reads: "Bracknell Forest Council had a balanced intranet search results page that effectively used the available white space."

31. Display search results in a list instead of a grid.

Keeping your intranet's search results pages clean and simple involves following conventions similar to those used on mainstream search engine results pages. We observed some intranets using a tiled, card-based design to house results instead of listing results down the page, which is more common and expected for search results pages.

Dell's learning platform, *MyLearning*, used a card-based design to display the search results for training courses. This design choice made it harder for users to scan the names of the courses to know which one to select. Employees slowed down to move from left to right and then all the way back down to the next line to read each card.

Dell offered the ability for employees to view the results in either a list or grid view, but no users in our study interacted with the feature to change the view. A better approach would be to simply list the training courses or default to the list view. Additionally, many of the images associated with the cards were the same, making it even harder to visually distinguish one course from another in the results.



The screenshot shows the Dell Technologies My Learning portal interface. At the top, there's a navigation bar with the Dell logo, a search bar containing 'diversity', and user profile information for 'Hi, Paul'. Below the search bar, a message indicates '15 Results found for "diversity"'. On the left, there are several filter panels: 'RESOURCE TYPE' (All, Learning Catalog (15)), 'LEARNING EVENT TYPE' (Class/Course (15)), 'DELIVERY TYPE' (On Demand Class (7)), 'CATEGORY' (Business (2), Online Learning (2)), 'LANGUAGE' (English (7)), and 'MICROLEARNING' (No Facet Data found). The main area displays a grid of 15 course cards. Each card includes a thumbnail image, the course title, the number of classes, a brief description, price (0 USD), ratings (5 stars), and two buttons: 'LAUNCH' and 'REQUEST LEARN...'. The course titles are: 'Diversity and Inclusion in a Global Enterprise Course (1 class)', 'Diversity Leadership Accelerator Program (DLAP) Course (0 class)', 'Diversity, Inclusion, and Belonging Version: 1 Course (1 class)', 'Diversity and Cultural Literacy Course (1 class)', 'Diversity and Inclusion Is There a Difference Course (0 class)', 'Diversity Speed Coaching Course (0 class)', 'Appreciating Differences Discussion Guide - Diversity Change Agents Course (0 class)', 'Appreciating Differences Discussion Guide - Dimensions of Diversity Course (0 class)', and 'Managing Diversity Course (1 class)'. Most cards feature a repeating image of people working at desks.

Dell's learning portal used a card-based design instead of a standard list view for its search results. This design made course titles more difficult to scan as they were the only information-carrying elements on a page with many duplicate images.

Though a card-based design is effective for browsing tiles on e-commerce websites, housing featured categories, or visually showcasing content links on landing pages, using a tiled design on search results pages makes scanning those results more time-consuming and difficult.



Employees scanned the intranet instead of reading in full.

User Behaviors

On the web, people don't read every word on a page; instead, they scan. They naturally attempt to be efficient and do the least possible work to achieve their goal. People have learned that scanning can deliver almost the same amount of information as reading but with significantly less time and effort.

For example, when asked about the design of its intranet's search results page, a team lead at First Solar said,

"We made changes to the topics tab after it went live. User feedback told us that the results as tiles looked too Pinterest-y, and people found it hard to scan these results, so we added a list view and a tile view but default to the list view."

The Mayo Clinic had mostly text-based results on the *IT Connect* area of its intranet, which was favorable. However, the results were presented in a two-column design rather than a single-column vertical list. This made the results look like cards even though they were not, making it difficult to scan them to differentiate one from another. A better approach would be to list these results in a single-column, vertical list that spans the width of the results container.

 MAYO CLINIC

People Intranet Forms Drugs AskMayoExpert Advanced

Home Practice Education Research HR Connect Groups Policy Library Video Library Calendar

IT Connect

I Want To... Services Contact IT

Information Security Links ▾ 1

Sort Results By: Relevance

Filter Results By:

- Knowledge Base Articles (148)
- Service Catalog Forms (4)
- Site Pages (15)

See All

Search Results for "phone"

Showing 12 of 167 Results

Not finding what you are looking for? Expand your search to additional sites.

Knowledge Base Articles (148 Results)

LAB: Locate Ordering Department Phone Number QRG - Learning Aid

QRGs

LA5847 This quick reference guide reviews the steps to locate the ordering department **phone** number attached to a test. Please view attachment(s) for additional information by clicking...

Sean A. Herriott
Last Updated: October 07, 2019

<https://itconnect.mayo.edu/knowledge-article-detail?id=KB0090927>

MVO: Mayo Virtual Office telephone issues Application

Description: **Phone** issues. Log ON **phone** issue, **phone** errors.Solution 1:Verify the MVO Cisco Router is online with Mayo's network and the **phone** is plugged into the correct port on the Cisco...

Last Updated: October 08, 2019

<https://itconnect.mayo.edu/knowledge-article-detail?id=KB0031437>

Self-Service: Telecommunications issues and Service Requests

Telephony

Telecommunications issues: Non-urgent (all sites) - Submit an incident ticket on-line by completing this short form. The ticket will automatically be assigned to Telecommunications. ...

Anesthesia Post Op Phone Call QRG - Learning Aid

QRGs

This Quick Reference Guide includes information for anesthesia staff regarding documenting a post operative **phone** call in Epic. LA1817 Please view attachment(s)...

The Mayo Clinic used a two-column, card-like grid to display its IT search results, which made the results more difficult to scan.

First Solar had a clean, list-based design for its intranet search results. The page titles for each result were clear, the metadata was coherent, and there was ample white space between each result, which made for easy scanning. Filters were also available on the left side of the page so users could further narrow the results.

First Solar followed the standard convention of using a list-based design for its search results instead of using cards. This is the recommended approach for presenting intranet search results.

32. Show All results by default on search results pages.

Over many years and again in recent studies, we observed intranets that hid search results behind categories or tabs rather than exposing all search results on the page. Designers' intentions in making this choice are good in theory; organize information into logical categories to accelerate users' ability to find specific types. However, in practice, doing this creates extra work for users as they have to click through each category or tab to find what they need in the results. Pre-sorting results into categories also makes it hard for users to know the total number of search results found, as this approach often shows the number of results for the selected category, not the number of results in the entire set.

As such, we recommend defaulting to show all available results for a given query on the intranet's search results page. Once results are exposed, then allow users to narrow the set of results using relevant filters, which we discuss more later in this report. It's acceptable to group *exposed* content into different areas of your search results pages, but you want to try to avoid hiding information behind tabs as much as possible.

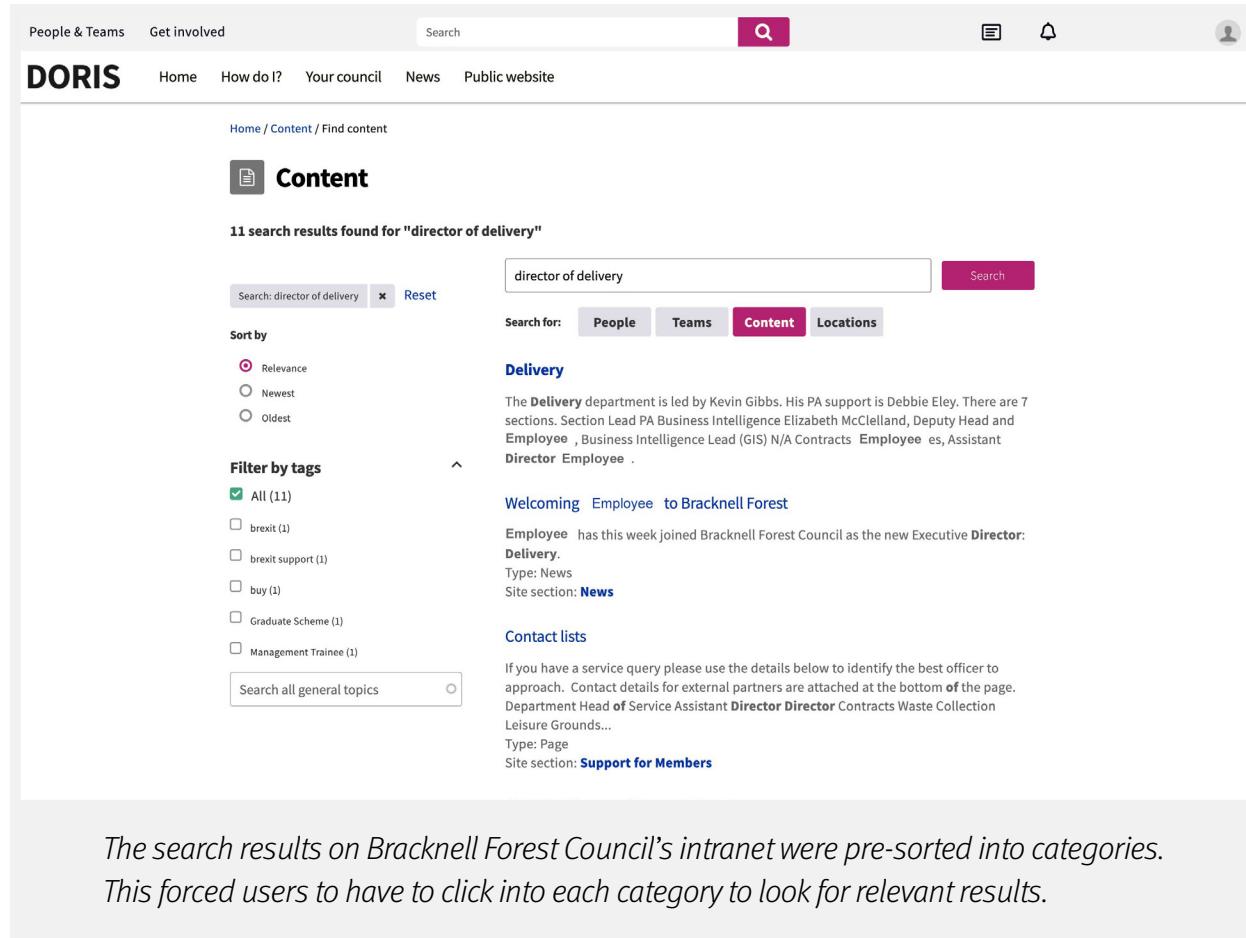
Users at the City of Calgary struggled to find a colleague's office location due to the tabbed content segmentation on its intranet's search results pages. Two tabs appeared, one for *Pages* and another for *People*, but with each search, the *Pages* tab would show by default.

Conducting a search using a colleague's name would first reveal no results on the *Pages* tab. This made users think they couldn't use myCity to find information about colleagues. However, if they clicked the *People* tab, they would find results there. One user said, "I don't do this often on here. I use our HR tool instead." A better approach would be for myCity to display results for intranet pages and people on the same page, where both are exposed yet still organized.

On the City of Calgary's intranet, no results displayed for a search for Matthew Smith even though people results for this person were available in the People tab.

Bracknell Forest Council also segmented search results into categories on its intranet, *People*, *Teams*, *Content*, and *Locations*. This search results segmentation was difficult for users to understand at this organization as it was at the City of Calgary. A better approach would be to

show all the results on the search results page by default and then allow users to filter the results by helpful categories such as *content type*, *location*, or *department*.



The screenshot shows the DORIS intranet search results page. At the top, there's a navigation bar with 'People & Teams', 'Get involved', 'Search' (with a magnifying glass icon), and user icons. Below the navigation is the DORIS logo and a menu with 'Home', 'How do I?', 'Your council', 'News', and 'Public website'. The main content area has a breadcrumb 'Home / Content / Find content' and a title 'Content' with a document icon. A search bar shows 'director of delivery' with a 'Search' button. Below the search bar are tabs for 'Sort by' (Relevance selected), 'Filter by tags' (All (11) selected), and 'Search for' (Content selected). The search results are grouped under 'Delivery'. One result is 'Welcoming Employee to Bracknell Forest', which includes a snippet about Kevin Gibbs, Debbie Eley, and the Delivery department, along with details about the type (News) and site section (News). Another result is 'Contact lists', which includes a snippet about service queries and officer approach, along with details about the type (Page) and site section (Support for Members).

11 search results found for "director of delivery"

Search: director of delivery

Sort by

- Relevance
- Newest
- Oldest

Filter by tags

- All (11)
- brexit (1)
- brexit support (1)
- buy (1)
- Graduate Scheme (1)
- Management Trainee (1)

Search all general topics

Search for:

Delivery

The **Delivery** department is led by Kevin Gibbs. His PA support is Debbie Eley. There are 7 sections. Section Lead PA Business Intelligence Elizabeth McClelland, Deputy Head and **Employee**, Business Intelligence Lead (GIS) N/A Contracts **Employee** es, Assistant **Director Employee**.

Welcoming Employee to Bracknell Forest

Employee has this week joined Bracknell Forest Council as the new Executive **Director**: **Delivery**.
Type: News
Site section: **News**

Contact lists

If you have a service query please use the details below to identify the best officer to approach. Contact details for external partners are attached at the bottom of the page.
Department Head of Service Assistant **Director Director** Contracts Waste Collection Leisure Grounds...
Type: Page
Site section: **Support for Members**

The search results on Bracknell Forest Council's intranet were pre-sorted into categories. This forced users to have to click into each category to look for relevant results.

We also observed a similar design pattern on DIRT's intranet. Though search results were exposed and not hidden behind tabs, they were grouped into two separate columns, *Articles* and *Documents*, which was still not helpful for users. The classification categories were not different from each other, nor did separating the content types into their own categories aid users in finding information faster.

Employees commonly use search to quickly find information, no matter its form. A less common use case might be people looking for something they know is an article or document, but in those cases, show all relevant results and let users filter from there. One user said, “Typically with search, it’s hit or miss unless it’s one of the first things that I see.” A better approach would be for DIRT to combine articles and documents in one results list but make it possible to filter results by content type.

myDIRTT | SOLUTIONS | PRODUCTIVITY | RESOURCES

SEARCH

Rachel Print | Add | Help

Your search for the word '**support**' found the following results...

[Find 'support' in videos >](#)

Articles	Documents
<p>Sit Stand Work Surface A short demo of the DIRT™ horizontally-supported Sit Stand system.</p> <p>ICE version (Melbourne) will no longer be supported We are currently discontinuing the Melbourne version of ICE. If you have any questions inquire to info@ice-edge.com.</p> <p>ICE support ICE support can help you with everything ICE.</p> <p>DIRTT's giving Earth Day a leg up this year Keep your eye on the Twitterverse @DIRTT for news around our Earth Day initiative - we're supporting our Distribution Partners as they join forces with their clients to keep jeans out of landfills.</p> <p>Chicago 2013: Supporting Media It's almost time. Be sure you are ready for Chicago 2013 by studying the following marketing material. Includes the new GLC ICEvision, and the GLC iPad tour.</p> <p>Info@DIRTT.net Support Our entire support team is based across North America and can be reached by phone and email during business hours.</p> <p>DIRTT Calgary Receives Local Community Award DIRTT was awarded the Empowering Communities award by Reap Calgary for its commitment to supporting employees and the community.</p>	<p>Load Support Bracket Load Support Bracket Update drawing to show parts and installation of HW275 load transfer bracket</p> <p>Floor Steel Support For Webbing MSDS Steel supports for webbing</p> <p>Electrical Cutout Support Bracket RELEASE DIRTT has a modified provision for horizontal frame to frame electrical pass-through. The milling in the Solid Wall vertical frame member (Fat Angus) provides minimal impact to the structural integrity of the vertical extrusion, while enabling both f</p> <p>2x2 Video Wall Support Bracket Installation Guide This document is a guide to proper installation of the "Support Bracket Assembly" for a 2x2 DIRT™ Video Wall. It includes installation rules, technical tips and expected outcomes.</p> <p>Double Door Header Support with Bulkhead INSTALL Double Door Header Support with Bulkhead INSTALL</p> <p>Healthcare Support Team Webinar Healthcare Support Team Webinar</p> <p>Double Door Header Support with Cornice Rail V2 INSTALL Double Door Header Support with Cornice Rail V2 INSTALL</p> <p>DIRTT Integrated Drop Ceiling Support System <small>DIRTT Integrated Drop Ceiling Support System</small></p>

DIRTT's intranet search results pages categorized results into two unhelpful columns: Articles and Documents. It also included a link to see video results for searched keywords above the results. Users were simply looking for information and didn't care whether it was an article or a document as long as it was relevant.

The Northern Alberta Institute of Technology and The Co-operators also had search results pages that grouped results into categories (*Everything/Content* and *People*) and then hid each set of results behind tabs. Users sometimes failed to notice the different tabs besides the one the results page defaulted to.

Each organization should show all the most relevant results by default, given the user's keyword, and then allow employees to filter by specific attributes instead of hiding results behind tabs.

HOME • SEARCH

TOPIC

- NAIT INSTITUTION**
- ACADEMIC PLANNING
- STRATEGY
- ADMINISTRATIVE
- POLICIES AND PROCEDURES
- POLICY
- SCHOOLS
- STUDENTS
- ACADEMIC
- EXTERNAL RELATIONS
- HEALTH AND SAFETY
- BOARD
- EMERGENCY
- EMPLOYEES
- ENGAGEMENT
- OTHER VALUE

APPLY | CLEAR

common market

EVERYTHING **PEOPLE**

Toonie Tuesday - In Support of United Way (Common Market)
Pay \$2 and receive unlimited coffee in the common market all day, in support of the United Way!

Events Event Date: Nov 20, 2018 Department: eat at NAIT Administration

UnitedWay_ChiliLunch_2017
1:00 pm 10:30 am - 1:00 pm 10:30 am - 1:00 pm Common Market Common Market Common Market NAIT supports United Way's mission to ...
nait.ca.sharepoint.com/sites/pd/.../UnitedWay_ChiliLunch_2017.pdf

PDF Date Created: Nov 03, 2017 Department: Web and Digital Media

eat AT NAIT Daily Features
View the daily features for all eat AT NAIT locations.

News Announcements Date Published: NaN, NaN Department: eat at NAIT Administration

The Northern Alberta Institute of Technology's intranet hid results for Everything and People behind separate tabs, which made scanning results more cumbersome.

The screenshot shows the SOURCE intranet homepage with a navigation bar at the top. Below the navigation bar, there is a search interface. On the left, there is a sidebar titled "FILTERS" containing various search parameters such as "Source Section", "Modified date" (with a slider from "One Year Ago" to "Today"), "Result type" (Excel, PDF, PowerPoint, Web page, Word), "Company" (checkboxes for ADDENDA, CGIC, CGL, CLIC, CUMIS, FEDERATED), and "Source Section" (About Us, News). The main search area has a title "SEARCH RESULTS" and a sub-section "Select ‘content’ or ‘people’". It shows search results for "email signatures" under the "Content" tab. The results include links to "Go Paperless email signature for advisors", "Negotiated Request for Proposal (NRFP), Consulting Agreement", and "Email Signatures". A feedback section on the right encourages users to "Help improve Source search!" and includes a rating scale from "Good" to "Bad".

The Co-operator's intranet also hid results for Content and People behind separate tabs, which made scanning results more cumbersome.

33. Rank search results by relevance and recency.

As much as possible, search results should inherently display in the order most relevant to the user's keyword, balanced with those results that have been updated or created recently. In our studies, users noticed when relevant search results failed to appear for logical keyword phrases that should have returned productive links.



Search results deficiencies lead to pester-a-peer behaviors which impedes productivity.

User Behaviors

Many users we observed were extremely pessimistic about the intranet search function. In large part, their negative opinions related to the quality and relevancy of the results rather than the search interface.

For example, one participant at KeyBank was trying to find out where someone sat in the building but struggled to find this information on the intranet. Instead, the employee used Jabber to instant message a colleague to ask where to find that information. They said, “I’m not even going to waste time looking [on KeyNet].”

A poor search experience has a chilling effect on future usage, as many users will avoid search entirely and ask a colleague for help rather than slogging through pages and pages of irrelevant results. One employee said, “A lot of times, I’ll just ask someone on my team where to find it instead of using the intranet.”

Another said, “I’ll ask friends, ‘Hey, do you know what page you went to? Can you send me the link?’” And, yet another said, “I wouldn’t want to waste any more time on this. It now makes sense to establish contact with somebody”

Because of this, it is critical to ensure that the search engine can access all important content and correctly prioritize the most relevant and recent results. Otherwise, you risk employees interrupting each other during the workday to exchange links to things they should be able to quickly find themselves on the intranet.

At the Northern Alberta Institute of Technology, one user grew confused about why they struggled to find a simple cafeteria menu. They expected the keywords they used to work, but search took several attempts to present a relevant result. They said, “I searched *Common Market* and *eat at NAIT*, and there’s not a page there. That is for sure frustrating.” The user then found another link in the search results for *eat at NAIT* and clicked on it. They said, “There’s a lot of unrelated stuff here relative to what I was seeking. I had to look through a fair bit to find what I was looking for. I don’t want to search because it doesn’t pull up things that are remotely related.”

HOME  SEARCH

TOPIC

- NAIT INSTITUTION
- ACADEMIC PLANNING
- STRATEGY
- ADMINISTRATIVE
- POLICIES AND PROCEDURES
- POLICY
- SCHOOLS
- STUDENTS
- ACADEMIC
- EXTERNAL RELATIONS
- HEALTH AND SAFETY
- BOARD
- EMERGENCY
- EMPLOYEES
- ENGAGEMENT
- OTHER VALUE

TYPE OF CONTENT

- NEWS ANNOUNCEMENTS
- EVENTS
- PAGE
- BLOG POST
- OTHER VALUE

TYPE OF FILE

- EXCEL
- PDF
- POWERPOINT
- WEB PAGE
- WORD

LAST UPDATED



nait.ca | Provide Feedback | Contact Support | Privacy Policy

common market 

EVERYTHING **PEOPLE**

Toonie Tuesday - In Support of United Way (Common Market)
Pay \$2 and receive unlimited coffee in the common market all day, in support of the United Way!

Events Event Date: Nov 20, 2018 Department: eat at NAIT Administration

 **UnitedWay_ChiliLunch_2017**
1:00 pm 10:30 am - 1:00 pm 10:30 am - 1:00 pm Common Market Common Market Common Market NAIT supports United Way's mission to ...
[naitca.sharepoint.com/sites/pd/.../UnitedWay_ChiliLunch_2017.pdf](#)

PDF Date Created: Nov 03, 2017 Department: Web and Digital Media

eat AT NAIT Daily Features
View the daily features for all eat AT NAIT locations.

News Announcements Date Published: NaN, NaN Department: eat at NAIT Administration

United Way Chili Lunch
Chili lunch at Common Market on November 22, 2017 with proceeds helping the United Way.

News Announcements Date Published: Nov 20, 2017 Department: Marketing and Communications

 **Career_Fair_2012_GetPrepared**
room o120 (next to the common market) Date: Wednesday, January 11, 2012 time: 11:00am - 2:00pm Location: outside common market, tech store foyer, spartan centre (in ...
[naitca.sharepoint.com/sites/pd/.../Career_Fair_2012_GetPrepared.pdf](#)

PDF Date Created: Oct 27, 2011 Department: Web and Digital Media

 **Health_website_main_location_map_2012**
library automotive repair fresh express common market naitca dental clinic the nest swimming pool ...
[naitca.sharepoint.com/.../Health_website_main_location_map_2012.pdf](#)

PDF Date Created: Jul 04, 2012 Department: Web and Digital Media

 **NAIT_Hospitality_Kitchen_Maps_2009_2010**
Building o O122K O122P O122L O122G common market North Lobby glass doors O122C stairs to ...
[naitca.sharepoint.com/.../NAIT_Hospitality_Kitchen_Maps_2009_2010.p...](#)

PDF Date Created: Jun 25, 2009 Department: Web and Digital Media

 **Open_House_Map**
Gymnasium and E hallway South Lobby Common Market South Learning Centre HP Centre Petro-Canada and ...
[naitca.sharepoint.com/sites/pd/.../Open_House_Map.pdf](#)

PDF Date Created: Sep 30, 2015 Department: Web and Digital Media

Users at the Northern Alberta Institute of Technology grew frustrated when they searched with logical keywords, and the search results pages failed to display the most relevant results at the top of the page.

Users also noticed when search *did* return helpful results right away. When asked about the subjective ratings she chose in a post-task questionnaire at the end of one task, a user said, “I thought it was satisfying because search actually worked.” In another case, an employee at Bracknell Forest Council looking for a cafeteria menu on the intranet remarked, “I was surprised I found that so easily by putting in a sandwich. I thought I’d have to fish around for a while to find the right page, so I’m very satisfied.”



Successful search is more than just a tool; implementation and maintenance matter.

Process and Strategic Considerations

Enterprise search is often more complex and less reliable than web search. Algorithms on the web usually rely on page rank — the number of links pointing to a document — to determine the relevance of a particular search result. However, page ranking only works with a large number of documents. Even for huge intranets, the quantity of documents needed to enable this type of ranking is nowhere close to the size of what’s available on the web. As a result, most intranet search tools rely almost exclusively on word matching.

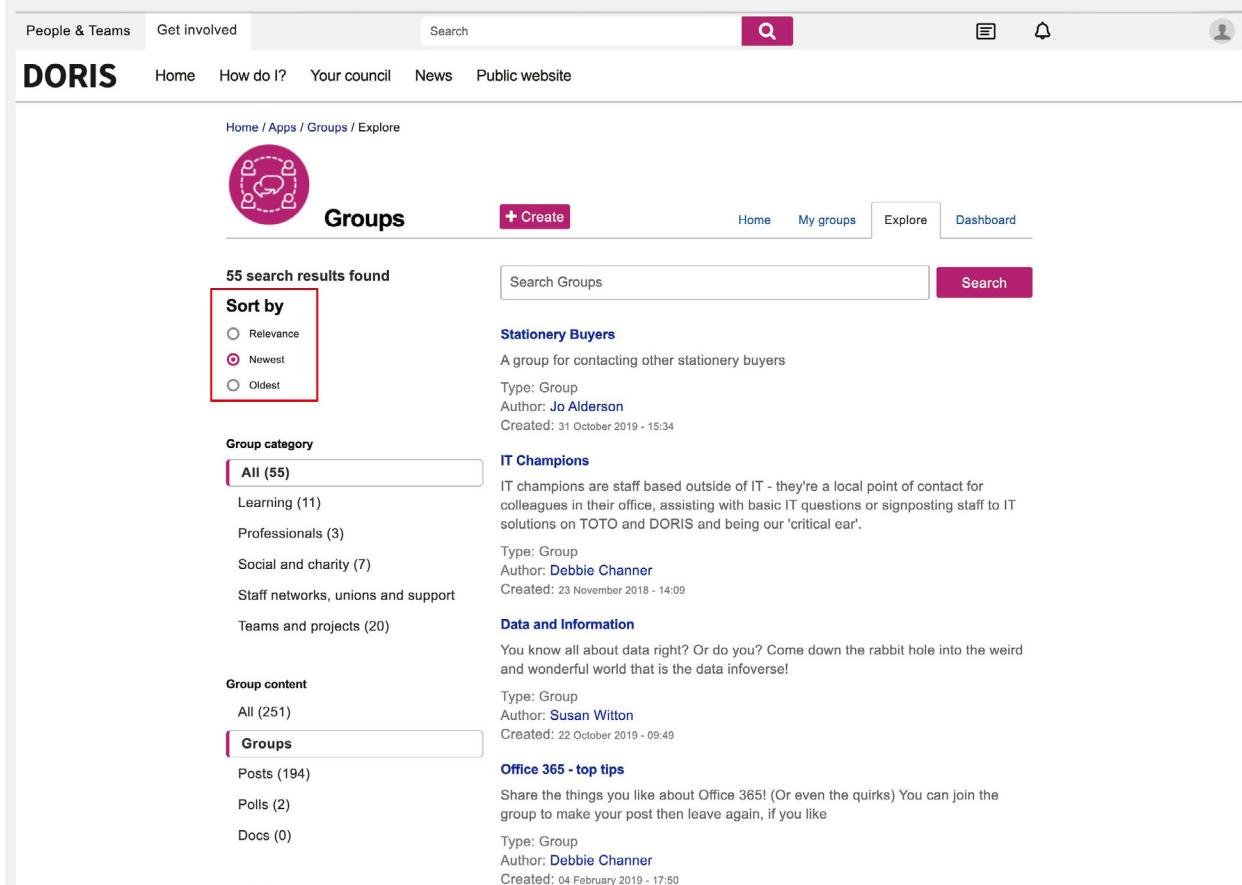
This means careful content creation and management practices are needed. These processes will ensure the right words, those that match employees’ mental models and common tasks, are included in content and metadata. Knowledge of your users and their tasks is essential to creating useful metadata and structuring content in a meaningful way. Even fast and powerful search tools require metadata to provide good results.

It’s equally as important to:

- Correctly configure the indexing settings in your search tool
- Monitor the quality of search results
- Take the steps necessary to improve results rankings

Out-of-the-box search engine functionality has improved in recent years, but the intranet teams we visited found that even systems touted as being extremely easy to use actually require significant time and attention for both the initial setup and ongoing maintenance to function well. They are by no means a panacea that solves all search problems.

Users had the most success with search-based tasks when results were naturally ranked by recency and relevancy. For example, at Bracknell Forest Council, search results pages were concise and only contained very specific results. The results were displayed in order of relevance and recency, but users also had the option to sort the page by those same attributes if needed.



The screenshot shows the DORIS intranet interface. At the top, there are navigation links for 'People & Teams', 'Get involved', 'Search' (with a magnifying glass icon), and user icons for notifications and profile. Below the header, the 'DORIS' logo is displayed, followed by links for 'Home', 'How do I?', 'Your council', 'News', and 'Public website'. The main content area is titled 'Groups' with a 'Create' button. A sidebar on the left lists '55 search results found' with sorting options ('Relevance', 'Newest', 'Oldest') and group categories ('All (55)', 'Learning', 'Professionals', 'Social and charity', 'Staff networks, unions and support', 'Teams and projects'). Another sidebar shows 'Group content' with 'All (251)' selected, followed by 'Groups' (which is highlighted with a red border), 'Posts (194)', 'Polls (2)', and 'Docs (0)'. The main content area displays several group entries: 'Stationery Buyers' (a group for contacting other stationery buyers, created by Jo Alderson on 31 October 2019), 'IT Champions' (IT champions are staff based outside of IT, created by Debbie Channer on 23 November 2018), 'Data and Information' (a group for discussing data, created by Susan Witton on 22 October 2019), and 'Office 365 - top tips' (a group for sharing Office 365 tips, created by Debbie Channer on 04 February 2019). A search bar at the top right allows users to search for groups.

Results pages on Bracknell Forest Council's intranet were short, only containing relevant results. They ranked based on relevance and recency to help users find the correct page, even if the page name or meta description didn't have high information scent.



Information scent

Definitions, Principles, and Methods

The **information scent** of an information source (such as a link to a webpage) describes the user's estimate of the potential value that the source will provide.

At DIRT, search result pages did not prioritize recent results. As one user searched for an issue of Diggin' It (a digital publication for employees), he said, "I'm getting mixed results. I don't know what the most recent one is."

When showing search results, prioritize the most relevant and recent results. Recent results are often more relevant and more credible.

SEARCH
Print | Add | Help

Your search for the word '**diggin it**' found the following results...

[Find 'diggin it' in videos »](#)

Articles <hr/> <p>Diggin It December 2016 Mogens delves into how Casa Smed and residential environments are the next logical step in our drive to innovate; and President Scott Jenkins outlines where we want to go next. It's all in December's Diggin It.</p> <p>Diggin' It April 2017 Mogens challenges us to break down barriers. A DIRTBag shares the true impact of what we do. A big project in Alaska makes progress. All this and more in your April edition of Diggin' It.</p> <p>Diggin' It May 2017 Mogens marks the end of the middleman as we know it. New cafe opens at 7504 in Calgary. DIRT helps transform a space into Chicago's biggest greenhouse. DIRTBags get back to their sustainable roots on Earth Day. All this and more in your May e</p> <p>DIGGIN' IT July 2017-Message from Mogens</p>	Documents <hr/> <p>Diggin'It Chicago Special 2013 A special issue of Diggin' It with great images and overheard from the show.</p> <p>Diggin' it Diggin' it</p> <p>Diggin' it May 2019 Diggin' it May 2019</p> <p>DIGGIN' IT May 2018 DIGGIN' IT May 2018</p> <p>Diggin' It Archive Diggin' It Archive</p> <p>DIGGIN' IT February 2018 DIGGIN' IT February 2018</p> <p>Diggin' it August 2018 Diggin' it August 2018</p> <p>DIGGIN' IT July 2018</p>
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A search results page on DIRT's intranet after a user searched for the most recent issue of *Diggin' It* (a digital publication for employees). The content did not display in a logical order by date.

At Atrium Health, some employees who participated in usability testing said they had such bad experiences with the intranet's search that they stopped using it. But then, when they tried to use search to complete certain tasks, they saw results that appeared to be both relevant and recent. When this happened, their sentiment changed in the session. The team lead for Atrium's intranet said,

“We know people search a lot for PTO, so we created a landing page about it and linked to the policies. We want to do more pages like this; an HTML page with answers and links to full policies because they rank highly for relevancy and recency in search results.”

PeopleConnect 

401k  Take me to... 

 **Atrium Health**

Tools ▾ Policies ▾ Education ▾ Clinical ▾ Human Resources ▾ Departments ▾ Facilities ▾

Home > Search Results

Search Results

Search Within

- PhysicianConnect 2
- PeopleConnect 1

401k  

Results 1-3 of 3 in 0.09 seconds

Get the Facts
4/9/2018

Update on Recent Complaint Filed Against Atrium Health ... We are proud that 93 percent of our teammates participate in our **401k** retirement plan, which is well above the national average.
<https://peopleconnect.atriumhealth.org:443/Get-the-Facts>

Benefits
1/31/2018

Benefits ... Physicians are eligible for participation in CHS and CHSMG benefit plans in ... Physicians will be responsible only for Physician's elective expenditures associated with those ...
https://physicianconnect.atriumhealth.org:443/Staff-Resources/Medical-Group/Physician-Compensation/_index/Benefits

Health and Retirement
1/31/2018

Atrium Health cares about your physical and financial health. ... We are confident that if you Plan. ... using the tools and resources available, you will be prepared for a healthy physical ...
<https://physicianconnect.atriumhealth.org:443/Staff-Resources/Health-and-Retirement>

Results per page

10  25  50  100 

Atrium Health did a nice job ranking its search results by relevancy and recency. Users could also sort the page by date or by relevance.



Use caution with natural language processing, AI, and machine learning for results rankings.

Process and Strategic Considerations

Don't approach AI and machine learning as a "set it and forget it" techniques to manipulate your search results.

You still want to monitor search logs and analytics to understand whether or not the most relevant and timely results are returning in response to employees' searches and if the AI is being trained properly.

34. Pin the most relevant result at the top of search results pages.

We observed that there was often a mismatch between the words employees used in their search queries and those used on the intranet to describe the same or similar topics. If employees didn't use the exact phrasing as what was used on the intranet to look for a topic or piece of content, they often couldn't find the results they needed. They also sometimes stopped to think hard to recall the correct keyword they had used in their search and would often memorize terms that had worked in the past.



Users stopped to pause and recall the correct keywords to use.

User Behaviors

Users had to stop and think hard to recall the correct keyword to use in their search to find what they needed. They'd memorize the terms that worked in the past or develop an overreliance on saved pages and bookmarks, to avoid using search.

When the intranet's search results were repeatedly irrelevant, users also developed overreliance on saving pages, emails, and bookmarks to avoid using search. A few users throughout our study described the habits they had developed:

“I think in my department, most people end up bookmarking things because it’s easier than going to search for something every time you’re in there.”

“I still don’t like using the intranet to find stuff. I probably have 50 to 60 bookmarks, and I don’t want to try to find things again. I would probably bookmark that page I was on, so I could find it again.”

“For me, I’m kind of lazy, and I have things bookmarked, and I have Workday bookmarked, and I use it constantly.”

“A lot of times, I already have things saved, like the emails for Ethics and Compliance . . . 99% of the time when I’m doing those learnings. I’ve received an email, and I already know it’s there.”

“That’s why I’m so dependent on the things I’ve saved. It takes too long to find it under someone else’s definition that doesn’t meet my definition.”

Pinned results can alleviate these issues and help ensure the most relevant content always appears at the top of search results pages for a set of predetermined keywords and criteria. Users who don't perform certain searches regularly may struggle to remember successful search terms the next time. And they shouldn't have to remember terms in the first place. Search should present relevant results, regardless of whether the user searches with the exact term.

At Bracknell Forest Council, when an employee searched the intranet for *childcare vouchers*, he received two results, and a link to the external benefits site (where he ended up eventually) was pinned to the top of the page. Search engine results pages even pinned quick access to pages when there were only one or two results, which suggested that the pinned ones were the most relevant. He said, “That’s very helpful. There’s a highlighted box that says, childcare vouchers right there.” Another user commented about how helpful the direct link to book annual leave was for his search.

The screenshot shows the DORIS intranet search results for the query "absence". The search interface includes a navigation bar with links to People & Teams, Get involved, Home, How do I?, Your council, News, and Public website. A search bar at the top has the term "absence" entered. Below the search bar, a search summary indicates "20 search results found for 'absence'". On the left, there are filters for "Sort by" (Relevance selected), "Filter by tags" (All (20) selected, with options for sickness, capability, designated officer, DO, and performance), and "Manuals" (All (20) selected, with options for Disciplinary and grievance FAQs and iWork@BFC). The main results area displays several items, each with a title, a brief description, and metadata like type and site section. One result is highlighted with a pink box: "Book annual leave" (Type: Page, Site section: Absence and leave). Other results include "Sickness absence" (Type: Page, Site section: Absence and leave), "Correctly reporting absence and supporting staff to return to work" (Type: News, Site section: News), and "Record an absence" (Type: Page, Site section: Absence and leave). A callout box at the bottom states: "Users at Bracknell Forest Council found the pinned results helpful for searches related to absences and booking annual leave. They didn't have to mine through the results when the pinned one took them directly where they needed to go."

People & Teams Get involved Search    

DORIS Home How do I? Your council News Public website

[Home](#) / [Content](#) / Find content

Content

1 search result found for "childcare vouchers"

Search: childcare vouchers  

Search for: People Teams Content Locations

Sort by
 Relevance Newest Oldest

Visit the [Benefits Choices website](#) 

Staff benefits
Find out about the great benefits on offer to staff.
Type: Page
Site section: [Learning, benefits and opportunities](#)

 Help | Terms and conditions | © Bracknell Forest Council

Another employee at Bracknell Forest Council who searched for childcare vouchers appreciated the pinned result at the top of the search results page. It led them to the benefits website, which contained the information needed to complete the task.



Modifying search results on the backend may improve the relevancy of results.

Process and Strategic Considerations

Many intranet search tools allow you to manually enter a specific result for a particular query. Conduct user research to understand people's intent with certain keywords and what results are the most productive. Use this knowledge to drive what results to pin at the top of your search results pages.

In addition to user research, you can also look at analytics and search logs to find abandoned searches and important queries that people are looking for but fail to return good results. In those cases, simply select the best result for those queries and manually enter it into the search engine as the pinned result for that search term.

For news campaigns, such as corporate culture items, big company goals, and new HR processes, stay informed about when those significant events are happening and ensure people can get the information they need at the top of the search results. Sometimes, results can be pinned based on the employee's office location if information varies.

35. Ensure pinned results visibly stand out from the rest of the search results.

Pinned results must be visually different from the other search results to distinguish them as the most relevant result. Include a different background color from the rest of the search results and a visible link to the page (this could be your page title or an exposed URL). Also, provide a brief description of the page the user will arrive on after clicking and what they will find there (this could be the same as your meta description). This presentation will effectively draw attention and signal that the link is recommended for a reason.

The screenshot shows a search results page for the Mayo Clinic intranet. The search term is "cafeteria menu". At the top, there is a navigation bar with links to Home, Practice, Education, Research, HR Connect, Groups, Policy Library, Video, Library, and Calendar. A search bar is located at the top right. Below the search bar, there is a pinned result highlighted with a light blue background. This pinned result is titled "Café Menus" and has a link to "http://intranet.mayo.edu/charlie/food-service/". The main search results list includes two items: "Francis Staff Cafeteria renovation complete | Mayo Clinic Food Services" and "Saint Marys Visitor Cafeteria limits service during renovation | Mayo Clinic Food Services". Both results have their URLs listed below them. To the right of the search results, there is a sidebar titled "Search for cafeteria menu on:" which lists various Mayo Clinic intranet categories such as HR Connect, News, My Nursing, Policies & Procedures, AskMayoExpert, Video Exchange, Drugs, SharePoint, and Forms & Publications.

Pinned results on the Mayo Clinic's intranet stood out from the rest of the search results. The light blue background helped differentiate the pinned result as special. Adding a brief description of the page would improve this presentation even more.

It's not necessary to use overly complex visual styling to distinguish your pinned search. A light background color that balances accessibility and visibility will suffice. Simply position the pinned results at the top of the list, which will effectively communicate the quality of the result. Featured results on Burns & McDonnell's intranet helped users understand it was the right page. However, several results pages lacked a featured result, which made locating the right one more difficult. Adding a subtle background color to the pinned result would help it stand out even more on the results page.

The screenshot shows a SharePoint search results page with the search term "ecosys" entered in the search bar. The results include a pinned item for "EcoSys" and a grid of employee profiles.

- Pinned Result:** EcoSys (https://burnsmcd.sharepoint.com/sites/maccentral-IT/SitePages/EcoSys.aspx). Description: EcoSys is the global standard for enterprise project controls software focused on delivering best practice solutions for project cost management. It plans and manages project portfolios, control project costs and improve project performance.
- Employee Grid:** A grid of five employee profiles with initials and names. Each profile includes a color-coded circular icon, the employee's name, and their work email address.

Employee Grid Details:

Initials	Name	Work Email
JC	Employee Name	jcontat@ec...
PM	Employee Name	pmoore@e...
MP	Employee Name	mperron@...
JT	Employee Name	jtennent@...
MJ	Employee Name	mjanzen@...

[More people >](#)

EcoSys EPC (Information Technology > SitePages) modified 2 days ago • 35716 views

Burns & McDonnell's pinned search results blended in too much with the rest of the results on its search results page. Adding a subtle background color would help draw users' attention.

36. Return relevant results for common typos.

Employees often misspell or mistype search terms, so it's helpful if the intranet's search tool can accommodate misspellings as much as possible. Additionally, mainstream search engines and websites accommodate misspellings and provide productive results, despite typos, so people also expect these niceties on intranets. Employees don't usually have the time or attention span to stop and notice they even made a typo.

A study participant at Burns & McDonnell misspelled “*buisiness class*” when looking for her organization’s travel policies. She didn’t receive any productive results for the typo, nor did she get suggestions for alternate searches. She eventually gave up trying to find the policy, as she didn’t notice the typo. To improve this experience, Burns & McDonnell could present relevant results in its intranet search, despite this common typo.

HERE'S WHAT WE FOUND

Communities & Content

No results found

All Files Sites People News

business

- 20180815_-_P_Kirst_GSE_Design_Comments_-_Lube_Room
Modified on October 16, 2018
- 20180815_-_P_Kirst_GSE_Design_Comments_-_Lube_Room
Modified on October 16, 2018
- 20180815_-_P_Kirst_GSE_Design_Comments_-_Chem Storage Room
Modified on October 30, 2018
- PatWorthington
Cisper, Sarah modified on November 14, 2016
- 20180815_-_P_Kirst_GSE_Design_Comments_-_Lube_Room
Modified on October 16, 2018
- (U_FOUO) Room Specifications_Hudson_w AFMAN CALCS_SW
Williamson, Sarah modified on February 21, 2018

Misspellings such as “buisiness” were not supported with search suggestions (left) or with a correction or suggested results (right) on Burns & McDonnell’s intranet.

Simple typos also returned no results on the GSA’s intranet. For example, no results displayed when users entered the keyword “*tutition*” instead of *tuition*. A message on the *No Results* page said,

No search results to display — please broaden your search

Users didn’t even realize they had made a typo and, instead, just assumed that search didn’t work very well.

The screenshot shows the GSA InSite search interface. At the top, there's a navigation bar with links for Employee Resources, Services and Offices, Locations, and About Us. A search bar contains the query "tution". Below the search bar, the results area is titled "InSite Search". It includes fields for "Search for:", "Searching:", and "Find results:". The "Search for:" field has "tution" typed in. The "Searching:" dropdown is set to "InSite". The "Find results:" dropdown is set to "with at least one of the words". A "Search" button is present. Below these controls, a message says "No search results to display - please broaden your search". At the bottom of the search results area, there are links for "Last updated: Sep 27, 2018" and "Report an issue with this page".

On the GSA's intranet, searching with an incorrectly spelled keyword provided users with no results. There also was no message on the No Results page to indicate this could be due to a typo.

In addition to presenting results after users make typos, display a message at the top of the search results page that says something like:

Your search for “**buisiness**” returned no results. Showing results for “**business**.”

Always allow users to revert to their original query in case the suggestions are wrong. This will help users diagnose the spelling error to resolve or quickly locate the information they need despite it. Patterns like pinned results or displaying a, *Did you mean?* feature at the top of the search results pages can also help to provide relevant results for misspelled keywords.



Uncover common typos through analytics.

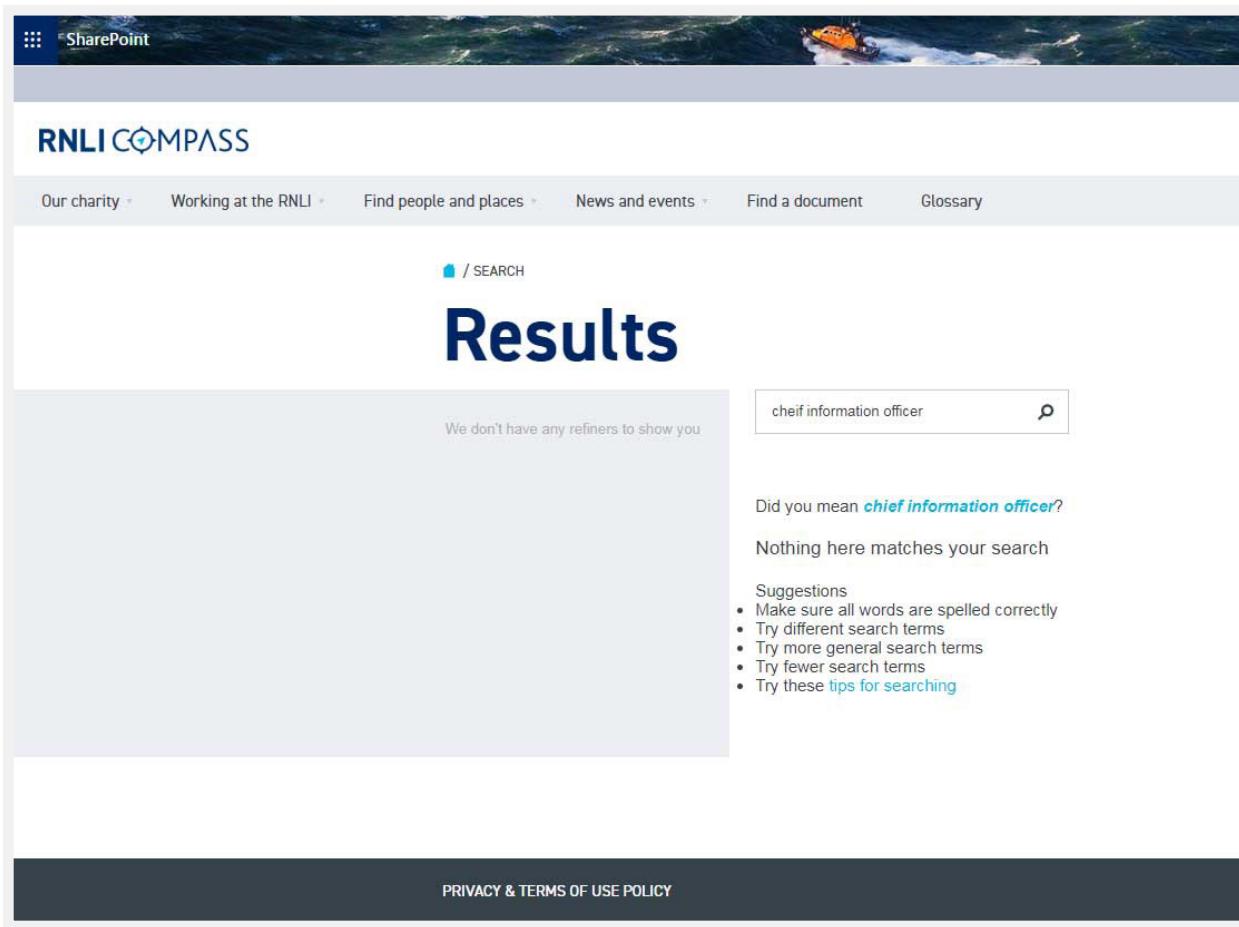
Process and Strategic Considerations

A critical part of optimizing the intranet search experience is to use analytics to understand common typos and explore whether it's possible to offer productive search results in response to them.

37. Offer *Did you mean?* suggestions to help users quickly recover from typos.

A *Did you mean?* feature offers keyword suggestions at the top of your intranet's search results pages after your users misspell a keyword. This is a viable alternative if you cannot provide relevant results for a misspelled keyword or if the user's intent isn't completely clear from the keyword alone.

In one favorable example from The Royal National Lifeboat Institution, a user mistakenly searched for “*Yammar*” instead of *Yammer*, and the system recommended an alternate query, which the user then clicked. Another user misspelled the title, *chief information officer*, and the *Did you mean?* feature appeared.



The screenshot shows the RNLI COMPASS intranet search results page. At the top, there is a navigation bar with links for "Our charity", "Working at the RNLI", "Find people and places", "News and events", "Find a document", and "Glossary". Below the navigation bar is a search bar with the placeholder text "/ SEARCH". The main content area has a large blue header "Results". A message below the header says "We don't have any refiners to show you". To the right of the search bar, the misspelled term "cheif information officer" is displayed in a search result box, followed by a magnifying glass icon. Below this, a message says "Did you mean [chief information officer](#)?". Underneath, it states "Nothing here matches your search". A "Suggestions" section follows, containing a bulleted list: "Make sure all words are spelled correctly", "Try different search terms", "Try more general search terms", "Try fewer search terms", and "Try these [tips for searching](#)". At the bottom of the page, there is a dark footer bar with the text "PRIVACY & TERMS OF USE POLICY". A callout box in the bottom right corner contains the text: "Suggestions and links to the correct terms help users quickly recover from keyword spelling errors on the Royal National Lifeboat Institution's intranet search."

At Co-operators, when users searched with a correctly spelled word, the *Did you mean?* feature appeared. Several users clicked on the hyperlinked text, but it didn't produce any new results because it simply mirrored what the employee had already typed correctly. One user commented

that they had misspelled their keyword when they had not done so. This *Did you mean?* response to correctly spelled keywords caused users to question what was wrong with search and whether it would return productive results at all.

Only offer the *Did you mean?* feature for incorrectly spelled keywords. When it appears in response to correct spellings, it confuses users and degrades their trust in the intranet's search.

Explore whether results can be shown that may not fit the exact spelling but are close. For example, Google search provides users with search results for a similarly spelled item but also prompts the user that there may be a spelling mistake. It's always best to diagnose the issue for users and show results for a similar search entry.

SEARCH RESULTS

Select “content” or “people”

Content People

email signatures

Did you mean **email signatures?**

Go Paperless email signature for advisors

staff are encouraged to promote Online Services by updating their Outlook **email signature** ... In the edit **signature** box, copy and paste the icon and add it below your current **signature** ...

source-cooperators.ca/home/.../Resources/EmailSignature-EN.pptx

The Co-operators' intranet offered the Did you mean? feature for correctly spelled entries, which made users second-guess themselves.



Try adjusting the results ranking algorithm for pervasive ranking or search relevance issues.

Process and Strategic Considerations

Some search engines allow designers to adjust the results ranking algorithm to prioritize content from a particular source or promote newer over older content. Such adjustments are a powerful way to improve search results significantly and can be a helpful way to address pervasive problems with results rankings or no results displaying.

In some tools, it's possible to designate certain pages as "authoritative," meaning the search engine privileges pages that are closely related to authoritative pages. This allows some editorial influence to help broadly prioritize critical content, with less risk from the negative side effects of universal changes to the results-weighting formula.

Take great care when altering algorithms and weighting adjustments. These sweeping changes can have unintended consequences, such as burying critical content. If you decide to alter the ranking algorithms, identify a range of different types of searches and compare the results for each search term before and after adjusting the algorithm.

38. Show productive search results for word variants.

Many intranet search engines claim to handle the following types of keyword variants automatically:

- Synonyms
- Acronyms
- Singular versions
- Plural versions

Unfortunately, our studies found that many search engines failed to perform this function consistently. Different forms of the same word, including slight differences in spelling, singular, plural forms, and acronyms, should be treated as equivalent to other similar keywords.



Test representative searches to see what results display.

Process and Strategic Considerations

Once you have configured search and created the index, execute test queries to ensure all content sources are searchable and the correct results return. It might be necessary to contact your search vendor or recruit additional resources to help connect the search engine to all the required content sources.

If possible, complete the testing and troubleshooting phase **before** making the search engine available to employees. Users who try a new search only to find that it cannot access large amounts of content will form a negative opinion of it that will be difficult to overcome later on.

Also, search testing isn't something that's done just once, then never again. Develop a regular cadence for monitoring the most common keyword phrases employees type into search and regularly do the following:

- Identify search results pages where people left the page without clicking on any result or clicked through many results pages.
- Review search terms monthly and prioritize search terms that received the highest “result page views per search” metric.
- Investigate why people might view many search pages and try to improve the content so that the first result is the most useful or appropriate.
- Review search terms that returned zero results to investigate whether there is missing content.

If search engine settings are correct, but problems with certain keywords or results persist, enter any alternate spellings, synonyms, or acronyms into the search engine's thesaurus or query expander. Some search engines can also be adapted to allow end users to help tune the search engine by suggesting related terms, synonyms, and acronyms.

On Burns & McDonnell's intranet, the search engine failed to recognize similar versions of the same word to present relevant results. One user was looking for information about the company's childcare program, MacKids, on the intranet. He searched using the phrase, *childcare* as one word, which did not yield successful results. However, searching *child care* as two separate words did. Another user searched for “*mackid*” and didn't get any helpful results, whereas searching for “*mackids*” revealed the needed results. Users shouldn't have to repeat their searches with such similar variations of keywords; the original queries should have displayed the same results.

MacCENTRAL |

 childcare

HERE'S WHAT WE FOUND

 Communities & Content

 Employee Handbook Edited 11 months ago	 Emp Rep Mtg Minutes Q2 2019 Edited 3 months ago
 Nannies of KC Edited 5 months ago	 BMDCh1 Edited 10 months ago
 EmpRepMtgMinutesROMar2018 Edited over 1 year ago	 15745713 Edited 3 months ago
 EmpRepMtgMinutesROMar2018 Edited over 1 year ago	 56204408692736 Edited 6 months ago
 Family and Medical Leave Edited 9 months ago	 188193303339008 Edited 3 months ago

MacCENTRAL |

 child care

HERE'S WHAT WE FOUND

 Communities & Content

 Welcome to MacKids Learning... Edited 3 months ago	 YMCA - Minneapolis Edited 5 months ago
 2019 Benefits Guide Edited 5 months ago	 Watch "Inside Pediatrics": Bur... Edited 8 months ago
 Vancouver Team Volunteers at... Edited 9 months ago	 HawaiiMedicalInsurance Edited about 1 month ago
 Registration and Enrollment In... Edited 7 months ago	 GeoBlue Ex-Pat Certificate 2019 Edited about 2 months ago
 CREATE AMAZING. Edited about 4 years ago	 Voluntary Accident Insurance ... Edited almost 5 years ago

A search for childcare did not return highly relevant results (left), but a search for child care (right) did. When search demands users spell their keywords in one particular way, users grow less trusting and more reluctant to use it.

MacCENTRAL |

mackid

HERE'S WHAT WE FOUND

[Communities & Content](#)

No results found

[People](#)

No results found

[VIEW ALL >](#)

QUICK START

SAFETY & HEALTH TRAINING MATRIX

Do you know which Safety & Health training courses are necessary for your role? Check out the Safety & Health Training Matrix to find out.

[LEARN MORE](#)

MacCENTRAL |

mackids

HERE'S WHAT WE FOUND

[Communities & Content](#)

- Welcome to MacKids Learning... Edited 3 months ago
- MacKids FAQs Edited 8 months ago
- Benefits Edited 29 days ago
- Human Resources Edited about 1 month ago
- MacKids-FAQs Edited 9 months ago
- CREATE AMAZING. Edited about 4 years ago
- Welcome-to-MacKids-Learnin... Edited 11 months ago
- Registration and Enrollment In... Edited 7 months ago
- BiographyMelissaFunaroMacKi... Edited almost 2 years ago
- 37018-MacKids-Learning-Acad... Edited 11 months ago

[People](#)

No results found

[VIEW ALL >](#)

QUICK START

SAFETY & HEALTH TRAINING MATRIX

Do you know which Safety & Health training courses are necessary for your role? Check out the Safety & Health Training Matrix to find out.

[LEARN MORE](#)

Typing the keyword “mackid” returned no results in the suggested search when users were looking for information about Burns & McDonnell’s childcare program, called MacKids (top). The full keyword search for “mackids” did return the correct result pages (bottom). Either search term should have presented relevant results.

When a participant at First Solar was looking for a coworker’s office location, they searched with the keywords *seating chart* and *Perrysburg seating chart* but still didn’t find the cubicle lookup tool. The user eventually located it by searching for *cube*. The participant said, “Even though I have seating in there, it’s not the right word to probably search for.” The same participant also accidentally misspelled their colleague’s last name when searching for their office location, and no results appeared. Then they said, “I worry about the keyword that I need to put in to pull up what I need.”

At Co-operators, a user searched for an org chart using the keyword *organogram*, which yielded no results. However, a search for a similar phrase *org chart* returned 27 results. The same results should have displayed for these similar terms. There were also no suggestions or features available on the search results page to help users ultimately find relevant results.

The screenshot shows the Source intranet homepage with a navigation bar at the top. The search results section is titled "Select ‘content’ or ‘people’". It displays a search input field containing "organograms" and a message below it stating "Nothing here matches your search". To the right, there is a "Feedback" section with a rating scale from "Good" (smiley face) to "Bad" (frowny face). At the bottom, there are links for "Contact us", "Submit News", and "SourceBook". A note at the bottom of the page states: "On the Co-operators' intranet, a search for organogram produced no search results. However, a search for org charts returned 27 results. Productive results should have displayed with either phrase."

On the Scottish Government's intranet, users often had to search multiple times, as the search results were sometimes too narrow for different variations of the same keyword. Users who searched for *season ticket loan* got no results, but a search for *season ticket scheme* returned several. Users expected to see similar results, regardless of if they used one term or the other.

When search doesn't support synonyms and similar phrases, users try to memorize the terms that have previously led them to successful results. However, this behavior can't be relied upon because humans are terrible at holding things in their memories. The additional cognitive burden of having to remember the “right” keywords will also cause employees to resent search and stop using it altogether.

Because the search didn't yield productive results for similar phrases, one user at the Northern Alberta Institute of Technology said,

"I know to look for *career* now to browse for open jobs. I used to look for *job* and couldn't find what I wanted. When I learned that someone else's word for that area is *career*, not *job*, now I know to look up *career* instead."

In a similar yet positive example from the Royal National Lifeboat Institution, an employee searched using the term, *job* and the first result was a page all about recruitment and open jobs. Even though the user didn't specifically search for *recruitment*, the correct results still appeared at the top for the similar term, *job*.

The screenshot shows a search results page with the following details:

- Search Bar:** The search bar contains the term "jobs".
- Results List:**
 - Recruitment**: A snippet of text from a document states: "People are the RNLI's most valuable asset and the reason we're a world-class organisation ... We all want this to continue, so recruiting the ... What **Jobs** are currently being advertised ...". Below it is a link to "rnli.sharepoint.com/sites/Compass/.../Pages/Recruitment.aspx".
 - Mechanic - Job Profile**: A snippet of text from a document states: "My **Job** saves lives at sea by ... Understands that this is more than a job and is able to commit to the demands of the role ... Date **Job** Profile issued: January 2018". Below it is a link to "rnli.sharepoint.com/sites/.../Documents/Mechanic - Job Profile.pdf".
 - Coxswain - Job Profile**: A snippet of text from a document states: "My **Job** saves lives at sea by ... Understands that this is more than a job and is able to commit to the demands of the role ... Date **Job** Profile issued: January 2018". Below it is a link to "rnli.sharepoint.com/sites/.../Documents/Coxswain - Job Profile.pdf".
 - Area Lifesaving Manager - Job Profile**: A snippet of text from a document states: "My **Job** saves lives at sea by ... Effectively providing support and guidance to the people who deliver our ... **Job Overview** ... **Job Specific** ... Date **Job** profile issued: October 2016 ... **Job Title** ... **Job Code**". Below it is a link to "rnli.sharepoint.com/.../Area Lifesaving Manager - Job Profile.pdf".
 - Lifeboat Operations Manager - Role Description**: A snippet of text from a document states: "This role will help us save lives at sea by carrying out ... day to day management of the ... to ensure a permanent state of readiness for ... **Compliance with the RNLI Volunteer Commitment** ...". Below it is a link to "rnli.sharepoint.com/.../Lifeboat Operations Manager - Role Descript...".
- Filter Options:** On the left, there are filters for "Author" (Employee name) and "Modified date".
- Buttons:** At the bottom left are "APPLY | CLEAR" buttons.

The recruitment page still appeared in the top spot on the Royal National Lifeboat Institution's intranet, even when users searched with similar terms such as job.

Another reason for accommodating alternate verbiage and synonyms in search results is that users don't always know which terms to use. When looking on the intranet for the number of patients seen at the Mayo Clinic in the past year, a user said, "I don't know what the keywords would be. I don't do anything with patients, so I am not very versed in the practice."

Support partial search terms and synonyms (organogram vs. org chart), alternate spellings (child care vs. childcare), and terms or acronyms that might have multiple meanings, such as *insurance* (health insurance vs. business insurance). Use analytics and search logs to gain insights into how users refer to various things and what words they use. Follow up that analysis with **usability testing** to understand which terms employees use to find key content.



Usability testing

Definitions, Principles, and Methods

In a **usability-testing** session, a researcher (called a “facilitator” or a “moderator”) asks a participant to perform tasks, usually using one or more specific user interfaces. While the participant completes each task, the researcher observes the participant’s behavior and listens for feedback.



Enable spelling correction and stemming functions within your search tool.

Process and Strategic Considerations

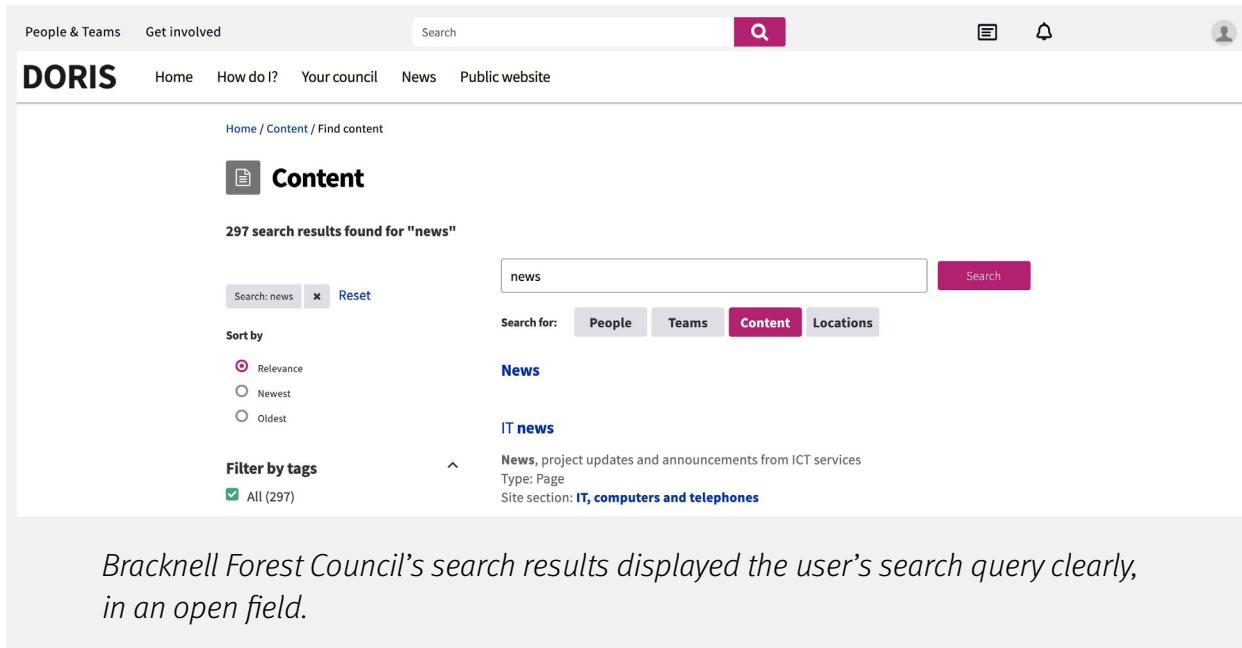
In addition to reviewing your search logs and conducting usability testing with employees to identify misspellings, word variants, and synonyms that people use when they search, ensure that the search engine’s spelling correction and stemming functions are enabled.

Stemming refers to the formula for reducing a word to its “stem” in order to recognize different forms of the same word, such as **alert** and **alerts**.

39. Repeat the user’s keyword(s) at the top of the search results page.

Displaying the user’s keyword at the top of the results page serves as a helpful reminder of what they typed in. It also gives employees something to refer back to when deciding whether to revise their keyword to search again. In some cases, intranet searches do not do this, which is unfavorable. When the search query isn’t repeated, users might forget what they typed, search for the same term again, or fail to notice a spelling error in their original query.

Intranets commonly display the user's keyword in a search field at the top of the results page. This is also a favorable approach, as long as the user has a reference point for what they typed. Bracknell Forest Council's intranet did a nice job of repeating the user's search query at the top of the page in an open search field, allocating the right amount of space to this element and positioning the field properly.



The screenshot shows the DORIS intranet search results page. At the top, there is a global header with links for 'People & Teams', 'Get involved', 'Search' (with a magnifying glass icon), and user profile icons. Below the header, the page title 'DORIS' is displayed, followed by navigation links: 'Home', 'How do I?', 'Your council', 'News', and 'Public website'. A breadcrumb trail 'Home / Content / Find content' is shown above the main content area. The main content area has a heading 'Content' with a document icon. It displays the message '297 search results found for "news"'. On the left, there is a search bar with 'news' typed in, a 'Reset' button, and a 'Sort by' dropdown with options: 'Relevance' (selected), 'Newest', and 'Oldest'. Below that is a 'Filter by tags' section with a dropdown showing 'All (297)'. On the right, the search results are listed under 'News' and 'IT news'. The 'News' section includes a description: 'News, project updates and announcements from ICT services', 'Type: Page', and 'Site section: IT, computers and telephones'. A note at the bottom of the content area states: 'Bracknell Forest Council's search results displayed the user's search query clearly, in an open field.'

40. Ensure users can search again from the results page.

In several usability sessions, users attempted more than one search before productive results were returned. As such, users need to be able to quickly search again directly from the search results page. Accomplishing this can be done either from the same search field they used to initiate their original search in the global header or from a search field placed at the top of the search results. We don't recommend moving or removing the intranet's global search once the search results page appears; **keep the search field in the same place across the entire intranet.** If anything, you may add another field on the search results page, so users can re-attempt their search if needed.

The Co-operators offered the same search fields in the global header on every page of its intranet, except when the search results page appeared. When it did, the search fields moved out of the header and into the body of the search results page. Repeating the user's search query in a field at the top of the results page is acceptable but removing the search boxes from the header on the search results pages is unnecessary.

The search boxes on the Co-operators' intranet were located in the header everywhere except on the search results page, where they moved to the top of this page and disappeared from the header.

On Burns & McDonnell's intranet, a search field appeared at the top of the search results page. A magnifying glass icon (that triggered the main search experience) was displayed in the top right corner of the header. The second search bar was appropriate to include on the results page because the main intranet search was far from where the results appeared. It helped users quickly search again, from the body of the results page, instead of moving their cursor to the top-right corner of the header to search again.

The screenshot shows a search results page from the MacCENTRAL intranet. At the top, there's a navigation bar with links for WELLNESS, MY STUFF, OUR COMPANY, RESOURCES, and HR HUB. Below the navigation is a search bar containing the query "travel policy". The search results are displayed in a grid format:

- Travel**: A link to a SharePoint site with the URL <https://burnsmcd.sharepoint.com/sites/maccentral-Travel>. It was updated 7 days ago and has 14059 views.
- Travel Policy March 2017**: A document icon with the title "Travel Policy March 2017" under the "Travel > Shared Documents" category. It was modified on October 26, 2017, by Jackson, Talla, with 1181 views.
- Policy Manual**: A document icon with the title "Policy Manual" under the "Our Company > SitePages" category. It was modified on July 1 by Garner, Kevin T, with 1985 views.
- From your OneDrive**: A section showing three files:
 - Travel_IntranetInventory**: Modified on April 4, 2018.
 - Travel_EDC_Inventory**: Modified on April 4, 2018.
 - Legacy Intranet Migration Plan by Group**: Modified on August 31, 2018.
- BMDCD3**: A document icon with the title "BMDCD3" under the "Our Company > Policy Manual" category. It was modified on July 1 by Garner, Kevin T, with 833 views.
- maccentral-Canada Travel**: A link to a SharePoint site with the URL <https://burnsmcd.sharepoint.com/sites/maccentral-CanadaTravel>. It was updated on April 29 and has 117 views.

Burns & McDonnell's intranet included a search box at the top of the search results page to help users quickly search again from there.

41. Prominently display the total number of search results found.

In addition to repeating the employee's keyword at the top of the search results page, also include the total number of results returned for the keyword phrase they entered. Search results on Atrium Health's intranet clearly displayed the number of results for a given keyword search. The total results count, and the number of results shown on the first page were displayed right at the top of the page. This was a nice presentation, as they summarized the search the user conducted and communicated the number of results found. This helped set user expectations for how much content they would have to review to find the needed information.

Home > Search Results

Search Results

Search Within

PeopleConnect **6**

Cafeteria Menus

X

Results 1-6 of 6 in 0.09 seconds

BY DATE BY RELEVANCE

Cafeteria Menus
1/31/2018

Cafeteria Menus Oasis Cafe - View the Menu ... Hours: ... Breakfast Monday - Friday: 7:30 a.m. - 10 a.m. ... Worthwhile White Foods Picture Your Portions What's in a Calorie Weight Watcher ...
<https://peopleconnect.atriumhealth.org:443/Facilities/Atrium-Health-Cleveland/Reference/Cafeteria-Menus>

Reference
1/31/2018

Reference **Cafeteria Menus** Directory Plans
<https://peopleconnect.atriumhealth.org:443/Facilities/Atrium-Health-Cleveland/Reference>

Search results on Atrium Health's intranet displayed the number of results found at the top of the page.

The Scottish Government's intranet also prominently displayed the number of search results at the top of the page. The number appeared in large, bold text, which made it easy to see. However, including the word *About* insinuates an estimated number of results. To instill search confidence, present the number of search results for the user's query whenever possible.

Saltire News My Workplace Our Organisation Staff Directory Help

Quick Links learning 

Search > Search Results

Search term - learning

About 1,474 results

View: All Results | People Only

Learning
My Workplace Section
Last updated: Tuesday 12 April 2016
[Home > Pages > My Workplace.aspx# > Learning](#)

Learning and Development
Org Generic Landing
Last updated: Thursday 15 March 2018
[Home > Orgspaces > Economic Development Directorate > Learning And Development](#)

Topic

- > Learning (41)
- > Health and safety (9)
- > IT services (5)
- > Performance management (5)
- > Performance and development (4)

show more

Content Format

- > News Article (521)
- > Org News Article (148)
- > Guide Section (139)
- > Org Generic Article (136)
- > Org Team Updates Article (70)

show more

Document Type

- > aspx (1,809)
- > pdf (2)

Date Range
One Year Ago Today
All

Local learning support
Topic
Last updated: Thursday 05 January 2017
[Home > Pages > My Workplace.aspx# > Learning > Local Learning Support](#)

Finance - learning portal
Article
Last updated: Monday 18 March 2019
risk finance How to access the **learning** portal Go to finance on the Scottish Government **Learning** Portal ... Video overview of the Scottish Government **Learning** Portal (2 mins ...)
[Home > My Workplace > Learning > Finance > Pages > Finance Learning Portal.aspx](#)

SEAS e-learning
Guide Section
Last updated: Thursday 18 October 2018
Worthy Cause How to access the **learning** portal Go to the Scottish Government **Learning** Portal ...
[Home > My Workplace > Learning > Finance > Pages > 4455aa17 F1d446d 9329 4e0de8ea287b.aspx](#)

EASEbuy e-learning
Guide Section
Last updated: Monday 06 March 2017
We have a range of **e-learning** resources on the Knowledge Hub and Moodle to help you build your knowledge ...
[Home > My Workplace > Learning > Finance > Pages > 4a04a63e Dce5 4fa6 8021 54c79f3307e7.aspx](#)

The Scottish Government's intranet search page included an estimated number of results in large, bolded font at the top. This treatment and placement made the number of results easy to see when scanning the page.

On First Solar's intranet, the number of search results appeared at the bottom of the results page, and users missed it. A better approach would be to display the number of results at the top, where people usually look after searching.

The screenshot shows a search results page from First Solar's intranet. At the top, there are three search results listed:

- Farmland + Solar = Agrivoltaics**: A news article from e360.yale.edu about the benefits of solar panels being mixed with farmland.
- Inclusion, Diversity & Belonging at First Solar**: A company-wide event announcement.
- 2019 August Global Webcast Replay & Survey**: A replay of a global webcast from Tempe.

Below the results are navigation links for page 2 of 2, followed by a link to "About 474 results" and a "Advanced Search" button.

First Solar Footer:

- POWER**: About POWER, Feedback, POWER Training.
- ETHICS & COMPLIANCE**: Corporate Policies, Ethics Hotline, Global Business Guide, Trading Blackout Calendar.
- SAFETY FIRST**: EHS Services, Emergency Numbers, Report an Incident, Safety Moment.
- IT SERVICE DESK**: Local Service Desk Numbers, IT Help: 1-419-662-6999, Internal Ext. 1234, Service Desk Ticket.

Social media icons for LinkedIn, YouTube, and Twitter are located at the bottom right of the footer.

On First Solar's intranet, the number of search results found was placed at the bottom of the page, making it easy to miss.

42. Include specific metadata for all search results listings.

Display the following **metadata** for each webpage or document listed in the intranet's search results:

- **Page title:** The title of the page or document; this also shows up in the employee's browser tab. It's usually around 70 characters and includes keywords users would likely type in to find the content in the first place.
- **Meta description:** This is a short description of what the page is about and what users will find there after clicking. It's usually around 150 characters, and, like the page title, it includes keywords users would likely type in to find the content in the first place.
- **URL:** This is the link to the result itself. It's also linked from the page title.
- **Date:** Use either the date the page was published or last updated.

Metadata

Definitions, Principles, and Methods

Metadata is data that provides information about other data. In other words, metadata is “data about data.”

How to Request Vacation Time —— Page title

Updated: 3/2/2020 —— Date

You can request your vacation through the HR Labs platform. This how-to guide will walk you through the step-by-step process of requesting vacation time in HR Labs.

<https://theintranet.org/human-resources/how-to-request-vacation>

URL

Meta description

This example of a search result for a webpage on an intranet shows where each metadata element typically appears.



Users checked dates on content to evaluate its relevancy and accuracy.

User Behaviors

Many of our research participants checked search results listings for either the publication date or the date a piece of content was last updated. Seeing the dates impacted which result they clicked on. They wanted to avoid old or outdated content. Even dates as recent as one to two years ago deterred employees from clicking.



Implement a process for retiring and unpublishing old or outdated content.

Process and Strategic Considerations

The quantity of intranet content will directly impact the quality of the search experience. The best intranets often have a rigid unpublishing process and establish (necessary) rules for removing content to improve search and avoid overcrowding the search results.

For example, content types such as classifieds could automatically unpublish after 30 days, while announcements and articles not worthy of the archives could automatically unpublish after one year.

As part of the unpublishing process, be sure to remove content from the search index. Also, train content managers on how to identify old content, what to do with it, and how to update pages. Set rigorous standards and stick to them. If you favor showing content that's new and fresh while still relevant, users will be much more likely to click on it.

For links to external websites or applications that are part of the digital workplace (but outside of the intranet), include the following metadata for those search result listings:

- **The name and link to the tool, app, or website:** If using the tool's name, make sure it's named for its purpose; don't just use its brand name. Include the brand name in parentheses if needed.
- **Meta description:** This is a short description of what the tool or website does and what users will find there after clicking. It's usually around 150 characters and includes keywords users would likely type in to find the tool in the first place.
- **Help:** This is how or where employees can go to get help with the tool. It is optional to include.
- **App icon or logo:** This can help some employees recognize tools they commonly use instead of just relying on the name. It is also optional to include.

Tools, Sites & Applications (4)

Icon

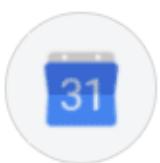


HR Labs — Tool name & link

Use HR Labs to manage your benefits, see paycheck stubs, and request time off.

[Get Help with HR Labs](#) — Help link

— Meta description



[Company Vacation Calendar](#)

Use the company-wide vacation calendar to see when your peers and partners will be on vacation.

[Get Help with the Calendar](#)



[Vacation Time Calculator](#)

Use the vacation time calculator to

All tools & apps

This example search result for a digital workplace tool shows where to place each metadata element.



Refer to digital workplace tools by their purpose, not just their brand names.

Process and Strategic Considerations

Organizations may have pages that describe digital workplace tools or offer direct links to these tools from search results. If tools are named using only their brand or platform names instead of their purpose or function, employees will question what the tool does and if it's the one they need to complete their task.

Additionally, employees have difficulty finding tools based on brand or platform names alone; they don't always remember names relative to specific use cases. Name tools and pages according to their function, not the brand or platform. This will clarify listings for them in search results.

For example, use:

- Human Resources or MyHR instead of ServiceNow
- IT Services or IT Help instead of Jive
- Online Training and Learning instead of Saba
- Sales Training instead of Sales University
- Travel and Expense Reports instead of Concur
- Employee Appreciation and Recognition instead of Inspire
- Project Documentation and Collaboration instead of SharePoint
- Culture and Conversation instead of Yammer
- Chat instead of Jabber, Skype, etc.

It's not enough to simply *have* metadata entered. It must be intentional, meaningful, and clear for all result listings. In our studies, employees relied heavily on metadata to decide which result(s) links to click. When metadata was missing, redundant, or unclear, employees didn't know which result to click on to find what they needed. They slowed down in reviewing the results to try to make sense of them and used a trial-and-error approach to determine which result *might* contain what they needed. If they picked the wrong result, they bounced back and forth between pages and the search results to try another result. This led to employee frustration and diminished trust in the intranet's search.



Make meaningful metadata writing part of your content publishing process.

Process and Strategic Considerations

Good metadata makes for better search results. In our studies, we saw these **issues with metadata**:

- No metadata at all
- Metadata that was vague, redundant, or incoherent
- Metadata pulled from page content, resulting in a useless snippet

These issues were created by practices that didn't support the use of good metadata, including:

- Teams lacking standards and processes for writing and entering metadata
- Teams using different standards or processes
- Content managers who were unaware that they needed to add metadata, how to write it, or where to enter it

All of these scenarios point back to a lack of clear processes and shared knowledge for managing content on the intranet, which in turn leads to messy, unusable search results.

- **Use a standard process** for writing and entering metadata.
- **Train content managers** (or anyone allowed to post content on the intranet), so they know which fields to fill out, how and where to do this, and to check their work on the front end before publishing.
- **Emphasize the importance of metadata** and why content managers must apply it consistently on every page they create.

Too many organizations simply train users only to **use** the CMS, or, even worse, they provide everyone with admin access and then fail to follow up with admins on whether they can properly use it.

Display a helpful title and a brief and clear description for each piece of content. Users should be able to see the results by merely scanning the page rather than having to thoroughly read or click every link. Use descriptive page and document titles, for example, no *Untitled* or *Acme News*.

Revising your content to make the body copy, page titles, and meta descriptions more specific and richer with keywords can dramatically improve the quality of search results. This is an excellent strategy for some intranets because it does not require you to buy a new search engine or tinker with the search engine settings. Instead, you apply the simple principles of search engine optimization to your internal content. The drawback of this approach is that there may be too much content and insufficient resources to revise it all. In these cases, try to identify the

most useful content or a sample sub-segment and prioritize your efforts accordingly. Many of the intranet teams we visited worked to optimize their content, often in addition to other techniques for improving results rankings.



Employees use many browser tabs at a time during work.

User Behaviors

Another reason to pay attention to metadata is the modern reliance on browser tabs: employees often have many different browser tabs open simultaneously while they work. Clearly written page titles help people quickly determine which open tabs are relevant for their current task.

Bracknell Forest Council's search results had clear page titles and meta descriptions. These helped employees locate the correct search results on the first try. Callouts for site sections also appeared underneath the meta descriptions; these gave employees a clue about the different types of content the links represented and where they lived in the intranet's information architecture.

The screenshot shows the DORIS intranet search results for the query "news". The search interface includes a search bar with "news", a "Search" button, and filters for "People", "Teams", "Content" (which is selected), and "Locations". On the left, there are two expandable sections: "Filter by tags" and "Manuals". The "Filter by tags" section contains a checked checkbox for "All (297)" and several other unchecked categories like "Community Safety" (12), "Finance and Frolics" (7), "NGDP" (6), "NMT" (5), and "Recruitment" (5). The "Manuals" section also has a checked checkbox for "All (297)" and lists "Waste collection service changes" (11), "IT user guides" (3), "Knowledge hub" (3), "Self-serve toolkit" (3), "Agency workers" (2), and "News and media" (2). Below these sections are callouts for "News", "IT news", "Staff news", "Website news", and "New Agresso supplier request", each providing a brief description and the type of content.

Bracknell Forest Council's intranet search results included clearly written page titles and meta descriptions. The callouts for the site sections also helped users understand where pages lived in the intranet's architecture.

DIRTT's search results for the articles on its intranet also had clear page titles and descriptions. Titles such as *Sit-Stand Work Surface – A short demo of the DIRTT horizontally-supported Sit-Stand system* described content so users knew what they'd get on that page before clicking it. The metadata on document results was only sometimes helpful. Many users had difficulty determining which result to select based on the document metadata alone.

myDIRTT | SOLUTIONS | PRODUCTIVITY | RESOURCES

SEARCH

Rachel Print | Add | Help

Your search for the word '**support**' found the following results...

[Find 'support' in videos >](#)

Articles	Documents
<p>Sit Stand Work Surface A short demo of the DIRTT horizontally-supported Sit Stand system.</p> <p>ICE version (Melbourne) will no longer be supported We are currently discontinuing the Melbourne version of ICE. If you have any questions inquire to info@ice-edge.com.</p> <p>ICE support ICE support can help you with everything ICE.</p> <p>DIRTT's giving Earth Day a leg up this year Keep your eye on the Twitterverse @DIRTT for news around our Earth Day initiative - we're supporting our Distribution Partners as they join forces with their clients to keep jeans out of landfills.</p> <p>Chicago 2013: Supporting Media It's almost time. Be sure you are ready for Chicago 2013 by studying the following marketing material. Includes the new GLC ICEvision, and the GLC iPad tour.</p> <p>Info@DIRTT.net Support Our entire support team is based across North America and can be reached by phone and email during business hours.</p>	<p>Load Support Bracket Load Support Bracket Update drawing to show parts and installation of HW275 load transfer bracket</p> <p>Floor Steel Support For Webbing MSDS Steel supports for webbing</p> <p>Electrical Cutout Support Bracket RELEASE DIRTT has a modified provision for horizontal frame to frame electrical pass-through. The milling in the Solid Wall vertical frame member (Fat Angus) provides minimal impact to the structural integrity of the vertical extrusion, while enabling both f</p> <p>2x2 Video Wall Support Bracket Installation Guide This document is a guide to proper installation of the "Support Bracket Assembly" for a 2x2 DIRTT Video Wall. It includes installation rules, technical tips and expected outcomes.</p> <p>Double Door Header Support with Bulkhead INSTALL Double Door Header Support with Bulkhead INSTALL</p> <p>Healthcare Support Team Webinar Healthcare Support Team Webinar</p>

Article results on DIRTT's intranet had descriptive titles and descriptions; however, the Document results were sometimes hard for users to decipher.

Repetitive metadata on Burns & McDonnell's search results made it difficult for employees to distinguish between search listings. For example, a search for "EcoSys" returned three results with "EcoSys EPC" as the results title. In this case, users had to look at the URL to see which one was for Canada. When titles are not unique and different users must spend more time reading the metadata in the result to differentiate between them. Unfortunately, in Burns & McDonnell's case, no meta descriptions were available, so users had to rely only on the title, the path to the page, and the URL to decide which result to click.

[More people >](#)

 **EcoSys EPC**
Information Technology > SitePages
Helms, Joseph (Joey) modified 2 days ago • 35716 views

 **EcoSys Help**
Information Technology > SitePages
Czirr, Janis modified 22 hours ago • 340 views

 **EcoSys EPC**
<https://burnsmcd.sharepoint.com/portals/EcoSys>

 From your OneDrive [More in OneDrive](#)

 **IT_IntranetInventory**
You modified on April 5, 2018

 **MacCentral Help Feedback**
SharePoint App modified on May 22

 **MacCentral Communications**
You modified yesterday

 **EcoSys**
Enterprise Support Team Site > OneNote > ... > MIS Help Desk
O'Neill, Todd modified 7 days ago • 219 views

 **Ecosys EPC**
<https://burnsmcd.sharepoint.com/sites/maccentral-CanadaEcosys>
Updated on February 22 • 58 views

Users don't know which to select when results share similar page titles or document names. The only way to distinguish the two "EcoSys EPC" results (pink icons) on this results page is by reading the URL and noticing that one ends in "-CanadaEcosys."

First Solar's search results metadata also needed some improvement. The meta description under the *All Apps & Tools* result helped users understand what this page was about; however, the meta descriptions for the *Information Technology* page and *Technology Governance* page could have been better.

Information Technology

technical information, and computer security through customer-focused **technology** resources ... you will find information for your **technology**, learning, and productivity needs, such as ...

1stsolar2.sharepoint.com/sites/IT

All Apps & Tools

Information **Technology** First Solar Apps ... The list below provides access to commonly used systems at First Solar ... ADP Pay Statements Learn about the ...

1stsolar2.sharepoint.com/sites/IT/Pages/All-Apps-Tools.aspx

Technology Governance

List & Request Form

Technology Governance

Policy & Guidance

Technology Governance

Process Guidelines ...

1stsolar2.sharepoint.com/sites/Critical-Design-Review

First Solar's metadata appeared inconsistently in its intranet's search results. In some instances, the page titles and descriptions were well-written, while others seemed cobbled-together descriptions from the page's content.

The clearer your page titles and meta descriptions are, the easier it will be for employees to decipher search results and efficiently select the appropriate one. Take the time to write more descriptive metadata; don't just rely on your intranet search tool to automatically pull a page title and meta description into the search results.

43. Bold the user's keyword phrase in the metadata.

Bold the user's keyword phrase in both the page title and meta description for each search result listing. Doing this reminds users what phrase they initially searched for and helps them quickly scan the results to find the most relevant ones.

We observed a few intranets that didn't bold the user's keyword phrase in the metadata, either at all or in certain pieces. One reason for this was that their page titles already appeared in bold on the results listings, in which case the employee's keyword was only bolded in the meta description. Or the employee's keyword phrase wasn't bolded in any of the metadata.

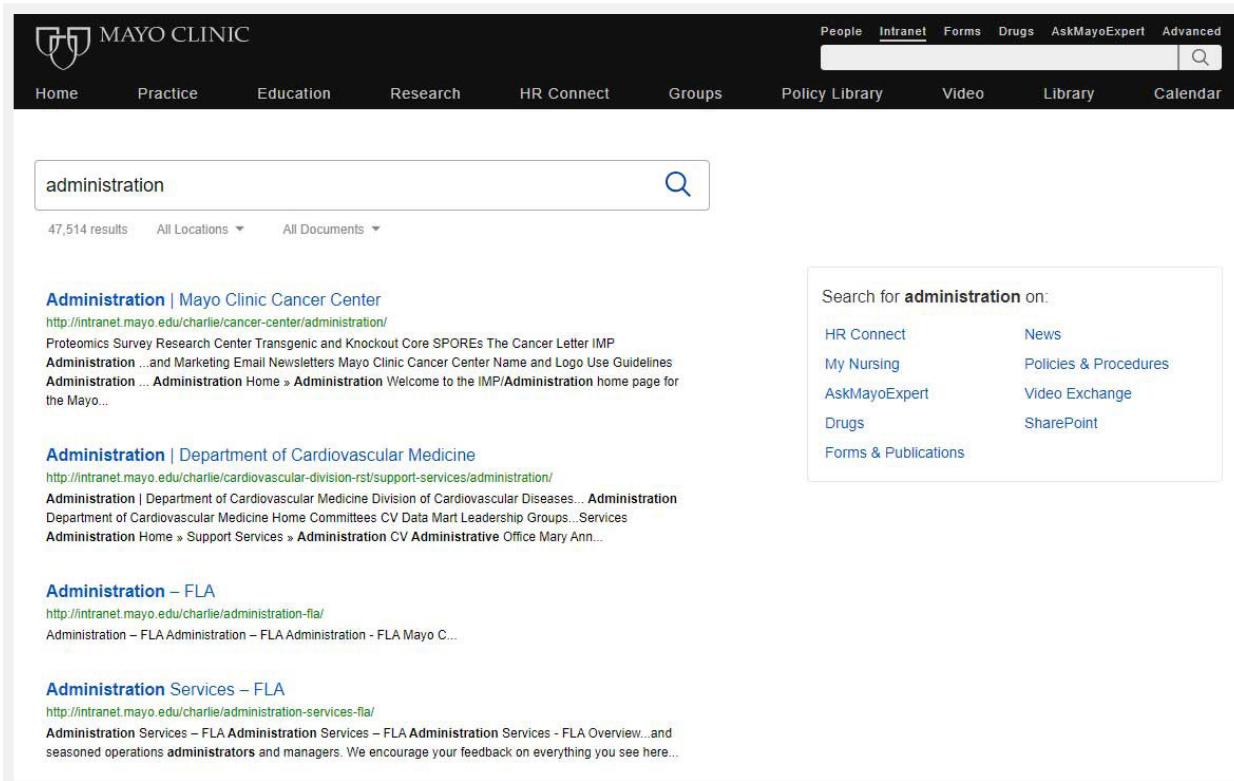
Employee Joins Board of Directors

First Solar has appointed Employee to the Board of **Directors** ...
 She will sit on the First ... healthcare organization, as well as the
 Board of **Directors** of Austin Young People's Chorus ...

1stsolar2.sharepoint.com/Pages

First Solar only bolded the user's keyword (Director) in meta descriptions on its intranet because the page titles for each result listing already appeared in bold.

The Mayo Clinic bolded snippets to show where the employee's search term appeared in the page titles and meta descriptions in its intranet's search results. To further improve, Mayo Clinic could reduce the number of duplicate listings in the search results.



The screenshot shows the Mayo Clinic Intranet search interface. The search bar at the top contains the query "administration". Below the search bar, there are filters for "47,514 results", "All Locations", and "All Documents". The search results are displayed in three sections:

- Administration | Mayo Clinic Cancer Center**
<http://intranet.mayo.edu/charlie/cancer-center/administration/>
 Proteomics Survey Research Center Transgenic and Knockout Core SPOREs The Cancer Letter IMP Administration ...and Marketing Email Newsletters Mayo Clinic Cancer Center Name and Logo Use Guidelines Administration ... Administration Home » Administration Welcome to the IMP/Administration home page for the Mayo...
- Administration | Department of Cardiovascular Medicine**
<http://intranet.mayo.edu/charlie/cardiovascular-division-rst/support-services/administration/>
 Administration | Department of Cardiovascular Medicine Division of Cardiovascular Diseases... Administration Department of Cardiovascular Medicine Home Committees CV Data Mart Leadership Groups...Services Administration Home » Support Services » Administration CV Administrative Office Mary Ann...
- Administration – FLA**
<http://intranet.mayo.edu/charlie/administration-fla/>
 Administration – FLA Administration – FLA Administration - FLA Mayo C...
- Administration Services – FLA**
<http://intranet.mayo.edu/charlie/administration-services-fla/>
 Administration Services – FLA Administration Services – FLA Administration Services - FLA Overview...and seasoned operations administrators and managers. We encourage your feedback on everything you see here...

On the right side of the search results, there is a sidebar titled "Search for administration on:" which lists various Mayo Clinic services and resources:

HR Connect	News
My Nursing	Policies & Procedures
AskMayoExpert	Video Exchange
Drugs	SharePoint
Forms & Publications	

The user's keyword appeared in bolded text in the page title and meta descriptions on the Mayo Clinic's search results page.



Remove duplicate search index entries and results.

Process and Strategic Considerations

In some cases, a search index will end up with several different entries for the same or similar content items, which leads to a list of results that repeat the same thing several times. Duplication of index entries can be an artifact of the indexing settings or could be caused by content duplicated in various areas.

When duplicate results appear, you might be able to troubleshoot the issue by analyzing the location of the content and determining how that source is indexed. For pervasive problems with duplicate results, consult your search vendor for assistance with adjusting the indexing settings or seek a tool to help you identify and remove duplicate content.

While entirely removing the redundant results may not always be the most viable approach, consolidating the content into a single page with clear metadata might be a better option. Consider if many pages about the same or similar topics are needed in these cases.

On another set of search results within the Mayo Clinic's digital workplace, the user's keyword was highlighted in yellow within each result listing. This highlighting was distracting and made it difficult for users to scan the page. Additionally, this treatment is likely overkill; a simple bolded text treatment, consistent with what appeared on its intranet, would better suffice to repeat the user's query in the result listings.

The screenshot shows a search results page with a search bar at the top containing the word "adoption". Below the search bar, the results are listed:

- Adoption Assistance Plan**
Views: 22 · Last updated: 21d ago · Relevancy: 1627
- Birth / Adoption Checklist**
Views: 76 · Last updated: 21d ago · Relevancy: 799
- Child Care, Elder Care, Adult Dependent Care, Adoption Education, Legal and Financial Services - RST**
Views: 52 · Last updated: 21d ago · Relevancy: 761
- Benefits: Balance**
Views: 13 · Last updated: 21d ago · Relevancy: 634
- Dependent Benefits and Other Resources**
Views: 8 · Last updated: 21d ago · Relevancy: 444

In the results, the word "adoption" appears in yellow, indicating it is the keyword being searched.

In another area of the Mayo Clinic's digital workplace, the user's keyword was highlighted in yellow throughout the results. A bold text treatment for instances of the keyword would have been a less distracting approach.

44. Display already-visited links in a different color on search results pages.

Employees didn't always find the information they needed from the search result listings on the first try. With their first search attempt, employees would often select one of the results in the top five, assuming it would yield the information they needed. However, if the result they chose didn't provide the answer for their task, they would use the *Back* button in the browser window to navigate back to the search results and try a different result.

With these subsequent attempts, employees didn't always remember which search result they had already clicked. Since users had difficulty remembering, it was helpful when intranets changed the color of the page title link on the results the user had already visited. This way, employees could quickly try to find the information again on other pages they hadn't yet visited.

Choose an already-visited link color that:

- Is accessible
- is clearly different from the link color representing non-visited links
- fits nicely with your intranet's overall branding

Results 1-10 of 12,399 for recognition in 0.34 seconds

You may wish to visit Inspire Recognition



Inspire Recognition

At Dell, we inspire team members by leading with our Culture Code and positioning ... Inspire is a single, easy-to-use platform that empowers you to recognize and reward your colleagues, as ...



EMC Rewards & Recognition

EMC Rewards & Recognition



Inspire Series : Recognition

Inspire Recognition What is the purpose of Inspire Recognition? ... Objectives for team member recognition within Inspire: ... Recognition to be immediate and easy via website and mobile

Created: 09/16/2019 Last Modified: 10/09/2019 Comments: 1 Likes: 0 Views: 81
Author: Pamela

On Dell's intranet, links the user already visited from the search results pages appeared in purple, and links to pages not-yet-visited were blue. This is favorable as it is helpful when intranets change the link color of the page title link on the results the user has already visited.



Check for broken page links in search results.

Process and Strategic Considerations

While observing usability testing participants, there were several cases where users executed a search for a keyword they fully expected to work. But, when the results returned, and they selected what appeared to be a promising results link, their optimism quickly turned to disappointment when a **page not found**, also known as a 404-error page, appeared.

Don't just test searches with top keywords. Click on the links in the search results to ensure they still appear at the indexed URL. Promptly fix broken links or redirect broken page links to the proper destinations. It's helpful to have apologetic-yet-conversational messaging on the 404-error page, as your users will likely be irritated when they encounter it.

Also, offer employees the ability to submit feedback on the 404 page. Ask what they searched for and ask about their overall experience. In this context, you'll likely get negative feedback, but use it to improve and remove these broken links iteratively.

45. Load search results in the same window or tab.

The unfavorable practice of loading search results in a new browser window or tab was much more prevalent in previous rounds of research than in our most recent study. However, it's still an important guideline to include as a reminder of what not to do based on years of research and experience.

The results don't load in a new window when people utilize mainstream search engines. As such, users expect search results on intranets to behave the same way — loaded in the same browser window, not in a new window or tab.

Aside from the unexpected nature of search results opening in a new window or tab, this also offers users no link back to the intranet. They will get stuck in the new window and struggle to navigate back to the previous screens. Additionally, intranets are becoming more responsive to optimize use on mobile devices. Because of this, it's important to avoid opening new tabs and windows as much as possible, as it's much harder to close a new browser window on a mobile device to get back to the page you were on.

46. Only open results links in new browser tabs when content is used for comparing or referencing.

We're often asked whether links to certain *types* of content, such as PDFs, Word documents, presentations, and links to external sites and applications, should open in a new browser tab. The answer to this question is much less about the content *type* and more about what users are trying to *do* with the content. The answer isn't cut and dry; it requires observational research, such as **contextual inquiries**, to understand what users are trying to do from the search results page and with the various content types listed there.



Contextual inquiry

Definitions, Principles, and Methods

Contextual inquiry is a type of ethnographic field study that involves in-depth observation and interviews conducted with a small sample of users in order to gain a robust understanding of work practices and behaviors. Its name describes exactly what makes it valuable — inquiry in context.

The research takes place in the users' natural environment as they conduct their activities the way they normally would. The researcher watches users as they perform tasks and asks for information to understand how and why the users do what they do, in the context in which they normally work, in their home, office, or somewhere else entirely.

Contextual inquiry is useful for many domains, but it is particularly well-suited to gain an understanding of users' interactions with complex systems and in-depth processes, as well as to the point of view of expert users.

Regardless of the content *type*, when employees access links from the intranet's search results pages (or anywhere else on the intranet) and use the content as a reference point or to compare it to something else in another tab, such as completing a separate workflow (e.g., when a PDF has instructions for a process), it's helpful to have the results link open in a new browser tab. This way, employees can easily switch their attention between the tab containing the main task or flow and the tab containing the point of reference or comparison content.

With these types of activities, we often see users close the browser tab when they finish the task (rather than trying to click the back button), so opening links in a new tab in these instances is fitting. However, if users consume the content by itself, open the search results link in the same tab. This way, they can click the *Back* button to return to the search results page if needed.

Carowinds Winterfest
11/19/2018

Atrium Health teammates love letting loose at Carowinds for Teammate Appreciation Day in August. This winter, Atrium Health has partnered with Carowinds to offer a winter night of fun for our teammates!

Carowinds Winterfest is back for its second year and is a great way to spend a December evening. Many rides will be open for thrill seekers in the group, but the real magic comes from the special winter activities.

/news/2018/11/Carowinds-Winterfest

Lands' End Business – Save 10% on Orders
10/28/2018

Atrium Health teammates save 10% discount every day on all Lands' End Business orders. Order today at the Lands' End Website or call 1-800-990-5439.

And until 11/3/2018, Atrium Health teammates receive Free Logos + Free Shipping on all orders. Use **Promo Code MTFLFS9** when you order.

/news/2018/10/Lands-End-Business

Results per page
10 25 50 100

1 2 3 >

Quick Links

- Atrium Health Phonebook
- Concern & Incident Reporting

Teammate

- About Atrium Health
- Career Opportunities

Support

- Emergency Management
- Maintenance - Facilities Management

Status Dashboard

- Canopy
- Encompass

Atrium Health favorably included an icon on its search results listings that denoted that the link would open in a new browser tab.

Don't go overboard with opening links in new tabs just because you *think* users *might* use a particular result link to reference or compare. When employees repeatedly encountered search results links that opened new tabs, they often wanted to stop and pause between tasks to clean up their many open browser tabs. This housekeeping behavior indicated that users felt the interface became cluttered or unmanageable.

The best-case scenario for **opening a new tab** is that the user notices and closes out of the tab after their task or moves to the other tab to get back.

The best-case scenario for **keeping users in the same tab or window** is that they notice the *Back* button remains active and use it to get back to the previous page.

Additionally, if search results links open in new browser tabs too often and users stop noticing, they may wonder why the browser's back button doesn't work and how to get back. Or, if the search result link opens in the same browser window or tab and the user doesn't notice, they may close the window or tab, assuming it *did* open in a new one. They'll then have to start their session over again. This is why it's important to watch your users to understand what they're doing with the content before deciding to open search results links in a new tab or the same tab.

47. Include icons in search results listings to visually differentiate PDFs and documents from intranet pages.

While we recommend housing most intranet content on HTML webpages, some intranets also include links to PDFs, documents, spreadsheets, and presentations in search results. It's helpful for users to know the type of content or document that will appear before clicking a link. Including icons next to PDFs and other document types can help users do that.

For example, at Dell, search results that were PDFs or other documents (rather than HTML pages) included an icon. This assisted users in scanning the results to see which one might help them quickly resolve their query. The icons also helped users avoid unwelcome surprises, such as a PDF abruptly appearing.



Use HTML gateway pages to house PDFs and documents.

Timeless Design Tips

When possible, don't just post documents to the intranet straight away. Create HTML gateway pages that summarize the key content in the PDF or other document type and offer a link to download the full document if users need it (for example, if they might print it out). Avoid forcing employees to open a massive document to find a simple answer.



Conduct a content inventory and audit to determine which documents need a webpage.

Process and Strategic Considerations

The only way to determine which documents need their own web page is by first understanding what content you have to work with. The best way to determine this is through a content inventory and audit process, which will help you understand the forms, policies, or documents lacking accompanying HTML pages.

Use a simple spreadsheet that lists all the pages and content types, with corresponding columns labeled with publication dates, sources, owners, and metrics such as traffic, clicks, or pageviews. You can also assess whether the content is formatted correctly and structured for the web.

Prioritize the list of documents based on traffic patterns, frequency of downloads, or seasonal needs, such as those needed during benefits enrollment, and start creating HTML pages for those first.



Content inventory

Definitions, Principles, and Methods

A **content inventory** is a list of every piece of digital content you currently have, captured at either the page or asset level. It includes specific characteristics about each piece such as its name, the URL or link where it lives, the author, owner, or source, the subject matter or topic to which it relates, the format (article, video, image, etc.), its creation or last-modified date, metadata, and where raw assets reside.



Content audit

Definitions, Principles, and Methods

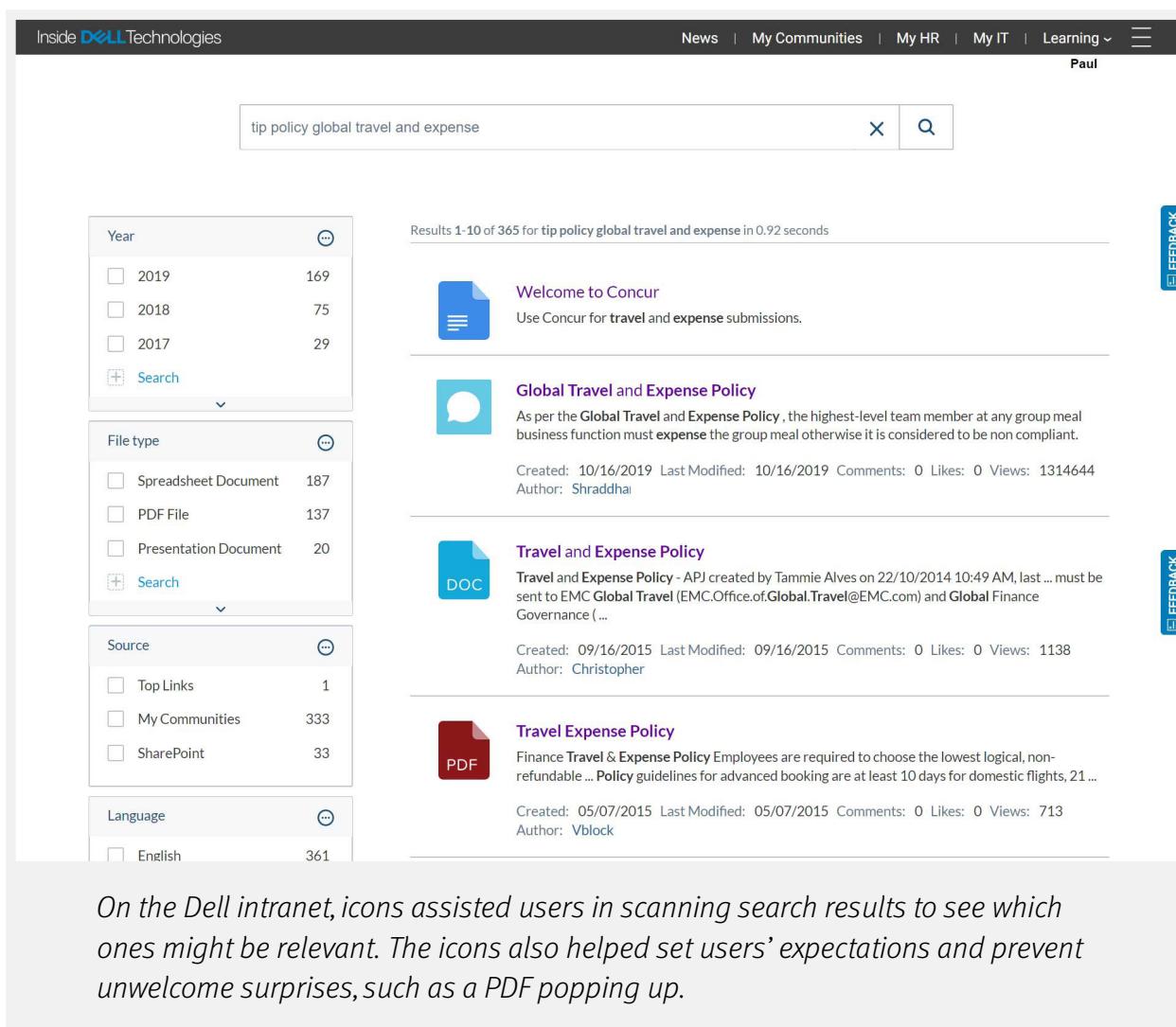
A **content audit** examines, assesses, and evaluates the quality of the content listed in the inventory. Audits uncover content that needs updating, where gaps exist that new content could fill, and if certain pieces of content are ready for removal. Content is usually audited against best practices for web writing, an organization's set of standards, user needs, goals, and performance metrics.

Include labels and alt-text on icons.

Timeless Design Tips

Not all users will be able to see icons associated with search results, or they may not know what a particular icon stands for. This is why it's important to always include a label or ALT text with icons.

When many results are documents, providing a clear page title and meta description is even more important than an icon. This way, users will know what they'll get before opening or downloading a document.



The screenshot shows a search interface with a sidebar of filters on the left and a main search results area on the right.

Filters (Sidebar):

- Year:**
 - 2019 (169)
 - 2018 (75)
 - 2017 (29)
 - [Search](#)
- File type:**
 - Spreadsheet Document (187)
 - PDF File (137)
 - Presentation Document (20)
 - [Search](#)
- Source:**
 - Top Links (1)
 - My Communities (333)
 - SharePoint (33)
- Language:**
 - English (361)

Search Results (Main Area):

Results 1-10 of 365 for tip policy global travel and expense in 0.92 seconds

Result 1: Welcome to Concur

 **Welcome to Concur**
Use Concur for **travel** and **expense** submissions.

Result 2: Global Travel and Expense Policy

 **Global Travel and Expense Policy**
As per the **Global Travel and Expense Policy**, the highest-level team member at any group meal business function must **expense** the group meal otherwise it is considered to be non compliant.

Created: 10/16/2019 Last Modified: 10/16/2019 Comments: 0 Likes: 0 Views: 1314644
Author: ShraddhaI

Result 3: Travel and Expense Policy

 **Travel and Expense Policy**
Travel and Expense Policy - APJ created by Tammie Alves on 22/10/2014 10:49 AM, last ... must be sent to EMC Global Travel (EMC.Office.of.Global.Travel@EMC.com) and Global Finance Governance (...)

Created: 09/16/2015 Last Modified: 09/16/2015 Comments: 0 Likes: 0 Views: 1138
Author: Christopher

Result 4: Travel Expense Policy

 **Travel Expense Policy**
Finance Travel & Expense Policy Employees are required to choose the lowest logical, non-refundable ... Policy guidelines for advanced booking are at least 10 days for domestic flights, 21 ...

Created: 05/07/2015 Last Modified: 05/07/2015 Comments: 0 Likes: 0 Views: 713
Author: Vblock

Feedback Buttons:

 FEEDBACK

 FEEDBACK

On the Dell intranet, icons assisted users in scanning search results to see which ones might be relevant. The icons also helped set users' expectations and prevent unwelcome surprises, such as a PDF popping up.



Establish and follow naming conventions for documents.

Process and Strategic Considerations

As part of your content-management process, establish a standard naming convention for documents before posting them to the intranet. Ensure employees understand the document's purpose, how recent it is, and how it differs from any other similarly named documents from its name alone.

This way, you'll avoid having similarly named documents in the search results. It will also cut down the time and resources needed to clean up search results after they become cluttered.

Communicate the importance of clear naming conventions to employees who post documents to the intranet. They might not even know that page names impact the quality of search results.

At GSA, all of the search results listings looked the same. One user clicked on a result and was prompted to download a PDF. He said, “I wasn’t expecting it to be a PDF. There’s nothing indicating it.”

GSA InSite

EMPLOYEE RESOURCES | SERVICES AND OFFICES | LOCATIONS | ABOUT US |  

Home > InSite Search

Welcome Kristal |  WiFi | Logout

InSite Search

Search for: * directory Searching: InSite Find results: with at least one of the words **Search**

Sort By Relevance Sort By Date

Results 1 - 10 of about 85

Search Results

[Staff Directory](#) [debug]
Look up GSA staff by first name, last name, office symbol, location or phone number.
November 26th, 2018

[Staff Directory Results](#) [debug]
<https://insite.gsa.gov/staff-directory/staff-directory-results>
this is placeholder text
Last reviewed on: September 25th, 2018

[Directory Services](#) [debug]
<https://insite.gsa.gov/topics/information-technology/it-planning-policy-and-governance/directory-services>
Directory Services manages the Active Directory infrastructure.
Last reviewed on: September 4th, 2018

[Staff Directory](#) [debug]
<https://insite.gsa.gov/staff-directory>
Look up GSA staff by first name, last name, office symbol, location or phone number.
Last reviewed on: November 26th, 2018

[Region 4 Organization](#) [debug]
<https://insite.gsa.gov/locations/region-4/about-us/region-4-organization>
Region 4 Organization Directory (link)Key Contacts (link)Directory of Services (link)
Last reviewed on: January 2nd, 2019

[One_Source_Directory.pdf](#) [debug]
File: [One_Source_Directory.pdf](#)
One Source Directory
Last reviewed on: September 12th, 2017

The GSA didn't use icons on its search results pages to distinguish documents from webpages. The only way users might notice a PDF or other document type in this list is if they see the URL ends in .pdf or another file format.



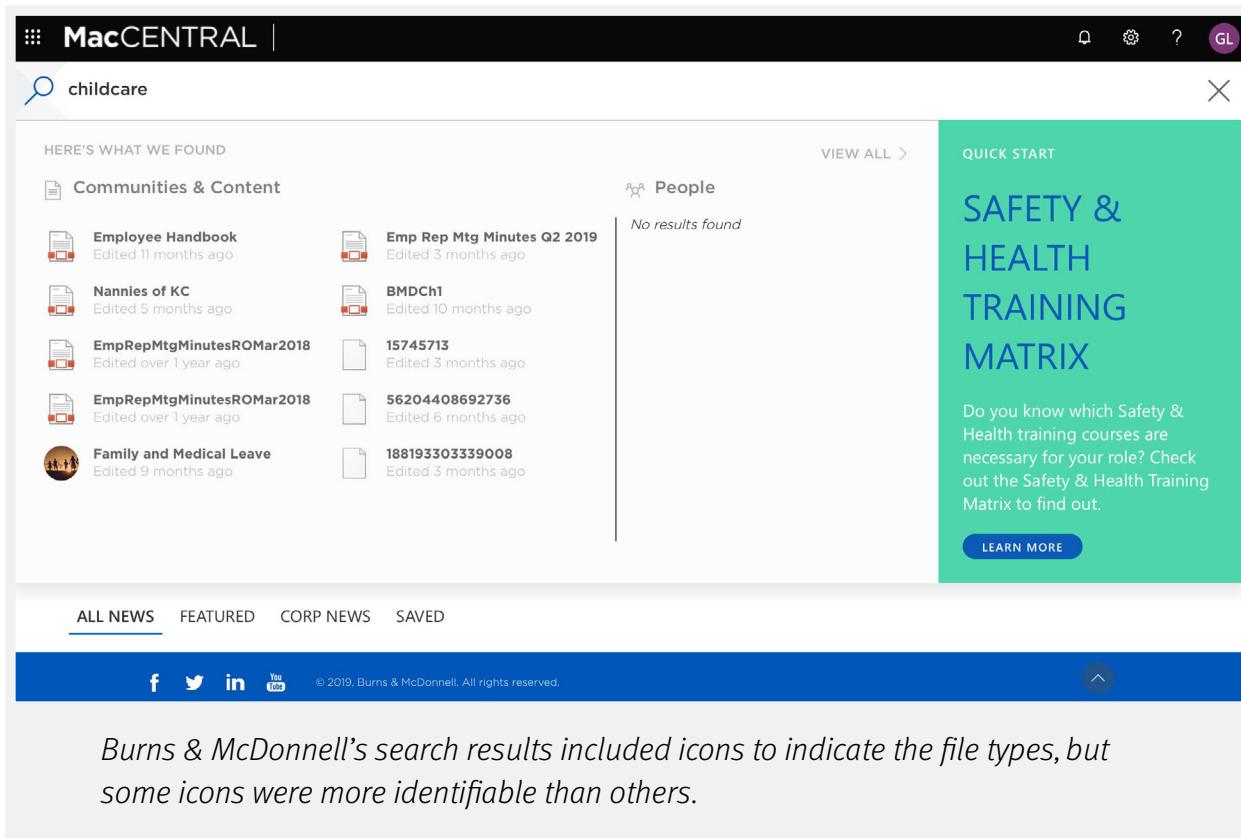
Employees grew bothered by having to interact with PDFs instead of webpages.

User Behaviors

When it comes to PDFs, directly downloading a PDF from search results may be the best option to protect users from the agony of reading a PDF in a browser window.

We've also observed users who were bothered by having to first download the PDF and then reopen the file on another platform. These are all real problems you must consider before including documents and PDFs in your search results.

On Burns & McDonnell's intranet, icons appeared on the search results list and in the type-ahead search suggestions indicating the document type returned. Users could identify familiar icons for certain file types but were less familiar with icons used to represent images, PowerPoint presentations, and web pages. Users also didn't know what the blank page icon meant. One user said, "It looks like it's a document. Oh, no — it took me to a page with a link to a PDF on it."



The screenshot shows a search results page for the term "childcare". The results are divided into sections: "HERE'S WHAT WE FOUND" and "PEOPLE".

- HERE'S WHAT WE FOUND:**
 - Communities & Content:**
 - Employee Handbook** (file icon) - Edited 11 months ago
 - Nannies of KC** (file icon) - Edited 5 months ago
 - EmpRepMtgMinutesROMar2018** (file icon) - Edited over 1 year ago
 - EmpRepMtgMinutesROMar2018** (file icon) - Edited over 1 year ago
 - Family and Medical Leave** (file icon) - Edited 9 months ago
 - People:** No results found
- PEOPLE:** No results found

On the right side of the page, there is a green sidebar titled "QUICK START" with the heading "SAFETY & HEALTH TRAINING MATRIX". It contains text: "Do you know which Safety & Health training courses are necessary for your role? Check out the Safety & Health Training Matrix to find out." and a "LEARN MORE" button.

At the bottom of the page, there are navigation links: ALL NEWS, FEATURED, CORP NEWS, and SAVED. Social media icons for Facebook, Twitter, LinkedIn, and YouTube are also present.

Burns & McDonnell's search results included icons to indicate the file types, but some icons were more identifiable than others.



Rank HTML pages above PDFs and other document types on search results pages.

Process and Strategic Considerations

We observed many intranets that ranked PDFs, documents, presentations, or spreadsheets above webpages. This is highly unfavorable; webpages should always rank above PDFs and other document types in search results.

It's more comfortable for users to view webpages in a browser window than a PDF or other document. Webpages are also easier for users to skim and scan to find the information they need.

Most of the content on Atrium Health's intranet was in the form of HTML web pages which was favorable, but the search results also included a few other document types. Icons next to PDF and Word document results were helpful. However, some of the other icons used to represent different types of results were confusing; they didn't effectively communicate the file type. Instead, they referred to particular types of web pages, which was not helpful for most people searching the intranet. The icons became visual noise, making it more difficult for users to scan the results. Standard web pages on the intranet don't need an icon; they can simply live in the results as links.

The screenshot shows the Atrium Health PeopleConnect search results page. At the top, there is a navigation bar with 'PeopleConnect' dropdown, a search bar containing 'I need to find...', a magnifying glass icon, and a 'Take me to...' button. Below the navigation is the Atrium Health logo. The main content area has a breadcrumb 'Home > Search Results' and a title 'Search Results'. A search bar contains the word 'discount'. Below it, a message says 'Results 1-10 of 25 in 0.11 seconds' with sorting options 'BY DATE' and 'BY RELEVANCE'. The results are listed in a grid:

- Recognition and Rewards** (March 09) - Document icon: Recognition and Rewards Platform ... Learn More About the Proud Store Teammate Discounts Atrium Health is excited to offer hundreds of amazing discounts to teammates through partnerships with <https://peopleconnect.atriumhealth.org:443/Human-Resources/Teammate-Life/Recognition-and-Rewards>
- Marketing** (1/31/2018) - Document icon: ... In other industries – such as incentives, coupons, discounts and giveaways – do not work in healthcare. ... non-affiliated cardiac facility providing discounted EKGs when the communication is ... <https://peopleconnect.atriumhealth.org:443/Departments/Legal-Lighthouse/Additional-Resources/Marketing>
- Mobile Cellular Device Policy** (1/31/2018) - Document icon: Mobile Device Choices ... Atrium Health has discount programs with some of the major carriers. ... Be sure to sign-up for the Atrium Health discounts with Verizon, a savings of 22 percent. https://peopleconnect.atriumhealth.org:443/Departments/Information-and-Analytics-Services/_resources/Mobile-Cellular-Device-Policy
- PerkSpot: Celebrate 1 Year of Stellar Savings** (April 23) - Document icon: Atrium Health adopted PerkSpot in April of 2018 to help save our teammates money on everything from electronics to gym memberships, sunglasses to groceries, and airfare to tax services. The program is a major part of Atrium Health's Teammate Discounts offerings. Since we launched PerkSpot, teammates have saved over an estimated \$1,000,000 through the discounts and special offers available on the PerkSpot website. <https://news/2019/04/PerkSpot-Celebrate-1-Year-of-Stellar-Savings>
- Atrium Health Movie Nights** (Today, 2:36 PM) - Document icon: Atrium Health in partnership with the SportsLink community, is offering discounted movie nights. Grab your teammates, family and friends and enjoy a flick for \$10. Tickets can only be purchased online through Eventbrite. Your \$10 ticket* gets you:
 - Ticket to see the feature movie
 - Snacks (sodas, chips, candy)
 - Chance to win door prizes<https://news/2019/03/Atrium-Health-Movie-Nights>
- Federal Legislation** (1/31/2018) - Document icon: regulation relating to changes in the payment amount for certain drugs and biologicals purchased under the 340B drug discount program shall have no force or effect; and for other purposes. <https://peopleconnect.atriumhealth.org:443/Departments/Government-Relations/Federal-Legislation>
- CLT250 Celebration Ends with Charlotte SHOUT!** (April 29, 2:34 PM) - Image icon: After a year of celebrating the Queen City's 250th anniversary, the grand finale of CLT250 will be Charlotte SHOUT!, a 13-day festival featuring art, music, food and ideas throughout Uptown Charlotte from April 29 to May 11. Share your CLT250 selfie or your favorite story/photo about the Queen City to the Teammate Life Yammer group by **Monday, May 6**. You will then be entered to win a pair of tickets to the Charlotte SHOUT! concert of your choice. <https://news/2019/04/CLT-250-SHOUT>
- Teammate Appreciation Day 2018 - Saturday, August 18** (9/12/2018) - Image icon: Atrium Health teammates work hard. On **Saturday, August 18**, they get the opportunity to play hard too. The fourth annual Teammate Appreciation Day at Carowinds will have you screaming at the top of your lungs as you

Icons used to indicate different types of documents and pages on Atrium Health's intranet were not easily recognizable.



When possible, index and surface information within documents in search results.

Process and Strategic Considerations

It's difficult to provide relevant search results if much of the intranet's content is in documents indexed separately from HTML content. At a few organizations we studied, we noticed this to be especially true with employee manuals. Search would often only return chapter titles and not the main body content of the document. Many users abandoned tasks if they noticed they had to interact with a heavy PDF or other type of document to get what they needed.

Explore ways to index the content that lives inside documents so users can better search things like employee manuals and handbooks. Few people want to read entire chapters. Most people coming to a manual want to find a specific piece of information (and quickly)!

Perhaps performing a **CNTL+F** in a PDF might have worked better for our participants, but not all employees will know to do this. Additionally, consider making HTML gateway pages that contain key summaries of HR information such as key benefits, bonuses, paid time off, etc.

48. Include only the most meaningful information in search results.

The more content and attributes you include in search result listings, the more your content managers have to fill out on the backend when adding content to the intranet. If this becomes too burdensome, some content creators will skip over things. They will populate some data fields, but maybe not all. If so, your search result listings will look inconsistent, and users will wonder why certain information displays for some listings but not others.

Also, some information is unnecessary and distracts from what users need to determine which search results match their information-seeking needs.

For example, search results on the Mayo Clinic's intranet included a relevancy score next to each result. It's good to show results listed in order of relevance, but the exact score didn't add meaningful information to the result listings. Users inherently expect search to rank results by relevance, so showing this information isn't necessary.

The view counts were also not necessary. A better use of this space would be to have a clear meta description for each listing to further differentiate results from each other to help to set expectations for what the user will see after they click through.

The screenshot shows a search results page for the query 'adoption'. The results are as follows:

- Adoption Assistance Plan**
Views: 22 · Last updated: 21d ago · Relevancy: 1627
- Birth / Adoption Checklist**
Views: 76 · Last updated: 21d ago · Relevancy: 799
- Child Care, Elder Care, Adult Dependent Care, Adoption Education, Legal and Financial Services - RST**
Views: 52 · Last updated: 21d ago · Relevancy: 761
- Benefits: Balance**
Views: 13 · Last updated: 21d ago · Relevancy: 634

A red box highlights the 'Relevancy' scores for each result. Below the results, a note states: "Relevancy scores and view counts on the Mayo Clinic's search results pages didn't add much value to the results."

Dell had a mix of extra information displayed in its search results. In addition to showing the page title and meta description, it also displayed the *Created* and *Last modified* dates. Revealing this information was favorable, especially for content such as employee discounts which are subject to change at least yearly.

However, the page also showed the number of comments, likes, and views for each result, along with a link to *Show complete thread* to view an entire thread of discussions around the topic. Author names, the date of the entries, and an icon for each search result were also shown, along with the time it took for results to load, which is displayed at the top of the results page.

This is excess information that doesn't help users scan the page or decide which entry to select. A better approach would be for Dell to reduce the amount of information shown in each listing to just the basics:

- Number of results
- The page title and meta description
- Date last modified

Keeping the Word document icon is acceptable to set expectations for what the user will encounter next but creating an HTML gateway page for this document would be an even stronger improvement. Including authors' names as points of contact can be helpful but are better when displayed on the web pages containing the content instead of the search results page.

Results 1-10 of 12,441 for discounts in 0.12 seconds

You may wish to visit Rewards and Benefits



2019 Personal Employee Discounts

Discounts for personal travel are offered for car rental and hotel reservations only. ... The **discount** number for personal rentals for National and Enterprise is XZ65134.

Created: 03/29/2018 Last Modified: 05/08/2019 Comments: 26 Likes: 19 Views: 26579



I believe certainly in Europe that the standard Damage Waiver is always included but with a large excess ... I could be wrong here. try compare without the dell code (worth doing anyway as you ...

Author: John Doe Date: 12/02/2019



Glad it worked, yes I find its very close to the corp rate. ... The no discount at all rate was 300\$ more. ... So a good deal.

Author: John Doe Date: 04/11/2019

Show Complete Thread ▾

Details such as the results' page load time and the number of Comments, Likes, and Views are not necessary to display on an intranet's search engine results. To simplify, show only a meaningful page title, meta description, date for time-sensitive content and an icon for documents that aren't standard HTML web pages.



Avoid indexing irrelevant page elements, such as navigation links.

Process and Strategic Considerations

When the indexed content contains generic navigation links (that are duplicated on many pages), users often receive many irrelevant pages in search results. The search index should focus on unique page content, such as titles, headers, body content, and image captions that specifically relate to what the page is actually about.

Text that appears on the page but is not strongly related to the page content (e.g., global or local navigation links that appear on many pages) should **not** be indexed.

Including generic navigation items in the index is one factor that contributes to poorly ranked, gibberish results where many unrelated pages appear near the top of the search results list while the best results are hidden far below.

49. Trim excess imagery from results listings; it adds clutter and reduces scannability.

Another trend we observed that needlessly cluttered up search engine results pages, especially on digital workplace tools outside the intranet, was to include images (not icons) in the search results. Sometimes these images were meant to be a general representation of the type of content contained in the listing, and other times, the images provided a preview of the document or page the employee would eventually see after clicking through. In most cases, these images added little value, particularly when the same image was used repeatedly to represent a specific type of content.

Since users primarily scan the text on a webpage to glean meaning, they don't automatically associate a systematic meaning with imagery the way designers might think they would. General users don't usually pick up (or care about) these nuances. The images end up only cluttering the page and diminishing communication.

For example, a better approach on the Mayo Clinic's learning portal would be to remove the images from each search result listing and simplify the results to only the course title and a meaningful description.

The screenshot shows the Mayo Clinic Learning Catalog interface. At the top, there's a navigation bar with the Mayo Clinic logo, 'Learning', 'My Learning', 'Help & Resources', a search bar ('Search for actions or people'), and a user profile ('Test Employee'). Below the header, the page title is 'Catalog' and the search term is 'emer'. A search bar shows 'emer' with a clear button and a magnifying glass icon. There's also a 'Language & Currency' button.

The main content area displays search results for 'emer' under the 'COURSES' tab. It includes a 'Refine By' sidebar with dropdowns for 'Category', 'Delivery Method', and 'Topics'. The results list four course cards:

- ENA Emergency Nursing Orientation 3.0: Management of the Critical Care Patient i...**
(COURSE A1060260ENOAC15_12)
The management of critically ill or injured patients requires critical care knowledge and experience, and an understanding of monitoring and advanced technology which commonly occur during...
2h 36m [Start Course](#) [More](#)
- Patient Classification EMERGE AcuityPlus**
(COURSE A1060210EMAC19)
This online module is meant to be a resource for all ED RNs across the Enterprise on patient classification using EMERGE AcuityPlus.Target Audience: ED RNs across the Enterprise
0h 15m [Start Course](#) [More](#)
- ARZ EMERGE Patient Acuity Classification for the Emergency Department**
(COURSE A1200260EMRG16)
This module is intended to be used to educate new hire Emergency Department RNs on the process whereby patients are categorized according to RN assessment of patients' needs ...
[Start Course](#) [More](#)
- RST - Emergency Preparedness**
(COURSE 257002CMPL006215)
Target Audience: All Mayo Clinic Rochester EmployeesCourse Objectives: Locate the Emergency Preparedness Resources Recognize the different emergency codes Follow the...
[Start Course](#) [More](#)

The Mayo Clinic could remove the duplicative images displayed for each training course listing to simplify the results page.

The search results for USA Jobs linked from the GSA's intranet were cluttered with extraneous icons. Every result contained several icons that an employee could only draw meaning from if they closely reviewed the set of corresponding filters. One user said, "I wonder what these little things mean." This extraneous information made it difficult for users to look at and decipher job results quickly.

An official website of the United States government

USAJOBS

Keywords
 Location

Washington, DC
25 miles

Viewing 1 – 10 of 166 jobs
Sort by

Save this search. We'll email you new jobs as they become available.

Project Manager

Public Buildings Service
General Services Administration
 Washington, District of Columbia

Starting at \$117,191 (GS 14)
Permanent • Full-time

Open 05/09/2019 to 05/22/2019

Project Manager

Public Buildings Service
General Services Administration
 Washington, District of Columbia

Starting at \$99,172 (GS 13)
Permanent • Full-time

Open 05/09/2019 to 05/22/2019

The icons on the USA Jobs website were extraneous and didn't add much value.

Simple results listings work best for intranets. Bracknell Forest Council's search results listings contained little to no extraneous information. Each listing had a clear page title and description. Employees relied heavily on these elements to determine if a page would provide an answer or satisfy their information-seeking needs.

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168

Occupational health

Information about the council's occupational health service, what it is used for, how it works, and where to find further information.

Type: Page

Site section: **Absence and leave**

Bracknell Forest Council kept its intranet search results simple with a clear page title and description. This was favorable and helped employees efficiently scan each listing on the page.

50. Avoid using popup previews that appear on hover in search result listings.

A new design trend we observed in this most recent round of research was the use of popup-style content previews that appeared after employees hovered over search result listings. Employees did not engage with these popups and found them more distracting than valuable as they tried to scan the results.

The intent behind these previews is good — show users additional information about the listing *before* they click on it. This helps set expectations for what the employee will see when they arrive on the page. However, clear page titles and meta descriptions accomplish this better.

These popup page previews were often so tiny that employees couldn't see what was on the page they represented. At the Royal National Lifeboat Institution, the content in the popup was often blank, or it would show a zoomed-out preview of a spreadsheet or document that was impossible to see without clicking through to the actual page. The popups also included vague commands such as *Open, Post, Send, and View Library*. Users could have just clicked on the result to open it and subsequently could *Share* the page or document from there. Users questioned what *Post* and *View Library* even meant.

The screenshot shows a SharePoint search results page for the term "Results". The results include a card for "Results" and a preview of the "Our structure" page. The "Our structure" preview shows a grid of cards for various department heads like Jessica Noble, Great Yarmouth and Gorleston Lifeboat Station, and Head of Digital. It also includes a summary of the RNLI's organizational structure and its 10 departments.

Results

Our structure

Chief Information Officer - Job Profile

Supply Chain

RNLI Structure

Data Governance Key Definitions

Head of Digital - Job Profile

Evidence, Insights and Technology

RNLI senior leaders float to live

A *popup appeared when a user hovered on a search result on the Royal National Lifeboat institution's intranet. This popup showed a preview of the page and the number of page views. During our usability testing, we did not notice any users looking at these or deliberately hovering over search results to look at the preview.*

At Burns & McDonnell, popup previews appeared on the people results. These were also distracting, even in this context. Instead of using these popups, a better approach would be to use the extra white space on the people cards to list important information, such as the person's email address and phone number, so employees wouldn't need to interact with a popup to get this information.

The screenshot shows a SharePoint search interface. At the top, there is a navigation bar with 'DES' and 'HR HUB'. Below it is a search bar labeled 'Employee Name' with a magnifying glass icon. Underneath the search bar are tabs for 'All', 'Files', 'Sites', 'People', and 'News', with 'All' being the active tab. To the right of the tabs is a 'Filters' button. The main content area displays a list of search results. The first result is expanded into a detailed view, which includes a large placeholder image, the employee's name, title, and department, along with 'Send email' and 'More' buttons. Below this expanded view, there are other search results, each with a thumbnail, the employee's name, and a link to their profile. A sidebar on the left lists recent documents and OneDrive items. A note at the bottom states: "Burns & McDonnell also used popover previews for people results; however, they were distracting even when used in this context."

Intranets that use these preview popups would be better off disabling them and improving their content-management strategies and metadata practices. That would allow users to simply scan the search results using the page title and meta description to determine which listing to click without having to dodge a bunch of distracting popups.

51. Use pagination on search results pages.

Stick with a simple, straightforward pagination control to help users advance through search results pages. Don't use lazy loading or infinite scroll to display additional results beyond those on the first page of your intranet's search results. Also, don't force users to click a *More* button to reveal additional results progressively. These methods will waste employees' precious time, leaving them wondering where or when the results will end.

On the Mayo Clinic intranet, most searches returned thousands of results. Luckily, the results pages were simple and provided organized results, displaying only 10 results per page, which was a favorable amount not to overwhelm users. Though we didn't observe many users clicking past the first page of search results, the organization's approach to pagination offered users a seamless way to advance to subsequent pages if needed.

MCHS in SE MN - Faribault, Owatonna Intranet - Site Search
http://roemic001q.mayo.edu/C/Faribault/Intranet/search/search_screen.cfm
 MCHS in SE MN - Faribault, Owatonna Intranet - Site Search MCHS in Southeast Minnesota - Faribault and Owatonna login | ...

Job Posting: 106996BR – Interventional Radiologic Technologist | Radiology General Blog
<http://intranet.mayo.edu/charlie/radiology-general/2019/01/21/job-posting-106996br-interventional-radiologic-technologist/>
 Job Posting: 106996BR – Interventional Radiologic Technologist | Radiology General Blog Radiology...General Blog | Job Posting: 106996BR – Interventional Radiologic Technologist Radiology – RST Home...Quality/Safety Admin Radiology General Blog Job Posting: 106996BR – Interventional Radiologic...

How to Search the MSS Description Field | 4D RFQ System Documentation
<http://intranet.mayo.edu/charlie/rfq/how-to-search-the-mss-description-field#more-1366>
 Procedures Blog Post How to Search the MSS Description Field Home » Posts » PageDNA » Post Posted... on September 25, 2019 by Scott Torborg — Previous Post Next Post — When a Self-Service Printing job ...as a way to cross reference records between the systems. To search on the MSS Description field...

Mayo Clinic Health System Intranet - Site Search
http://mcmvw01.mayo.edu/C/mayoadmin/intranet/search/search_screen.cfm
 Mayo Clinic Health System Intranet - Site Search Mayo Clinic Health System - Administration MCHS Intranet login | ...

IT Job Descriptions
<https://insidelt.mayo.edu/home/newsletter/it-job-descriptions>
 IT Job Descriptions: Where On Where Did They Go? inside IT Toggle menu Toggle search inside IT IT...ways you can get to IT Job Descriptions on the new site. 1.) Using the search window 'search Inside...Newsletter In Case You Missed It Did you Know Exploring insidelt October 29, 2017 IT Job Descriptions...



The Mayo Clinic's intranet search results' pagination control was simple and allowed users to advance to subsequent pages easily.

Several participants scrolled through loads of unrelated results at the Co-operators before finding a relevant one. A user said,

*"If I am looking for the most recent articles, easy, but if I am looking for a *phishing scam* from last year, that's hard to find. I find myself going to the bottom of the search results and clicking *More* again and again and again."*

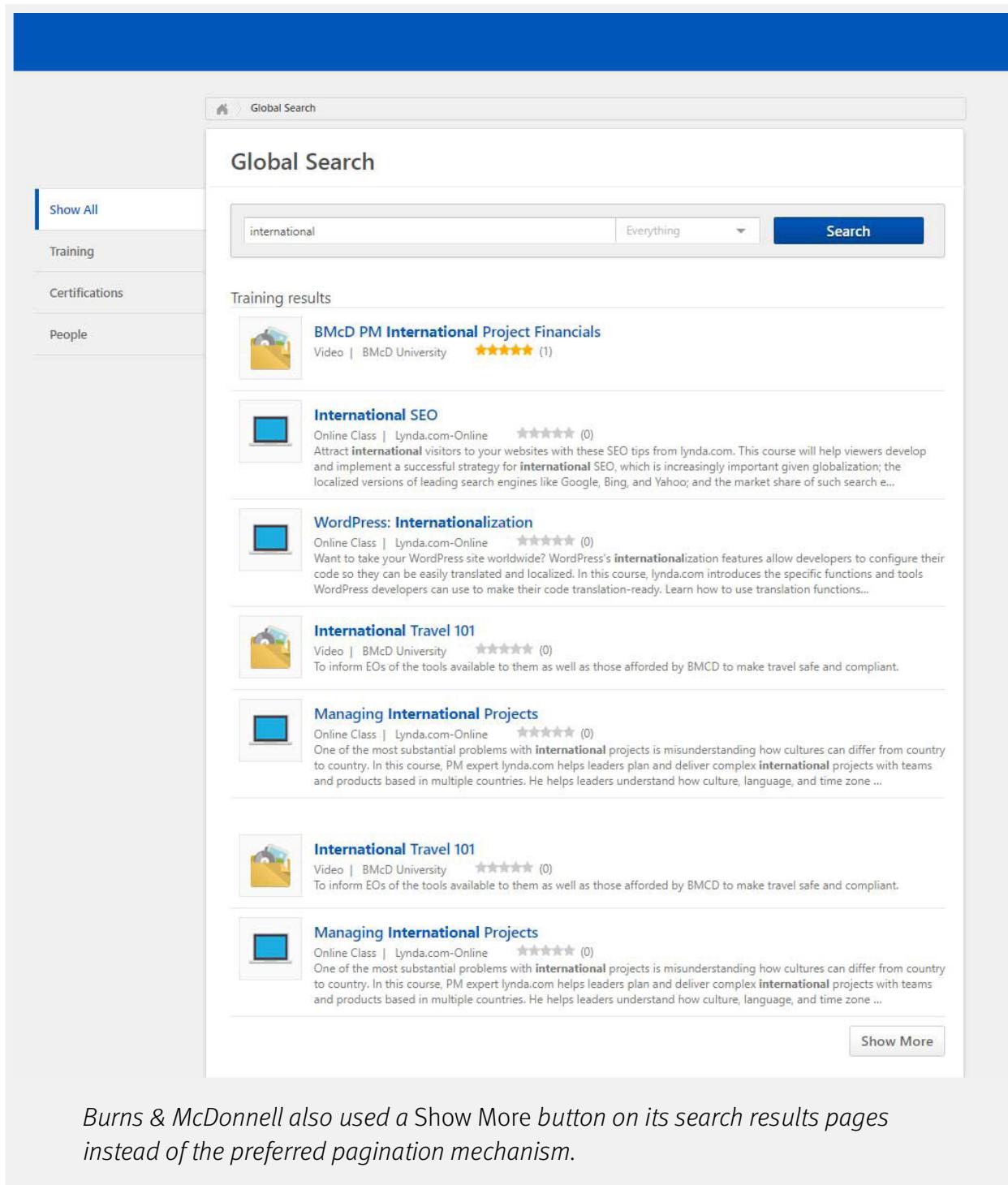
Similar observations occurred on the Mayo Clinic's IT help site and Burns & McDonnell's training platform. Employees had to click a *Show More* button on each organization's search results page to reveal additional results. In both cases, including a pagination control would have been more helpful. With pagination, users can grasp and review a specific scope of results per page. Having to repeatedly click a *Show More* button makes the results seem as if they could go on forever.

The screenshot shows the Mayo Clinic IT Connect search results page. The search term 'phone' has returned 12 of 167 results. The results are categorized into several sections:

- Knowledge Base Articles (148 Results)**
 - LAB: Locate Ordering Department Phone Number QRG - Learning Aid**: A quick reference guide for locating ordering department phone numbers. It includes a note about issue LA5847 and a link to the article detail.
 - Self-Service: Telecommunications Issues and Service Requests**: A section for telecommunications issues, including a note about issue LA1817 and a link to the article detail.
 - Service Catalog Forms (4 Results)**: Includes entries for 'Disconnect a Phone' and 'ServiceNow Requests'.
 - Site Pages (15 Results)**: Includes entries for 'Social Engineering Targeting Epic Users' and 'Mobile Device Management Enrollment'.
- Network Operation/Implementation Services**: A section for networking requests.
- Tablet Project Request**: A section for tablet project requests.
- Contact IT**: A section for general contact information.
- Mayo Virtual Office Introduction**: A section for the Mayo Virtual Office introduction.

At the bottom of the page, there are buttons for 'Show More Articles' and 'Show More Pages'. The footer indicates 'End of search results for "phone"' and a 'Return to Top' link.

The search results page on the Mayo Clinic's IT help site included buttons that said Show More Articles or Show More Pages. A pagination control would make advancing through pages of results much easier.

A screenshot of a search results page titled "Global Search". The search bar at the top contains the word "international". Below the search bar, there is a section titled "Training results" which lists several items. Each item has a thumbnail icon, a title, a category, a rating, and a brief description. The items listed are: "BMcD PM International Project Financials" (Video | BMcD University, 5 stars, 1 review), "International SEO" (Online Class | Lynda.com-Online, 5 stars, 0 reviews), "WordPress: Internationalization" (Online Class | Lynda.com-Online, 5 stars, 0 reviews), "International Travel 101" (Video | BMcD University, 5 stars, 0 reviews), "Managing International Projects" (Online Class | Lynda.com-Online, 5 stars, 0 reviews), "International Travel 101" (Video | BMcD University, 5 stars, 0 reviews), and "Managing International Projects" (Online Class | Lynda.com-Online, 5 stars, 0 reviews). A "Show More" button is located at the bottom right of the results.

Burns & McDonnell also used a Show More button on its search results pages instead of the preferred pagination mechanism.

We also noticed some intranets and digital workplace tools that didn't use pagination at all. This meant the search results pages on these intranets became overwhelmingly long and took too much time to load. Subsequently, it took users too long to scroll through these lengthy pages to find the results they needed. We don't recommend showing all search results to users at once. It's better to break up results into sets of pages ranked by relevancy and recency. Though users are

accustomed to scrolling long pages on social media sites, when it comes to intranet search, they don't want to have to scroll massively long pages to find what they need. It's best to organize results into pages with an easy way to advance forward and backward.

52. Expose the individual page numbers as buttons at the bottom of search results pages.

In our studies, we also observed intranets with more complex pagination controls, such as those that allowed users to type in a specific page number, set the number of results per page, and/or advance to the very last page of results. These can be helpful for expansive sets of results, but they may be more complicated than they need to be. Don't mask pagination behind a dropdown menu. Exposing the page numbers as simple buttons at the bottom of the page will help employees advance through pages with speed and ease.



Users engaged with very little content past the first page of search results.

User Behaviors

Most users don't advance past the first or second page of search results, nor do they often need or want to advance to the last page. If those results are presumably the most irrelevant, there's likely little need to jump to them. Users won't know what page a result is on, so the value of typing in a specific page number is unnecessary.

The pagination control on the Mayo Clinic's training portal allowed users to type in a specific page number, which is unnecessary. Users likely won't know the exact page a result is on, so this approach is less effective than displaying clickable page numbers at the bottom of the results. One positive element in this example is that pagination appeared at both the top and bottom of the page, which worked well for this design. Users didn't have to scroll all the way down to move forward or backward.



Emergency Procedure Processing /MJ01
(EXAM 259002EMPL000118)

A review of emergency code processing for telephone operations. Must achieve 100% to receive a completion status.

[Start Course](#)

↓ More

Page 1 of 14 > >> Show: 25 items 1 - 25 of 337

The Mayo Clinic used a functionally sophisticated pagination control on its training portal. Using a dropdown to house page numbers is not the most efficient means by which to navigate through multiple pages of search results.

Use simple, straightforward pagination on your search results pages, similar to the exposed buttons that Atrium Health used. This approach with clickable page numbers is much more accessible and keeps the user in control. When users have limited but relevant results, it's easier to determine if what they're searching for is on the page or if they need to progress to the next page of results.

CLT250 Celebration Ends with Charlotte SHOUT!
April 29, 2:34 PM



After a year of celebrating the Queen City's 250th anniversary, the grand finale of CLT250 will be Charlotte SHOUT!, a 13-day festival featuring art, music, food and ideas throughout Uptown Charlotte from April 29 to May 11. Share your CLT250 selfie or your favorite story/photo about the Queen City to the Teammate Life Yammer group by **Monday, May 6**. You will then be entered to win a pair of tickets to the Charlotte SHOUT! concert of your choice.
[/news/2019/04/CLT-250-SHOUT](#)

Federal Legislation
1/31/2018



... regulation relating to changes in the payment amount for certain drugs and biologicals purchased under the 340B drug **discount** program shall have no force or effect, and for other purposes.
<https://peopleconnect.atriumhealth.org:443/Departments/Government-Relations/Federal-Legislation>

1 2 3 >

Results per page

10 25 50 100

Quick Links	Teammate	Support	Status Dashboard
Atrium Health Phonebook	About Atrium Health	Emergency Management	 Canopy
Concern & Incident Reporting	Career Opportunities	Maintenance - Facilities Management	 Encompass
Emerald Requisitioning	Classifieds	Maps & Directions	 Network
GE Centricity Business	Community Benefit	Medical Equipment - Clinical Engineering	 Office Tools
GE Centricity Business - FSC	Recognition, Rewards & eCards	Safety Data Sheets	 Web Apps
Patient Experience	Teammate Discounts	Service Center - Technology & Analytics	
Your Health			

[Updates to Software & Tools](#)

Atrium Health used simple, exposed buttons for the pagination on its intranet's search results pages. Its design also allowed users to change the number of results to see per page, which is favorable.

53. Offer a link to submit feedback on the search results page.

Many of the intranets we studied included various approaches to capture employee feedback, which was favorable. Some of these feedback mechanisms were targeted to search specifically, while others were more general and aimed at gathering feedback about the entire intranet. For example, because this intranet included a link to a feedback form right on the search results page, one team learned about an issue related to finding a colleague. The employee's feedback said, "I am searching by employee number, and I can't find a colleague." This feedback eventually led the team to offer the ability to search by an employee ID number.

In another example, the Co-operators used a prominently placed set of smiley faces to solicit feedback and track the quality of its search results. The positioning of this feedback mechanism was excellent as it was highly visible, placed in the top right on the search results page. However, clicking a green, yellow, or red smiley face icon to rate the quality of the search results will only provide a general sense of whether the search results work or not for users. This type of feedback is too vague to be useful.

A better approach would be to offer users the chance to type in an open form field from the same location, allowing employees to share the following:

- What worked well
- What didn't work well
- What they were trying to find or do
- What keywords they entered

This way, the intranet team can collect these insights over time and conduct a **thematic analysis** to understand how well search is performing and where to prioritize efforts to improve.



Thematic analysis

Definitions, Principles, and Methods

Thematic analysis is a systematic method of breaking down and organizing rich data from qualitative research by tagging individual observations and quotations with appropriate codes to facilitate the discovery of significant themes.

Home / Search

FILTERS

Source Section
About Us
News

Modified date
One Year Ago Today


All

Result type

SEARCH RESULTS

Select “content” or “people”

Content **People**

email signatures 

Did you mean *email signatures*?

 Go Paperless **email signature** for advisors

staff are encouraged to promote Online Services by updating their Outlook **email signature** ... In the edit **signature** box, copy and paste the icon and add it below your current **signature** ...
source-cooperators.ca/home/.../Resources/EmailSignature-EN.pptx

FEEDBACK

Help improve *Source search!*

Rate these search results.

 Good  Close  Bad

The prominence and placement of the Co-operators' feedback mechanism for its intranets' search results are good. Still, an even better approach would be to allow employees to share what's working and what's not by being able to type into an open form field.



Send employees feedback surveys about search and the intranet in general.

Process and Strategic Considerations

Many of the teams behind the successful intranets we studied used surveys to collect additional feedback about how well the intranet and its features were performing. This data collection method shouldn't replace user research; it should simply supplement it and help you learn more about your employees' needs, attitudes, and preferences.

Surveys might reveal a mix of technical issues and feedback, so make sure your employees know the form's purpose and where to report tech issues versus sharing feedback.

Common themes that emerged from one organization's survey data included the following:

- People often wondered where things had moved to on the intranet
- Employees wondered what things were called after name changes
- Some people were unhappy with changes that had been made without research

The team also learned about employees' preferences for communication tools, which were (in order of preference):

1. Email
2. The intranet
3. Face-to face-communication

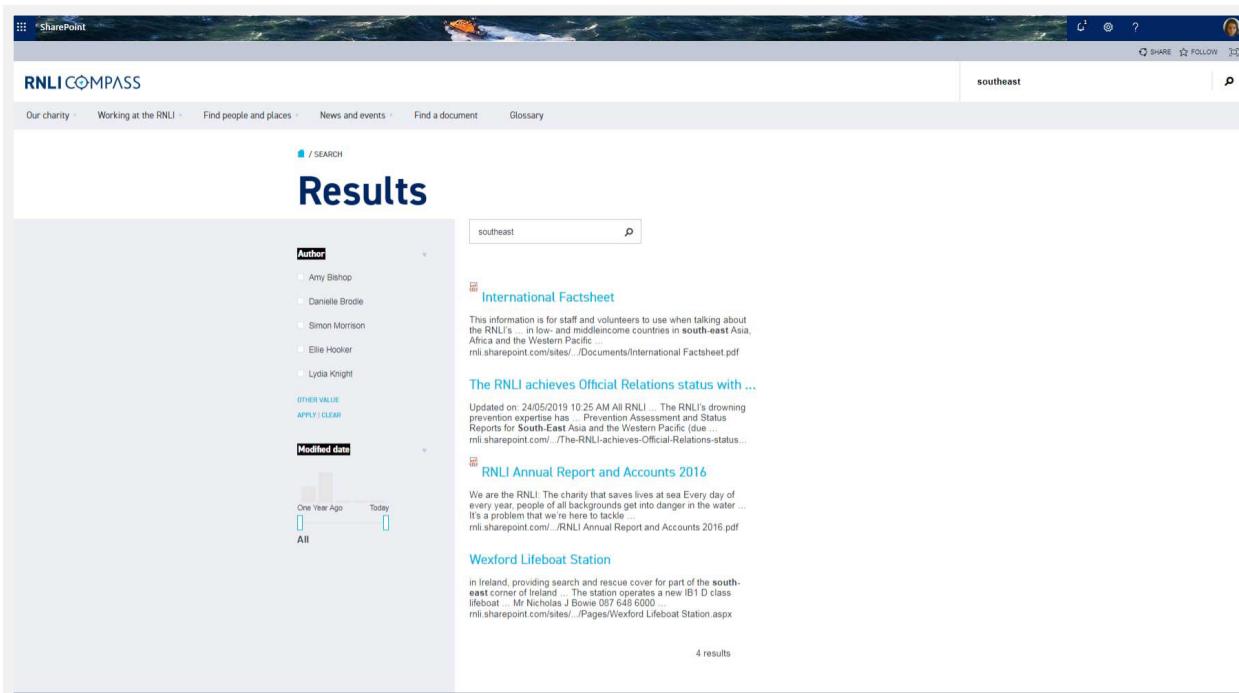
These surveys asked employees:

- Can you find [certain information]?
- Please rate the search experience on a scale of one to 100
- Mention three likes, dislikes, and things to improve
- Do you have a profile photo?

In addition to conducting surveys, another organization we studied also reviews IT service desk tickets and looks for recurring themes, especially among the highest severity issues, to see what questions people have.

Through this combined analysis, they realized they had a knowledge gap for new employees related to onboarding. As a result, they added an entire IT basics section to their intranet.

The Royal National Lifeboat Institution and the Mayo Clinic used *Feedback* buttons placed in the lower right corners of their intranets. This approach offered users one consistent means to share feedback, no matter where they were on the intranet, which was good. However, that meant the feedback they received may or may not be targeted to the search results; it could be about any intranet content. It's good to gather feedback about the intranet at large, but if your goal is to improve the search results specifically, it would be better to include a targeted, search-specific feedback prompt on the search results page. Additionally, the placement of the button in the lower right corner may be missed by users. Moving this up higher on the page would increase the likelihood that employees will provide feedback.



The screenshot shows a SharePoint search results page for the RNLI COMPASS intranet. The search term 'southeast' has been entered into the search bar. The results list three items:

- International Factsheet**: A document for staff and volunteers about RNLI work in South-East Asia and the Western Pacific.
- The RNLI achieves Official Relations status with ...**: A news item about the RNLI achieving official relations status.
- RNLI Annual Report and Accounts 2016**: A report detailing RNLI operations and rescue efforts.

On the right side of the page, there is a blue rectangular button labeled 'RNLI COMPASS FEEDBACK'.

The Royal National Lifeboat Institution included feedback buttons in the lower right corner of the intranet. The team could include a more specific, search-focused feedback prompt to get specific feedback about search results.

The screenshot shows a search results page from the Mayo Clinic intranet. At the top, there are several blue links: "Menu | Orientation Follow-Up – FLA", "http://intranet.mayo.edu/charlie/orientation-follow-up-fla/menu/", "Menu | Orientation Follow-Up – FLA Orientation Follow-Up – FLA | Menu Orientati...", "Faculty Menu of Services", "http://azhsrweb.mayo.edu/book/export/html/1306680", "Faculty Menu of Services Faculty Menu of Services Allied Health Staff Menu of Services Role: Faculty...", "Events at Red Wing, MN; Professional and Community Center, Floor 1, Cafeteria, CFLCRW - Lectures and Events", "http://intranet.mayo.edu/public-affairs/lectures-events/venue/red-wing-mn-professional-and-community-center-floor-1-cafeteria-cflcrw/", "Events at Red Wing, MN; Professional and Community Center, Floor 1, Cafeteria, CFLCRW - Lectures and Events", and "...". Below these links is a navigation bar with numbered buttons (1, 2, 3, 4, 5, 6, 7, 8, 9, 10) and a "Next" link. In the bottom right corner of the main content area, there is a prominent blue "Feedback" button.

The Mayo Clinic also included a prominent Feedback button in the lower right corner of the intranet. The team could include a more specific, search-focused feedback prompt to get specific feedback about search results.

The Northern Alberta Institute of Technology also offered employees a link to submit feedback on its intranet. However, the link was small and placed too subtly underneath the filters on the search results page.

A better approach would be for NAIT to move this link up higher on the page and either increase the font size or offer the link as a button instead. It would also be helpful to clarify in the link text if users would be submitting feedback about the whole intranet or just the search results.

LAST UPDATED

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Blog post Date Posted: Dec 05, 2017

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News Announcements Date Published: Dec 15, 2017 Department: Aboriginal Liaison Services

Just over one week left to NAIT it Forward!
Help us reach our fundraising goal to support student success!

News Announcements Date Published: NaN, NaN Department: Advancement Administration

Free \$20 gift card for Open House attendees - request for models
Parents of prospective NAIT students can receive a \$20 gift card on Friday, October 12.

News Announcements Date Published: NaN, NaN Department: Marketing and Communications

1 2 [»](#)

About 157 results

The Northern Alberta Institute of Technology offered a feedback link on its intranet, but it is too small, and users will likely miss it.

The best examples of feedback mechanisms we saw were on Dell's and Burns & McDonnell's intranets. Dell's intranet balanced prominence and placement without being overly distracting or intrusive. The tab, located in a fixed location on the right side of the search results page, allowed users to fill out a form related to their experience.

Gathering this type of data will help the intranet team understand what's working and what's not so they can make improvements. The only item to optimize in this example would be to add a more specific, contextual prompt for the search results, so employees can share their in-the-moment search experience and offer feedback on the intranet as a whole.

The screenshot shows a search interface for "employee purchase program". On the left, there are filters for "Year" (2019: 1,954, 2018: 1,610, 2017: 1,225) and "File type" (PDF File: 3,364). The main search results area displays two items: "Employee Purchase Program" and "Employee Purchase Program (EMEA)". A feedback tab is visible on the right side of the results.

Results 1-10 of 8,219 for employee purchase program in 0.29 seconds

You may wish to visit Rewards and Benefits

Employee Purchase Program
Employee Purchase Program

Employee Purchase Program (EMEA)
Employee Purchase Program (EMEA)

FEEDBACK

Dell's feedback tab represents a favorable placement and approach to gathering intranet feedback. Users could share specific feedback about the search results if the tab's link text were contextualized.

Burns & McDonnell used a platform called User Voice to gather feedback about its intranet's search experience. The form was easy for employees to find and fill out. The feedback it gathered gave the intranet team a sense of what was working well with intranet search and what improvements were needed. Commenting features allowed intranet team members to ask additional questions to employees who submitted feedback and also offered a way to inform people who submitted feedback when related changes were made. This kind of feedback loop on an intranet is extremely favorable and benefits both teams and employees.

Submit MacCentral Feedback

Please provide feedback about MacCentral

If a response is needed, we encourage you to [join the conversation](#) in MacCentral Help.

MacCentral Help Feedback

Hi Marjorie, when you submit this form, the owner will be able to see your name and email address.

* Required

1. Is your feedback about search? *

Yes
 No

2. What were you searching for? Please describe. *

Enter your answer

3. What search term or phrases did you try? *

Enter your answer

4. What were you expecting to find? *

Enter your answer

5. I can find the information I need on MacCentral.
☆ ☆ ☆ ☆ ☆

6. The MacCentral top menu helps me find the information I need.
☆ ☆ ☆ ☆ ☆

7. The MacCentral search helps me find the information I need.
☆ ☆ ☆ ☆ ☆

8. I know where I am in MacCentral.
☆ ☆ ☆ ☆ ☆

9. I understand how content appears on my MacCentral homepage.
☆ ☆ ☆ ☆ ☆

10. Do you have additional feedback about MacCentral after rating the questions above?

Enter your answer

Submit

This content is created by the owner of the form. The data you submit will be sent to the form owner. Never give out your password.
Powered by Microsoft Forms | [Privacy and cookies](#) | [Terms of use](#)

The feedback form on Burns & McDonnell's intranet allowed employees to submit specific feedback on the search experience.

BURNS & MCDONNELL

How can we improve corporate communications at Burns & McDonnell?

← Corporate Communications

41 votes

Make Search worked like it used to where it returns accurate results

Make Search worked like it used to where it returns accurate results. We used to be able to use the search tool to search both the intranet as well as the DFS. Many of us used it multiple times per day and found it tremendously valuable. Now, it does not consistently return results from the DFS and when it does, the results are not accurate or appropriate for the search terms. For instance, you used to be able to enter a project number and some key words and get results from that project number's files on the server. Not anymore. Can we get that functionality back please?

Chevy_Steve shared this idea · February 22, 2019 · Flag idea as inappropriate... · Admin →

COMPLETED **MacCentral** responded · August 25, 2019

Good news! MacCentral had a major release over the weekend. One of the components was improving search based on popular search terms like BMU, PTO, QTS and BlueMaps.

Initial testing is looking good. More relevant results are appearing for popular MacCentral search terms within the predictive results, and they are returning much faster as well.

In terms of searching DFS in MacCentral, please hit return or View All when searching for project information in MacCentral since the predictive search is honed into MacCentral content only. However, the View All search includes DFS as well as other Office 365 content, such as documents in OneDrive, videos in Stream, etc.

Please try it out and let us know how it's going so far. Feel free to reply directly to this email with your feedback.

If you're interested in participating in a more formal research study focused on MacCentral search, please reply to this email.

Thank you!

Show previous admin responses (2)

7 comments

Add a comment...

Attach a File

Post comment

Chevy_Steve commented · March 27, 2019 11:30 · Flag as inappropriate

I would like the ability turn off the influence of previous searches.

Chevy_Steve commented · February 25, 2019 12:18 · Flag as inappropriate

Please provide equal to previous search functionality in terms of content relevance, as described by Steve.

Chevy_Steve - I use predictive and full search.

Chevy_Steve commented · February 25, 2019 11:40 · Flag as inappropriate

The MacCentral search results don't seem as relevant or accurate as the old intranet search tool.

Chevy_Steve commented · February 25, 2019 09:39 · Flag as inappropriate

I miss this function as well. I've wasted many an hour trying to find something... I only use the search function in MacCentral as a last resort.

Chevy_Steve commented · February 25, 2019 08:20 · Flag as inappropriate

Hi all! We are working on search requirements. Good insight that the DFS search is working differently.

Question: when you search, are you hitting enter and getting to the full search experience, or just using the predictive search (not hitting enter)?

Chevy_Steve commented · February 23, 2019 11:16 · Flag as inappropriate

Extremely useful tool that I used on a daily basis to find services, examples, resources and project documents.

Chevy_Steve commented · February 22, 2019 16:10 · Flag as inappropriate

I miss this function as well. I've wasted many an hour trying to find something... BRING IT BACK PLEASE.

UserVoice Terms of Service & Privacy Policy

The feedback form on Burns & McDonnell's intranet provided a way for employees to comment and the intranet team to share updates. This two-way conversation and level of transparency are favorable.



Do diary studies to understand natural, in-context use of the intranet and its search.

Process and Strategic Considerations

One tried-and-true framework for improving your intranet's search experience is to begin broadly by conducting diary studies with your employees to understand how they naturally use the intranet as a whole but also how and when they use search.

A **diary study** is a research method used to collect qualitative data about user behaviors, activities, and experiences over time. In a diary study, participants self-report data longitudinally — that is, over an extended period ranging from a few days to even a month or longer. During the defined reporting period, study participants are asked to keep a diary and log specific information about activities being studied. Participants are sometimes periodically prompted (for example, through a daily notification or at select times during the day) to remind them to fill in their diaries.

You can start small and conduct a diary study with five to 10 employees in one group or launch a larger-scale study with employees from several different groups throughout your organization. Once you gather data about employees' natural, in-context use of the intranet and its search function, you'll start to see patterns in what people are searching for and what issues they have.

From this initial data, you'll also start to understand more about the top tasks your users attempt through intranet search. Using this high-level knowledge of top tasks, you can begin to prioritize where to start making small, incremental changes to improve the experience — each month or quarter — or longer, depending on what your team can take on.

Before launching any changes into production, usability test them and collect even more feedback from different employees and groups of users to understand what's working well and what's not. Repeating this process will help you continue to make small, incremental changes over time.

The best example of a feedback mechanism we saw was on Dell's intranet. It balanced prominence and placement without being overly distracting or intrusive. The feedback tab was placed as a fixture on the right side of the search results, allowing users to fill out a form related to their experience. Gathering this type of data will help the team understand what's working and what's not and guide the improvements they make. The only item to optimize in this example would be to add a more specific, contextual prompt to gather feedback specific to the search results so that employees can share their in-the-moment search experience and also offer feedback on the intranet as a whole.

The screenshot shows a search results page from the 'Inside Dell Technologies' intranet. At the top, there's a navigation bar with links for News, My Communities, My HR, My IT, Learning, and a menu icon. Below the navigation is a search bar containing the query 'employee purchase program'. To the right of the search bar are a close button (X) and a magnifying glass icon.

On the left side, there are two filter panels. The first panel, titled 'Year', lists three options: 2019 (1,954 results), 2018 (1,610 results), and 2017 (1,225 results). The second panel, titled 'File type', lists PDF File (3,364 results). Both panels have a 'Search' button at the bottom.

The main content area displays search results. A header states 'Results 1-10 of 8,219 for employee purchase program in 0.29 seconds'. Below this, a message says 'You may wish to visit Rewards and Benefits'. Two search results are shown:

- Employee Purchase Program**
Employee Purchase Program
- Employee Purchase Program (EMEA)**
Employee Purchase Program (EMEA)

A blue feedback tab labeled 'FEEDBACK' is visible on the right side of the page.

Dell's feedback tab (on the right side of the page) represents a favorable placement and approach to gathering intranet feedback. The tab's link text could also be contextually personalized to prompt users to share specific feedback about the search results.



Tell employees when and how search has been updated or improved based on their feedback.

Process and Strategic Considerations

If your team is working to improve a previously poor search tool or adding a new one based on employee feedback, ensure it's in the best working order possible before releasing it on the intranet. It must work well the first-time users access it, or they'll quickly assume it's still broken and won't use it again. Also, inform employees about the changes or improvements that were made, especially if they were a direct result of employee feedback.

At many organizations, people had stopped using the intranet's search tool altogether because it offered irrelevant results. If the intranet team doesn't tell users that the tool is new or improved, they are unlikely to start using it again. Letting users know about improvements made in response to their feedback will also help to build trust and credibility for the intranet if employees know something is being done to remedy the issues they're facing with search.

In our research, we observed some effective communication tactics for promoting search improvements, including:

- Email notifications
- Time-sensitive banners on the homepage
- Featured news stories about the changes to search
- A page dedicated to coming-soon messaging and descriptions

Over time, as users become more consistently successful, they will become more likely to try search and trust it. When updates are made to improve search, communicate the real benefits and how the improvements will help employees save time and find what they need so that they can get back to their job-related priorities.

54. Present helpful messaging and ways to course-correct on the *No Results* page.

When a search returns no results, provide a page with messaging that:

- States ***No results were found***
- Repeats the user's query
- Allows the user to search again (open field, not a link) from the page itself
- Offers suggestions or options for the user to course-correct

Also, ensure that the *No Results* message is visible and positioned at the top of the page.

When a search on the Royal National Lifeboat Institution or The Co-operators intranet returned no results, users saw a *Did you mean?* suggestion, as well as a message that said,

Nothing here matches your search

The message was positioned at the top of the page, and the employee's search term was preserved above in an open search field. This presentation was helpful and allowed users to search again. The suggestions for how to yield a more productive search next time were also helpful. However, rather than linking users off to another page with *additional tips for searching*, a better use of the white space on this page would be to simply list all the tips for a more successful search right here.

The screenshot shows a SharePoint search results page for the RNLI COMPASS intranet. The search bar contains the term "chief information officer". Below the search bar, a message says "Nothing here matches your search". To the right of this message is a "Did you mean?" suggestion: "Did you mean chief information officer?". Below this suggestion is a list of "Suggestions" with the following items:

- Make sure all words are spelled correctly
- Try different search terms
- Try more general search terms
- Try fewer search terms
- Try these tips for searching

At the bottom of the page, there are links for "PRIVACY & TERMS OF USE POLICY" and "RNLI COMPASS FEEDBACK". A quote is overlaid on the page: "The Royal National Lifeboat Institution's No Results page helped users attempt another search by offering a Did you mean? suggestion and a link to a page with tips for refining their search strategy."

The screenshot shows the SOURCE intranet search interface. At the top, there's a navigation bar with links for News, HR, Work, About Us, Social, and Locations. On the right side of the header are icons for accessibility (AAA), French (Français), a user profile (My Site), and a search icon.

The main content area has three columns:

- FILTERS:** A message says "We don't have any refiners to show you".
- SEARCH RESULTS:** A heading says "Select 'content' or 'people'" followed by a search bar containing the term "organograms". Below the search bar, a message says "Nothing here matches your search". Under "Suggestions", there are five items: "Make sure all words are spelled correctly", "Try different search terms", "Try more general search terms", "Try fewer search terms", and "Try these tips for searching".
- FEEDBACK:** A heading says "Help improve Source search!". It includes a message "Rate these search results.", three rating icons (green smiley face for Good, yellow smiley face for Close, red frowny face for Bad), and corresponding labels "Good", "Close", and "Bad".

The Co-operator's No Results page also helped users attempt another search by offering tips for refining the user's search strategy. It would be better to list those on this page instead of taking users to another page.

KeyBank used Confluence as a document and collaboration repository on its intranet. Users could filter by space, user, or content type on the *No Results* page to refine their strategy or revert to a previous version of the search experience.

Additionally, because KeyBank's instance of Confluence was so tightly coupled with the project workflow software, Jira, users could also try to apply advanced syntax to their search to produce ample results from both platforms. Though we didn't observe many employees using syntax, all of these options for course correction right on the *No Results* page were helpful.

The screenshot shows a Confluence search interface. On the left is a dark sidebar with icons for Activity, Your work, Spaces, and People, along with a 'Starred spaces' section. The main area has a light gray header 'Search' with a search bar containing 'consumer'. Below the search bar are buttons for 'Advanced search syntax', 'In spaces', 'Contributors', and 'Of type'. A large, stylized magnifying glass icon with question marks around it is centered. Below the icon, the text 'Nothing matches your search' is displayed, followed by the subtext 'Enter something less specific, or try using advanced syntax.' At the bottom right of the search area is a link 'Switch to the old experience'.

KeyBank's instance of Confluence offered many helpful options for course correction right on the No Results page.



Employees prematurely pressed **Enter** before they were ready to execute searches.

User Behaviors

Employees wanted to move quickly through the intranets we tested to get the information they needed and return to their jobs. This fast pace meant users sometimes made mistakes when searching, such as pressing the **Enter** key prematurely before entering a keyword.

On Burns & McDonnell's intranet, when users accidentally executed a blank search, the *No Results* page was still productive and accommodated the mistake. At the top of the page, a message reminded users that they hadn't entered a search term and offered simple search tips. Most intranets just tell users that *No results were available* but neglect to tell them *why*. This extra attention to detail and conversational tone on the *No Results* page are excellent examples of an intranet search experience that goes the extra mile to ensure employees successfully find information.

The screenshot shows a 'Global Search' interface. On the left, there's a sidebar with 'Show All' selected, followed by 'Training', 'Certifications', and 'People'. The main area has a title 'Global Search' and a search bar with dropdown options for 'Everything' and a 'Search' button. Below the search bar, a message says 'You did not enter any search terms. What would you like to search for?'. A 'Search Tips' section contains the following bullet points:

- Try using single words
- Double check your spelling
- Try searching for an item that is less specific
- You can always narrow your search results later

Burns & McDonnell included a helpful No Results page, even when users failed to enter a keyword in the first place, which was favorable. The search tips (to help them search better next time) were included directly on the No results page instead of linking users to another page.

In contrast, some of the *No Results* messages we saw were much less helpful and didn't offer tangible tips beyond encouraging users to try another search or broaden the keyword phrase they had entered. A few of the messages were either too general or used language that was too inflated for employees to understand how to course-correct quickly.

For example, at the GSA, the *No Results* page only told users to broaden their search as a means of course correction. However, users we observed had already entered pretty broad keywords, such as the word, *tuition*. So, they wondered how much broader they needed to get on already-broad terms to produce results. This tip was not helpful and didn't aid users in finding information through another search.

The screenshot shows the GSA InSite search interface. At the top, there's a navigation bar with links for Employee Resources, Services and Offices, Locations, About Us, and a search icon. Below the navigation is a search bar with fields for Last Name, First Name, and a 'Find' button. There are also links for Advanced/Reverse Lookup and Help Lines & Support. The main content area is titled 'InSite Search'. It contains a search form with 'Search for:' (tuition), 'Searching:' (InSite), and 'Find results:' (with at least one of the words). A 'Search' button is present. Below the form, a message says 'No search results to display - please broaden your search'. At the bottom of the page, there's a footer with 'Last updated: Sep 27, 2018' and links for reporting issues.

GSA's No Results message told users to broaden their search, even for an already-broad term such as tuition. This tip did not aid users as they tried another search.

DIRTT's intranet's *No Results* page didn't provide any messaging at all when no search results were available. Users encountered nothing more than a blank white page with shell areas for *Documents* and *Articles* where results would otherwise have appeared. The user's search term was repeated at the top of the page, but there was no visible way to retry the search aside from having to click on the magnifying glass icon in the upper right corner of the header to redisplay the field and search again.

The link for users to search for a related video using the same term also wasn't helpful, as videos should display for relevant searches along with any intranet pages, documents, articles, etc. — all on the same page. A better approach, in this case, would have been for DIRTT to *tell* the employee that no results were available, repeat their query on the page, offer an open text field in which to reattempt their search, and a few productive, clearly written tips to help them execute a more productive search.

Your search for the word '[airfare](#)' found the following results...

[Find 'airfare' in videos »](#)

[Articles](#) [Documents](#)

DIRTT
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[Chat](#)

The DIRT Environmental Solutions intranet search didn't provide employees any messaging to say no results were available, nor did it include tips or suggestions for attaining better results.



Put someone in charge of search and monitor results on an ongoing basis.

Process and Strategic Considerations

Some intranet teams knew they needed to optimize their content for search but simply lacked the person-hours to undertake such an enormous task.

If the intranet team does not have anyone with specific experience in managing search (or if no one is in charge of search), the effects of content irregularities and search tool limitations are compounded.

Refining Search Results

SORTING AND FILTERING

Intranets usually include many different types of content. Having effective sorting and filtering tools on search results pages helps employees understand the many types of content available and which to include, exclude, or prioritize viewing as they scan the results.

Filters are similar to scoped search in that they exclude some results; however, rather than selecting a scope *before* executing a search, the user applies a filter *after* the search results page loads. When possible, we recommend using filters instead of scoped search; asking people to choose particular criteria *before* they search is more error prone. With filters, the initial results page allows users to see all possible results and then narrow the scope of their view from there. Using filters also means users are less likely to mistakenly perform their search on the wrong section of the intranet, as they would if the search UI was scoped.

Even after a global search, people will still often miss categories or alternate views of the results, so filters can help safeguard against this issue. Additionally, search filters are common on both websites and intranets, so users expect and are accustomed to using them.

Before diving into this section, it's important to clarify the nomenclature we'll use to describe filters and their functionality. Many different terms are often used to reference filters and the values they contain. Some people say facets, while others say filters, refinements, etc., and while these terms are often used interchangeably (and are related), these concepts have important differences.

In this report, we'll use two-main terms: **filters** and **refinements**.

Filter

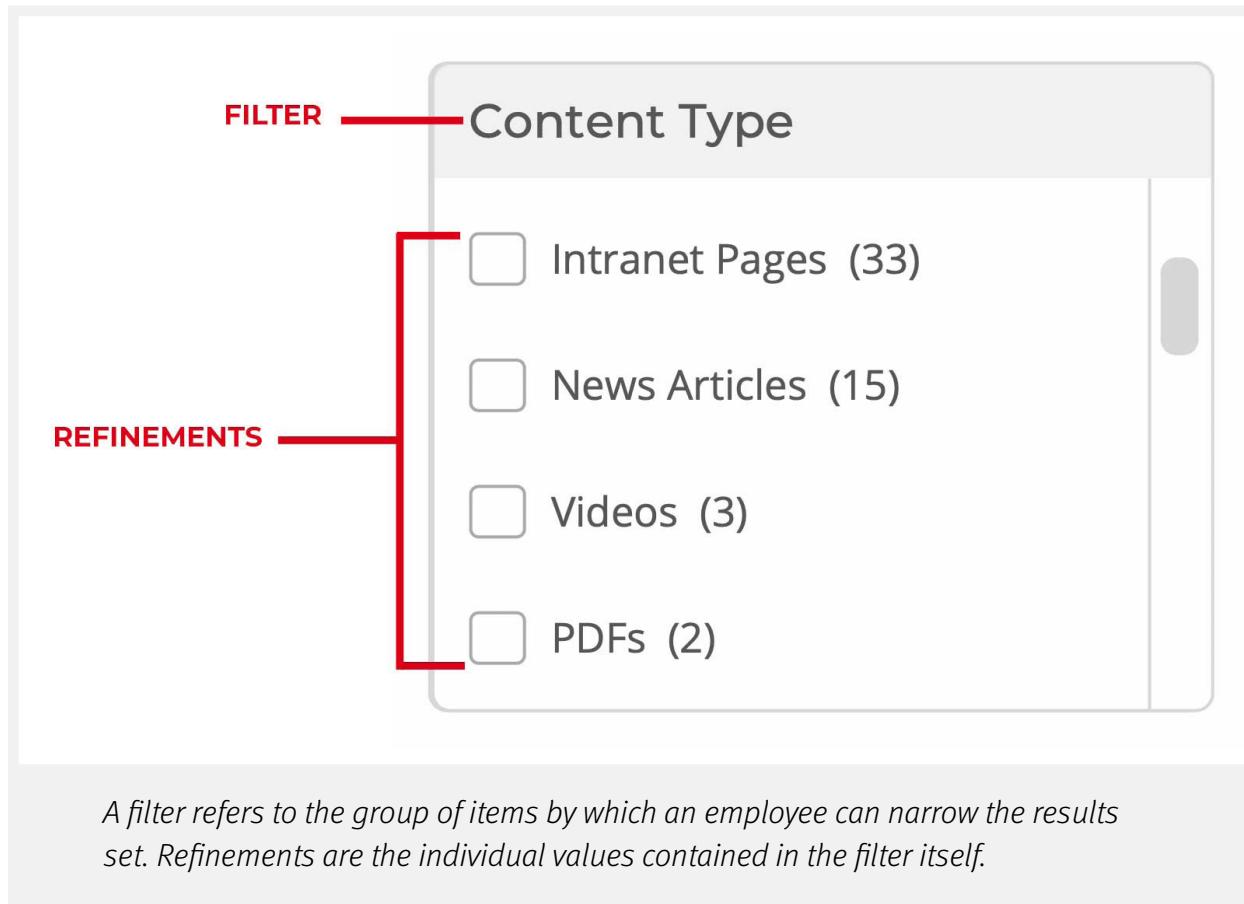
Definitions, Principles, and Methods

Filters refer to the collective group of items by which users can narrow a set of results through content characteristics, such as file format, language, or category.

 **Refinement**

Definitions, Principles, and Methods

Refinements are the specific items within a filter by which a user can narrow the set of results. For each filter, there are several possible attributes or values. For example, for a file format filter, the **refinements** could be PDF, HTML, or PowerPoint.



FILTER — Content Type

- Intranet Pages (33)
- News Articles (15)
- Videos (3)
- PDFs (2)

REFINEMENTS

A filter refers to the group of items by which an employee can narrow the results set. Refinements are the individual values contained in the filter itself.

55. Offer relevant filters and refinements.

The use of filters helps employees narrow down their search results, enabling more productive selections. Using filters is even more important when the intranet's search indexes many different areas of the digital workplace. Results from some areas employees will have no interest in, while others, they'll care greatly about. Search filters put users in control of excluding all results that don't meet their interests or a particular set of criteria. For example, a filter could display only results that are PowerPoint files or only results published in the past year.

Offer search filters and refinements that are truly meaningful to users; easy to discover, navigate, and understand; and an alternative (not a mirror) to the site's information architecture.



Conduct user research to determine effective filters.

Process and Strategic Considerations

Avoid adding filters and refinements just because the metadata behind them is convenient and readily available. Making their use effective will come down to developing general data structures for content and thinking about what differences in the metadata need to exist across content types to surface more tailored filters.

Review search logs and conduct usability research to determine helpful filters and refinements that will be truly useful for people in the organization.

The following list describes common intranet filters and can be used as a starting point. However, adjust the list according to your organization's content and user needs. Generally speaking, the most helpful and relevant global filters (those that appeared regardless of the search query) for users in our studies were those for:

- **Content type:** Intranets often provide access to a wide variety of file formats, and many users might be seeking a particular type of file (such as a spreadsheet) or wish to avoid a particular format (such as a PDF). Refinements inside a filter for content type could include web page, news article, blog post, video, PDF, form, policy, training course, application, tool, image, presentation, spreadsheet, etc.
- **Date or year:** Including this filter helps users find the most recent versions of pages or documents. When users scan search a list of search results, it helps to know when content was created, reviewed, or last updated, especially if the intranet has multiple versions of the same or similar content. The format of the refinements inside of this filter could vary, but we noticed that listing out the year was best.
- **Related department(s) or team(s):** This filter allows users to refine search results by the group that created or is responsible for (owns) the content, for example, HR, IT, operations, leadership, marketing, etc.
- **Location or office:** The ability to filter for content from a specific location or office can be especially helpful for companies with multiple locations in different cities, states, or even international organizations. If you have organizations all over the globe, you may even need to include another filter for *language*.



Ensure there's adequate metadata on the backend to power filters.

Process and Strategic Considerations

Search filters require a great deal of metadata to function well because each content item must be assigned attributes for all relevant refinements. The time and expense associated with creating this metadata make it tempting to use any existing metadata available. While this strategy is expedient for intranet developers, it can reduce the usefulness of the search filters for end users.

Users assume that when they filter results by a particular refinement, such as a content type, they will see all the items that fit that specific content type.

However, if metadata is incomplete or inaccurate, or if there aren't enough resources to correct it or properly tag content in the first place, it might be better to forgo a filter entirely to avoid "hiding" content from users. Some strategies for acquiring the necessary metadata include:

- Leverage pre-existing metadata (such as file format)
- Assign someone who has been properly trained to manually categorize and describe content using a predetermined set of labels (often in the form of a hierarchical taxonomy)
- Enlist content creators and/or users to "tag" content from a predetermined list of labels

The screenshot shows a search results page for the term "vacation". The page has a header with navigation links: Home, News, Departments & Teams, HR & Benefits, Tech Help, Community & Culture, and Vacation. On the left, there is a sidebar with global filters for Content Type (Intranet Pages, News Articles, Videos, PDFs), Publication Date (2020, 2019, 2018, 2017), Departments & Teams (Human Resources, PR & Communications, Information Technology, Planning & Scheduling), and Locations (Houston, TX; Chicago, IL; New York, NY; San Francisco, CA). The main content area displays search results for "Intranet Content (33)" and "People (23)". The "Intranet Content" section includes items like "Company Vacation Policies", "How to Request Vacation Time", "Editable Template for Managers: Vacation Policies", "Vacation Policy Updates for 2020: CEO Presentation", "Printable Quick Reference Guide of Vacation Reminders", and "Manual Vacation Request Form". The "People" section lists three employees: Tom Sanford, Tina Bradfield, and Kelly Crawford, each with a small profile picture and contact information. At the bottom, there are buttons for "All tools & apps" and "Next >".

Filter results

Content Type

- Intranet Pages (33)
- News Articles (15)
- Videos (3)
- PDFs (2)

Publication Date

- 2020 (2)
- 2019 (20)
- 2018 (12)
- 2017 (4)

Departments & Teams

- Human Resources (28)
- PR & Communications (15)
- Information Technology (6)
- Planning & Scheduling (2)

Tools, Sites & Applications

- HR** **HR Labs** Use HR Labs to manage your benefits, see paycheck stubs, and request time off. Get Help with HR Labs.
- Calendar** **Company Vacation Calendar** Use the company-wide vacation calendar to see when your partners will be on vacation. Get Help with the Calendar.
- Calculator** **Vacation Time Calculator** Use this vacation time calculator to calculate how many days you have left this year. Get Help with the Vacation Time Calculator.

Locations

- Houston, TX (15)
- Chicago, IL (3)
- New York, NY (2)
- San Francisco, CA (1)

60 search results for "vacation"

Intranet Content (33)

Showing results 1-7 of 60 Provide Feedback to Improve Search

Company Vacation Policies
Updated: 1/4/2020
Understand the company-wide policies and procedures when it comes to paid time off, vacation, and annual leave.

How to Request Vacation Time
Updated: 3/27/2020
You can request your vacation through the HR Labs platform. This how-to guide will walk you through the step-by-step process of requesting vacation time in HR Labs.

Vacation Time for Contractors: What's the Difference?
Updated: 1/2/2020
If you're working as a contractor for the company, you're eligible to take the vacation time stated in your original contract during the first year. After your first year of service, you are fu...

Editable Template for Managers: Vacation Policies
Updated: 1/29/2020
Though we provide company-wide vacation policies, managers can add or modify the policies for their teams. Use this handy template to make the appropriate changes.

Vacation Policy Updates for 2020: CEO Presentation
Updated: 12/20/2019
Review the presentation from our December 2019 Town Hall Meeting, where our CEO John Bradshaw announced updates to the company vacation policy for 2020.

Printable Quick Reference Guide of Vacation Reminders
Updated: 6/17/2019
Get quick answers to all of your frequently asked questions about vacation requests and time off. Hang this poster up in your cubicle to remember to take vacation time.

Manual Vacation Request Form
Updated: 5/20/2019
Use this manual vacation request form if you need to request vacation while out of the office, or if you're having trouble accessing the HR Labs tool.

Sort by: Newest

1 2 3 4 Next >

All people results

People (23)

Tom Sanford
Director of Human Resources
Houston, TX | Office: 2568
tom.sanford@company.com
555-123-4567

Tina Bradfield
Human Resources Supervisor
Houston, TX | Office: 2590
tina.bradfield@company.co
555-123-7654

Kelly Crawford
Human Resources Associate

An example of the most helpful global filters that might appear on an intranet's search engine results page.

The GSA didn't include filters on its search results pages. This made it difficult for users to narrow the scope of the results to find what they needed. There was enough room on the search results pages to add filters in the left column as long as the width of the search results was decreased. Adding meaningful filters would make the intranet's search results more useful and user-friendly.

InSite Search

Search for: * cafeteria menu

Searching: InSite

Find results: with at least one of the words

Sort By Relevance Sort By Date

Results 1 - 10 of about 134

Search Results

- Cafeteria-cafe-snackshop_inspection_form - updated May 2017.pdf** [debug]

File: Cafeteria-cafe-snackshop_inspection_form_-updated_May_2017.pdf

Cafeteria/Cafe/Snack Bar Inspection Report

Last reviewed on: May 15th, 2017
- Start Menu Tiles and Customizing the Taskbar** [debug]

https://insite.gsa.gov/topics/information-technology/do-it-yourself-self-help/software-and-applications/microsoft/windows-10/start-menu-tiles-and-customizing-the-taskbar

Creating and positioning TilesThe Start menu has what are commonly referred to as tiles. Tiles is the name of the large blocks on the right hand side of the Start menu. Tiles can be added, removed and

Last reviewed on: August 27th, 2018
- R5 Concessions** [debug]

https://insite.gsa.gov/locations/region-5/topics/r5-buildings-real-estate/facilities-management/r5-concessions

Overview of Region 5's Concessions program

Last reviewed on: September 27th, 2018
- R4 Richard B. Russell FB & CT Courtrooms** [debug]

https://insite.gsa.gov/organizations/public-buildings-service/about-us/2018-pm-awards/small-projects/r4-richard-b-russell-fb-ct-courtrooms

2018 PM Awards

Last reviewed on: September 7th, 2018
- Concession Program (R10)** [debug]

https://insite.gsa.gov/locations/region-10/public-buildings-service/facilities-management-division/tenant-services-branch-r10/concession-program-r10

The Concessions Program provides food service operations and vending facilities in federally owned and leased buildings through contracted, permitted and licensed business opportunities for commercial food service operators and blind merchants in...

Last reviewed on: April 18th, 2019
- VoIP: Change Your Voicemail Pin** [debug]

https://insite.gsa.gov/topics/information-technology/do-it-yourself-self-help/voice-over-ip-voip-phones/voicemail/voip-change-your-voicemail-pin

These steps explain how to change the PIN to need to retrieve messages.

Last reviewed on: September 10th, 2018
- Change Your Voicemail Recorded Name** [debug]

https://insite.gsa.gov/topics/information-technology/do-it-yourself-self-help/voice-over-ip-voip-phones/voicemail/change-your-voicemail-recorded-name

How to change your voicemail name.

Last reviewed on: November 27th, 2018
- Troubleshooting Video Teleconferences** [debug]

https://insite.gsa.gov/topics/information-technology/do-it-yourself-self-help/online-meetings/video-teleconferencing-vtc/troubleshooting-video-teleconferences

Solutions to common Video Teleconferencing problems to fix audio, video and presentation issues.

Last reviewed on: September 6th, 2018
- R7 Topics** [debug]

https://insite.gsa.gov/locations/region-7/r7-topics

In the Topics section you'll find topics and tools tailored to R7 that you need to do your job. Not finding what you need? Check the national menu at the bottom of the page for links to popular ca

Last reviewed on: September 8th, 2018
- Acquisition Management (6P1Q)** [debug]

https://insite.gsa.gov/locations/region-6/public-buildings-service/acquisition-management-6p1q

The Acquisition Management Division provides innovative, timely and cost effective acquisition and business solutions for internal and external customers. They award and administer new construction, major modernization, above/below prospectus...

Last reviewed on: February 11th, 2019

1 2 3 4 Next > Last >>

The GSA didn't include filters on its search results pages, meaning users spent much time viewing all the results.



Explore using data feeds to automate tagging content with metadata attributes.

Process and Strategic Considerations

Data feeds and other bulk download and upload methods can help expedite the process of mass-adding, modifying, and tagging content so that they show up in filters for their given attributes. This way, the intranet team doesn't have to individually tag or update each piece of content with the proper tags.

Explore whether your intranet offers this option to speed up the addition, clean-up, or management of your filters.

Users at Dell interacted with the filters on the search engine results pages. There was high engagement with the *Year* filter, as users typically only wanted to see the most recent content. Users engaged with the other filters much less (such as those for *Source*, *Language*, and *Author*), but they were still helpful to include.

Inside Dell Technologies

News | My Communities | My HR | My IT | Learning | Paul

diversity and cultural literacy

Results 1-10 of 257 for diversity and cultural literacy in 0.62 seconds

Culture Code

How we work. How we lead. Culture Code Infographic We know our culture matters in how ... Our culture is defined by our values and made real every day by how we work and lead.

Created: 06/08/2018 Last Modified: 06/08/2018 Views: 682 Author: Blaithin

Dells Culture Code.pdf

1 ... Strategy ... Our culture is defined by our values and made real every day by how we work and lead. ... Respect and value our differences and see a diverse and inclusive workforce as a

Created: 12/13/2017 Last Modified: 12/13/2017 Comments: 0 Likes: 0 Views: 1827 Author: Tonya

Culture Code Infographic

Our culture is the foundation of success for Dell Technologies. One Company, One Culture Our Culture Code unites us and makes us a great place to work ... for how we work based on our values

Created: 11/11/2016 Last Modified: 05/10/2017 Comments: 0 Likes: 15 Views: 9233 Author: Jennifer

Grants Support Program

Federal and state grants are part of the budget picture for nearly every public sector ... Internal Overview of how the Grants Support Program works and how to engage with the ... download

Created: 08/27/2018 Last Modified: 12/02/2019 Comments: 0 Likes: 0 Views: 634 Author: Obinna

Dell Winter 2020 Grant Guide.pdf

... and build sustainable STEM capacity that exemplifies diversity of all types (individual, ... The development of diverse early-career faculty is a critical component of this sustainable STEM ...

Show Complete Thread ▾

Telecommunications Regulations Handbook 10th Edition

170 6.7. Digital Literacy and e-Inclusion ... spread of e-applications and digital tools to such diverse areas as manufacturing, transportation, logistics, finance, banking, governance, ...

Created: 09/03/2015 Last Modified: 08/30/2018 Comments: 0 Likes: 0 Views: 131 Author: Robert

The most helpful filter on Dell's intranet's search engine results page was the Year filter so users would know when a page or piece of content had been created.

Atrium Health only provided search filters to allow employees to narrow search results by where a page or document lived in its digital workplace. This is a relatively easy attribute to add a filter for because the filter can leverage existing metadata. To improve this UI and offer users more specific filter options, Atrium's developers would need to create new filters based on other characteristics of the content items and apply additional tags to each piece.

Home > Search Results

Search Results

Search Within

- PeopleConnect 15
- News 8
- PhysicianConnect 1

discounts

Results 1-10 of 24 in 0.14 seconds

BY DATE BY RELEVANCE

Recognition and Rewards
March 09

Recognition and Rewards Platform ... Learn More About the Proud Store Teammate **Discounts** Atrium Health is excited to offer hundreds of amazing **discounts** to teammates through partnerships with ...
<https://peopleconnect.atriumhealth.org:443/Human-Resources/Teammate-Life/Recognition-and-Rewards>

Marketing
1/31/2018

... in other industries – such as incentives, coupons, **discounts** and giveaways – do not work in healthcare. ... non-affiliated cardiac facility providing **discounted** EKGs when the communication is ...
<https://peopleconnect.atriumhealth.org:443/Departments/Legal-Lighthouse/Additional-Resources/Marketing>

Atrium Health only offered a filter based on where a page or document lived in its digital workplace instead of including more specific filter options.

In addition to offering a helpful set of global filters, it's also important to consider the *type* of information users may be looking for based on their query and to display more specific filters that cater to and support more nuanced result-scoping within specific content types. The set of filters that display on a search for a news article might be slightly different than those that appear on a search for HR policy information.

For a news article, the global filters may display along with a *News category* filter with refinements such as:

- Corporate News
- Industry News
- Leadership Announcements

On an HR policy search, the global filters may display along with an *HR topic* filter with refinements such as:

- Health Insurance
- Vacation and Leave
- Retirement

DEPARTMENT

CE INSTRUCTORS

CONTINUING EDUCATION BUSINESS PROGRAMS - ...

CONTINUING EDUCATION HOSPITALITY OPERATIO...

DCICE

JR SHAW SCHOOL OF BUSINESS ADMIN TEAM LEAD

SHOW MORE

JOB TITLE

ADMINISTRATIVE SUPPORT

CED INSTRUCTOR

CONSULTANT

INSTRUCTIONAL DESIGN

PORTFOLIO MGR BUS PROD & HOSP

SHOW MORE

The Northern Alberta Institute of Technology included helpful filters for Department and Job Title for its intranet's people searches. This was a different, more tailored set of filters from those which appeared for content searches.

The screenshot shows the NAIT intranet search results page. At the top, there's a navigation bar with links like All Services, Employee Essentials, Teaching Essentials, Industry Solutions, Departments & Schools, Institutional Priorities, About NAIT, and News & Events. A search bar is also at the top.

The main content area has a search input field containing "common market". Below it, a "TOPIC" filter sidebar lists categories such as NAIT INSTITUTION, ACADEMIC PLANNING, STRATEGY, ADMINISTRATIVE, POLICIES AND PROCEDURES, POLICY, SCHOOLS, STUDENTS, ACADEMIC, EXTERNAL RELATIONS, HEALTH AND SAFETY, BOARD, EMERGENCY, EMPLOYEES, ENGAGEMENT, and OTHER VALUE. Buttons for "APPLY" and "CLEAR" are present.

The search results display three items:

- Toonie Tuesday - In Support of United Way (Common Market)**: Pay \$2 and receive unlimited coffee in the common market all day, in support of the United Way! (Event, Date Created: Nov 20, 2018, Department: eat at NAIT Administration)
- UnitedWay_ChiliLunch_2017**: 1:00 pm 10:30 am - 1:00 pm 10:30 am - 1:00 pm Common Market Common Market Common Market NAIT supports United mission to ... (PDF, Date Created: Nov 03, 2017, Department: Web and Digital Media)
- eat AT NAIT Daily Features**: View the daily features for all eat AT NAIT locations. (News Announcements, Date Published: NaN, NaN, Department: eat at NAIT Administration)

On the right side, there are additional filter sections: "TYPE OF CONTENT" (NEWS ANNOUNCEMENTS, EVENTS, PAGE, BLOG POST, OTHER VALUE), "TYPE OF FILE" (EXCEL, PDF, POWERPOINT, WEB PAGE, WORD), and "LAST UPDATED" (One Year Ago, Today, All). A "TOPIC" sidebar on the far right lists various organizational topics.

The Northern Alberta Institute of Technology included helpful filters for Topic, Type of Content, Type of File, and Last Updated for content searches. This was a different, more tailored set of filters from those which appeared for people searches.

Employees tended to ignore irrelevant filters.

User Behaviors

Users ignored filters altogether when they were irrelevant or incoherent. Unhelpful filters included those for author or those that seemed redundant to other filter categories, for example, having filters for both topics and tags.

A filter for content author or a contact person can be helpful to include if users often seek out documents created by a particular person. In this case, the refinements could be the authors' names or perhaps a department or team name. However, if this is not a common task, don't include this filter just because the metadata to support it is easily accessible.

For example, at the Royal National Lifeboat Institution, an *Author* filter was prioritized at the top of search results pages. However, participants did not know the author of the content they were searching for, so while searching for a policy document, one participant commented, "I don't know why it's showing me authors of policies. How would I know who wrote it unless I was on the team?"

Another participant noticed the trend of prioritizing author filters and said, "The filters seem to be focused on the author." A better approach would be to prioritize filters for content type and date and remove filters for the author or collapse those to ensure they are still available without detracting from other more useful filter options.

 / SEARCH

Results

Author

- Employee name

OTHER VALUE

[APPLY](#) | [CLEAR](#)

Modified date

One Year Ago Today

All

RefnableString10

One,off,payments,one-off,BACS,pa...

Aberdeen Lifeboat Station
rnli-my.sharepoint.com/personal/aberdeen_rnli_org_uk

Aberdeen Lifeboat Station
Aberdeen Lifeboat Station Victoria Dock Entrance Waterloo Quay
Aberdeen AB11 5DF ...
<rnli.sharepoint.com/sites/.../Pages/Aberdeen Lifeboat Station.aspx>

 **RNLI Structure**
Port St Mary Lifeboat **Station** ... Berwick upon Tweed Lifeboat **Station** ... Staithes and Runswick Lifeboat **Station** ... Great Yarmouth and Gorleston Lifeboat **Station** ... **Aberdeen** Lifeboat **Station** ...
<rnli.sharepoint.com/sites/Compass/Documents/RNLI%20Structure.pdf>

Aberdeen Lifeboat Station - Form Templates
<rnli-my.sharepoint.com/personal/.../Forms/All%20Forms.aspx>

21114-aberdeen-lifeboat-station-RNLI-16x9
Published by 'Simon Morrison' using the Content and Structure Tool ...
<rnli.sharepoint.com/sites/Compass%20UAT/.../Forms/DispForm.aspx?ID=72>

21114-aberdeen-lifeboat-station-RNLI-16x9
Published by 'Simon Morrison' using the Content and Structure Tool ...
<rnli.sharepoint.com/sites/Compass/.../Forms/DispForm.aspx?ID=72>

Peterhead Lifeboat Station is temporarily off se...

The Royal National Lifeboat Institution placed an Author filter at the top of its search results page. A better use of this top spot would have been for a more useful filter such as Content Type or Date.



Be careful with surfacing general topic tags as a filter on search results pages.

Process and Strategic Considerations

Organizations will sometimes apply general topic tags to pieces of content. Tags are meant to describe the more unstructured “aboutness” of a content item. Any given content item can be tagged with more than one attribute. The benefit of using tags, in addition to other filter attributes, is that they can sometimes help specific pieces of content rank higher in search results for specific keyword searches. Additionally, they can help employees receive fewer, more relevant search results. Tags often appear in the UI as refinements in a general topic or tags filter.

However, these general tags can quickly get out of hand without a coherent tagging strategy and specific set of attributes and conditions to tag certain pieces of content. Content managers may too easily create new or redundant topic tags or apply incorrect topic tags to various content types.

Teams should also be careful when including these as filters, as they sometimes introduce confusion and redundancy with both the intranet’s information architecture and other filter values on the page. One team described how their intranet allows them to assign tags and keywords to pieces of content, but they get duplicates in the results when both are used.

Develop a strategy that establishes when to tag certain content types and with which attributes, whether they are specific or more general. Limit the ability to create new tags to certain team members who fully grasp the concept and purpose. Topic tags (and subsequently, the refinements therein) should make sense to employees at first glance and align with their mental models for how they think about the general attributes that describe and define content types.

56. Place filters on the left side of the search results page.

Expose filters on the left side of the intranet search results page; don’t collapse them, place them at the top, or hide them in a menu. Having visible filters in an expected location will ensure users can easily scan both the results and the filters at the same time without having to click on anything.

Burns & McDonnell’s intranet displayed all search results by default with a blue link labeled, *Filters* in the upper right corner. Clicking this link exposed the filters; however, users didn’t notice or engage with this link during our study. A better approach would be to expose the filters on the left side of the page rather than forcing users to click the link to display them.

The screenshot shows a SharePoint search results page. At the top, there are navigation links for 'RESOURCES' and 'HR HUB'. Below the search bar, there are filters for 'All', 'Files', 'Sites', 'People', and 'News', with 'All' being selected. A 'Filters' button is located on the right. The search term 'travel policy' is entered in the search bar. The results list includes:

- Travel**
https://burnsmcd.sharepoint.com/sites/maccentral-Travel
Updated 7 days ago • 14059 views
- Travel Policy March 2017**
Travel > Shared Documents
modified on October 26, 2017 • 1181 views
- Policy Manual**
Our Company > SitePages
modified on July 1 • 1985 views

On Burns & McDonnell's intranet, users had to click on the link labeled, Filters to get the filters to display.

The search results on the GSA's job search website, USA Jobs, placed exposed filters on the right side of the page instead of the left. The expanded state of these filters made them much more visible; however, users tend to ignore interface elements placed in the right rail. Moving these filters to display vertically on the left-hand side of the results page would be a better approach.

An official website of the United States government

USAJOBS

Keywords Location

Viewing 1 – 10 of 166 jobs

Sort by

Save this search. We'll email you new jobs as they become available.

Job Title	Employer	Location	Starting Salary	Employment Type	Job Details
Project Manager	Public Buildings Service	General Services Administration Washington, District of Columbia	Starting at \$117,191 (GS 14)	Permanent • Full-time	
Project Manager	Public Buildings Service	General Services Administration Washington, District of Columbia	Starting at \$99,172 (GS 13)	Permanent • Full-time	
Architect/Facilities Project Manager	Central Intelligence Agency	Other Agencies and Independent Organizations Washington, District of Columbia	Starting at \$62,796 (GS 9-15)	Permanent • Full-Time	
IT Project Manager	Deputy Assistant Secretary for Information and Technology	Department of Veterans Affairs Location Negotiable After Selection, United States	Starting at \$104,821 (GS 14)	Permanent • Full-Time	
IT Project Manager	Office of the Chief Information Officer	Department of Housing and Urban Development Washington, District of Columbia	Starting at \$99,172 (GS 13)	Full-time • Career/Career Conditional	
IT Project Manager	Office of the Chief Information Officer	Department of Housing and Urban Development Washington, District of Columbia	Starting at \$99,172 (GS 13)	Full-time • Career/Career Conditional	
PROJECT MANAGER	HQ USAF and Support Elements	Department of the Air Force Arlington, Virginia	Starting at \$83,398 (GS 12)	Permanent • Full-Time	
Project Manager	Bureau of Land Management	Department of the Interior Multiple Locations	Starting at \$74,596 (GS 12)	Permanent • Full-Time	

Sign in Help Search

Sign in to use your profile.

Top filters More filters Help

Hiring path

Select all

- Open to the public (58)
- Federal employees (237)
 - Competitive service (77)
 - Excepted service (9)
 - Internal to an agency (74)
 - Career transition (CTAP, ICTAP, RPL) (61)
 - Land & base management (16)
- Armed forces (88)
 - Veterans (50)
 - Military spouses (34)
 - National Guard & Reserves (4)
- Students & recent graduates (2)
 - Recent graduates (2)
- Senior executives (1)
 - Senior executives (1)
- Additional paths (116)
 - Individuals with disabilities (44)
 - Family of overseas employees (10)
 - Native Americans (1)
 - Peace Corps & AmeriCorps Vista (22)
 - Special authorities (39)

[Show options with 0 jobs](#)

Pay

Salary Help

\$0 \$500,000 \$0 (min GS-1) - \$500,000 (max GS-15)

Grade

< GS1	GS 1	GS 2	GS 3	GS 4
GS 5	GS 6	GS 7	GS 8	GS 9
GS 10	GS 11	GS 12	GS 13	GS 14
GS 15	> GS15			

General Schedule (GS) equivalent

Department & Agency Help

Series Help

[See more filters >](#)

The prominence of the filters on GSA's job search website was favorable; however, moving these filters to the left side of the page would better align with where users naturally look for filters.

The Northern Alberta Institute of Technology had an optimal filter design; they were placed on the left-hand side, exposed by default, and included only the most meaningful filters and refinement values. The only improvements would be to remove the *Apply* button on each filter in favor of automatically filtering the results after employees select a refinement and using checkboxes instead of a slider control to filter by date.

The screenshot displays the NAIT intranet search interface. On the left, a sidebar contains user profile information (Helen Anna Kaley), quick links (Employee Directory, Locations, Emergency Resources), and apps/tools. Below these are three expandable filter sections: **TOPIC**, **TYPE OF CONTENT**, and **TYPE OF FILE**. The **TOPIC** section includes filters like NAIT INSTITUTION, ADMINISTRATIVE, and POLICIES AND PROCEDURES. The **TYPE OF CONTENT** section includes NEWS ANNOUNCEMENTS, PAGE, and BLOG POST. The **TYPE OF FILE** section includes EXCEL, PDF, POWERPOINT, WEB PAGE, and WORD. The main search results area shows a card for 'one AT NAIT Gift Card Order Form' and several other cards for 'Ernest's Gift Certificates', 'Make a Gift', 'Gifts-in-Kind', 'GE 2.0 Code of Ethics and Conduct Policy (effective...)', 'Impact of Your Gift', 'An unexpected gift', and '12 awesome gift ideas made by Alberta-based NAIT grads'. A search bar at the top right contains the term 'gift'.

The Northern Alberta Institute of Technology's intranet represents a favorable example of displaying exposed filters on the left side of the search results page.

57. Display filter names prominently.

Make it easy to scan and understand the names of filters at first glance. Place a clear label at the top of each filter and apply a bold text treatment to help visually distinguish the filter's name from the refinement values therein.

Use clear filter labels.

Timeless Design Tips

As with links, filter labels should also contain information-carrying words so that users can easily tell, at first glance, exactly what criteria they'll be filtering the results by.

The filter names on Dell's job search site were clearly labeled and offered enough visual separation between each filter. It was easy to see what each filter represented right away.

Check for filters that are potentially redundant or too similar.

Process and Strategic Considerations

When there are too many similar-seeming filters on a search results page, employees will stop and ponder which one to use to narrow the scope of their search.

Instead of displaying all possible filter options, select the values that are the most likely to appeal to the majority of people. For example, it's not necessary to have filters on search results pages for all of the following values:

- Location: Country
- Location: Region/State/Province
- Primary Location

One filter for primary location would suffice.

In another example, it's also not necessary to have separate filters for each of the following values on the same search results page:

- Job Category
- Job Family
- Job Type

One filter for job category or job type would suffice.

The screenshot shows the Dell job search interface. On the left, there is a sidebar with several filter categories: Current Search, Location Country, Location Region/State/Province, Primary Location, Spotlight Job, Job Category, Job Family, Management Level, Organization, Full/Part-time, and Job Type. Each category has a list of options with counts. The main area displays a list of 3642 results, each with a title, posting date, and location. The results include titles like 'Regional Sales Manager, New York & New Jersey Enterprise', 'Senior Consultant, Dell Technologies Cloud', and 'Boomi Account Executive'. The interface includes a search bar at the top, a navigation bar with a bell icon and notifications, and a 'Search' button.

3642 Results

- Regional Sales Manager, New York & New Jersey Enterprise
01010101 | Posting Date 01/01/2019 | Job Site Location
- Senior Consultant, Dell Technologies Cloud
01010101 | Posting Date 01/01/2019 | Job Site Location
- Boomi Account Executive
01010101 | Posting Date 01/01/2019 | Job Site Location
- Territory and Customer Database Analyst - German
01010101 | Posting Date 01/01/2019 | Job Site Location
- RSA Archer Western Canada Account Manager
01010101 | Posting Date 01/01/2019 | Job Site Location
- Spécialiste des ventes ArcherArcher Sales Specialist
01010101 | Posting Date 01/01/2019 | Job Site Location
- Systems Concept Architect - Austin, Texas CS17
01010101 | Posting Date 01/01/2019 | Job Site Location
- Sales Operations Analyst
01010101 | Posting Date 01/01/2019 | Job Site Location
- Secureworks Japan - Senior Security Testing Consultant (Kawasaki/Tokyo/Remote)
01010101 | Posting Date 01/01/2019 | Job Site Location
- Enterprise Account Executive - Chicago
01010101 | Posting Date 01/01/2019 | Job Site Location
- Senior Principal Software Engineer (Cybersecurity)
01010101 | Posting Date 01/01/2019 | Job Site Location
- Associate Systems Engineer
01010101 | Posting Date 01/01/2019 | Job Site Location
- Senior Advisor Accounting
01010101 | Posting Date 01/01/2019 | Job Site Location
- Security Penetration Tester
01010101 | Posting Date 01/01/2019 | Job Site Location
- Consultant, Vulnerability Management
01010101 | Posting Date 01/01/2019 | Job Site Location
- (Senior) Account Systems Engineer, Global Accounts (m/w/d)
01010101 | Posting Date 01/01/2019 | Job Site Location
- Specialista manažmentu objednávok s nemčinou
01010101 | Posting Date 01/01/2019 | Job Site Location
- Order Management Specialist - NORDIC
01010101 | Posting Date 01/01/2019 | Job Site Location
- Director - Cloud Product Management Services (Austin / Round Rock, TX)

The filters on Dell's job search site were prominent and easy to scan. However, some of the filter values seemed too similar. This slowed users down as they contemplated which filter to use to narrow the scope of their results properly.

The filter names on the Royal National Lifeboat Institution's intranet could have been more prominent and scannable. They were in a black box with small white text, which is not the best presentation or color choice for scannability. Also, the last filter on the page was labeled with developer-centric language, *RefinableString10*, and the refinements underneath this filter were unrecognizable.

The screenshot shows a search results page with a large blue header 'Results'. A search bar at the top contains the word 'jobs'. Below the header, there are several filter sections on the left and a list of job profiles on the right.

Author

- Employee name

OTHER VALUE
APPLY | CLEAR

Modified date

- One Year Ago
- Today
- All

RefinableString10

- Job Profile, Job Profiles, Profiles, Prof...
- DADLrSdfRMg,BACluapetoA
- CB-GEN-TP-0001,Capable,Boats,Eq...
- RADAR form, RADAR, RADAR form ...
- display, monitor, dse, Indg36,
- SHOW MORE

Recruitment

People are the RNLI's most valuable asset and the reason we're a world-class organisation ... We all want this to continue, so recruiting the ... What **Jobs** are currently being advertised ...
rnli.sharepoint.com/sites/Compass/.../Pages/Recruitment.aspx

Mechanic - Job Profile

My job saves lives at sea by ... Understands that this is more than a job and is able to commit to the demands of the role ... Date Job Profile issued: January 2018
rnli.sharepoint.com/sites/.../Documents/Mechanic - Job Profile.pdf

Coxswain - Job Profile

My job saves lives at sea by ... Understands that this is more than a job and is able to commit to the demands of the role ... Date Job Profile issued: January 2018
rnli.sharepoint.com/sites/.../Documents/Coxswain - Job Profile.pdf

Area Lifesaving Manager - Job Profile

My job saves lives at sea by ... Effectively providing support and guidance to the people who deliver our ... Job Overview ... Job Specific ... Date Job profile issued: October 2016 ... Job Title ... Job Code
rnli.sharepoint.com/.../Area Lifesaving Manager - Job Profile.pdf

Lifeboat Operations Manager - Role Description

This role will help us save lives at sea by carrying out ... day to day management of the ... to ensure a permanent state of readiness for ... **Compliance with the RNLI Volunteer Commitment** ...
rnli.sharepoint.com/.../Lifeboat Operations Manager - Role Descript...

Job profiles

rnli.sharepoint.com/sites/Compass/.../Pages/Job profiles.aspx

Senior Engineer (Naval Architect) - Job Profile

Job Title ... Job Code ... My job saves lives at sea by ... Providing technical support and expertise for new and existing ... Job Overview ... Job Specific Competencies ... Date Job Profile issued: 01/04/2011
[rnli.sharepoint.com/.../Senior Engineer \(Naval Architect\) - Job Pro...](http://rnli.sharepoint.com/.../Senior Engineer (Naval Architect) - Job Pro...)

Planning - Job Specific Competency

Level 1 Level 2 Level 3 Level 4 Analysis and interpretation of data ... Understands relevant data and works with line ... Establishes strategy Job Specific Competency Title: Planning
rnli.sharepoint.com/sites/.../Planning - Job Specific Competency.pdf

The filter names on RNLI's intranet were in black boxes with small white text, which was not good for quick scanning.

58. Present the filters as expanded by default on desktop.

A few intranets we studied collapsed some or all of the filters on search results. While it can be good to collapse filters on mobile (which we discuss in the next guideline), it's better to show the filters as expanded on desktop views of the intranet. If you're limiting the filters to show only the most meaningful and relevant set, your search results page won't take a performance hit or grow too long by showing expanded filters.



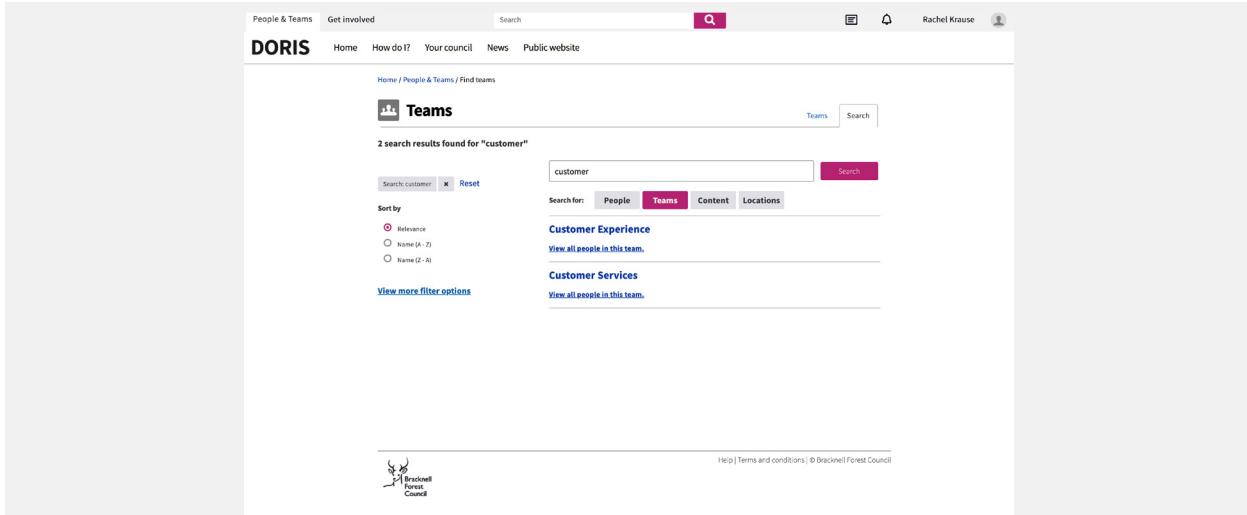
Employees demonstrated low engagement with collapsed filters.

User Behaviors

We observed that employees were more reluctant to interact with filters on the search results pages when they were all collapsed. The intent behind collapsing filters by default is sound in that collapsed filters hypothetically decrease the overall height of the results page, and focus users' attention on the results set.

However, collapsing filter accordions imposes an additional interaction cost on the user because first, they have to click to open the filter. Then they have to click again to select an appropriate refinement. It's better to expand the filters to expose the refinements.

On Bracknell Forest Council's intranet, a search for *Customer* yielded a set of radio buttons that employees could use to sort the results. However, a link labeled, *View more filter options* appeared below them. Rather than showing this link, a better approach would be to display all relevant filters by default instead of forcing users to click a link to view them.



Bracknell Forest Council's search results page did not always reveal the filters after employees searched. In this case, users had to click a link to expose them.

The Scottish Government's search results page was nicely designed. It effectively combined results for content, people, and tools all on one page. Having a good set of filters is especially important in these cases, as many different content types are likely to appear. The filters were expanded by default, allowing users to easily narrow the results to see only those needed for their search. The labels for these filters were also clear, as were the refinements.

The only minor issue with this design was that an arrow icon was used to select the refinement. This made each refinement look like a tiny accordion that could expand to reveal even more refinements underneath (the refinements are typically contained in a filter accordion). A better approach would be to use checkboxes instead of arrows so that users can more clearly anticipate how to apply refinements.

Saltire News My Workplace Our Organisation Staff Directory Help

Quick Links learning 

Search > Search Results

Search term - learning

About 1,474 results

View: All Results | People Only

Sort By: Relevance

Directorate

- > DIRECTORATE FOR LEARNING (147)
- > Student Awards Agency For Scotland (134)
- > Scottish Procurement and Commercial Directorate (111)
- > DIRECTORATE FOR ADVANCED LEARNING AND SCIENCE (81)
- > Accountant in Bankruptcy (50)

[show more](#)

Topic

- > Learning (41)
- > Health and safety (9)
- > IT services (5)
- > Performance management (5)
- > Performance and development (4)

[show more](#)

Content Format

- > News Article (521)
- > Org News Article (148)
- > Guide Section (139)
- > Org Generic Article (136)
- > Org Team Updates Article (70)

[show more](#) (about 205 results)

Document Type

- > aspx (1,009)
- > pdf (2)

Date Range

[All](#)

Employee Name
 College Improvement Project Officer
 Directorate For Advanced Learning And Science

Employee Name
 Director of the Community Learning and Development Standards Cou
 Extension: 42998
 Education Scotland

Employee Name
 Strategic Director - Lifelong Learning
 Extension: 44218
 Education Scotland

Employee Name
 Learning, Development and Innovation Lead
 Extension: 49895

Learning
 My Workplace Section
 Last updated: Tuesday 12 April 2016
[Home > Pages > My Workplace.aspx > Learning](#)

Learning and Development
 Org Generic Landing
 Last updated: Thursday 15 March 2018
[Home > Orgpacas > Economic Development Directorate > Learning And Development](#)

Learning and Development
 Org Team Updates Article
 Last updated: Friday 12 April 2019
 instantly accessible on-line <http://saltire/my-workplace/pages/my-workplace.aspx#Learning> Online TrainingSG
 Finance - Learning PortalWordExcelOutlookOneNote ...
[Home > Orgspaces > Economic Development Directorate > Learning And Development](#)

The Scottish Government's filters were expanded by default, which was favorable. However, the arrow icons next to each refinement made it seem like they could be expanded to reveal more options.

The filters on Dell's search results page were expanded by default, and employees could see the first few refinements in each filter. The filters included clear labels and refinement values, and checkboxes to support multiselection. Housing these filters in scrollable listboxes instead of static containers would allow employees to freely scroll through the refinement values without having to click on *Search* or the down arrow to see more.

Inside DELL Technologies

News | My Communities | My HR | My IT | Learning | [☰](#)

discounts

Results 1-10 of 12,441 for discounts in 0.12 seconds

You may wish to visit Rewards and Benefits

[DOC](#) **2019 Personal Employee Discounts**
Discounts for personal travel are offered for car rental and hotel reservations only.... The discount number for personal rentals for National and Enterprise is XZ65134.
Created: 03/29/2018 Last Modified: 05/08/2019 Comments: 26 Likes: 19 Views: 26579

[DOC](#) I believe certainly in Europe that the standard Damage Waiver is always included but with a large excess ... I could be wrong here. try compare without the dell code (worth doing anyway as you ...
Author: John Doe Date: 12/02/2019

[DOC](#) Glad it worked, yes I find its very close to the corp rate.... The no discount at all rate was 300\$ more.... So a good deal.
Author: John Doe Date: 04/11/2019

[PPT](#) **Dell Technologies Employee Discount - Tips & Tricks - Updated for FY20**
The discount is not off the list price but the current price, meaning if an item is ... Discount coupon codes are specific to product category, you will most likely pick "Consumer PCs" if you ...
Created: 06/04/2018 Last Modified: 10/22/2019 Comments: 4 Likes: 7 Views: 14829
Author:

[PPT](#) The attached PPT appears to be out-of-date as it speaks to navigating the old Inside Dell. ... Please update or retire this doc so the current one may be further up the list. ... Thanks!
Author: John Doe Date: 03/03/2019

[DOC](#) **Dell Employee Discounts**
Now that we are officially Dell Employees, is there a specific URL or discount code to use to get employee discounts?... Thanks!
Created: 09/21/2016 Last Modified: 09/21/2016 Comments: 27 Likes: 0 Views: 16631
Author:

[DOC](#) Hi Claudia, ... Check out this Question of the Week: What Dell product discounts are available to team members? to learn more about how to receive and use the team member discounts.
Author: John Doe Date: 07/13/2017

[DOC](#) Yes, I got a 25% discount from the website from an additional 15% employee discount on a new monitor recently!
Author: John Doe Date: 07/11/2017

Show Complete Thread ▾

Dell's filters were exposed by default, which was optimal. Users could see the first few refinements without having to click anything first.

59. Collapse filters on mobile views to preserve space.

Though we recommend expanding filters by default on desktop screens and larger viewport sizes, it's acceptable to initially collapse filters on mobile so that users can immediately start reviewing results instead of having to scroll past a lengthy set of filters to reach them. We didn't see much mobile usage of intranets in our recent round of research, but many intranets did use **responsive design**.



Responsive web design

Definitions, Principles, and Methods

Responsive web design is a web development approach that creates dynamic changes to the appearance of a website depending on the screen size and orientation of the device being used to view it. It is one approach to the problem of designing for the multitude of devices available to customers, ranging from tiny phones to huge desktop monitors.

It's important to collapse filters at the top of the page on smaller viewport sizes (for example, 1024 and below). This is important because employees often had many browser windows open at a time while they worked. To maximize their screen space, they'd often resize the browser windows to simultaneously fit many on the screen. When employees viewed the intranet in one of the smaller browser windows, they remained most productive if the intranet dynamically resized to a more optimal view according to the size of the browser window it sat in.



Employees used multiple browser windows of varying sizes while working.

User Behaviors

Employees often had multiple browser windows and applications open at a time to complete their work. They usually kept all of them on the screen at various sizes, so they filled the viewport.

When intranets or digital workplace tools were responsive, employees could remain productive because the experience flexed nicely as the windows were minimized or maximized.

On smaller viewports, the Royal National Lifeboat Institution's filters were expanded at the top, which was problematic. The results were pushed below the fold on a mobile device, and users had to scroll a few times to get past the filters and into the results. A better approach would be to collapse the filters on mobile and prioritize showing search results above the fold.

The image on the left is how RNLI's filters displayed during our testing. The image on the right shows how these filters could be collapsed into an accordion, so users can immediately scan the results on smaller viewports.

60. House filters in scrollable, multiselect listboxes.

In their simplest form, listboxes contain three main parts: a container box, a list of items, and a label. Users can click on the items enclosed in the container box to select one or many from the list. A listbox may scroll, depending on how many items it contains. For intranet filters, we recommend listboxes include checkboxes to clearly imply that multiselect functionality is available.

The wireframe shows a rectangular box with a title 'Available Items:' at the top. Inside, there is a vertical list of seven items, each with a checkbox. The first four items have their checkboxes checked, while the last three are unchecked. A vertical scrollbar is positioned on the right side of the listbox. The items are labeled 'Item 1' through 'Item 7'. Below the listbox, a descriptive text reads: 'This example wireframe illustrates how a filter contained in a scrollable, multiselect listbox might look.'

There are two main advantages to using listboxes for filters:

- **Low interaction cost:** Listboxes don't require users to click on anything to reveal the options inside before selecting (but they may require users to scroll the list if there are too many items).
- **Increased item visibility:** The ability to see multiple options at once can speed up decision-making and increase selection accuracy.

Five filters appeared on the Mayo Clinic's forms and publications search results, along with the corresponding refinement values. This was too many refinements to show at one time. Additionally, the *Type* and *For Use In* filters followed a hierarchy, where some refinement values were indented underneath others. A better approach would be to organize these filters into listboxes rather than exposing *every* possible refinement value on the page. This way, employees still have easy access to all the refinements but can scroll through to view a more manageable amount at a time.

 MAYO CLINIC

Home Practice Education Research HR Connect Groups Policy Library Video Library Calendar

MC Forms and Publications Search

Search Order Items (0 in Cart) Customer Contacts Items By Group Request Access and Account Changes Returns Getting Started Linking to this Site Filter Results (Clear)

Type: Auth/Consent (57) EHR Downtime (34) Ancillary Services (3) Cardiology (3) Discharge Home Health Hospice (17) ED (2) Inpatient General Care (5) Inpatient ICU (5) L&D OB (3) Neonate (4) Outpatient (2) Radiology (1) Surgical Procedural (6) Medical Record (247) Backup/Downtime (50) Patient Education (487) Protocol (4) Questionnaire (11) Scanned into EMR (176)

Distribution: Non-stock Items (1,317) Parstock (8) Patient Racks (5) Stock Items (674) Web Version (2,410)

Language: Arabic (21) Chinese (1) English (2,366) Mandarin (1) Somali (2) Spanish (45)

Item Status: Active (2,206) Discontinued (221)

For Use In: Arizona (1,019) Florida (867) Rochester (1,760) Show MCHS Sites

Results 1 - 20 of 2427.

#	Item Number	Item Name	View
	MC5783	Human Factors and Patient Safety Program Hu	Add to Cart
	MC7941-01	Patient Safety Incident	Online Only
	MCS15317	Opioids and Patient Safety	Discontinued UOM:Each
	MC7941-05	My Plummer Patient Safety Color Sheets - Additional Sheet	Add to Cart
	MC7941-04	My Plummer Patient Safety Color Sheets	UOM:Each Non-Stock Item
	MCHS30415	Treatment Plan Modification Patient Safety 1:1 Monitoring - Inpatient Behavioral Health [6310010-50]	Add to Cart
	MC5711-06	Restricted Articles List for Patient Safety [MCHS22021]	UOM:Each Non-Stock Item
	MCS14299	Patient Safety Initiatives	Add to Cart

Hello. (Sign-in)

Advanced Options Search Help

View Cart (0 Items)

On the Mayo Clinic's intranet, an extensive set of filters and refinements appeared on the MC Forms and Publications Search results page.

The screenshot shows the Mayo Clinic's MC Forms and Publications Search interface. At the top, there's a navigation bar with links for Home, Practice, Education, Research, HR Connect, Groups, Policy Library, Video, Library, and Calendar. Below this is a blue header bar with the text "MC Forms and Publications Search". The main content area has a search bar with the query "patient safety" and a "Search" button. To the right of the search bar are links for "Hello. (Sign-in)" and "Advanced Options Search Help". Below the search bar, it says "Results 1 - 20 of 2427". The results are listed in a table with columns for "#", "Item Number", "Item Name", and "View". Each result row includes a thumbnail, a "View" link, an "Add to Cart" button, and some additional details like "UOM:Each" or "Non-Stock Item". On the left side of the results table, there are three vertical filter panels: "Type" (Medical Record, Backup/Downtime, Patient Education, Protocol, Questionnaire, Scanned into EMR, Auth/Consent, EHR Downtime), "Distribution" (Non-stock Items, Parstock, Patient Racks, Stock Items, Web Version), and "Language" (Arabic, Chinese, English, Mandarin, Somali, Spanish). The results table shows five items:

#	Item Number	Item Name	View
MC5783		Human Factors and Patient Safety Program Hu	Add to Cart
MC7941-01		Patient Safety Incident	Online Only
MCS15317		Opioids and Patient Safety	Discontinued UOM:Each
MC7941-05		My Plummer Patient Safety Color Sheets - Additional Sheet	Add to Cart
MC7941-04		My Plummer Patient Safety Color Sheets	Add to Cart

A better approach to the Mayo Clinic's filters and refinements would be to remove the filter hierarchy and contain the refinements in listboxes. This way, users can still see all of the filter values and many of the refinements initially and can scroll inside the listboxes to view more.

Instead of using listboxes for search result filters, Eyeo used dropdown lists. Dropdown lists and listboxes are similar in that they're both used for selection and to make a list of options more compact in the UI. However, dropdown lists aren't the optimal choice for housing filters; they don't support multiselect in the same way listboxes can. Also, because the filters on Eyeo's intranet weren't visible on the page, engagement with them was low. The more optimal approach would be to expose the filters in listboxes instead of using dropdowns.

The screenshot shows a search results page titled "business cards". On the left, there's a sidebar with a navigation menu and a main content area displaying search results. The search results are filtered by "Space" and show 106 results. The results include various posts and documents related to business cards, such as "Advertising, merch, and design", "Business Development Department", and "Male, 30 - IT Specialist (Respondent)". The interface uses a clean, modern design with a light gray background and blue accents for links.

business cards

106 search results [Search tips](#)

FILTER BY

- Space
- Contributor
- Type
- Date
- Label
- Space category

[Advanced search](#)

business cards

106 search results [Search tips](#)

Advertising, merch, and design
eyeo Central about 13 hours ago
Business cards If you are in need of new **business cards**, please follow these steps: Create a ticket in the Procurement project

Business Development Department
eyeo Central Sep 20, 2019
About **Business Development** (BizDev) Add information about the areas of expertise your department covers, including links to job

Business Development Department Files
eyeo Central Sep 14, 2019
file-list Migration of unmigrated content due to installation of a new plugin

Playing around with Jira Card Colors
Professional Communities Sep 23, 2019
Finally got around for a little more show and tell :) Today I have played around with Jira's card colors - I figured it be cool to give **cards** some

Male, 30 - IT Specialist (Respondent)
User Research Sep 16, 2019
Engines: He uses Microsoft Edge to browse and Bing to search, in order to earn points towards gift **cards**. Edge w/ Bing (on phone,

Call for Participation: Tree Testing Study and Groups Card Sort
Internal Collaboration Tools Aug 08, 2019
sort, meaning there were only a few **cards** to represent a category to get a grasp of people's mental models about the general navigation.

2019-22-July Meeting notes
User Research Jul 25, 2019
1 Stop from Berlin (direct available for more manay thoughts) and direct

Eyoe used dropdown lists to house its search results filters. A better approach would be to use listboxes to expose the filters on the page without forcing users to click on anything to reveal options.

Refinements with checkboxes are easier to interact with than links. For example, the refinements on Dell's *Ethics and Compliance* search results and First Solar's intranet were links-only. These would have been more obviously selectable had they included checkboxes. Additionally, each intranet used a slider to select a date range within the modification date filter. This was much more cumbersome than selecting years from a list of checkbox options.

SharePoint - One.dell.com

Ethics & Compliance Home Legal4U Search

Result type ▼ 🔍

Excel
PDF
PowerPoint
Video
Web page
Word
[SHOW MORE](#)

Author
Gina
Anne
Curtis - Dell Team
Kristi
Dell Inc.
[SHOW MORE](#)

Modified date


One Year Ago Today
All

Global Gifts & Hospitality FAQs
Gifts 3 ... provider, are subject to the restricted **gifts** and hospitality policy which provides for total **gift** and hospitality not to exceed \$20 per ...
<legal.one.dell.com/sites/Legal4Clients/.../GH FAQs March 2018.docx>

Gifts & Hospitality
How to Use the Case Study ... Even well intentioned **gifts** are violations of **gift** laws ... a resolution allowing the employees to accept the **gift** as compensation which was invalid ...
<legal.one.dell.com/.../Gifts and Hospitality Case Study.p...>

Gifts and Hospitality
The other members of the team collectively bought you a wedding **gift** ... Answer: The Dell **Gifts** & Hospitality Policy is related to **gifts** between Dell and customers, partners and ...
<legal.one.dell.com/.../Gifts and Hospitality Discussion S...>

How We Win:
Understand the basics of global **gifts** and hospitality risk ... Branded restaurants or store specific **gift** cards (including Amazon) are permitted as long as they are within **gift** limits ...
<legal.one.dell.com/.../Gifts and Hospitality Ambassador T...>

FY20 Annual Ethics and Compliance Training Requirements
Global, Regional, and Business Unit/Functional ... DEL946: Global **Gifts** and Hospitality (non-US only ... DEL946: Global **Gifts** and Hospitality(excludes Christine Fraser and Brian Reaves orgs ...
<legal.one.dell.com/.../FY20 Annual Ethics and Compliance Training R...>

Dell PowerPoint Gallery

The refinements on the search results for Dell's Ethics and Compliance site would have looked much more clickable with checkboxes. Adding checkboxes would also indicate that users could select multiple values to filter the results.

The screenshot shows a SharePoint search interface. At the top, there's a navigation bar with links for APPS & TOOLS, WORK RESOURCES, TEAMS & DEPTS, HR, and OUR COMPANY. Below the navigation is a search bar containing an asterisk (*) and a magnifying glass icon. To the left of the search bar is a sidebar with various filter categories and their sub-options:

- News Type**: Corporate News, Industry News, Announcements, News.
- Topic**: Salesforce News, Continuous Improvement, IT Executive Summary, Operational Excellence, Problem Solving, SHOW MORE.
- Team**: POWER, Information Technology, IT Internal, Corporate Communicati..., Legal, SHOW MORE.
- Author**: Amy.Heisler@FIRSTSOL..., Alexander.Spieldennner..., Stephanie.Reibert@first..., Jillian.Jennings@firstsol..., Sarah.Begell@firstsolar..., SHOW MORE.
- Modified date**: A timeline slider showing 'One Year Ago' and 'Today', with a 'All' option below it.

The main content area displays search results for different news items:

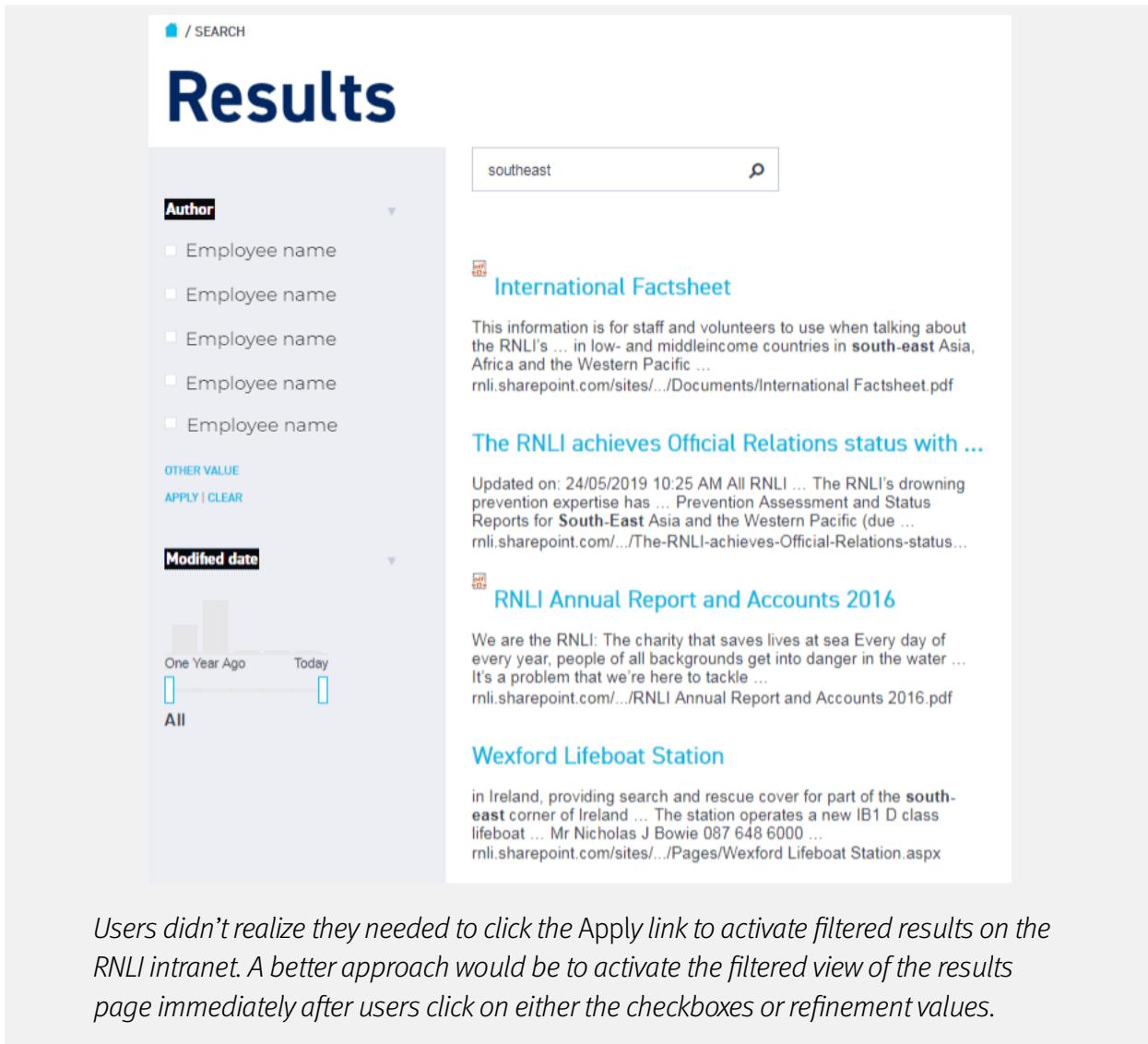
- Investing in Our Associates' Education**: First Solar Perrysburg associates recently completed a graduate program with Owens Community College in Perrysburg, OH ... Below is an edited version of the press release that was ... <1stsolar2.sharepoint.com/.../Investing-in-Our-Associates'-Educa...>
- Q2 2019 Financial Results Announced**: Net sales of \$585 million Net loss per share of \$(0.18) Cash, restricted cash and marketable securities of \$2.1 billion, net cash of \$1.7 billion YTD net bookings of 4.3GWDC ... <1stsolar2.sharepoint.com/Pages/2019-Q2-Earnings-Call.aspx>
- Improving Plant Performance Predictions**: This article is the first part of a two part series on PlantPredict and PlantDesign, two tools we use for Plant Performance Predictions ... In the course of building, selling ... <1stsolar2.sharepoint.com/.../Improving-Plant-Performance-Prediction...>
- DNM Opens New Tech Lab**: DNM CELEBRATED THE GRAND OPENING OF NEW TECHNICAL TRAINING LAB ... The lab was established to offer a safe environment for technical associates to practice operation and repairs by ... <1stsolar2.sharepoint.com/Pages/DNM-Opens-New-Tech-Lab.aspx>
- Scaling Plant Design and Analysis**: This article is the second part of a two part series on PlantPredict and PlantDesign, two tools we use for Plant Performance Predictions ... If you missed the first part yesterday, you ... <1stsolar2.sharepoint.com/.../Scaling-Plant-Design-and-Analysis.aspx>
- FS to Power Microsoft Datacenters**: First Solar, Microsoft Team-Up to Power Arizona Datacenters with Cleaner Solar ... Solar electricity from 150MWAC Sun Streams 2 project in Arizona to support Goodyear and El Mirage ... <1stsolar2.sharepoint.com/.../FS-to-Power-Microsoft-Datacenters.aspx>
- The FS Graduate Rotation Program**: The members of the Graduate Rotation Program (left to right): Jialiu Ma, Christina Moffett, Natalia Kholmicheva, and Sergiu Draguta ... New Rotation Program Builds Talent, Experience ... <1stsolar2.sharepoint.com/Pages/The-FS-Rotation-Program.aspx>

First Solar's filter refinements also did not include checkboxes and forced users to click on a Show More link each time they wanted to reveal more refinements. Housing these in a scrollable listbox and adding checkboxes to each refinement would be a better option.

61. Display the filtered view of the results page after selecting the checkbox or refinement label.

Immediately after users click on the checkbox or a refinement value, filter the page to show only results that match the selected refinement(s). Don't force users to click an *Apply* button to activate the filtered view of the search results page.

Royal National Lifeboat Institution employees struggled to operate the search results filters as they required users to click on an *Apply* link after selecting a refinement. When a participant was searching for a policy on travel cards, he entered the phrase, *travel cards* in the search field. When applying a refinement, he selected the checkbox but neglected to press the *Apply* link. Since the results didn't change, he assumed the filters didn't work, or there weren't any relevant results. Not noticing the *Apply* link, he encountered the same issue in a subsequent task.



The screenshot shows a search results page with the following interface elements:

- Header:** A blue header bar with the text "SEARCH".
- Title:** A large, bold title "Results".
- Search Bar:** A search bar containing the text "southeast" and a magnifying glass icon.
- Left Sidebar (Author Filter):**
 - A section titled "Author" with a dropdown arrow.
 - Five checkboxes labeled "Employee name".
 - Buttons for "OTHER VALUE", "APPLY | CLEAR", and "REFINE".
- Left Sidebar (Modified Date Filter):**
 - A section titled "Modified date" with a dropdown arrow.
 - A slider with markers for "One Year Ago", "Today", and "All".
- Results List:**
 - International Factsheet:** A result with a small thumbnail icon, the title "International Factsheet", and a brief description: "This information is for staff and volunteers to use when talking about the RNLI's ... in low- and middleincome countries in south-east Asia, Africa and the Western Pacific ...". Below it is a link: "rnli.sharepoint.com/sites/.../Documents/International%20Factsheet.pdf".
 - The RNLI achieves Official Relations status with ...:** A result with a small thumbnail icon, the title "The RNLI achieves Official Relations status with ...", and a brief description: "Updated on: 24/05/2019 10:25 AM All RNLI ... The RNLI's drowning prevention expertise has ... Prevention Assessment and Status Reports for South-East Asia and the Western Pacific (due ...". Below it is a link: "rnli.sharepoint.com/.../The-RNLI-achieves-Official-Relations-status...".
 - RNLI Annual Report and Accounts 2016:** A result with a small thumbnail icon, the title "RNLI Annual Report and Accounts 2016", and a brief description: "We are the RNLI: The charity that saves lives at sea Every day of every year, people of all backgrounds get into danger in the water ... It's a problem that we're here to tackle ...". Below it is a link: "rnli.sharepoint.com/.../RNLI%20Annual%20Report%20and%20Accounts%202016.pdf".
 - Wexford Lifeboat Station:** A result with a small thumbnail icon, the title "Wexford Lifeboat Station", and a brief description: "in Ireland, providing search and rescue cover for part of the south-east corner of Ireland ... The station operates a new IB1 D class lifeboat ... Mr Nicholas J Bowie 087 648 6000 ...". Below it is a link: "rnli.sharepoint.com/sites/.../Pages/Wexford%20Lifeboat%20Station.aspx".

Text at the bottom:

Users didn't realize they needed to click the Apply link to activate filtered results on the RNLI intranet. A better approach would be to activate the filtered view of the results page immediately after users click on either the checkboxes or refinement values.

Usually, seeing a selected checkbox is enough to communicate that results are filtered by the selected refinements. However, if you have expansive results pages, it may also be helpful to provide subtle feedback when filters have been applied, as well as when they are removed. This could be in the form of a slight fade in the body of the page while the filtered results load or by displaying a discrete list of applied refinements at the top of the page.

62. Show the number of results that correspond to each refinement.

Include the number of search results that match each refinement in parenthesis alongside each one. This helps users know how many results will be left in the set after applying the refinement. Also, order the refinements within each filter in ascending order so that the refinement value with the most results appears at the top and the one with the fewest search results appears at the bottom of the list.



Users tended to select refinements with large values first.

User Behaviors

When users see refinement values with large numbers next to them, they'll often start by clicking first to narrow the results using a relevant filter but to still have an ample number of options to choose from.

If numbers are not present or visible, users may think they're just clicking on random values without any indication of how many results will return after they click.

For example, the City of Calgary's intranet included the number of items corresponding to a given refinement value. This helped set employees' expectations for how many results would appear after selecting a given refinement. The only other improvements the City of Calgary could make to its filters would be to include checkboxes instead of arrow icons; arrows typically indicate accordion functionality and expansion rather than selection.

The City of Calgary did a nice job including the number of results that would return in parenthesis, right next to each refinement value.

63. Spell out refinement values instead of using file extensions, images, or acronyms.

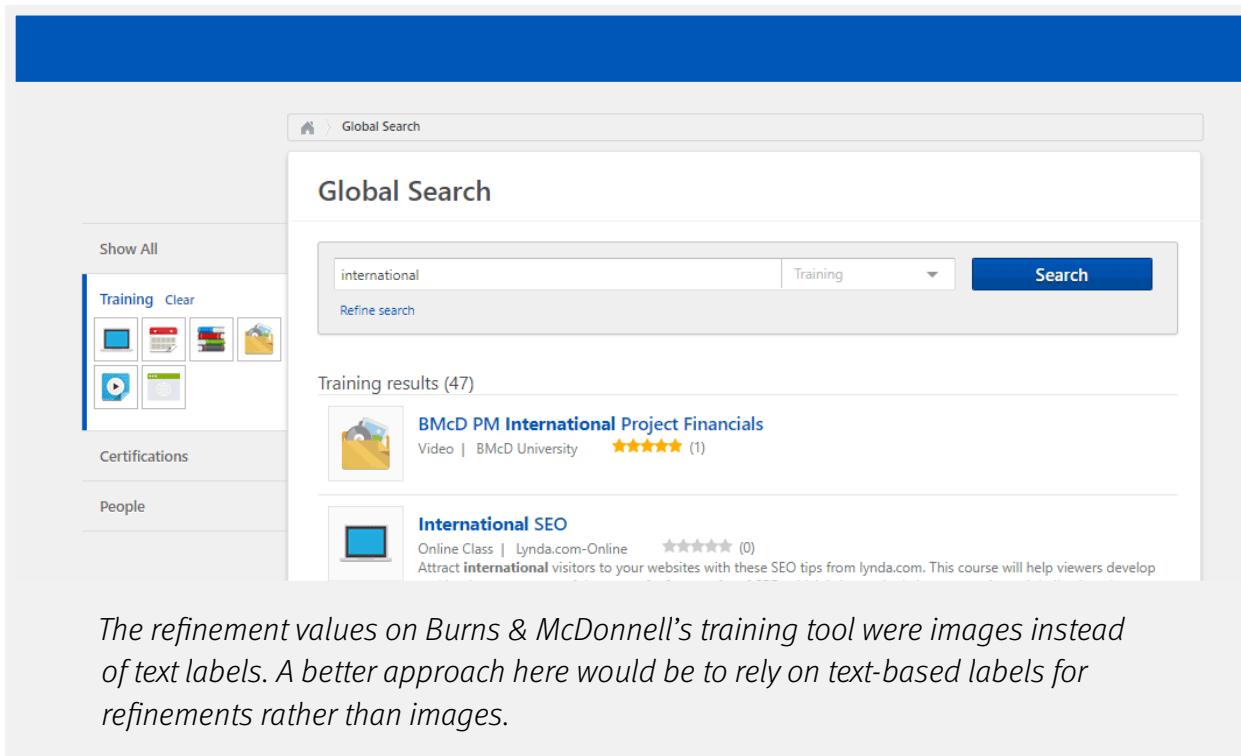
Users don't always know what file extensions (such as .doc or .xls) represent in the types of results they are looking for. For example, more meaningful labels for refinements under a filter for **Content Type** would be:

- Presentations (instead of .ppt or .key)
- News Articles (instead of .doc)
- Policies (instead of .pdf)
- Forms (instead of .xls)
- Videos (instead of .mov)

Using images or icons to signify refinement values can also be problematic; employees may not associate the same meaning to images that designers do. On Burns & McDonnell's intranet's training section, the search experience defaulted to *Show All* results and included filters to narrow the accordions by:

- Training Types
- Certifications
- People

However, when the *Training* filter expanded, instead of text-based refinement labels, a series of icons appeared. The icons did not include labels, so users were left guessing their meaning. A much better approach would have been for Burns & McDonnell to rely on standard text-based refinement labels instead of images. Without labels, the icons are inaccessible, and will take users more time to stop and ponder what they mean before selecting.



The screenshot shows a 'Global Search' interface. On the left, there is a sidebar with 'Show All' buttons for 'Training' (selected), 'Certifications', and 'People'. The 'Training' button has four icons below it: a computer monitor, a certificate, books, and a folder. The main search area has a search bar with 'international' and a dropdown menu set to 'Training'. Below the search bar, the text 'Refine search' is visible. The results section is titled 'Training results (47)' and lists two items: 'BMcD PM International Project Financials' (Video | BMcD University, 1 star) and 'International SEO' (Online Class | Lynda.com-Online, 0 stars). A note below the second item says: 'Attract international visitors to your websites with these SEO tips from lynda.com. This course will help viewers develop'.

The refinement values on Burns & McDonnell's training tool were images instead of text labels. A better approach here would be to rely on text-based labels for refinements rather than images.

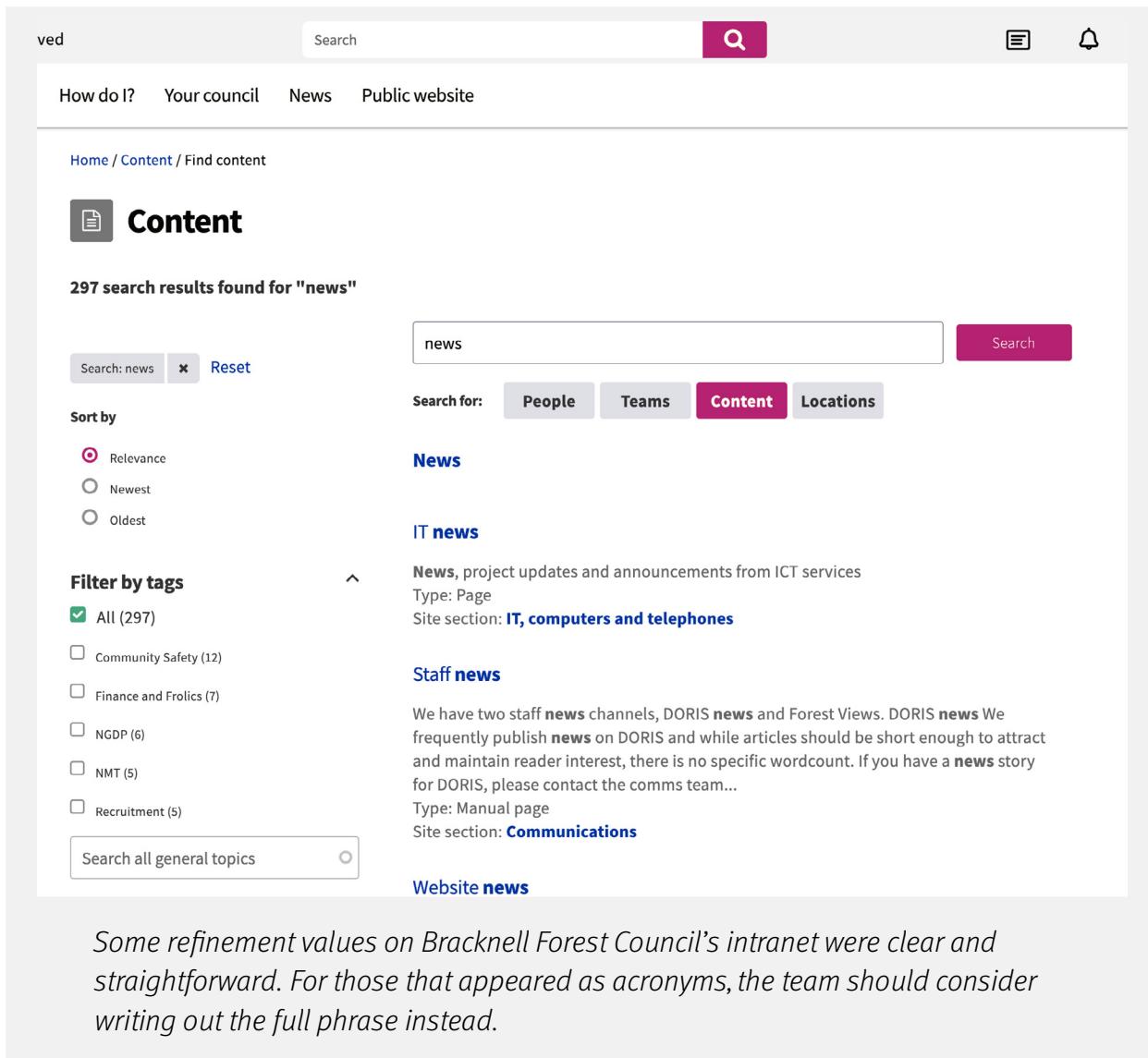
Another consideration with refinement values is to ensure they're not acronyms; spell out the full phrases inside filters instead of acronyms. Acronyms are not easily understood by everyone and are often considered **jargon** terms that are only understood by a specialized group or audience. Seeing jargon in user interfaces causes users to slow down as they pause to try to decipher the meaning of the acronym or jargon term.

 **Jargon**

Definitions, Principles, and Methods

Jargon is special words or expressions that are used by a particular profession or group and are difficult for others to understand.

On Bracknell Forest Council's intranet, some refinement values were clear and straightforward. However, a few others appeared as acronyms, such as *NGDP* and *NMT*. These acronyms might not be known by all employees, especially new hires or those unfamiliar with the topic they're searching for. If a group or team expects to see an acronym in filter refinement values, it's better to lead with the full phrase and place the acronym in parenthesis after that.



The screenshot shows a search interface with the following elements:

- Search Bar:** Contains the word "news".
- Search Buttons:** "Search" button (purple) and "Reset" button.
- Sort By:** Options include "Relevance" (selected), "Newest", and "Oldest".
- Filter by tags:** Options include "All (297)", "Community Safety (12)", "Finance and Frolics (7)", "NGDP (6)", "NMT (5)", and "Recruitment (5)".
- Content Types:** "People", "Teams", "Content" (selected), and "Locations".
- Results:**
 - News:** Described as "News, project updates and announcements from ICT services". Type: Page. Site section: **IT, computers and telephones**.
 - IT news:** Described as "We have two staff news channels, DORIS news and Forest Views. DORIS news We frequently publish news on DORIS and while articles should be short enough to attract and maintain reader interest, there is no specific wordcount. If you have a news story for DORIS, please contact the comms team...". Type: Manual page. Site section: **Communications**.
 - Staff news:** Described as "We have two staff news channels, DORIS news and Forest Views. DORIS news We frequently publish news on DORIS and while articles should be short enough to attract and maintain reader interest, there is no specific wordcount. If you have a news story for DORIS, please contact the comms team...". Type: Manual page. Site section: **Communications**.
 - Website news:** Described as "Some refinement values on Bracknell Forest Council's intranet were clear and straightforward. For those that appeared as acronyms, the team should consider writing out the full phrase instead."

Avoid using acronyms; spell out words instead.

Timeless Design Tips

Spell out the full phrase rather than using acronyms. Users don't always know what acronyms stand for, or they make the mistake of confusing one acronym for another.

Dell did a nice job using **plain language** in its refinement values on the intranet's search results page. The *File Type* filter included general, easy-to-understand refinement values such as *Presentation Document* and *Spreadsheet Document*. This is a much more user-friendly approach than relying on file extensions such as *.pdf*, *.ppt*, or *.csv* alone. The other filter and refinement labels for *Source*, *Language*, and *Author* were also clear and contained straightforward refinement values.



Plain language

Definitions, Principles, and Methods

Plain language is communication your audience can understand the first time they read or hear it.

Inside DELL Technologies

News | My Communities | My HR | My IT | Learning | Paul

recognition eligibility

Results 1-10 of 1,563 for recognition eligibility in 0.83 seconds

You may wish to visit Inspire Recognition

Inspire Recognition

At Dell, we inspire team members by leading with our Culture Code and positioning ... Inspire is a single, easy-to-use platform that empowers you to recognize and reward your colleagues, as ...

EMC Rewards & Recognition

EMC Rewards & Recognition

Rewards and Recognition

Rewards and recognition Recognition is one example of how we bring our Culture Code to life and acknowledge ... training on Excellence@Dell Recognition Program Deck Legacy Dell | Legacy EMC

Created: 12/06/2016 Last Modified: 12/06/2016 Comments: 0 Likes: 0 Views: 3036
Author: Jessica L

Dell Inspire

Find It Here ... Detailed Frequently Asked Questions for Inspire Recognition Program Inspire Recognition FAQ Demo – Inspire Recognition Short video - how to use Inspire Recognition Program

Created: 10/29/2018 Last Modified: 03/28/2019 Comments: 9 Likes: 1 Views: 3798
Author: Emily

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Receive solid brand recognition between Dell ... Eligibility Solution Stack Services Deloitte and Dell EMC work together to respond to state RFPs for Eligibility programs.

Author: Chad

SLG Thought Leadership: NASCIO Awards Committee 2018

Dell EMC is again a voting member of the National Association of State Government CIO ... These are confidential.) ... Kentucky Integrated Eligibility and Enrollment Solutions: IEES ... My

Created: 03/06/2018 Last Modified: 06/29/2018 Comments: 0 Likes: 0 Views: 14
Author: Lynn B

Kentucky 2018 NASCIO Award Application_KY.pdf

CHFS eligibility workers but by a separate vendor ... 6 NASCIO 2018 State IT Recognition

Year

<input type="checkbox"/> 2019	445
<input type="checkbox"/> 2018	295
<input type="checkbox"/> 2017	177
Search	

File type

<input type="checkbox"/> PDF File	603
<input type="checkbox"/> Presentation Document	433
<input type="checkbox"/> Spreadsheet Document	349
Search	

Source

<input type="checkbox"/> Top Links	2
<input type="checkbox"/> My Communities	1,421
<input type="checkbox"/> SharePoint	141
<input type="checkbox"/> My HR Self Help	1
Search	

Language

<input type="checkbox"/> English	1,510
<input type="checkbox"/> German	10
<input type="checkbox"/> Japanese	9
Search	

Author

<input type="checkbox"/> OAKS	98
<input type="checkbox"/> Brandy M	41
<input type="checkbox"/> jgrenslitt	16
Search	

Dell's refinement values used plain language; users could easily understand exactly what they'd be filtering the results by from simply scanning.

64. Keep all filters and refinements displayed as users select or deselect values.

Complexities arose with sets of filters or individual refinements that disappeared when users selected values and then reappeared when users deselected the dependent value. These types of interdependent filters suggest that the intranets were using “and” logic with filters, only showing results that match the combination of *all* of the attributes selected in total, instead of following “or” logic which displays *all* of the results that match *any* the attributes selected.

For example, if a user selected *Excel* as a result type and there were no *Excel* files that were modified within the past month, the *Past Month* refinement disappeared. It can be difficult to manage these inter-dependencies and present only relevant attributes without confusing users.

In a previous round of research, an employee using the Luck Companies’ intranet wanted to find an Excel document written by a person whose last name was “*Futty*.” He didn’t recall the document title, just the author. So, he searched for “*Futty*” and got 25 results. The filters on the search results page were helpful categories, including *Result Type*, *Site*, *Author*, *Modified Date*, and *Tags*.

Knowing he wanted an Excel document, the user chose the *Excel* refinement under the *Result Type* filter. This selection changed the filtering options as follows:

- **Result Type:** removed *Text*, *PowerPoint*, and *Word*.
- **Site:** No change
- **Author:** Removed one visible author name, added the author name *Full Name* (which was probably a document where the person didn’t enter his name, so *Full Name* was saved by default), and removed *Show More*
- **Modified Date:** Removed *Earlier*
- **Tags:** Removed *Lee Tennis*, removed *Show More*, and displayed *Phone List*

This made it difficult to return to the previous set of results and filters, as it forced users to remove all of the selected refinements, which made the hidden filters and refinements reappear, from which the user could then select. This issue was even more noticeable when more attributes were selected.

For example, if instead of choosing *Excel* as the result type, the user chose *PowerPoint*, there was only one result, two filters, and four refinements that met the criteria. Instead of relying on interdependent, dynamic filters, change only the results set based on what refinements the user selects. Show all of the results that match any of the refinements selected, not just those which satisfy the exact combination of refinement values chosen.

65. Use a dropdown list or radio buttons to Sort the results page.

Filtering search results pages means only showing results that match the selected criteria. On the other hand, sorting the results page means changing the order in which the results listings appear based on a single value. In our studies, intranets that used **dropdown lists** to house sorting options worked best, but **radio buttons** can also be used to sort the page. This is because dropdown lists tend to take up much less space on already crowded search results pages, so they're less likely to add visual clutter.



Dropdown lists

Definitions, Principles, and Methods

Dropdowns lists contain four main parts:

- Container box
- Downward-facing arrow button
- List of options
- Label

Users can click on the down arrow to display a list of mutually exclusive items from which they can select only one.

Dropdowns are often used when there is not enough room to fully list all options in the interface. Dropdowns may scroll depending on how many items they contain when expanded.

With dropdown lists, the selected option or default value remains visible in the container box, while the other list items appear only after clicking the down arrow. Selecting an item or clicking outside of the dropdown list will close it.



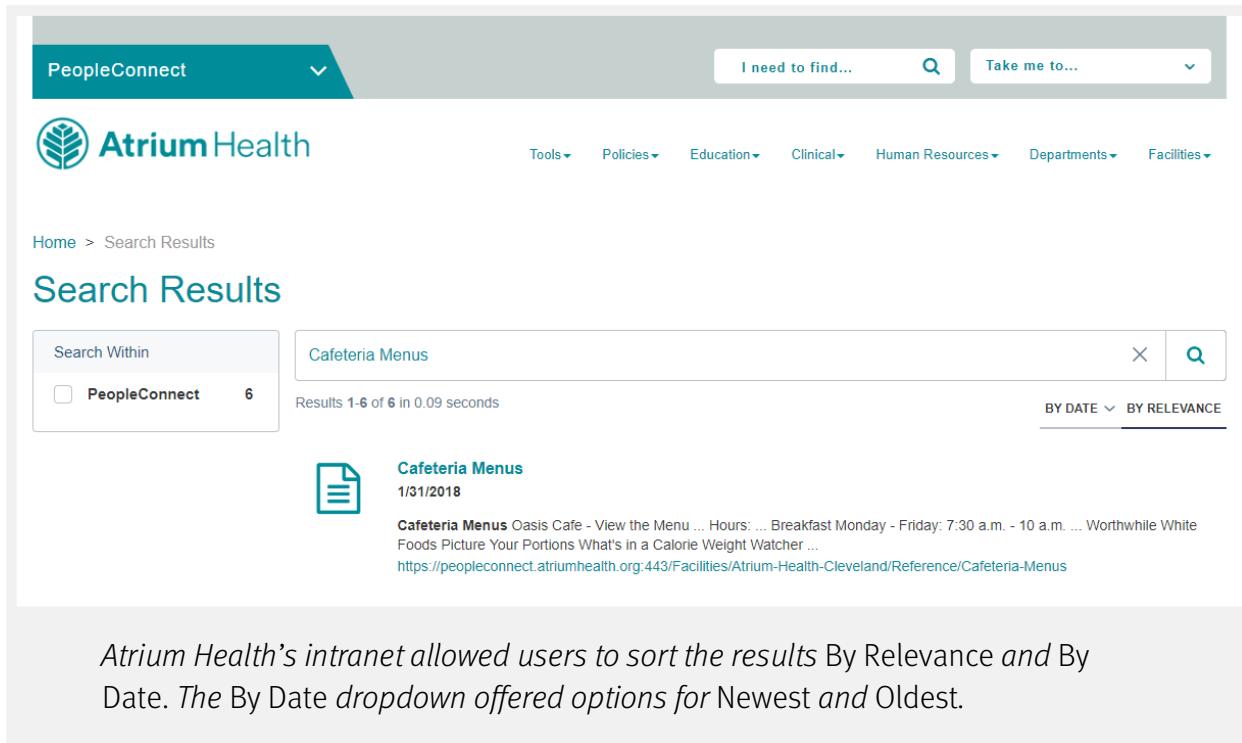
Radio buttons

Definitions, Principles, and Methods

Radio buttons are small, circle-shaped buttons that contain two states: selected and unselected. They're often used to list a small number of selectable options in the interface. Users can select only one option from the list of mutually exclusive items, whereby selecting one option will automatically deselect the other previously selected item.

If you observe users frequently changing the sort view on search results pages, then radio buttons would be better as they make it faster and easier for users to do this. If they infrequently change the sort view, many sorting options are available, or screen space is at a premium, favor using a dropdown list instead.

Atrium Health's intranet made it easy for users to sort the search results. By default, the results were sorted by relevance, in descending order, from newest to oldest. Users could change this order by clicking on the *Date* dropdown list to change the selected option. When allowing users to sort the results by date, it's especially important to include the creation or last-modified date in the results listings.



The screenshot shows the Atrium Health PeopleConnect search interface. At the top, there is a navigation bar with links for Tools, Policies, Education, Clinical, Human Resources, Departments, and Facilities. Below the navigation bar is the Atrium Health logo. The main content area is titled "Search Results" and shows a search query for "Cafeteria Menus". On the left, there is a "Search Within" filter set to "PeopleConnect" which has found 6 results. The search results list one item: "Cafeteria Menus" from 1/31/2018. The result card includes a preview icon (document), the title, the date, a snippet of the content ("Oasis Cafe - View the Menu ... Hours: ... Breakfast Monday - Friday: 7:30 a.m. - 10 a.m. ... Worthwhile White Foods Picture Your Portions What's in a Calorie Weight Watcher ..."), and a link to the full article (<https://peopleconnect.atriumhealth.org:443/Facilities/Atrium-Health-Cleveland/Reference/Cafeteria-Menus>). At the bottom of the results list, there are sorting options: "BY DATE" and "BY RELEVANCE".

Atrium Health's intranet allowed users to sort the results By Relevance and By Date. The By Date dropdown offered options for Newest and Oldest.

Bracknell Forest Council used radio buttons on its intranet's search results pages to sort by either relevance, newest, or oldest. Though radio buttons take up more space than a dropdown list, they still worked to sort the results in this case. The fact that these radio buttons were well-labeled and properly positioned in the UI contributed to their effectiveness.

In previous guidelines, we recommend using checkboxes with refinements so that employees can select multiples. However, radio buttons only offer the ability to choose a single item from a list of mutually exclusive options. Seeing both checkboxes and radio buttons on the same results page may cause employees to wonder why they can choose multiple values in the filters but only a single value to sort. This is why labeling sorting mechanisms is so important, which we'll discuss in the next guideline.

11 search results found for "director of delivery"

Sort by

- Relevance
- Newest
- Oldest

Filter by tags

- All (11)
- brexit (1)
- brexit support (1)
- buy (1)
- Graduate Scheme (1)
- Management Trainee (1)

Search all general topics

Content

Delivery

The **Delivery** department is led by Kevin Gibbs. His PA support is Debbie Eley. There are 7 sections. Section Lead PA Business Intelligence Elizabeth McClelland, Deputy Head and Chris Atkins, Business Intelligence Lead (GIS) N/A Contracts Damian James, Assistant Director Mary Earle...

Welcoming Kevin Gibbs to Bracknell Forest

Kevin Gibbs has this week joined Bracknell Forest Council as the new Executive **Director: Delivery**.
Type: News
Site section: **News**

Contact lists

If you have a service query please use the details below to identify the best officer to approach. Contact details for external partners are attached at the bottom of the page.
Department Head of Service Assistant **Director Director** Contracts Waste Collection Leisure Grounds...
Type: Page
Site section: **Support for Members**

Bracknell Forest Council used radio buttons to sort its search results pages. These worked well as they were placed above the filters and clearly labeled.

60 search results for "vacation"

Intranet Content (33)

People (23)

Tools, Sites & Applications (4)

Sort by:

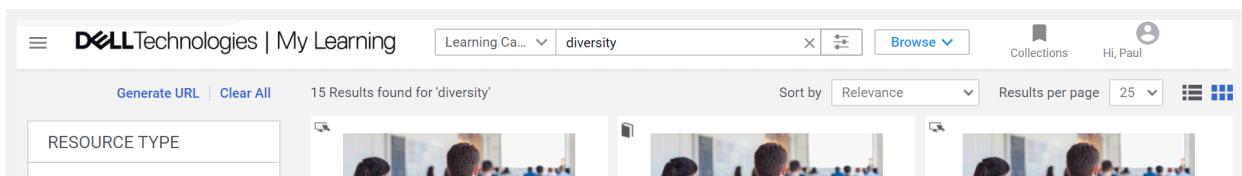
- Newest
- Oldest

This wireframe shows how a simple dropdown in the upper right corner can work as a sorting mechanism for the search results page, with options to sort by Newest and Oldest.

66. Clearly label sorting controls.

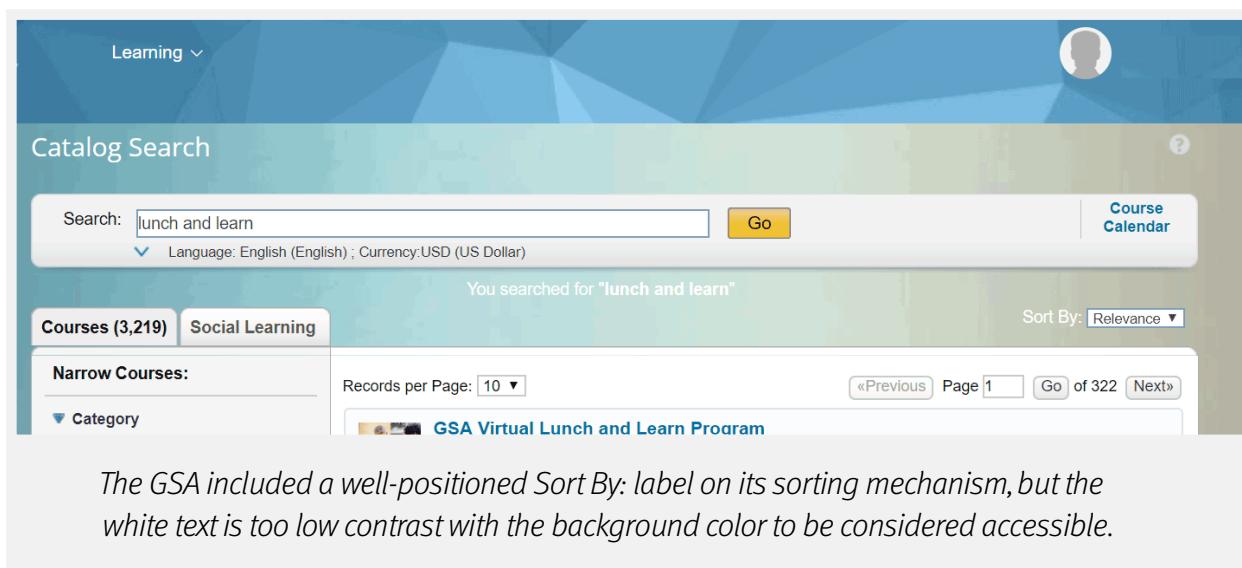
Whether using a dropdown list or radio buttons to sort the results page, label the sorting mechanism clearly; this will ensure the intranet is both usable and accessible. Don't just rely on the value selected by default to communicate the purpose of the control. Add a label above or to the left of it that says, *Sort* or *Sort by*. Labels will help users know precisely what these elements do. Users may mistake them for additional filters without the label and wonder why they can select only one value.

For example, there were many different selection controls at the top of the search results page on Dell's learning portal. Had these elements all been unlabeled, it would have been extremely difficult to decipher their functions. Luckily, all the controls, including the dropdown for sorting the results by *Relevance*, were clearly labeled to denote their purpose.



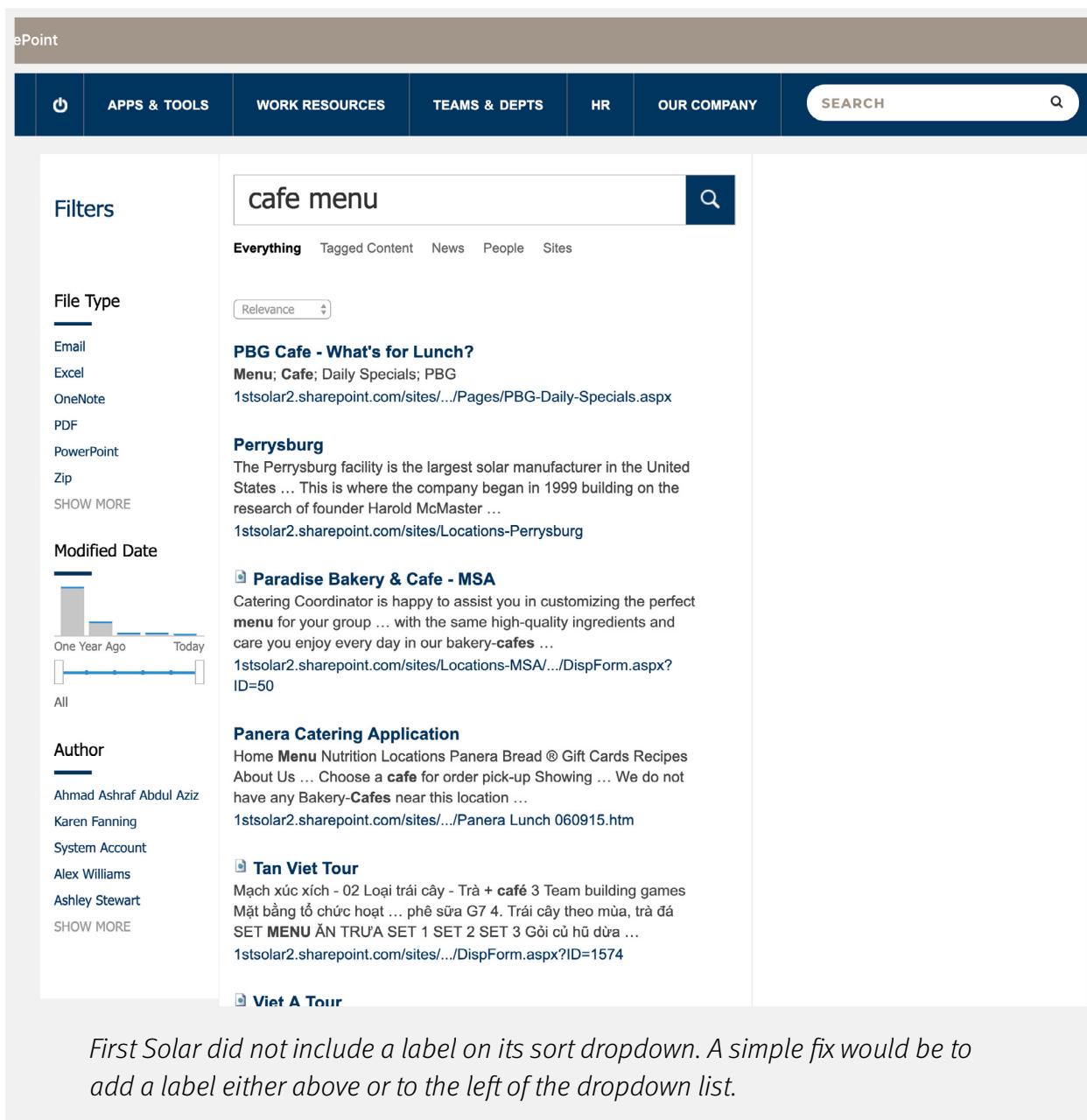
Dell did a nice job labeling the function, *Sort by*. They used a specific label outside the dropdown list instead of relying on the default value alone to indicate the control's purpose.

The sorting dropdown on the GSA's training portal was labeled; however, it appeared in white text against a very light background. There wasn't high enough contrast for this treatment to be considered accessible. A better approach would be to keep the same positioning and label placement but to use a darker-colored font to yield higher contrast between the background and text.



The GSA included a well-positioned *Sort By:* label on its sorting mechanism, but the white text is too low contrast with the background color to be considered accessible.

First Solar's intranet included a dropdown to sort the search results at the very top of the page. This was a favorable inclusion and position; however, the dropdown lacked a label. A simple improvement to this design would be to add a *Sort By* label either above or to the left of the dropdown to ensure accessibility and remove any questions employees might have about what this dropdown does.



The screenshot shows a SharePoint search interface with the following elements:

- Header:** The word "ePoint" is visible in the top-left corner. The top navigation bar includes links for "APPS & TOOLS", "WORK RESOURCES", "TEAMS & DEPTS", "HR", "OUR COMPANY", and a "SEARCH" bar with a magnifying glass icon.
- Search Bar:** The search term "cafe menu" is entered in the search bar.
- Filters:** On the left, there are several filter categories:
 - File Type:** Includes options like Email, Excel, OneNote, PDF, PowerPoint, Zip, and a "SHOW MORE" link.
 - Modified Date:** A slider bar with markers for "One Year Ago" and "Today".
 - Author:** Includes names like Ahmad Ashraf Abdul Aziz, Karen Fanning, System Account, Alex Williams, Ashley Stewart, and a "SHOW MORE" link.
- Search Results:** The results are displayed in a grid format:
 - PBG Cafe - What's for Lunch?** (Document) - Description: Menu; Cafe; Daily Specials; PBG. Link: 1stsolar2.sharepoint.com/sites/.../Pages/PBG-Daily-Specials.aspx
 - Perrysburg** (List Item) - Description: The Perrysburg facility is the largest solar manufacturer in the United States ... This is where the company began in 1999 building on the research of founder Harold McMaster ... Link: 1stsolar2.sharepoint.com/sites/Locations-Perrysburg
 - Paradise Bakery & Cafe - MSA** (List Item) - Description: Catering Coordinator is happy to assist you in customizing the perfect menu for your group ... with the same high-quality ingredients and care you enjoy every day in our bakery-cafes ... Link: 1stsolar2.sharepoint.com/sites/Locations-MSA/.../DispForm.aspx?ID=50
 - Panera Catering Application** (List Item) - Description: Home Menu Nutrition Locations Panera Bread ® Gift Cards Recipes About Us ... Choose a cafe for order pick-up Showing ... We do not have any Bakery-Cafes near this location ... Link: 1stsolar2.sharepoint.com/sites/.../Panera Lunch 060915.htm
 - Tan Viet Tour** (List Item) - Description: Mạch xúc xích - 02 Loại trái cây - Trà + café 3 Team building games Một bảng tổ chức hoạt ... phê sữa G7 4. Trái cây theo mùa, trà đá SET MENU ĂN TRƯA SET 1 SET 2 SET 3 Gói cũ hũ dừa ... Link: 1stsolar2.sharepoint.com/sites/.../DispForm.aspx?ID=1574
 - Viet A Tour** (List Item) - Description: (No visible details)

First Solar did not include a label on its sort dropdown. A simple fix would be to add a label either above or to the left of the dropdown list.

67. Include only the most relevant sorting options relative to the type of search the user conducted.

In our research, the most effective and relevant attributes employees expected to sort the search results by were:

- **Relevance:** related to their keyword, usually selected by default
- **Oldest content:** based on either publication date or date last modified
- **Newest content:** based on either publication date or date last modified

These values will likely cover the majority of webpage results on the intranet. However, sort values may dynamically change depending on what the user searches for.



Conduct user research to determine relevant sorting values.

Process and Strategic Considerations

The best way to determine which sort options to include is to observe users executing many different types of searches. This will help you understand what values they expect to sort by. You may find that users inherently expect results to display by relevance, rendering the need for that value obsolete. Or else you may find very different sort values are expected for certain types of searches.

Using evidence to make these decisions will ensure your employees and colleagues have the values they need when sorting search results.

For example, on Bracknell Forest Council's intranet, when users searched for a colleague, *Karen*, they could sort the results by either *relevance* (default value), *last name* (in ascending or descending order), *first name* (in ascending or descending order), or *newest*. A search for a typical keyword, such as *absence*, offered sort values for *Relevance*, *Newest*, and *Oldest*. This is a very user-friendly approach as it considers the search type before determining the most relevant sorting values to display.

nvolved

Search 

me How do I? Your council News Public website

[Home](#) / [People & Teams](#) / Find people

People

19 search results found for "karen"

Search: karen  [Reset](#)

Sort by:

- Relevance
- Surname (A-Z)
- Surname (Z-A)
- Forename (A-Z)
- Forename (Z-A)
- Newest

Search for: [People](#) [Teams](#) [Content](#) [Locations](#)

 **Employee Name**

 **Employee Name**
Role: Business Support Officer
Team: Forestcare

[View more filter options](#)

Bracknell Forest Council included different sort options depending on if users were conducting a general keyword search or searching for a person.

ved

Search 

How do I? Your council News Public website

[Home](#) / [Content](#) / Find content

Content

20 search results found for "absence"

Search: absence x [Reset](#)

Sort by

- Relevance
- Newest
- Oldest

Filter by tags ^

- All (20)
- sickness (4)
- capability (2)
- designated officer (2)
- DO (2)
- performance (2)

[Search all general topics](#) o

Manuals ^

- All (20)
- Disciplinary and grievance FAQs (2)
- iWork@BFC (1)

Search for: absence Search

Search for: absence People Teams Content Locations

Book annual leave

You can book annual leave and managers can authorise annual leave through iWork@BFC. How to book leave How to authorise leave How to cancel and amend leave Calculating leave For full time staff For part time staff with no rota For part time staff working with a rota

Sickness absence

Documents and forms for sickness absence.

Type: Page
Site section: [Absence and leave](#)

Correctly reporting absence and supporting staff to return to work

Do you know how to correctly record absence and support staff returning to work?

Type: News
Site section: [News](#)

Record an absence

Record sickness, flexi leave and other absence types through iWork@BFC

Type: Page
Site section: [Absence and leave](#)

Bracknell Forest Council included different sort options depending on if users were conducting a general keyword search or searching for a person.



Allow trained content managers to add, edit, and manage filters and sort values.

Process and Strategic Considerations

Train any individuals who manage or add content to the intranet, so they know exactly which attributes to apply to specific content types to ensure they show up correctly when the results are sorted and filtered. It's best to have a designated and accountable person or small group who maintains the filters and sorting to ensure they remain usable.

These individuals should have a strong knowledge of all intranet content, as well as the content-management practices that are in place. Only these individuals should be allowed to add or edit sorting and filtering mechanisms; that is, adding new filters when needed and ensuring all content is correctly tagged so that it shows up when a filter or sorting value is applied.

People Search

Searching for information about colleagues is one of the most common activities employees do on an intranet. As such, it's important to include people-search functionality that allows employees to find and contact each other and locate people's background information. This can help everyone be more productive and foster better collaboration. In previous editions of this report, we recommended having a separate employee search field in addition to the search field for content and documents. With this most recent round of research, we suggest including employee search and results in your global search experience.

Simply put, you still need to provide the ability for employees to search for one another by name, title, employee ID, etc., but instead of this being a separate search field, integrate it with your main intranet search.

68. Include the ability to search for employees from the global search field.

In earlier guidelines in this report, we recommend placing a global search field in the upper right corner of every intranet page. By also including employee search capabilities in the global search, this critical function will also be available on every page.

For example, the Scottish Government included people search in its main intranet search experience. Its intranet, Saltire, worked well for finding a person; in fact, it worked better than the separate staff directory the organization had been maintaining until it was ready to be retired. When speaking with the organization's intranet team leads, they explained that most of the data powering the inclusion of people in the global search experience was being pulled in from Active Directory. Employees can update some of these details on Saltire, but they must go into the HR platform to update others. Employees can upload a profile photo and add their skills information.

There was a bit of redundancy between the two experiences, which led to confusion. One employee in our study was confused about which one to use, but ultimately, they preferred looking for a colleague using Saltire. They said,

“Should I jump to the staff directory? It’s an old system. From a selfish point of view, I’m trying to get off the staff directory to do a straightforward Saltire search. I’d use Saltire search; it’s far quicker, two clicks quicker to find people on Saltire, rather than in the staff directory.”

Saltire News My Workplace Our Organisation Staff Directory Help

Quick Links learning 

Search > Search Results

Search term - learning

About 1,474 results

View: All Results | People Only

Sort By: Relevance

DIRECTORATE

- > DIRECTORATE FOR LEARNING (147)
- > Student Awards Agency For Scotland (134)
- > Scottish Procurement and Commercial Directorate (111)
- > DIRECTORATE FOR ADVANCED LEARNING AND SCIENCE (81)
- > Accountant in Bankruptcy (50)

[show more](#)

Topic

- > Learning (41)
- > Health and safety (9)
- > IT services (5)
- > Performance management (5)
- > Performance and development (4)

[show more](#)

Content Format

- > News Article (521)
- > Org News Article (148)
- > Guide Section (139)
- > Org Generic Article (136)
- > Org Team Updates Article (70)

[show more](#) (about 205 results)

Document Type

- > aspx (1,809)
- > pdf (2)

Date Range
One Year Ago Today

All

Employee Name
College Improvement Project Officer
Extension: 20117
Directorate For Advanced Learning And Science

Employee Name
Director of the Community Learning and Development Standards Cou
Extension: 42998
Education Scotland

Employee Name
Learning and Development Associate
Directorate For People

Employee Name
Strategic Director - Lifelong Learning
Extension: 44218
Education Scotland

Employee Name
Learning, Development and Innovation Lead
Extension: 49895

Learning
My Workplace Section
Last updated: Tuesday 12 April 2016
[Home > Pages > My Workplace.aspx > Learning](#)

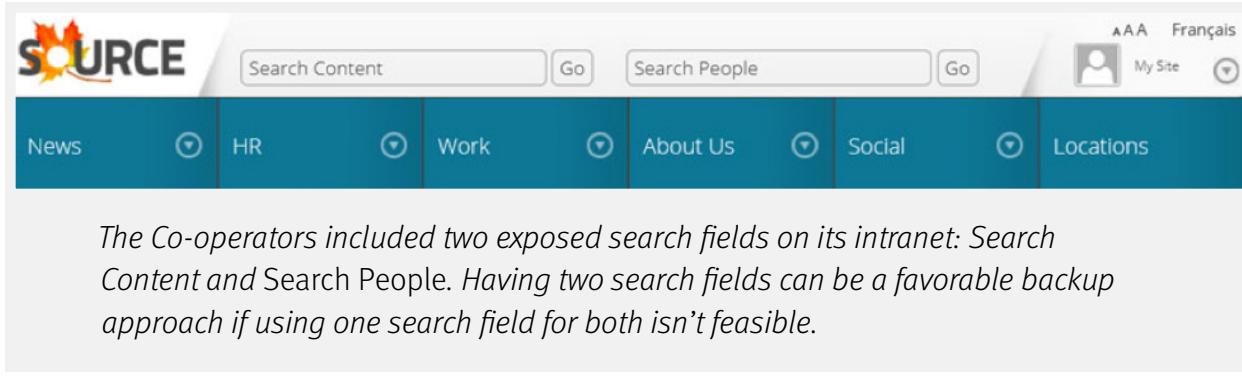
Learning and Development
Org Generic Landing
Last updated: Thursday 15 March 2018
[Home > Orgspacess > Economic Development Directorate > Learning And Development](#)

Learning and Development
Org Team Updates Article
Last updated: Friday 12 April 2019
instantly accessible on-line <http://saltire/my-workplace/pages/my-workplace.aspx#Learning> Online TrainingSG
Finance - Learning PortalWordExcelOutlookOneNote ...
[Home > Orgspaces > Economic Development Directorate > Learning And Development](#)

Each user we tested with at the Scottish Government successfully found a colleague and a piece of content using the intranet's global search field.

If, for technical reasons, it's not possible to include employee search in the intranet's global search experience, using a separate employee search field can be an appropriate stopgap option until a single search experience is achievable. At a few of the organizations we studied, intranets maintained a separate search field for employee search. In these instances, users were still able to locate a colleague. Though it's optimal and users expect to have all search functionality available in a single field, if it's not possible, a separate employee search field can work.

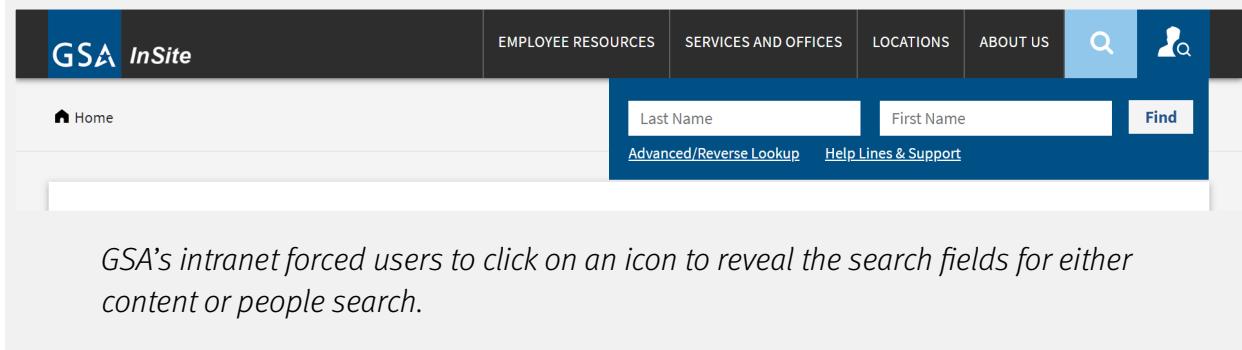
For example, at The Co-operators, users familiar with the search experience knew to type names in the people-search field and content in the content search field.



The screenshot shows the SOURCE intranet homepage. At the top, there are two search fields: "Search Content" and "Search People", each with a "Go" button. To the right of these fields are icons for "AAA" (accessibility), "Français" (French), and a user profile labeled "My Site". Below the search fields is a navigation bar with categories: News, HR, Work, About Us, Social, and Locations. Each category has a small downward arrow icon to its right.

The Co-operators included two exposed search fields on its intranet: Search Content and Search People. Having two search fields can be a favorable backup approach if using one search field for both isn't feasible.

The GSA's intranet included two icons in the upper right corner of every page; one icon revealed a content-search field, and the other revealed a people-search field. Although it was good that both were available on every page, it would have been best to use open fields to display both search functions, not have the users have to click to reveal them.



The screenshot shows the GSA InSite intranet homepage. The header features the "GSA InSite" logo and a navigation menu with links for "EMPLOYEE RESOURCES", "SERVICES AND OFFICES", "LOCATIONS", and "ABOUT US". On the far right of the header is a search icon consisting of a magnifying glass and a person icon. Below the header is a blue navigation bar with a "Home" link, two search input fields for "Last Name" and "First Name", and a "Find" button. Underneath the search bar are links for "Advanced/Reverse Lookup" and "Help Lines & Support".

GSA's intranet forced users to click on an icon to reveal the search fields for either content or people search.



Keep employee information accurate and up to date.

Process and Strategic Considerations

People information should ideally live in a central directory that's updated when necessary and populates employee information across all digital workplace tools and systems. If that's not possible, encourage employees to update their profile information quarterly in the tools your organization uses most. Otherwise, employee information may display inconsistently, incorrectly, or may not appear at all.

Put someone in charge of making sure employee information stays updated. Explore whether using data from external sources, such as LinkedIn, could help keep employee data accurate. If certain fields populate automatically, while others are left open to employees to update, encourage and incentivize everyone to fill in these details. The most important information to keep updated includes the following:

- Office locations
- Titles
- Phone numbers
- Email addresses
- Photos

Without a direct link from the global navigation, finding information about colleagues was difficult at Eyeo. When looking for information about an employee in a specific department, users' initial instinct was to use the main navigation to locate it. However, the *People Directory* was hidden under a *Compass* icon in the utility navigation. Because there were no categories within the main navigation related to finding a person, the most logical path was to navigate by department and locate the employee from the department's employee list. An employee said,

“I would go through all the tabs to see if there's a seating plan. Maybe I would click on *Helpdesk* first and see what it is. Hmm, okay, I don't really think that it's here, so maybe I would go back to the top. Yeah, I'm just reading to all the names of the sections. I went to departments because I'm looking for AIR Department.”

None of the users in our study used the *People* link from the *Compass* icon in the utility navigation to locate a colleague. Users likely didn't know what this icon was, what it did, or how it differed from what displayed on click of the question mark icon. Because finding other employees is a key task on intranets, don't force users to wade through navigation to do this; simply include it in the global search experience.

When asked to find information about an employee at Eyeo, users resorted to navigating through team and department pages because of the low findability of employee search.



Users resorted to trial-and-error search behavior when navigation was unsuccessful.

User Behaviors

Throughout our study, we noticed people relying on search as a fallback when the navigation failed. Employees demonstrated trial-and-error behavior in that they didn't have confidence in the navigation or search but would aimlessly try various keywords in hopes that something would work to help them find what they needed.

For example, when trying to find a colleague's office location, an employee at KeyBank said, "A lot of times, it's trial and error to find things. I'm sure there are directions somewhere for how to use the intranet, but I'm not going to read those. I'll go straight to searching things as if it's Google and see what happens."

69. Allow users to type a name in any format — first name, last name, or both — and in any order.

The best employee searches allowed users to type a name in any format — first name, last name, both, in any order, with or without a comma — and still returned good results. In our studies, most employee search experiences had different requirements for how users were supposed to enter basic search queries. Some allowed searches only by name within the primary search field, and some allowed searches by department or location.

In a previous round of research, employees at Elsevier didn't know what format to use for the employee directory. Names entered with various formats returned different results. One user said, "I know sometimes if you search for a first and last name, it doesn't do a search properly. If I had put a name in one way rather than another, it looks for first names that start with that string of letters."

Another user said, "If you search for first and last name, you shouldn't get a list of every Emily in the company."

Users struggled to search by names on the Mayo Clinic's people directory. There were two separate search fields, one for *first name* and one for *last name*. However, because employees were moving quickly while searching, some failed to realize that the second field was for *last name*. One user entered their peer's first and last name in the first field (*first name*). Employees had to take complex measures to get the search to work, such as using quotes around a name to generate productive results.

In this case, a simpler approach would be to use one simple field from which users could enter any name, including a partial one, to get results.

The screenshot shows the Mayo Clinic Directory search interface. At the top, there is a navigation bar with links for Home, Practice, Education, Research, HR Connect, Groups, Policies, Video, Library, and Calendar. A search bar is located at the top right. Below the navigation bar, a blue header bar displays the text "Mayo Clinic Directory - No Results". Underneath this, there are buttons for "Find a Person or Committee/Affinity Group", "Print Version", and "Request a Change". The main search form has tabs for "People", "Committees / Groups", and "Advanced >>". The search fields contain "Sarah James", "first name", and "phone or pager". A dropdown menu is set to "All" and there are "Search" and "Clear" buttons. A message box below the search form states: "Person Search: No records were found matching your criteria. ('Sarah James') Please modify your criteria, perhaps making your search less specific." At the bottom of the page, there are links for "FAQ" and "Click here to request a change.", and a feedback link "Feedback. How are we doing?".

An employee at the Mayo Clinic entered their colleague's full name in the first name field on the organization's employee directory. They didn't notice they needed to use two separate fields to enter first name and last name to yield a productive people search.



Users exhibited low engagement with advanced people search.

User Behaviors

Similar to our findings regarding low engagement with advanced search on the global intranet search, employees also did not tend to engage with advanced people search where it was offered on the intranets we studied.

If advanced people-search capabilities are needed as a stopgap until people information can be indexed through either the global search field or a separate employee search field, make sure the advanced search form only asks for simple, straightforward information, not random values that won't make sense to users. Be sure to indicate which fields are optional and which are mandatory on the advanced search field.

In a more favorable example, on Burns & McDonnell's *People Finder*, users could search for an employee by typing a name in the open text field. Users received productive results no matter how they entered the name. They did not need to include a comma, or if they inverted the names so the last name appeared first, results would still display. The placeholder text in the field also told users exactly what they could search by, which was helpful. Users knew they could type in a partial name and find results, but they didn't realize they could type in information from any category. After the session, one user discovered he could search by group and said, "I would never think to do that. But look at that — it works! I'm so psyched that I know that now."

The screenshot shows the Burns & McDonnell People Finder interface. At the top, there is a navigation bar with the company logo, 'BlueMaps' (represented by a grid icon), and a 'Google' link. Below the navigation bar is a search bar with the placeholder 'Search by name'. To the right of the search bar are 'Advanced Search' and 'Set as default page' buttons. The main content area displays a table titled 'Search Result: 3 matching records'. The table has columns for Full Name, First Name, Last Name, Email, Phone, EmpID, Job Title, and Department. The data in the table is as follows:

Full Name	First Name	Last Name	Email	Phone	EmpID	Job Title	Department
Full Name	First name	Last name	email@email.com	555.555.5555		Project Manager	BMC.A&F.SCA.Proj Mgmt
Full Name	First name	Last name	email@email.com	555.555.5555		Assistant Environmental Scientist	BMC.ENS.NEO.Environ Studies
Full Name	First name	Last name	email@email.com	555.555.5555		Project Assistant	BMC.M&S.SLO.Office Admin

Burns & McDonnell's People Finder was effective in helping employees find colleagues. It allowed users to enter any combination of a colleague's name to reveal productive results.



Provide the ability to search for a colleague using partial information other than names.

Process and Strategic Considerations

Users may only have partial information about the peer or colleague they need to contact. They might need to reach a certain person in a particular department but don't know their exact name. Provide the ability to search for a colleague using partial information such as an email address, phone number, employee ID number, or department.

Conduct user research to determine which employee search criteria are important at your organization but strive to provide helpful options for people search, in addition to searching by name.

Make sure employees know where and what criteria they can use to search for peers and colleagues.

At DIRT, users were unsure which people would be searchable as the directory included people from outside of DIRT as well as employees. Two study participants said they wouldn't look for distributors or consultants through the intranet. Another user said she uses Outlook as her directory and would never use the tool on the company's intranet.



Employees often used other tools outside of the intranet to search for colleagues.

User Behaviors

Employees commonly use digital workplace tools such as Outlook, Skype, and Delve to find information about peers and colleagues instead of or in addition to using the intranet. Understanding the frustrations or information needs that aren't being met on other digital workplace tools can provide helpful insight into what to prioritize on the intranet's people-search experience.

It's important to reconcile the number of places employees must go to find people information. It's acceptable to have employee information available in other tools and also provide employee search capabilities on the intranet, as users might have different access and information needs at different times. However, you don't want employees to distrust the intranet entirely because it repeatedly fails to deliver the people information they need.

Employees will carry over expectations formed by using the other systems when searching for colleagues on the intranet. Observe employees using other tools in the digital workplace; you could find opportunities in this evidence to improve how your intranet displays and indexes information about people.

70. Display people results for typos; employees don't always know how to spell their colleagues' names.

Highly mature intranet and people search experiences were those that forgave typos and spelling errors, especially when searching for a colleague. Sometimes people know how to spell a person's name, but other times they don't. One employee said, "I think if you are looking for someone, you should be able to find them quickly, even if you don't know their name." However, this wasn't always the case across the intranets we tested.

Though the Northern Alberta Institute of Technology had a nice intranet and people-search functionality, queries with simple typos returned no results. This was the case for the normal search and searches within the *Employee Directory*. One participant said, "I know from experience that finding people is a little glitchy. If I don't spell the name properly, it won't show up." Another user said, "It's not forgiving if I spell someone's name incorrectly."

Although the explanations on the *No Results* page provided suggestions to ensure a successful search, none of the participants read this information or thought about communicating their failed search query to the web support team via the hyperlink included. A better approach would be showing productive content or people results, regardless of whether the term is spelled correctly.

The screenshot shows the NAIT People Search interface. On the left is a dark sidebar with icons for user profile (Helen Anna Kaley), quick links, apps/tools, employee directory, locations, and emergency resources. The main header has tabs for All Services, Employee Essentials, Teaching Essentials, Industry Solutions, Departments & Schools, Institutional Priorities, About NAIT, News & Events, and a search bar. The search results page shows a search for 'Nancy'. A sidebar on the left lists departments like CE Instructors, DCICE, and JR Shaw School of Business Admin Team Lead, and job titles like Administrative Support, CED Instructor, Consultant, Instructional Design, and Portfolio Mgr Bus Prod & Hosp. The main area displays six search results, each with a user icon, name, department, position, phone number, email, and location. The results are sorted by relevance. A network diagram is visible in the background.

Employee Name	Department	Position	Phone	Email	Location
Nancy	CE Instructor	CED Instructor	555-555-5555	email@email.com	L131C
Nancy	Continuing Education Business Programs - General Administration	Project Officer	555-555-5555	email@email.com	L131C
Nancy	DCICE	Instructional Design		email@email.com	
Nancy	Marketing and Communications	Consultant		email@email.com	
Nancy	Continuing Education Hospitality Operations - Non Credit	Portfolio Mgr Bus Prod & Hosp	555-555-5555	email@email.com	L131B
Nancy	JR Shaw School of Business Admin Team Lead	Administrative Support	555-555-5555	email@email.com	CAT305QH

NAIT had a well-designed people-search results page that included helpful tips for looking in org charts. However, no results displayed if you didn't spell someone's name exactly right.

If it's not possible to display relevant results for name-related spelling errors, offer a *Did you mean <employee name>?* feature and provide messaging at the top of the search results pages to help employees course-correct when searching for colleagues.

71. Show people's names in type-ahead search suggestions when appropriate.

Many intranets today will present employee names, information snippets, and photos in a list as the user is typing their search query. This helps expedite finding a colleague and proactively addresses the issue of employees not always knowing how to spell their co-workers' names. In some cases, showing employee names in type-ahead search suggestions may give users the information they need without having to click or finish typing the query.

For example, at Burns & McDonnell, the intranet team lead said that when they first launched their intranet, MacCentral, if an employee searched for people, they had to type in the name and give it a second. After a moment, a list of names would show in the type-ahead search suggestions, but as soon as they hit enter, they had a different experience that seldom gave them what they wanted. Realizing employees didn't have a moment to spare, the team fine-tuned the type-ahead search suggestions to include people results.

Burns & McDonnell included people results in the type-ahead search suggestions, which was helpful.

At the Northern Alberta Institute of Technology, a participant said,

“By default, the search bar will offer me suggestions based on the directory. I clicked on the suggestion just to make sure. I prefer to do that. And I do like to get prompted with the name as you type.”

However, another employee didn't have as much success with this feature. When searching for Nancy Frederick's office location, a participant searched for “Nancy” and “Frederick,” but the

employee's name didn't appear in the type-ahead search suggestions. The user said, "That's odd. Instead of just putting in Frederick, I had to put in Nancy. It should just pull on Frederick, right?"

If a user types one name, all entries with that name should appear in type-ahead search suggestions. The typed name or a suggested name should be bold or italicized to demarcate the typed entry from the suggested entry. For example, if a user types "*Sue*," results should follow a format such as:

- **Sue** Allen
- **Sue** Alton
- **Sue** Chadwick
- **Sue** Dupont
- **Sue** Frederick

If a user types "*Frederick*," results should follow a format such as:

- **Frederick** Smith
- Samuel **Frederick**
- Sue **Frederick**

72. Present relevant people results when employees search for a job title.

One common issue we saw throughout our most recent round of research was people's inability to find a colleague by searching for a title. As such, it's important to make sure search indexes title attributes, as employees don't always know someone's name, but they *do* know their title. Even if many people results return for a given title, including *Title* variations or *Location* as filters on results pages can help users further narrow the set to find the person they're looking for.

Dell's intranet search did not index titles to return expected people results. When users searched for "*Chief Consumer Officer*" on the intranet or the human resources site, they both returned zero results. Closely related keywords to titles, such as *Chief Consumer Office*, also did not return results for people in that area of the organization.

Even when employees clicked on the type-ahead search suggestion for *Chief Consumer Office*, they could not find who the Chief Consumer Officer was. One user said, "I know there's a way to search people . . ." but they ended up failing the task because they couldn't figure out how to do this. Another tech-savvy employee described the experience by saying, "Had this been a creative asset, you could have put in 'chief customer officer' and it would have come up, but this doesn't have the metadata tagging. However, it would be cool and useful."

The screenshot shows the Dell intranet homepage. At the top, there is a search bar with the placeholder "chief customer officer". Below the search bar is a dropdown menu listing suggestions: "chief customer office", "help a customer", "customer solution center", "help a customer link", and "unity xt customer presentation". To the right of the search bar, there are navigation links for "News", "My Communities", "My HR", "My IT", "Learning", and a menu icon. A large digital clock displays "6 : 11 Minutes : Seconds". Below the search area, the text "Welcome Paul" is displayed. At the bottom of the page, there are links for "Top Headlines", "More News", and "Expand the Conversation". On the far right, there are two circular icons: one for "My HR Cases" (0) and another for "My IT Tickets" (2). A "FEEDBACK" button is located at the bottom right.

Dell's intranet didn't allow users to search by title. Even after typing similar search terms, such as "chief customer officer," employees still failed to find who this person was.

Inside Dell Technologies

News | My Communities | My HR | My IT | Learning | ≡

My Communities Dashboard Activity ▾ Browse ▾ Content ▾ Help ▾

🔍 chief customer officer X

CONTENT	click here to only show results for Chief Customer Officer	PEOPLE
📄 Global Chief Customer Office Roundtable - August 2019	Created 4 months ago · Chief Customer Office	👤 First Last Name Director, Engineering Te...
Click here to view the Chief Customer Office (CCO) Roundtable hosted by Karen Quintos.		📝 Test1 Customer
📄 Chief Customer Office Monthly Update - November 2018	Created a year ago · Chief Customer Office	📍 Chief Customer Office
Chief Customer Office Monthly Update - November 2018.pdf Internal Use - Confidential.		✳️ Chief Customer Office Strategy Cascade
📄 Industry Spotlight on Karen Quintos and the Chief Customer Officer Or...	Created 3 years ago · News Inside Dell Technologies	👤 CCO Social Business
that as we speak. VMware has a Chief Customer Officer, , who has been a re...		👤 ISG Quality JAPAN
📄 Karen Quintos, Chief Customer Officer All-Hands Meeting in Cork 270...	Created a year ago · Cork COE, Ireland	👤 First Last Name Director, Engineering Te...
Karen Quintos, Chief Customer Officer All-Hands Meeting in Cork 270618		📝 Test1 Customer
📄 Global Chief Customer Office Roundtable - August 2019	Created 4 months ago · Monique · Chief Customer Office	📍 Chief Customer Office
Click here to view the Chief Customer Office (CCO) Roundtable hosted by Karen Quintos.		📝 Test1 Customer
📄 Global Chief Customer Office Roundtable	Created 2 years ago · Chief Customer Office	📍 Chief Customer Office
Click here to view the Chief Customer Office (CCO) Roundtable hosted by Karen Quintos.		📝 Test1 Customer
📄 Chief Customer Office All Hands Meeting - June 21, 2017	Created 2 years ago · Chief Customer Office	📍 Chief Customer Office
Click here to replay Karen Quintos' June 21, 2017 Chief Customer Office All Hands Meeti...		📝 Test1 Customer
📄 Dell Talks: Chief Customer Office (CCO) Overview with Karen Quintos	Created 2 years ago · Chief Customer Office	📍 Chief Customer Office
Dell Talks: Chief Customer Office (CCO) Overview with Karen Quintos Click here to view ...		📝 Test1 Customer
📄 Discussion Guide - Chief Customer Office	Created 2 years ago · Chief Customer Office Strategy Cascade	📍 Chief Customer Office
Dell FY19 Strategy Cascade Discussion Guide - Chief Customer Office.pdf Dell FY19		📝 Test1 Customer
📄 Global Chief Customer Office (CCO) Roundtable - November 2017	Created 2 years ago · Chief Customer Office	📍 Chief Customer Office
Click here to view the Chief Customer Office (CCO) Roundtable hosted by Karen Quintos.		📝 Test1 Customer
📄 Karen Quintos, EVP, Chief Customer Officer - 30th Anniversary Message	Created a year ago · Cork COE, Ireland	📍 Chief Customer Office
Karen Quintos, EVP, Chief Customer Officer - 30th Anniversary Message		📝 Test1 Customer
📄 Industry Spotlight on Karen Quintos and the Chief Customer Officer Or...	Created 2 years ago · Chief Customer Office	📍 Chief Customer Office
Karen Quintos is Dell's first Chief Customer Officer (CCO) and leads a global organizatio...		📝 Test1 Customer
👤 PAUSE & READ: Dell Chief Customer Officer Product Survey 2017	Created 2 years ago · CPSD Executive Communications	📍 Chief Customer Officer
included in the Dell-wide Product Survey, led by Chief Customer Officer (CCO) Karen Qui...		📝 Test1 Customer
📄 Karen Quintos: Update on Chief Customer Officer Organization Leader...	Created 3 years ago · Dell and EMC Integration	📍 Chief Customer Officer
Confidential For Internal Use Only Karen Quintos Future Chief Customer Officer Building...		📝 Test1 Customer
📄 DEW17 Chief Customer Office Team Member Interviews (Video) - Day 1	Created 2 years ago ·	📍 Chief Customer Officer
discuss the value that their program and/or initiative brings to our customers and the co...		📝 Test1 Customer

Dell employees could navigate to an HR-specific website to search by a title, which was a much more effective way to find people by title, but the results weren't always straightforward.

When asked to find the committees the Chief Administrative Officer belonged to, employees at the Mayo Clinic knew that they could find this information in the profile of the Chief Administrative Officer, but they couldn't search for this individual by title directly. Ironically, a participant mentioned that if someone knew one person's name (with this title), they could find everyone with the same title by clicking on their titles. This indicated that searching by title was an existing function, but users couldn't access it. A better approach would be for the Mayo Clinic to increase the flexibility of the search engine to support searching by a person's title and to include corresponding filters for this attribute.

The screenshot shows the Mayo Clinic Intranet search interface. The search bar contains the query "%22Chief administrative officer%22". Below the search bar, there are filters: "75,056 results", "All Locations", and "All Documents". A suggestion "Did you mean 2 chief administrative officer 22?" is shown. The search results are displayed in three sections:

- Administrative Simplification**
http://intranet.mayo.edu/charlie/integrity-compliance-program/files/2018/01/Matrix_AdminSimplification_O-C_2018.pdf
- CTO Office Hours February 22 2019**
<https://insideit.mayo.edu/home/newsletter/cto-office-hours-february-22-2019>
CTO Office Hours February, 22 2019 12:00-1:00 pm Central | Inside IT Toggle menu Toggle search... Toolkit Newsletter Technical Perspectives February 15, 2019 CTO Office Hours February, 22 2019 12:00-1:00...inside IT IT Connect Links -- Groups Support Administrative Toolkits IT Staff Toolkit IT Managers...
- Regimen 06-22-22**
<http://mayoweb.mayo.edu/hps-chemo/non-study/hematology/hodgkins/Regimen06-22-22.html>
regimen_nonstudy Rituximab + ABVD 06-22-22 C ANCKER CENTER NUMBER: 06-22-22 Hodgkin Disease Nodular lymphocyte predominant Hodgkin lymphoma S ITE: Hodgkin Disease CLINICAL SITUATION: Nodul...

On the right side, there is a sidebar titled "Search for %22Chief administrative officer%22 on:" which lists various Mayo Clinic services and resources.

Users could not productively locate an individual on the Mayo Clinic's intranet by searching with a title alone. More sophisticated query manipulation also did not improve the relevancy of the results.

The screenshot shows a search results page on the Mayo Clinic intranet. The search bar at the top contains the query "Chief administrative officer". Below the search bar, there are three search filters: "227 results", "All Locations", and "All Documents". The main content area displays three search results:

- Offices | Research Administrative Services – RST**
<http://intranet.mayo.edu/charlie/research-administrative-services-rst/committeesmeetings/offices/>
Chief Executive Officer and/or the Chief Administrative Officer with operational oversight...
- Quarterly Administrative Update | Staff Meetings**
<http://intranet.mayo.edu/charlie/staff-meetings/quarterly-administrative-update/>
, chief administrative officer, Mayo Clinic. As administrative leaders, you play a pivotal role...
- Administration – Mayo Clinic**
<http://intranet.mayo.edu/charlie/administration/>
Bolton, Chief Administrative Officer, Mayo Clinic Leading with Patients' Needs Foremost The needs...

To the right of the search results, there is a sidebar titled "Search for 'Chief administrative officer' on:" which lists various Mayo Clinic intranet categories.

Users also tried adding quotation marks to their keywords to get helpful people results to appear on the Mayo Clinic's intranet.

At Bracknell Forest Council, users commented that they didn't expect certain keywords to work, and they were then pleasantly surprised when relevant results displayed after searching with a title. One user said, "I didn't know I'd be able to search by a job role, so I'm quite pleased that worked." Searching by a title is something employees expect to be able to do on an intranet, so consider including this important function.

The screenshot shows the DORIS People & Teams search interface. At the top, there are navigation links for 'People & Teams' and 'Get involved'. A search bar contains the query 'director of delivery'. To the right of the search bar are icons for a list, a bell, and a user profile for 'Rachel Krause'. Below the search bar, the page title is 'DORIS' and the sub-navigation includes 'Home', 'How do I?', 'Your council', 'News', and 'Public website'. The main content area has a breadcrumb trail 'Home / Content / Find content' and a section titled 'Content' with a document icon. It displays 11 search results for 'director of delivery'. The results include a summary for the 'Delivery' department, a news item about a new executive director, and a contact list. On the left, there are filters for 'Sort by' (Relevance selected), 'Filter by tags' (All selected), and a search bar for 'Search all general topics'.

11 search results found for "director of delivery"

Search: director of delivery Search for: People Teams Content Locations

Sort by:

- Relevance
- Newest
- Oldest

Filter by tags:

- All (11)
- brexit (1)
- brexit support (1)
- buy (1)
- Graduate Scheme (1)
- Management Trainee (1)

Search all general topics

Delivery
The **Delivery** department is led by Employee His PA support is Employee There are 7 sections. Section Lead PA Business Intelligence Employee Name , Deputy Head and Employee , Business Intelligence Lead (GIS) N/A Contracts Employee , Assistant Director ...

Welcoming Employee to Bracknell Forest
Employee has this week joined Bracknell Forest Council as the new Executive **Director**:
Delivery.
Type: News
Site section: **News**

Contact lists
If you have a service query please use the details below to identify the best officer to approach. Contact details for external partners are attached at the bottom of the page.
Department Head of Service Assistant **Director Director** Contracts Waste Collection Leisure Grounds...
Type: Page
Site section: **Support for Members**

Users at Bracknell Forest Council were pleasantly surprised that they could find the name of the person they needed by searching for their title.

At The Co-operators, people search returned productive results, even when employees searched by just a person's first name or job title. For example, one user typed "Chief Financial Officer" and immediately found the correct employee. Another user typed in "Digital Solutions," and the individual they were supposed to find in the task appeared near the top of the results list.

The screenshot shows the SOURCE People Search interface. At the top, there's a navigation bar with links for News, HR, Work, About Us, Social, and Locations. On the right side of the header, there are language options (AAA, Français, My Site), a user profile icon, and a search bar.

The main content area is divided into three columns:

- FILTERS** (Left Column): A sidebar titled "Company" with checkboxes for CGIC, CGL, CLIC, CUMIS, HB-COSECO, and SG. Below the checkboxes are "Apply" and "Clear" buttons.
- SEARCH RESULTS** (Middle Column): A search bar containing the text "andrea". Below it, a message says "Select 'content' or 'people'" with tabs for "Content" and "People". The search results list three entries under "Employee Name":
 - Employee Name (External): 555-555-5555 | email@email.com
 - Employee Name (Unit Claims Specialist, Response Centre): Claims Response Centre, 555-555-5555 ext. 278033 | email@email.com
 - Employee Name (Underwriter, Commercial-Farm Contracting Office): Underwriter, Commercial-Farm Contracting Office, 555-555-5555 ext. 367749 | email@email.com
- FEEDBACK** (Right Column): A section titled "Help improve Source search!" with a message "Rate these search results." and three rating icons: a green smiley face labeled "Good", a yellow neutral face labeled "Close", and a red frowny face labeled "Bad".

At the bottom of the main content area, a gray box contains the text: "The Co-Operator's people search returned productive results, even when users searched with partial information, which was favorable."



Support flexible people-search queries; don't require Boolean logic or quotation marks.

Process and Strategic Considerations

As with the main intranet search, employees shouldn't have to use Boolean logic or add quotation marks around their keywords to search for people on the intranet productively. Typing in a person's name, title, or other identifying information, such as an email address or a phone number, should display people results.

At the Mayo Clinic, searching on the intranet and in the people directory required users to remember certain rules to conduct effective searching. People-search queries had to be last name first because of a lack of integration with the system that stored employee information. In other cases, employees would put quotation marks around their keywords. One user said, "I know if I put quotes around my phrase, it should search for the phrase."

However, these are learned behaviors that people have to remember. Busy employees shouldn't have to recall these rules to execute a simple intranet search. Even veteran employees can make mistakes sometimes, and new employees mentioned that they would have to go through training to learn how people search works. Simply supporting more flexible search queries can save tons of training time as well as mistake-recovery time.

73. Offer the ability to find individuals by department, group, or team name.

When employees only know the team, department, or group an individual is a part of, offering the ability to search or browse by team is helpful. Some of the intranets we studied provided lists of individuals organized by the teams or groups they worked with, while others displayed org charts that showed team composition and hierarchy and linked to the profiles of each individual from there.

The screenshot shows the Microsoft Delve interface. On the left, there's a sidebar with a search bar and a 'People' section listing four employees. The main area displays a profile for 'Employee Name' (CIO and Supply Chain Director, Poole HQ) with contact info (email@example.com). To the right is an 'Organization' chart showing a hierarchy of roles like 'Community Lifesaving Director' and 'Head of Maritime Delivery'. A callout box highlights 'People reporting to Employee (4)' with icons for each person.

A few organizations we studied used Delve to house employee information. At these organizations, users could see information about that individual and an org chart for their department or team from within employee profiles.

For example, at the City of Calgary, employees could see the other members of their team and department from the HR website. Employees were listed in a simple table, and important information such as title, phone number, and email address was displayed alongside each name.

The screenshot shows the myHRconnect intranet homepage. At the top, there's a navigation bar with links for "myInformation", "myPay", "myBenefits", and "myCareer". Below the navigation is a search bar with the placeholder "Who are you looking for?". Underneath the search bar is a table titled "myPeers" with columns for Name, Title, Business Phone, Business Cell, and Email. The table contains 10 rows of placeholder data.

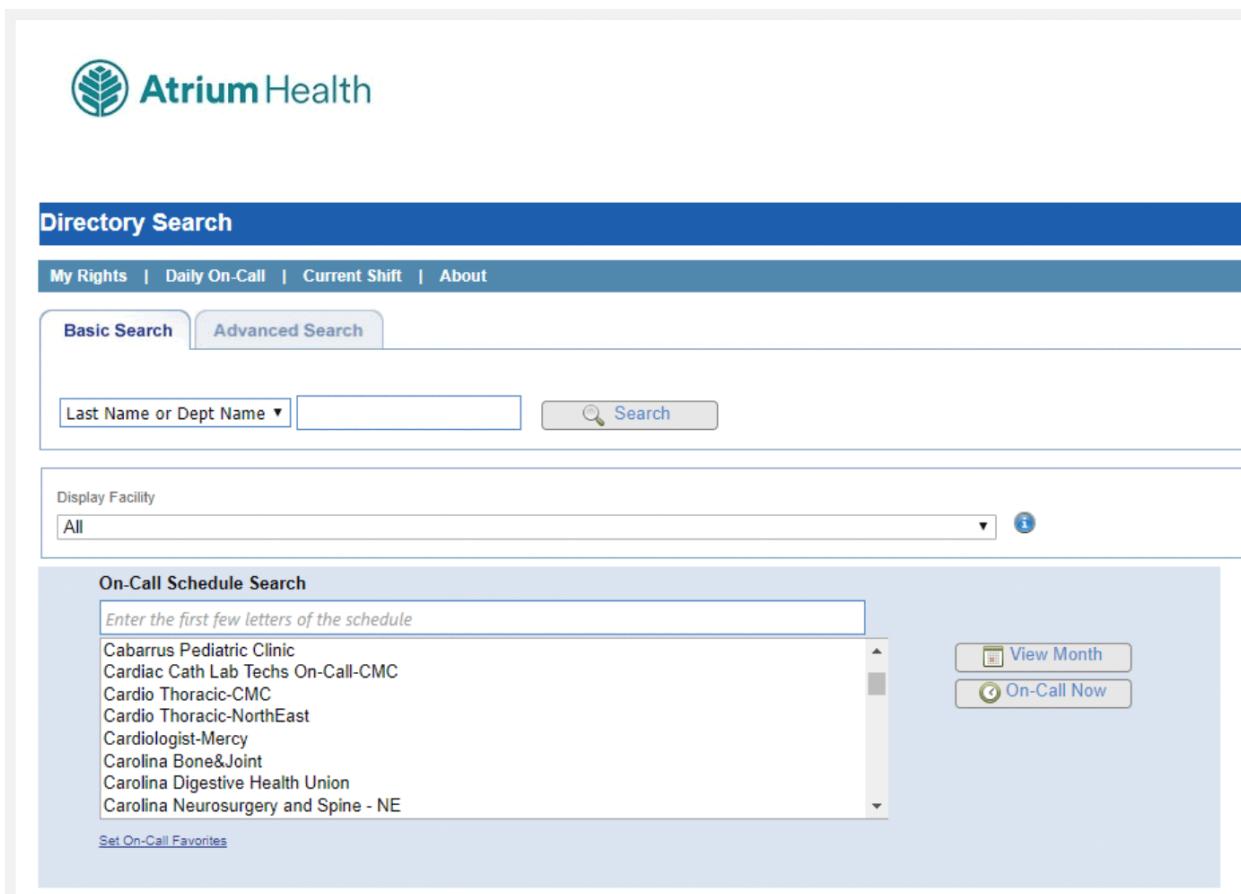
Name	Title	Business Phone	Business Cell	Email
Employee Name	Employee Title	555-555-5555	123-456-7890	email@email.com
Employee Name	Employee Title	555-555-5555	123-456-7890	email@email.com
Employee Name	Employee Title	555-555-5555	123-456-7890	email@email.com
Employee Name	Employee Title	555-555-5555	123-456-7890	email@email.com
Employee Name	Employee Title	555-555-5555	123-456-7890	email@email.com
Employee Name	Employee Title	555-555-5555	123-456-7890	email@email.com
Employee Name	Employee Title	555-555-5555	123-456-7890	email@email.com
Employee Name	Employee Title	555-555-5555	123-456-7890	email@email.com
Employee Name	Employee Title	555-555-5555	123-456-7890	email@email.com
Employee Name	Employee Title	555-555-5555	123-456-7890	email@email.com

[Code of Conduct](#) [Privacy Policy](#) [Acceptable Use of Technology](#) [Accessibility](#) [Feedback](#) [Opt Out of myHRconnect](#)

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On the City of Calgary's intranet, employees could quickly locate a list of their peers in hierarchical order from within their HR website.

One Atrium Health employee explained the approach she would use if she needed to know about a department. She said, “I would look at who is in that department, the org charts or something, to look at the names and see if I know anyone in the department.” Or else they would want to look up everyone in a particular job function.”



The screenshot shows the Atrium Health intranet directory search page. At the top is the Atrium Health logo. Below it is a blue header bar with the title "Directory Search". Underneath is a dark blue navigation bar with links: "My Rights", "Daily On-Call", "Current Shift", and "About". Below the navigation bar are two tabs: "Basic Search" (selected) and "Advanced Search". A search input field contains "Last Name or Dept Name" with a dropdown arrow, and a "Search" button with a magnifying glass icon. Below the search area is a "Display Facility" dropdown set to "All" with a help icon. The main content area is titled "On-Call Schedule Search" and features a search input field with placeholder text "Enter the first few letters of the schedule". To the right of the input field are two buttons: "View Month" with a calendar icon and "On-Call Now" with a clock icon. A scrollable list of facilities is displayed, including: Cabarrus Pediatric Clinic, Cardiac Cath Lab Techs On-Call-CMC, Cardio Thoracic-CMC, Cardio Thoracic-NorthEast, Cardiologist-Mercy, Carolina Bone&Joint, Carolina Digestive Health Union, and Carolina Neurosurgery and Spine - NE. At the bottom left of this section is a link "Set On-Call Favorites".

Atrium Health employees could search the intranet people directory by last name or department name. These options were helpful in cases where users didn't know one piece of information or the other.

On Bracknell Forest Council's intranet, employees could search for others based on the team they work in. There were two different ways to browse on the page; alphabetically — *Teams A–Z*, or by the type of team — *Members by team*. The corresponding number of team members under each option was also helpful, as this set users' expectations for how many results they would see after clicking.

The screenshot shows the 'Teams' section of the DORIS intranet. At the top, there's a navigation bar with links for 'Home', 'How do I?', 'Your council', 'News', and 'Public website'. Below the navigation is a search bar and a magnifying glass icon. The main content area has a header 'Teams' with a user icon. To the right are two buttons: 'Teams' (selected) and 'Search'. A breadcrumb trail shows 'Home / People & Teams / Find teams'. The left side lists teams from A-Z: Accountancy (16 people), Administrative Services (11 people), Adult Community Team (29 people), Adult Social Care (57 people), Alders (6 people), Applications Team (9 people), Assessment Team (0 people), Audit & Risk Management (4 people), BC Support (3 people), and Behaviour Support Team (7 people). Below these lists are page navigation buttons (1, 2, 3, 4, 5, ..., 20, Next). On the right, a table titled 'Members by team' lists various teams with their respective member counts:

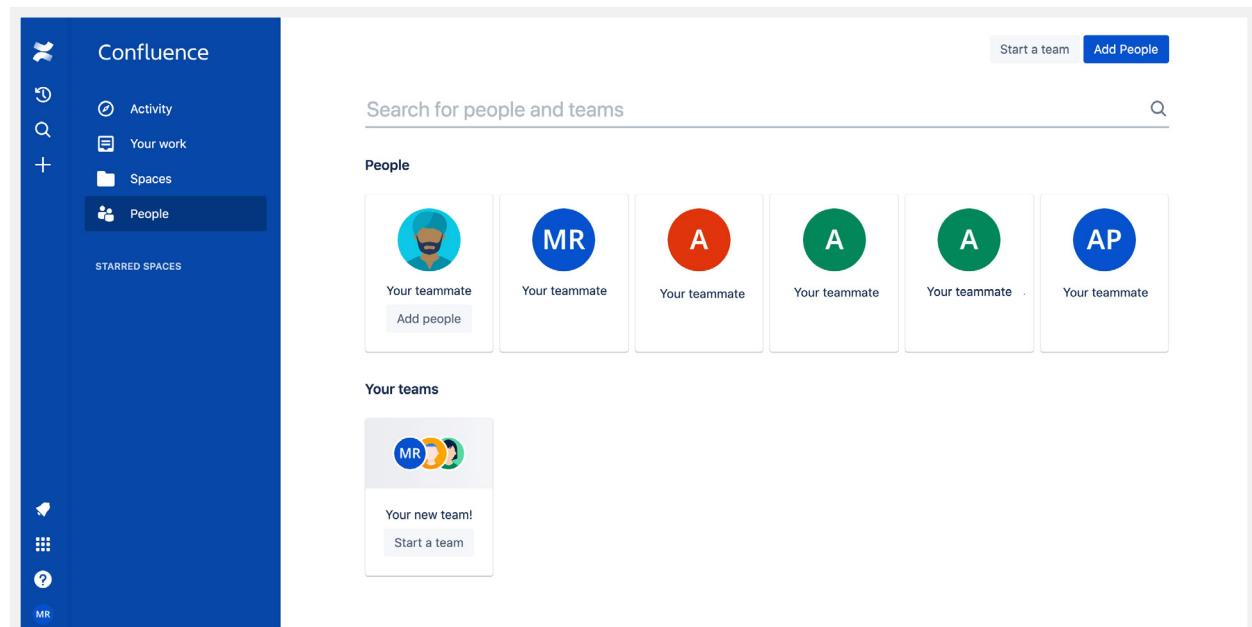
Team	Members
People Directorate	725
Service Delivery	542
ICT Services	314
Connections Hub	271
Children's Social Care	153
Place, Planning & Regeneration	137
Customer Experience	133
Early Help & Communities	120
Education & Learning	75
Commissioning	72
Mental Health and Out of Hours	72
Adult Social Care	57
Finance	56
Chief Executive's Office	53
Planning	48
Highways and Transport	47
Organisational Development, Transformation & Human Resources	44
Family Safeguarding Team	44
Councillors	42
The Look Out	39
Community Safety	38
Intermediate Care	37
Forecare	34
Finance & Business Services	31
Adult Community Team	29

Employees at Bracknell Forest Council could find a colleague based on the team they were part of. Added benefits were that the teams were listed alphabetically and included the number of people on a given team.

KeyBank and Eyeo both used a combination of Confluence and Jira to more closely integrate their intranets with the documentation, collaboration, and workflow tracking tools used at their organization. One user at Eyeo found the *People Ops Department* by searching on the intranet and could successfully view all members of that department, which was favorable. However, she

noticed some people were missing and didn't know why. She grew curious about whether it was a user error or a system error, then she navigated to Google Drive to grab an org chart to compare names to see who was missing from the *People Ops Department* page. Then, she emailed the intranet product owner, saying, "I found some members missing in the departments. Is it because they haven't signed up themselves, or is it an error in the system?" She then listed out the people who were missing.

In another field study, at Eyeo, a technical product owner mentioned how helpful it was to have the team member widget on their team's Confluence page because it automatically kept itself updated, which avoids the aforementioned issue. The product owner said, "I don't have to do it. It tells us who's in what team, and we don't have to run around trying to figure it out." It's good to offer employees the ability to view the members of a team or department from search, but if the team members aren't frequently updated, its effectiveness is diminished.



The screenshot shows the Confluence interface with a sidebar on the left containing icons for Activity, Your work, Spaces, and People (which is highlighted). The main area has a search bar at the top with the placeholder "Search for people and teams". Below the search bar, there are two sections: "People" and "Your teams". The "People" section displays six cards, each representing a teammate with a profile picture and initials: "Your teammate" (blue circle, MR), "Your teammate" (red circle, A), "Your teammate" (green circle, A), "Your teammate" (green circle, AP), and two additional cards partially visible. The "Your teams" section shows a single card for "Your new team!" with initials "MR" and "AP" and a "Start a team" button. At the top right of the main area, there are buttons for "Start a team" and "Add People".

KeyBank's instance of Confluence provided users the ability to search by either a person's name or a team, which was favorable.

People-Search Results

74. Display people results on the global search results page.

Include employee results on the intranet's main search results page. This way, users don't have to click into a separate filter, tab, or section of the intranet to find information about their peers and colleagues. The best places to house employee results on search results pages are either above the main search results or at the top in the right rail. Avoid placing employee results below the fold as much as possible, as users may not scroll to see them.

The wireframe illustrates a search results page for "vacation". On the left, there are filters for Content Type (Intranet Pages, News Articles, Videos, PDFs), Publication Date (2020, 2019, 2018, 2017), Departments & Teams (Human Resources, P&C Communications, Information Technology, Planning & Scheduling), Locations (Houston, TX; Chicago, IL; New York, NY; San Francisco, CA), and a search bar. The main content area shows 60 search results for "vacation" under "Intranet Content (33)". Results include "Company Vacation Policies", "How to Request Vacation Time", "Vacation Time for Contractors: What's the Difference?", "Editable Template for Managers: Vacation Policies", "Vacation Policy Updates for 2020: CEO Presentation", "Printable Quick Reference Guide of Vacation Reminders", and "Manual Vacation Request Form". To the right, a sidebar titled "People (23)" displays profiles for Tom Sanford (Director of Human Resources), Tina Bradfield (Human Resources Supervisor), and Kelly Crawford (Human Resources Associate). A "All people results" button is located at the bottom of the sidebar.

This example wireframe shows how people results can be featured in the top right corner of the intranet's search results.

For example, on Bracknell Forest Council's search results pages, users had to click on a *People* tab to see people results. For keywords that seemed like names, the intranet defaulted to this tab when presenting the results, which was favorable. However, in other cases, when the intranet couldn't detect whether users were searching for a person or content from the keyword alone, employees had to click through the various tabs to review the different types of results. A better approach would be to expose and organize all the different result types on the same page instead of having users click through the tabs.

The screenshot shows the DORIS intranet search results page. At the top, there are navigation links for 'People & Teams', 'Get involved', 'Home', 'How do I?', 'Your council', 'News', and 'Public website'. The main header says 'DORIS' and has a 'Find people' link. A search bar at the top right contains the word 'karen'. Below the search bar, it says '19 search results found for "karen"'. On the left, there's a sidebar with a 'Sort by' section containing options like 'Relevance' (selected), 'Surname (A-Z)', 'Surname (Z-A)', 'Forename (A-Z)', 'Forename (Z-A)', and 'Newest'. There's also a link to 'View more filter options'. The main content area lists three search results, each with a profile icon and the name 'Employee Name'. The first result is 'Employee Name' with 'Role: Business Support Officer' and 'Team: Forecare'. The second result is 'Employee Name' with 'Role: Administrative Assistant' and 'Team: Duty Team'. The third result is partially visible.

Bracknell Forest Council contained employee search results behind a tab instead of exposing them on the page.

Atrium Health's intranet primarily displayed content results on its search results pages rather than people results. To see people results, users had to click on a refinement for *PeopleConnect*, under a filter labeled, *Search Within*. Atrium Health had information distributed across various sub-intranets, which made presenting different search results on the same page more difficult. A better approach would be to automatically display information about people right on the search results page for keyword searches that returned them.

Home > Search Results

Search Results

Search Within

- PeopleConnect 15
- News 8
- PhysicianConnect 2

discount

Results 1-10 of 25 in 0.11 seconds

BY DATE BY RELEVANCE

Recognition and Rewards
March 09

Recognition and Rewards Platform ... Learn More About the Proud Store Teammate **Discounts** Atrium Health is excited to offer hundreds of amazing **discounts** to teammates through partnerships with ...
<https://peopleconnect.atriumhealth.org:443/Human-Resources/Teammate-Life/Recognition-and-Rewards>

Marketing
1/31/2018

... in other industries – such as incentives, coupons, **discounts** and giveaways – do not work in healthcare. ... non-affiliated cardiac facility providing **discounted** EKGs when the communication is ...
<https://peopleconnect.atriumhealth.org:443/Departments/Legal-Lighthouse/Additional-Resources/Marketing>

Atrium Health did not include visible people results on its intranet's search results pages. Instead, users had to click on a refinement labeled PeopleConnect to see results for their peers.

75. Organize and label people results to differentiate them from other search results.

Several intranets presented a single search field to search the intranet and the employee directory. Although this simplifies the search front end, more attention needs to be paid to the design of the search results page to ensure employees aren't overwhelmed by the number and various types of results returned. Organizing people results in their own visible area and using clear labels to distinguish people results from other types of results on the page can help.

On Burns & McDonnell's intranet, employees could search the employee directory and the site from the magnifying glass icon in the upper right corner. If a search query matched an employee's name or other identifier, those results were listed above the site search results in their own organized space at the top. The only improvement to this design would be to include a label to distinguish people results more clearly from the other types of results when they are both available. However, if no people results are available, it's best not to show them at all.

Burns & McDonnell's search results page presented the top employee directory results at the top.

76. List employee names in alphabetical order by last name in search results.

Users in our studies often struggled to scan lists of people results when employee names were not ordered alphabetically. Always favor ranking the most relevant people at the top, but after that, if there's not much difference in the relevance between those in the set, favor an alphabetical order. Additionally, sometimes users needed to perform a search on just one name. In this case, it was often easier to find the correct person when the search results were ordered alphabetically and presented as *First Name* then *Last Name* in results.

The Northern Alberta Institute of Technology listed people only by relevance in its employee search results. When searching for a person with one name, ensure results are displayed alphabetically by the unique name. For example, if a user searches **Smith**, results should be listed as:

- Al **Smith**
- Angela **Smith**
- Anthony **Smith**
- Aric **Smith**
- Brittany **Smith**
- Bruce **Smith**
- Chantelle **Smith**, and so on.

Search for department information or connect with other NAIT employees.

[ORG CHARTS \(DIRECTORY\)](#) [ORG CHARTS \(GENERAL\)](#) [ORG CHARTS \(MANAGERS & SUPERVISORS\)](#)

Search...

[EVERYTHING](#) [PEOPLE](#)

SORT RESULTS BY:

Relevance

Employee Name
DEPARTMENT: Corporate Communications
PHONE: 555-555-5555
LOCATION: 12345-67

POSITION: Communications Specialist
EMAIL: email@nait.ca
MAIL DROP: PEB200 (Reception)

The Northern Alberta Institute of Technology sorted employee results by relevance instead of alphabetical order. In some cases, this returned results that failed to meet user expectations, as they expected to see results listed alphabetically.

77. Include a link to see all people results.

Our recommendation to combine results for intranet content, people, and tools on a single results page means that these pages must be laid out thoughtfully and organized logically into different sections. Many intranets we tested had employee search results at the top of the results page or in the right-hand column.

The intranets usually listed five to 10 of the most relevant people results and included a button or text link to view *All People* or *Only People* results. This was helpful in cases where users were looking for another employee not listed in the initial set. Using controls such as listboxes can also help contain many results without taking up excess screen real estate for things like people and tools. Regardless of the design approach, including a link to see *All People* results for a given keyword is helpful.

For example, the Scottish Government displayed people results at the top of its search results pages, then included links to see *All Results* or *People only*, which was a favorable approach. Users could also click on a *show more* link which exposed even more people results right on the page.

Search > Search Results

Search term - learning

About 1,474 results

View: All Results | People Only

Sort By: Relevance

Employee Name
College Improvement Project Officer
Extension: 20117
Directorate For Advanced Learning And Science

Employee Name
Director of the Community Learning and Development Standards Cou
Extension: 42998
Education Scotland

Employee Name
Learning and Development Associate
Directorate For People

Employee Name
Strategic Director - Lifelong Learning
Extension: 44218
Education Scotland

Employee Name
Learning, Development and Innovation Lead
Extension: 49895

show more (about 205 results)

Learning
My Workplace Section
Last updated: Tuesday 12 April 2016
[Home > Pages > My Workplace.aspx > Learning](#)

Learning and Development
Org Generic Landing
Last updated: Thursday 15 March 2018
[Home > Orgpacas > Economic Development Directorate > Learning And Development](#)

Learning and Development
Org Team Updates Article
Last updated: Friday 12 April 2019
instantly accessible on-line <http://saltire/my-workplace/pages/my-workplace.aspx#Learning> Online TrainingSG
Finance - Learning PortalWordExcelOutlookOneNote ...
[Home > Orgspaces > Economic Development Directorate > Learning And Development](#)

Document Type
aspx (1,809)
pdf (2)

Date Range
One Year Ago Today
All

The Scottish Government included the ability to view All Results, People Only results, and a link to show more people results right on the page.

78. Display the number of people results returned.

Surface the number of people results found for a given keyword search nearby where the people results appear. It's acceptable to provide a count for overall search results that includes content, people, and tools and then provide individual counts for each specific area.

When the number of results wasn't listed or accurate, users wondered why. For example, at the Scottish Government, when employees searched for a person using its intranet, Saltire, they sometimes experienced slight confusion when the page returned results for the person, but the count said *0 results*.

60 search results for “vacation”

Intranet Content (33)

Showing results 1-7 of 60 [Provide Feedback to Improve Search](#)

Company Vacation Policies
Updated: 1/4/2020
Understand the company-wide policies and procedures when it comes to paid time off, vacation, and annual leave.

How to Request Vacation Time
Updated: 3/2/2020
You can request your vacation through the HR Labs platform. This how-to guide will walk you through the step-by-step process of requesting vacation time in HR Labs.

Vacation Time for Contractors: What’s the Difference?
Updated: 2/20/2020
If you’re working as a contractor for the company, you’re eligible to take the vacation time stated in your original contract during the first year. After your first year of service, you are fu...

Editable Template for Managers: Vacation Policies
Updated: 1/29/2020
Though we provide company-wide vacation policies, managers can add or modify the policies for their teams. Use this handy template to make the appropriate changes.

Vacation Policy Updates for 2020: CEO Presentation
Updated: 12/20/2019
Review the presentation from our December 2019 Town Hall Meeting, where our CEO John Bradshaw announced updates to the company vacation policy for 2020.

Printable Quick Reference Guide of Vacation Reminders
Updated: 6/17/2019
Get quick answers to all of your frequently asked questions about vacation requests and time off. Hang this poster up in your cubicle to remember to take vacation time.

Manual Vacation Request Form
Updated: 5/20/2019
Use this manual vacation request form if you need to request vacation while out of the office, or if you’re having trouble accessing the HR Labs tools.

People (23)

Tom Sanford
Director of Human Resources
Houston, TX | Office: 2568
tom.sanford@company.com
555-123-4567

Tina Bradfield
Human Resources Supervisor
Houston, TX | Office: 2590
tina.bradfield@company.com
555-123-7654

Kelly Crawford
Human Resources Associate

[All people results](#)

Tools, Sites & Applications (4)

HR Labs
Use HR Labs to manage your benefits, see paycheck stubs, and request time off.
[Get Help with HR Labs](#)

Company Vacation Calendar
Use the company-wide vacation calendar to see when your peers and partners will be on vacation.
[Get Help with the Calendar](#)

Vacation Time Calculator
Use the vacation time calculator to...

[All tools & apps](#)

1 2 3 4 [Next >](#)

This example wireframe of an intranet search results page shows how to display an overall number of results returned and how to break the number of results down to display individual counts for content, people, and tools.

79. Include photos of employees in the search results.

It always helps to put a name with a face. Including employee photos in the search results (and across the intranet anywhere employee information appears) adds a human element to the intranet and helps employees recognize people, especially in cases where people haven’t worked together much.



Provide a professionally shot photo of each employee on the intranet.

Process and Strategic Considerations

Professionally shot and consistently styled employee headshots can elevate the intranet's visual design and ensure that the photos uploaded to represent employees actually look like them. It's usually best to organize a photo shoot for your employees to take their headshots. This way, all of the photos on the intranet are good quality and consistent. Another quick way to get photos of your employees is to allow them to use the same photo from their LinkedIn profile on the intranet.

However, suppose your organization's culture is more laid-back and informal, you might consider allowing employees to upload their own profile photos, but with some clear conditions stated, such as that it has to be a photo of the actual person's face.

At one organization we visited, employees were allowed to upload their own photos, but rather than uploading an actual photo of themselves, some individuals uploaded photos of their dog or Mr. T instead. Those instances defeated the purpose of having employee photos on the intranet altogether — so that other people can easily recognize their colleagues when they see them in person.

Enforce some standards around employees' profile photos so they visibly show their actual faces. An idea to encourage more photo uploads among employees could be to provide a hint or notification on the homepage until this task has been completed or to offer a small award or achievement for uploading a profile photo.

At DIRT, individuals set up their employee profiles themselves; they could set their own photos, including five of their own. However, a headshot taken at DIRT was provided and displayed as their default profile photo.

At Burns & McDonnell, employees could manage their own profile data, which fed into the employee directory and, subsequently, the people results on the intranet. The same profile photos that appeared in Outlook email accounts also appeared on the people results. This consistent thread was helpful, as employees could easily recognize peers, no matter which digital workplace tool they were in.

At Bracknell Forest Council, one participant wished everyone had uploaded a profile picture. They explained that looking a person up in the directory was helpful when meeting someone new in the organization they hadn't met before.

The screenshot shows the 'People' section of the DORIS intranet. At the top, there's a search bar with a magnifying glass icon and a 'People' button. Below the search bar, the page title is 'People'. A navigation bar includes links for 'Home', 'How do I?', 'Your council', 'News', and 'Public website'. The main content area displays a list of recently updated employee profiles. Each profile card includes a gray placeholder icon for a photo, the employee's name, their role, and a phone number. To the right of the list, there's a 'Your profile' section with a placeholder icon and the text 'Employee Name'. Below that is a 'Popular badges' section with four items: 'Publisher' (45), 'Blogger' (21), 'Senior publisher' (4), and 'Webmaster' (2). The footer of the page includes links for 'Home / People & Teams / Find people'.

Bracknell Forest Council included photos of employees on various search results across its intranet (masked here as gray avatar icons to respect the identities of our research participants). However, some people didn't have photos or complete people information, which disappointed a few employees.

The screenshot shows the 'Groups' section of the DORIS intranet. At the top, there's a search bar with a magnifying glass icon and a 'Create' button. Below the search bar, the page title is 'Groups'. A navigation bar includes links for 'Home', 'My groups', 'Explore', and 'Dashboard'. The main content area displays a list of groups. Each group card includes a placeholder icon for a photo, the group's name, a brief description, the number of members, and a 'Private' status indicator. The footer of the page includes links for 'Home / Apps / Groups'.

Bracknell Forest Council surfaced employee photos on search results and the intranet's Groups page. This was a helpful detail and allowed employees to visibly see who was part of any group in the organization.

80. List each person's name, title, department, email address, phone number, and office location in search results.

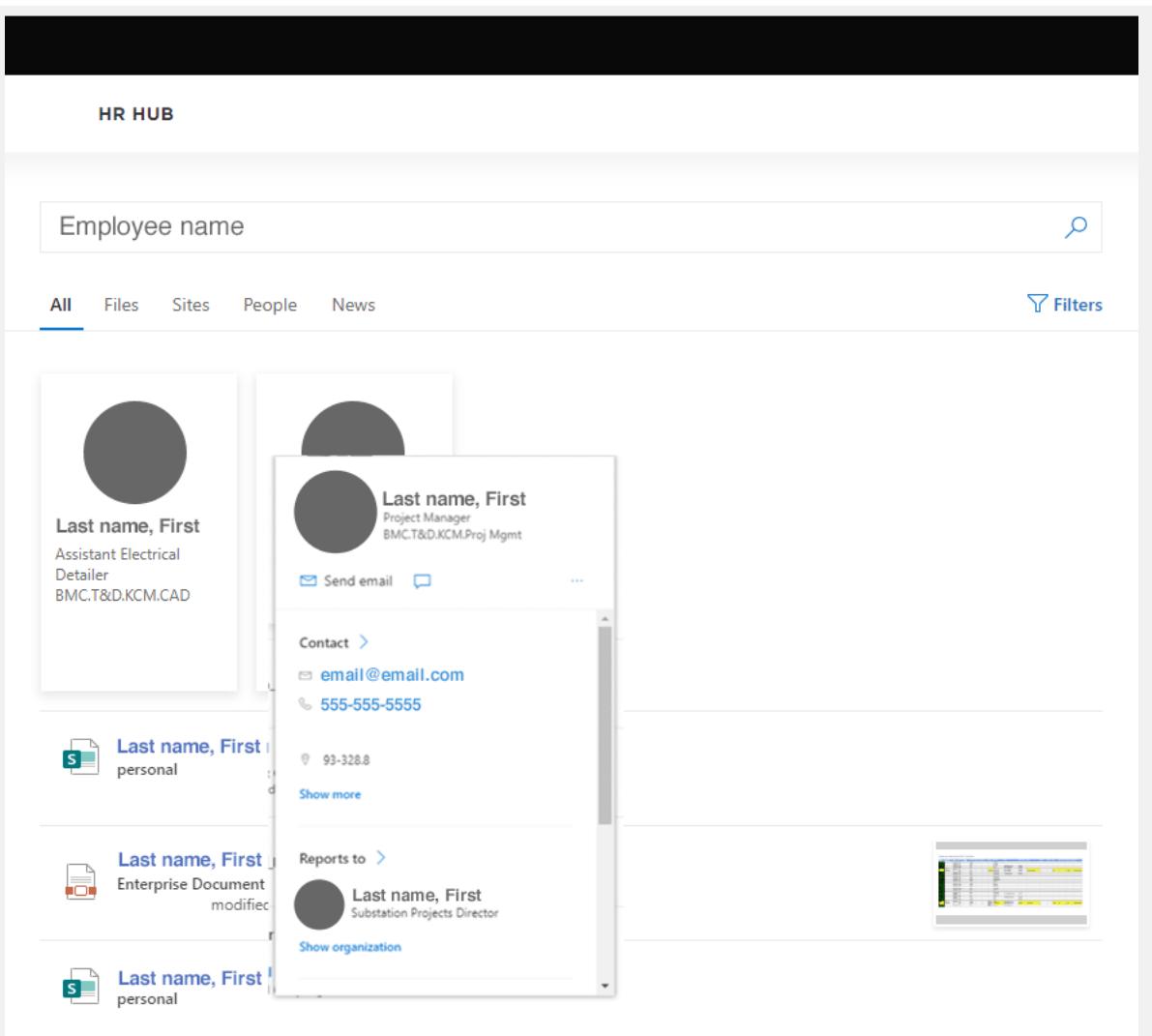
Like content results, people results also need a coherent set of metadata behind the scenes to ensure they appear comprehensibly and at the top for relevant searches. For people results, include the following primary attributes to also display in search results:

- The employee's first and last name (link this to their full employee profile)
- Photo
- Title
- Department (if applicable)
- Office location (address if there are multiple locations)
- Email address
- Phone number

Users shouldn't have to open a colleague's profile just to get a name, department, phone number, title, or email address. Display this information right on the search results page. For example, the Northern Alberta Institute of Technology included all the recommended information in the employee-search results. The gray circles represent an employee photo, which we've masked to respect the identities of our research participants.

The screenshot shows a search interface for employee information. At the top, there is a search bar with placeholder text "Search...". Below the search bar are three blue buttons: "ORG CHARTS (DIRECTORY)", "ORG CHARTS (GENERAL)", and "ORG CHARTS (MANAGERS & SUPERVISORS)". The "PEOPLE" tab is highlighted in grey, indicating it is the active category. Below the tabs, there is a section titled "SORT RESULTS BY:" with a dropdown menu showing "Relevance". To the left, there is a large, blurred circular placeholder for an employee photo. To the right of the photo, the employee's details are listed: **Employee Name**, **DEPARTMENT:** Corporate Communications, **PHONE:** 555-555-5555, **LOCATION:** 12345-67. To the right of these details, another set of information is listed: **POSITION:** Communications Specialist, **EMAIL:** email@nait.ca, and **MAIL DROP:** PEB200 (Reception). A quote at the bottom states: "The Northern Alberta Institute of Technology included the most important and valuable pieces of people information right on the employee search results page."

Some of the intranets we studied didn't offer enough information about employees on the initial search results page. The employee results on Burns & McDonnell's intranet returned the employee's photo, name, title, and location. Users could click on the person's name to see more, revealing a small popup preview containing more information. Rather than forcing users to click, important information such as the employee's phone number and email address should be added to the initial results display.



The screenshot shows the Burns & McDonnell HR Hub interface. At the top, there is a search bar labeled "Employee name" with a magnifying glass icon. Below the search bar are navigation links: "All" (which is underlined), "Files", "Sites", "People", and "News". To the right of these links is a "Filters" button. The main content area displays a list of employee profiles. One profile, "Last name, First", is highlighted with a larger, semi-transparent overlay. This overlay contains the employee's name, title ("Project Manager"), department ("BMCT&D.KCM.Proj Mgmt"), and contact information: an email link ("email@email.com") and a phone number ("555-555-5555"). It also shows the employee's location ("93-328.8") and a "Show more" link. Other details visible include "Reports to" and another employee profile. The overall design is clean and modern, typical of a corporate intranet.

Burns & McDonnell included people results on the same page as the rest of its search results, which was good; however, adding employee phone numbers and email addresses to the people results would help improve usability.

On DIRT's employee directory, only people's names and photos appeared. This forced users to click on each person's profile to see more detailed information. As an improvement, DIRT should include more details on the results page, such as title, location, department, email address, and phone number. It would also be wise to move the search field on this page from the bottom to the top.

The screenshot shows a web interface for the myDIRTT Employee Directory. At the top, there's a navigation bar with links for 'myDIRTT | SOLUTIONS | PRODUCTIVITY | RESOURCES' and a user profile for 'Kara'. To the right are icons for search, filter, and export. Below the navigation is a header with 'Employee Tools' and 'Employee Directory' on the left, and 'DIRTT PUBLIC WEBSITE | CONTACT' on the right. The main content area is titled 'Sales Reps' and displays a grid of 18 employee profiles arranged in three rows of six. Each profile consists of a gray placeholder icon and the text 'Employee Name' below it. A search bar at the bottom is labeled 'enter name, department or keyword to search'.

If users wanted to find a phone number or other commonly needed information on DIRTT's employee directory, they had to open the profile. The gray user icons represent an employee photo, which we've masked to respect the identities of our research participants.

There is a delicate balance between offering enough information on results pages and offering so much that people can't easily see or understand the details. On the Co-operator's intranet, users searching for a person's office location did not know what a random string of numbers that appeared after the building floor meant. One user said, "I'm not sure what 27 means to be honest. I assume it's like a site location." Another user said,

"I would Skype my colleague and say, 'Where are you?' The eight is helpful from an interoffice mail perspective. If I had to walk, I'd kind of just walk around until I find them. Or ask."

Rather than displaying random details out of context, a better approach would be to write out the abbreviated text in full and provide a label for what it represents — for example, *Office Location: Floor 8, East Side, Cubicle #19*. Additionally, don't display back-end data when pulling people information from databases; only include coherent data equivalents in the UI that are meaningful for employees.

81. Make employee names and email addresses links.

From the names listed in people results, link to the employee's complete profile so that colleagues can easily find any additional information they need about the person. Ensure it is visibly apparent that the user's name is a link; either underline it, bold the font or use a different color. For example, people's names and email addresses were hyperlinked on the Northern Alberta Institute of Technology's intranet. If users clicked on the hyperlinked name, the individual's profile page loaded with additional details, which was helpful. If users clicked on the email address, a new email addressed to that person loaded in the user's preferred email program.

NAIT's people results prominently showcased each employee's name in bright blue. The color also indicated that the names were linked so people could quickly and easily access someone's full profile.

The names listed in staff results on the GSA's intranet did not appear clickable, insinuating that someone couldn't find any more information about an employee outside of what was listed on this page. An improvement would be to make name links look much more like clickable links and to take users to an employee profile on click. Luckily, the email addresses next to each person were hyperlinked, and opened an email addressed to that individual on click.

The screenshot shows a search results page for the GSA InSite Staff Directory. At the top, there's a navigation bar with links for Employee Resources, Services and Offices, Locations, and About Us. On the right side of the header are icons for search, user profile, and notifications. Below the header, the URL shows the user is at the Staff Directory Results page. The main content area has a title 'Staff Directory Results' and a link to 'Back to search form'. A table displays two search results. Each result includes a Name (Last Name, First Name, Title, and email address), Phone / Fax (Phone and Cell numbers), and Address (Address Line 1, Address Line 2, and City, State Zip Code). The email addresses in the Name column are underlined and appear to be hyperlinks.

Name	Phone / Fax	Address
Last Name, First Name Title email@email.com	Phone: 555-555-5555 Cell: 555-555-5555	Address Line 1 Address Line 2 City, State Zip Code
Last Name, First Name Title email@email.com	Phone: 555-555-5555 Cell: 555-555-5555	Address Line 1 Address Line 2 City, State Zip Code

The GSA's intranet showcased limited information in people-search results, and the names did not link users to an employee profile to find more.

When presenting details about an employee in search results, it's helpful to display the person's entire email address so users can copy and paste the email anywhere they need it. The full email address should also be a hyperlink so that if users click on it, a new email addressed to that person opens. This is not only common functionality but also expected and helpful.

Dell presented employee results on a page that looked similar to its content search results. In each people-result listing, the employee's name was linked to their profile, and their full email address appeared. On click, it addressed a new email to the selected recipient.

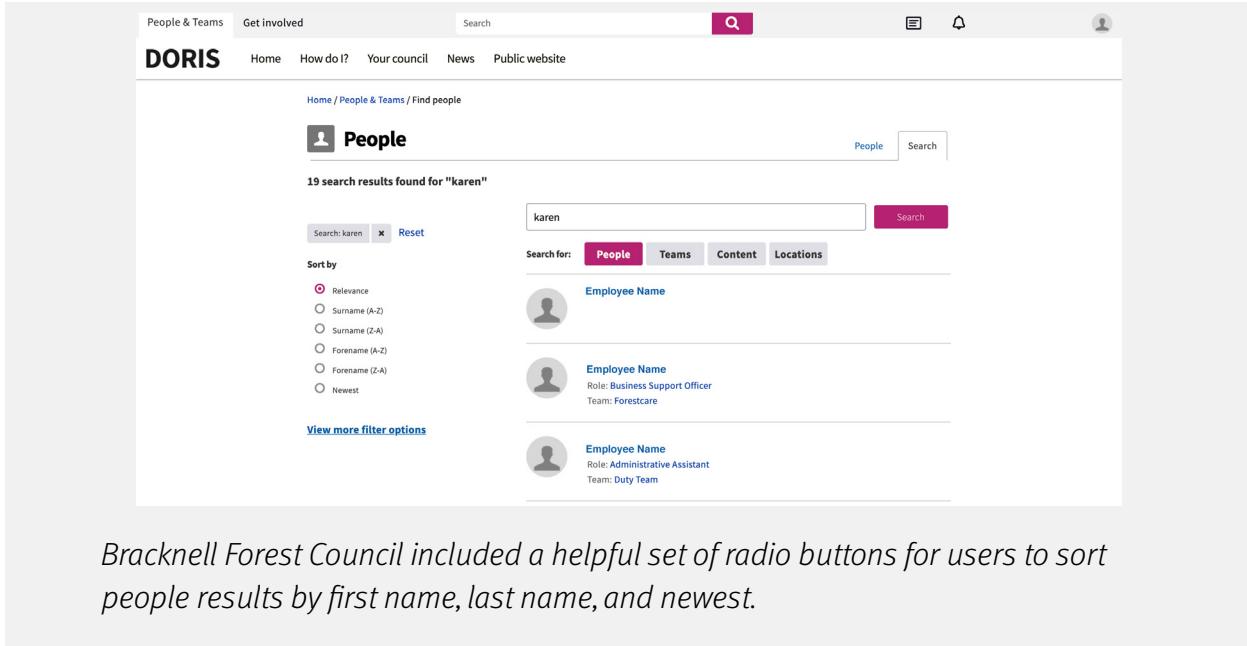
82. Provide filters and sorting, such as by department or job title, to help users narrow down employee search results.

Even in moderately sized organizations, some individuals are likely to have the same or very similar names. Also, users might only know part of someone's name but have other information about them, such as a job title. It's helpful to let users filter and sort people results, so they can locate someone, even if they don't know the person's full or exact name. The most helpful filters for people results are titles, locations, and departments.

For example, many people with the last name “Smith” worked at the City of Calgary. Providing a filter for *Title* helped users narrow down to the person they’re looking for and enabled employees to complete their tasks quicker.

The screenshot shows the City of Calgary's myCity intranet interface. At the top, there's a navigation bar with links for Tools & Resources, myHR, Organization, News & Events, Dashboard, and Safety & Security. The date June 12, 2019, is also displayed. The main content area is titled "People search results for Employee Name". It includes a "Pages" tab and a "People" tab, with the "People" tab selected. A sidebar on the left shows active filters: "Employee Name" and "Job Title". The search results are organized by job title, with examples like "Seasonal (19)", "Firefighter 3 (11)", and "Driver/Operator/Labourer 1 (8)". Each result entry includes the employee's name, email address (e.g., email@email.com), job title, department (e.g., Senior Corrosion Technician, Water Resources, Calgary Fire Department), location (e.g., 625 25 AV SE), floor (e.g., -1), and mail code (e.g., 555-555-5555). A note at the bottom states: "The people results at the City of Calgary allowed users to filter by job title. This was helpful when trying to locate a colleague with a similar name as others at the organization."

With people results, users should also be able to sort by last name, first name, and any other meaningful criteria at the organization. Bracknell Forest Council used radio buttons to sort the page. By default, the people results were listed in order of relevance, which was favorable. Employees could also sort the results by first name or last name in ascending or descending alphabetical order and by showing the newest individuals in the organization at the top.



The screenshot shows the DORIS People search interface. At the top, there's a navigation bar with links for 'People & Teams', 'Get involved', 'Search' (with a magnifying glass icon), and user icons for 'Email' and 'Bell'. Below the navigation is the DORIS logo and a secondary navigation bar with links for 'Home', 'How do I?', 'Your council', 'News', and 'Public website'. The main content area has a breadcrumb trail: 'Home / People & Teams / Find people'. A large header says 'People' with a person icon. Below it, a message says '19 search results found for "karen"'. There's a search bar with 'karen' typed in, a 'Reset' button, and a 'Search' button. A 'Sort by' section contains radio buttons for 'Relevance' (selected), 'Surname (A-Z)', 'Surname (Z-A)', 'Forename (A-Z)', 'Forename (Z-A)', and 'Newest'. A link 'View more filter options' is also present. The search results are listed in three rows, each with a person icon and the name 'Employee Name'. The first result is 'Employee Name' with no additional details. The second result is 'Employee Name' with 'Role: Business Support Officer' and 'Team: Forecare'. The third result is 'Employee Name' with 'Role: Administrative Assistant' and 'Team: Duty Team'.

Bracknell Forest Council included a helpful set of radio buttons for users to sort people results by first name, last name, and newest.

Methodology

Intranet Guidelines Study Overview

In these studies, we used three methods — usability tests, contextual inquiries, and expert reviews — to gain a variety of insights into the usability and effectiveness of intranets as a whole.

USABILITY STUDIES IN A LAB SETTING

We watched employees use their company's intranet in a lab setting at every company, typically a small conference room or an office. Employees used either a company computer or their own company-issued computer. Some participants also used their mobile phones. Researchers observed four to six employees at each study location in organizations that ranged from small companies to large enterprises across the United States, Canada, and Europe in the 2019 study.

We gave users tasks to perform and quietly observed them as they worked. Users were asked to think out loud as they completed their tasks. They were also told to carry out each task as far as they would if they were on their own. Following the completion of each task, the researcher presented users with a brief satisfaction survey and asked follow-up questions.

There were two types of tasks given to users: directed and exploratory.

- **Directed tasks** require the user to find a specific piece of information (e.g., Who is the CFO?) or perform a particular task, such as submitting a support ticket to the IT department. When a directed task is given, there is a clear endpoint: the user either finishes the task or gives up.
- **Exploratory tasks** allow for a more natural exploration of content. There is no right or wrong answer when an exploratory task is given. Administering these tasks reveals how discoverable and engaging the content is on the intranet. For example, users were asked to find a community group they might be interested in joining or to see if there were any news articles they'd like to read.

In each session, users performed the directed tasks first and then completed as many of the exploratory tasks as possible in the time remaining.

For directed tasks, we recorded how long each employee took to complete the task and whether the task had been completed successfully. Employees were unaware they were being timed, and we did not tell them they were being assessed on whether their answers were correct. None of these quantitative measures were used to assess the performance of participants included in our study. Instead, they helped us to evaluate the usability of many different intranet designs.

Tasks

In each research study, we gave users similar types of tasks so that we could compare the performance of the same tasks across intranets, including those tested in previous studies. Although we tried to keep tasks consistent across organizations, the tasks administered varied slightly from one organization to another depending on what was offered on each intranet and what was realistic for employees to do. The table below shows the shell tasks (with an example) that were administered in many of the intranet studies.

TASK PREMISE	EXAMPLE	TYPE
Find a cafeteria menu	Use the intranet to find out what burger is being served in the cafeteria today. Tell the researcher your answer.	Directed
Find a colleague's office location	You've been told you need to speak to <name> from <a department>. Use the intranet to find where they are located. Tell the researcher your answer.	Directed
Sign up for training	Use the intranet to sign up for product owner training in October. Stop before signing up for the training but point to where you would click.	Directed
Find a specific piece of information	Your company offers tuition assistance. Use the intranet to find out how much money you can receive each year. Tell the researcher your answer.	Directed
Submit an IT request	Your office phone keeps dropping calls. Use the intranet to get it fixed. Go as far as you can without actually sending the request but point on the screen to where you would click.	Directed
Find the latest piece of news	Find the latest news article on the intranet. Tell the researcher your answer.	Directed
Find information about leadership	Use the intranet to find out when the Chief Operating Officer joined the company. Tell the researcher your answer.	Directed
Find a benefit	The company offers on-site childcare for employees. Use the intranet to find out how much it costs per month for a four-year-old child.	Directed
Request leave or vacation	Use the intranet to request a half-day off this coming Friday. Stop before submitting the request but point to where you would click.	Directed
Look for a job	A colleague mentioned there is a <certain job role> available. What level of education is needed to apply? Tell the researcher your answer.	Directed

Explore engagement with content types	Find a blog on the intranet that you'd be interested in reading. Say what you are thinking as you work on this activity.	Exploratory
Explore engagement with content types	Go to the intranet and see if there are any videos that interest you. Watch as many as you would like. Say what you are thinking as you work on this activity.	Exploratory
Explore engagement with content types	Read something interesting in Yammer. Say what you are thinking as you work on this activity.	Exploratory
Explore engagement with content types	Use the intranet to find a community you'd like to be a part of. Say what you are thinking as you work on this activity.	Exploratory
Explore engagement with content types	Use the intranet to find a piece of news you're interested in reading. Say what you are thinking as you work on this activity.	Exploratory
Explore engagement with content types	Read something interesting in Yammer. Say what you are thinking as you work on this activity.	Exploratory
Explore engagement with content types	Use the intranet to find a community you'd like to be a part of. Say what you are thinking as you work on this activity.	Exploratory
Explore engagement with content types	Use the intranet to find a piece of news you're interested in reading. Say what you are thinking as you work on this activity.	Exploratory

CONTEXTUAL INQUIRY IN THE USER'S ENVIRONMENT

We carried out contextual inquiries with employees at several organizations in 2005, 2011, and 2019. During these sessions, we observed employees wherever they worked, usually at a desk but occasionally in less traditional spaces, such as the floor of a retail store, at the ticket gate of an airport, or even at a quarry!

In a contextual inquiry session, instead of giving users tasks (as in a usability test), we simply watch what users do in their everyday jobs. Doing so reveals more about how employees actually work (outside the artificial setting of a usability test). We were also able to observe more atypical aspects of use, for example, the experience of content editors using a content management system (CMS) to update content on the intranet.

To ensure contextual inquiry sessions were useful, employees were told to save work that involved using the intranet for the time they would spend being observed by a researcher. The sessions began with a short, semi-structured interview, followed by a period of uninterrupted observation. Follow-up questions were asked of participants after the observation period ended. Sessions lasted 90–120 minutes. We observed users interacting with other people, their computer, and the intranet. Watching users do their routine work gave us valuable insights into how well the intranet facilitated users' productivity, motivation, and information finding, as well as

their everyday work.

EXPERT REVIEWS

Based on watching hundreds of people use intranets over the years, combined with design and research experience and knowledge of design principles, researchers were able to make judgments about which designs might cause issues or help users as they reviewed the intranets on site. While watching actual users is far more important and telling, experts can provide insights about a design's potential effectiveness. Some of these thoughts are expressed in our reports.

PARTICIPANTS

The intranet teams at each organization recruited employees for the usability tests and contextual inquiry sessions. We provided guidance for the recruitment, including stressing the need to recruit a representative sample (such as a mix of genders, ages, tenures, and roles).

All research participants knew their company had an intranet, and many of them said they used it every day or at least every week. Although one might assume daily users would be expert users, we found this was not the case. Our participants typically worked with only a small subset of features, such as looking up a phone number or reading company news.

RECRUITING ORGANIZATIONS TO PARTICIPATE

To recruit for this study, we posted a call for participation on our website, on social media, and in our weekly email newsletter, asking organizations to allow us into their offices and give us access to both the intranet and its users. In return, the organizations received a usability study and an evaluation of their intranet's usability, plus they were promised a copy of these final NN/g research reports.

We selected a varied sample of intranets (custom-built versus commercial-off-the-shelf, tech stack, use of social features, etc.) and a varied set of organizations (industry type, size, country) to ensure our findings could be applied to many situations and intranet types.

Each intranet we studied had its own goals, lifespan, history, content, number of pages, and user types to support. They all had interesting qualities, whether it was a particular implementation approach or a design or organizational challenge. Our overarching goal was to study a widely diverse group of organizations and intranets. Our more specific research goals for this study differed somewhat from those of most design and development teams.

RESEARCH GOALS

In carrying out our research, we had several research goals:

- **Observe how users use the intranet and digital workplace tools.** This insight informed our guidelines and recommendations.
- **Learn which design elements make intranets and digital workplace tools easy or difficult to use and why.** We used this information to describe real user scenarios and write the guidelines found in this report about intranet design and the various tools, applications, and separate websites that make up the digital workplace.
- **Observe how teams and individuals manage intranet content.** This information informed recommendations for how to organize and audit intranet content.
- **Collect metrics about basic intranet tasks.** We collected these numbers to get a benchmark of intranet usability today. We also wanted designers to be able to reproduce the study at their own organizations and compare results from their intranets to the ones in our study.

Some organizations house critical workplace functions **on the intranet**, while others **link to separate websites and applications**. The intranet, in concert with these external systems and tools, make up what we call the **digital workplace**. Simply put, it's all the online systems a person uses to do their job, communicate with coworkers, and manage their well-being as an employee. Throughout this report, We'll refer to the intranet and various digital workplace tools (separate websites and applications).



Digital Workplace

Definitions, Principles, and Methods

All the online systems a person uses to do their job, communicate with coworkers, and manage their well-being as an employee

Intranet Guidelines Report Series

NIELSEN NORMAN GROUP'S INTRANET REPORT SERIES

This is one of the report volumes generated from the findings gleaned from our intranet research studies. Based on these findings, we derived guidelines about many topics, each of which merited its own report.

The entire **Intranet Usability Guidelines** series is available for purchase and download from our website.

Volume 1: Intranet Content Strategy, Presentation, and Governance

Volume 2: Intranet Information Architecture, Navigation, and Menus

Volume 3: Intranet Search for Content, People, and Tools

Volume 4: Intranet Branding, Visual, and Interaction Design

The report series contains guidelines for good intranet design, along with descriptions and examples from the companies that formally participated in our studies. We also drew our recommendations from the intranet knowledge gained through our client work and from running our [Intranet Design Annual](#).

We hope that by studying the examples and guidelines in this report series, other designers will learn more about how to design usable intranets.

About the Organizations in the Study

As the table below shows, we studied the usability of intranets at 57 different organizations from a wide variety of industries.

NAME	INDUSTRY	LOCATION
ABB	Power & automation technology	Zurich (Switzerland)
Allen & Gerritsen	Strategic marketing	Watertown, MA (US)
Amazon.com	Online retailer	Seattle, WA (US)
American Airlines	Airline	Fort Worth, TX (US)
Antigenics Corp.	Pharmaceutical	Lexington, MA (US)
Atrium Health	Healthcare group	Charlotte, NC (US)
Avery Dennison	Manufacturing	Headquarters in Pasadena, CA (US); study conducted in Brea, CA (US)
Bayer CropScience	Crop protection	Research Triangle Park, NC (US)
British Red Cross	Nonprofit/humanitarian aid	London (UK)
Burns & McDonnell	Engineering	Kansas City, MO (US)
Bracknell Forest Council	Local government	London (UK)
Cathay Pacific	Airline	Lantau, Hong Kong (China)
Chick-fil-A	Restaurant chain	Atlanta, GA (US)
CIT Group, Inc.	Financial services	Livingston, NJ (US)
City of Calgary	Local government	Calgary (Canada)
Consumers' Association	Nonprofit/publication	London (UK)
Co-operators	Insurance	Guelph (Canada)
Currie & Brown	Construction risk management	London (UK)
Dell	Technology	Round Rock, TX (US)
DIRTT	Design-build construction	Calgary (Canada)
Dispatch Printing Company	Four media outlets (network, cable, and two radio stations)	Columbus, OH (US)
Dubai Chamber of Commerce & Industry	Government	Dubai (UAE)
Easter Seals, Inc.	Nonprofit/health and human services	Chicago, IL (US)
Elsevier	Science, technical, and health publishing	Amsterdam (The Netherlands) and Philadelphia, PA (US)

Embry-Riddle Aeronautical University	Higher education	Daytona Beach, FL (US)
Eyeo GmbH	Software	Cologne (Germany)
First Solar	Energy	Perrysburg, OH (US)
Fortum	Energy	Espoo (Finland)
General Services Administration	Government agency	Washington D.C. (US)
HealthGrades	Technology/healthcare	Denver, CO (US)
Houses of Parliament	Government	London (UK)
Kaplan	Education and test preparation	New York, NY (US)
KeyBank	Bank	Cleveland, OH (US)
Kulicke & Soffa	Semiconductor	Willow Grove, PA (US)
Lower Colorado River Authority (LCRA)	Energy, water, parks, and community service	Austin, TX (US)
Luck Companies	Mining and stone retailing	Richmond, VA (US)
Mayo Clinic	Healthcare	Rochester, MN (US)
Millennium Pharmaceuticals	Biochem R&D	Cambridge, MA (US)
Nestlé Group	Food	Vevey (Switzerland)
New York Life Insurance	Life insurance	New York, NY (US)
Northern Alberta Institute of Technology	Technical school	Edmonton (Canada)
Microwave Data Systems (MDS)	Wireless networking	Rochester, NY (US)
NetApp	Computer storage	Sunnyvale, CA (US)
Rabobank International	Finance & banking	Utrecht (The Netherlands)
Royal National Lifeboat Institution	Charity	Poole (UK)
Salesforce.com	Customer relationship management	San Francisco, CA (US)
Scottish Government	Government agency	Edenborough (Scotland)
San Juan Unified School District	Public school district	Sacramento, CA (US)
Sharp HealthCare	Healthcare	San Diego, CA (US)
Shell UK (IT Intranet)	Energy, petrochemical oil	Study done in London (UK); but IT head office is in Houston, TX (US)
Sprint	Telecommunications	Overland Park, KS (US)
State of California Employment Development Department (EDD)	State government agency	Sacramento, CA (US)
Towers Perrin	Global professional services	Philadelphia, PA (US)

U-Haul International, Inc.	Moving, transportation, manufacturing, and retail	Phoenix, AZ (US)
University Health Network (UHN)	Healthcare	Toronto, Ontario (Canada)
Vytra Health Plans	Managed healthcare	Melville, NY (US)
Wildcard Systems, Inc.	Financial services	Maitland, FL (US)

Authors & Acknowledgements

Author Biographies

Anna Kaley is a Senior UX Specialist with Nielsen Norman Group. Before joining NN/g, Anna worked for more than 10 years in UX architecture and digital strategy. She has conducted complex user research and experience design for healthcare, agriculture, finance, tourism, retail, and engineering clients. Most recently, she worked at a large retailer where she was responsible for ecommerce UX in both B2C (business-to-consumer) and B2B (business-to-business) channels. Anna is skilled at using qualitative and quantitative research methodologies throughout the design process to drive conversion, increase revenue, and improve satisfaction. She also has expertise in digital media planning, search marketing, and graphic design.

Anna has held UX roles on internal product teams and in digital agencies of various sizes and understands the challenges that UX professionals face in both contexts. This familiarity helps her bring a well-rounded approach to her projects and instruction. Anna has a Bachelor of Journalism degree with an emphasis in strategic communication. She attended the University of Missouri, Columbia.

Maria Rosala is a Senior UX Specialist with Nielsen Norman Group. Maria has a decade of experience conducting UX research. At Nielsen Norman Group she provides research services and advice to clients across numerous industries including construction, fast-moving consumer goods, pharma, and education. Prior to joining NN/g, Maria worked as a UX researcher in the UK government, where she carried out research in the UK and internationally to improve numerous digital products and services, including internal casework systems, online visa applications, and public-facing websites.

Maria has conducted usability evaluations on a variety of intranets at public and private organizations in North America and Europe for the 4th edition of the *Intranet Guidelines Report*.

Maria has a BSc in Philosophy from the London School of Economics and Political Science and an MSc in Human-Computer Interaction and Ergonomics from University College London.

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