

# ProofHQ Trial Feedback

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## I Document Purpose

Following a recent review session with the trial team and ProofHQ we have gather a number of feedback items and responses together.

## 2 Speed of System

A number of people commented on the speed of ProofHQ, in terms of navigating to proofs as well as waiting for proofs to load.

### Pearson Comment

Web-based model is very slow compared to working with local copies, unless you've got very fast internet. Viewing is not flexible or quick: e.g. even getting to the file you want is a multi-step process, and once you're in, each new proof page involves noticeable wait time for pages to load fully – between 10–30 seconds on my connection (c. 2–3 mbps on average) typically.

### ProofHQ Response

We are developing a new ProofHQ Viewer, which will improve the performance of loading proofs, we will also be caching pages in the background.

### CM Response

This new version should be available to us soon. We would also like to hear people's opinions about navigating around the dashboard and how that might be improved to speed up access to proofs.

Of course all online tools will be limited by the speed of the connection over which they are running. We can only recommend that freelancers look to get the fastest connection available to them, as more services are moved online.

## 3 Commenting Tools

### 3.1 Efficiency of Commenting Tools

#### **Pearson Comments**

- Mechanical processes of viewing pages and entering comments and corrections also slow. Adding comments / corrections is a multi-step process, which involves a lot of physical movement around the screen with the cursor (no keyboard shortcuts as far as I know), as well as saving each comment / correction – both time consuming. The time for each item may be a matter of 10 or 20 seconds, but if a typical 1st proof has hundreds of corrections, that amounts to a lot of extra time compared to physically marking proofs, where a pen stroke and a symbol take a few seconds to add.
- The pop-up box model of digital correction means that descriptions must be typed, rather than simple, standardised symbols written. This a) makes things take longer (even with a clipboard manager app and multiple boilerplate phrases to paste in – much longer for people who may be less aware of such aids and type manually) and b) introduces potential for confusion – long-winded descriptions rather than standardised and universally understood symbols.
- 2nd proofs - took about an hour longer than it would have in hard copy.
- Subedit - did not take a significant amount of time extra.
- Probably connection, but takes a few seconds to save each comment – with multiple corrections per page, this slows things down a lot. Why not make multiple corrections and then save globally?
- It is time-consuming to have to click on 'add comment' every time, rather than just switching between tools.
- Text corrections - 3 clicks (click comment, click text, select text then choose option (delete, replace etc.)), then save comment), 2 clicks to add comment. Should at least have an option to keep tools menu which appears when you click on comment button open, as in many cases commenting will be far more frequent than decisions
- Will have to write lots of things that could be easily explained by proof symbols, or mark symbols with mouse – meaning lots of zooming in & out (to toggle between view that's big enough to enable accurate mark up with pencil tool, and view showing whole page / exercise)
- What about boiler plate proof marks, as in Adobe acrobat - that can be pasted in and then sized?

- No undo – have to manually delete comments / corrections (click on marker, move to pop up box, click on delete, wait). Can this be quicker?

### **ProofHQ Response**

The proposed shortcuts and new markup will significantly speed up this process. We're also looking at the possibility of enhancing the markup tool to optimise for use with Wacom pen and tablet.

We're also looking at the possibility of instantly saving in the background, as much of the proofing does not involve actually typing any comment into the text box at all, so auto save when the user commences a new markup action could also be good. However, we need to be careful that we still cater for situations where the user wants to add multiple markups to the same comment.

### **CM Response**

ProofHQ have been working on developing new tools and shortcuts to simplify the text heavy mark-up process we have.

The new tools will allow you to enter Advanced Commenting mode, which you will stay in, so you don't have to keep selecting New Comment. You will be able to select text with keyboard shortcuts, apply certain comments such as Bold, Italic, Underline. You will also be able to zoom in/out and undo comments/actions.

The new tools will also allow us to mark-up proofs with BSI mark ups.

In this example somebody has selected a paragraph of text, the new pop up menu appears, which allows you to select from a series of BSI marks.



(Palais Namaskar)

and coffee.

**The details:** Exclusive Escapes (020 8605 3500, [exclusiveescapes.co.uk](http://exclusiveescapes.co.uk)) has seven nights in a Pool House from £1,475pp, B&B, based on two sharing and including flights to Dalaman and a *gulet* cruise; add £700 for each additional guest. Prices rise to £2,000pp in high season.

Like the bars, restaurants and activities of a hotel, but enjoy the privacy, space and independence of a villa? Hoteliers across Europe are busy catering to your needs, building luxury villas in their grounds. It's the best of both worlds: you can lounge in your private fiefdom or pop over to the main building for different company, kids' clubs or to have someone mix you a gin and tonic. Here's our pick.

#### Deniz Feneri

**The hotel:** cascading down the hillside to the waterfront of the Kas peninsula, the Deniz Feneri is a 30-bedroom village-style property with white walls, blue pools and red-tiled roofs. This year, there's a new spa area and a gym. Motorised watersports aren't allowed in the vicinity, so it's a safe place to snorkel and kayak.

**The villas:** there are three private villas. Each sleeps five, with two bedrooms, a sofa bed, a private pool, a hot tub, terraces and gardens. There's no kitchen, just a fridge, a breakfast bar and facilities for making tea

If the reorder option had been selected, you would then just need to drag the red line to where you would like the text placed.

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it all the bars, restaurants, gym and kids' clubs, Robert

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## 3.2 Usability of Commenting Tools

### Pearson Comments

- Selecting text can be difficult due to blocking of text in pdfs.
- I find I am highlighting or using the rectangle, then writing comments for the great majority of corrections, apart from small text corrections (i.e. replace/insert). This is much slower than using proofing symbols on paper for corrections such as bold, italic, case change etc.
- The drawing tool is very difficult to use.
- Highlighting is quite difficult to use and often jumps. This comment came up with everyone. Emma was told it was a problem with the PDF... Accurately placing the cursor, particularly at the end of a line of text, was also difficult, and required zooming right in on an area.

### ProofHQ Response

The new ProofHQ Viewer will make this much easier as we're using a newer technology to do this and this is an area that we've focused on.

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### Pearson Comments

If you use rectangle tool instead of highlight tool, this doesn't come up with 'Replace with' or 'delete', so that requires typing. Need post it style general comment. (E.g. for global comments.)

### ProofHQ Response

We need to think about how we will do this, but this has been captured as a requirement.

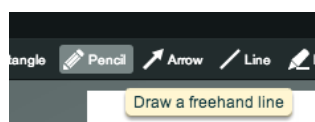
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### Pearson Comments

Also would be useful to have a tool which allows freehand drawing for layout thumbnails.

### CM Response

There is already a tool that allows freehand drawing within a proof, please check the associated movie where we demo this.



**Pearson Comment**

Text tool - replace - opens comment box with '[REPLACE WITH]' and selected text below: seems illogical - text to be replaced before [REPLACE WITH], then you can add replacement text after.

**ProofHQ Response**

This is good feedback, we will look at showing the existing text first and then the replacement text.

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**Pearson Comment**

If you click on 'Save' in the comment box, another comment box appears below it – not sure this is necessary.

**CM Response**

This is standard web design so not sure we would want to change this. It highlights the fact that you or others can respond to that comment

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**Pearson Comment**

'Delete' not clear enough and doesn't appear straight away.

**CM Response**

Please could we get some more details about this comment?

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**Pearson Comment**

Adding an insert space symbol will be useful, but we also need a close-up space symbol, and both symbols horizontally to indicate line spaces.

**ProofHQ Response**

Close up and close up space has been added to the list of markup

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**Pearson Comment**

Is it possible to use the highlight text tool, with the arrow tool?

**CM Response**

You can do this today, just select one tool after the other, then click on Save

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**Pearson Comment**

Would be good to have a numbering/lettering feature, for re-ordering words/lines/paragraphs.

**CM Response**

We discussed in the meeting if we could have a tool which incremented a counter on screen each time you clicked. So the process would be, select Reorder Tool. Click once and a number 1 stamp would be added to the screen. Click again and a number 2 would be placed, and so on.

This would allow you to reorder lists or exercises or even images.

ProofHQ have noted our request

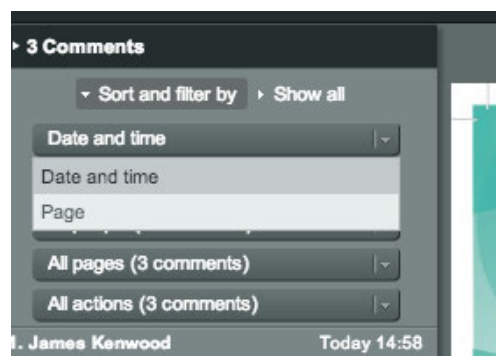
**Pearson Comment**

Would be better if the comments were numbered in the order of placement on the page, rather than when they were inserted.

**CM Response**

It is already possible to reorder comments by page number rather than the order they were entered.

When viewing a proof with comments shown on the left. Click on Sort & Filter, then change Date and Time to Page.





## 4 User Interface and General Comments

### Pearson Comment

Viewing spreads (i.e. 2 pages at once) is not easy, and involves a work round, since the functionality isn't built in, as far as I could discover. Viewing multiple spreads (e.g. comparing the same spread in different units to check for consistency of layout / design etc.), or viewing a unit as a whole (e.g. when looking at relaying for overmatter) is not, as far as I could tell, possible.

Not easy to view 2 pages side by side, which is essential much of the time, as you need to see a full spread for lots of decisions, rather than individual pages – is possible (select compare view, select same doc, unlock simultaneous navigation) but it's not intuitive, and is clunky. This should be a simple menu option (i.e. 2 up view as in acrobat) - unless there is one, but I can't find menu item, or mention in help pages. Also, when viewing 2 docs (or two windows of same doc to get double page view back), not clearly marked which doc it is. You can have sidebar open in each of 2 panes, but this takes up a lot of space. Header line of window should include file name, so you can always see which version of doc you're in. Obviously assumption is you'll only have one doc, or different versions of same doc open, which is why it only has v.1, v. 2 etc. at top – and this would be ok if you could have a 2 up view.

### ProofHQ Response

Spreads is a new feature that we'll be introducing after the new ProofHQ Viewer, but it would be good to get a better understanding of your requirements here.

### CM Response

As ProofHQ mentioned the new Proof Viewer will allow you to display proofs as spreads. However I think this requirement is more like a lightbox feature where you can collect pages together (for example all pages with an exercise on them) and group them together so you can compare them easily. I would like to gather more feedback on this requirement so we can present it to ProofHQ



Spread view in new Proof Viewer

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**Pearson Comment**

Searching whole files is not quick or easy – e.g. with a pdf copy and a hard copy proof, if I realise or am informed that some global change is needed, I can search for the instances in the pdf files, and use the page numbers to flick through the hard copy making the required changes in a matter of minutes. Using Proof HQ a similar operation would be cumbersome and much slower. Similarly, again using search functions on pdf files, I can check multiple instances of particular rubrics / exercise types, headings, etc., and see all similar instances at a glance. Can this be made possible?

**ProofHQ Response**

Find and find/replace for text is on the roadmap.

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**Pearson Comment**

Due to the way comments / corrections are presented in the active editing pages – they show as numbers, which have to be clicked on to open the boxes and view the comments. Even with a comments list in the sidebar, each one has to be selected individually to bring up the related mark on the page, so once again, the almost instant movement of the eye on a paper proof is replaced by a multiple stage physical process on Proof HQ, requiring more effort and time.

**ProofHQ Response**

Another comments feature that we will be adding is 'In page' comments that will appear within the page rather than down the side, which would help here.

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**Pearson Comment**

The print function allows you to produce a list of corrections with a thumbnail of the page showing the particular markup for each correction, or the whole page with all marks and a list of comments underneath – but this is not an active editing window, and once again is a poor replacement for the simple hard copies.

You can miss things when reading on screen. May not be the case, but I feel slightly distanced from the text and am therefore concerned that issues don't leap out at me as they often do on the page.

**CM Response**

I think these comments are both related to being able to view comments in situ on the page, which is being addressed with the new In page comment option.

With regards to the distancing from text, I think this can be considered an issue with any electronic proofing process. Its something that we should look to address as new technologies allow us to improve this, such as tablets and stylus'.

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**Pearson Comment**

We can't currently distinguish between green, red and blue corrections...

**CM Response**

You can change the colour of comments before you make them by clicking on the colour option.

Unfortunately you cannot sort or filter on colours at the moment, but ProofHQ have taken a note of this as a feature request.

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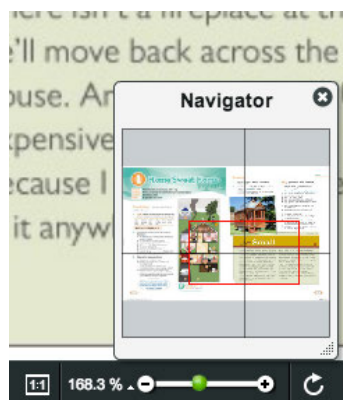
**Pearson Comment**

On a small screen, only the zoomed part of the spread can be 'navigated', you have to zoom out to be able to move around rest of the spread.

Need to be able to 'navigate' even with a comment box open.  
Is this navigate around the page (pan) or between pages?

**CM Response**

When you are zoomed into content or have the comment box open you can navigate around the page if you have a 'scrolly' mouse or trackpad. If you don't have these, or don't like using them click on the green button on the zoom bar, this will open a page navigator. You can then click and drag on this to navigate around the page.



## 5 Comparing Proofs

**Pearson Comment**

Useful to be able to receive almost instant feedback on things unsure if (the subeditor and the main editor happened to be working on the proofs at the same time). However, this was also confusing in terms of keeping track of which corrections had been seen and which hadn't!

**CM Response**

How would you like this to work?

**Pearson Comment**

Would be good to be able to copy comments from one proof to the next proof stage with one click (to save time repeating corrections).

**CM Response**

Is this to allow missed (either intentionally or accidentally) comments to be moved to a second version of a proof, without having to type the comment again?

So a Designer could do this, to then add a response why they didn't make the change, or an Editor could do this to highlight a change hasn't been completed.

**Pearson Comment**

Clicking on folders top level item in sidebar menu – nothing shows up in main screen, so not obvious how to operate on whole folders. I found that you could select all and download – this generates an email with link, so you have to wait for email (it wasn't instant) and then click link to get download. – Not sure why this is done this way – seems very long winded – why not just a download all option?

**CM Response**

We would like to understand the reason you need to download the PDFs from the site. Can you not make all comments and amendments through the web site?

**Pearson Comment**

Overview of files – doesn't seem to update status (S, O, C, D boxes) – after I'd done units, these hadn't changed in top level list, but had when I went down to individual file level.

**CM Response**

The S O C D flags only change on a proof overview if all reviewers have completed that step. If you click on the plus sign you can see the progress for individual users

Stage 2		<div><div>S</div><div>O</div><div>C</div><div>D</div></div> Pending			
<input type="checkbox"/>					
<input type="checkbox"/>	delia.greenall@pearson.com	<div>0/0</div>	<div><div>S</div><div>O</div><div>C</div><div>D</div></div>	Pending	
<input type="checkbox"/>	sarah.thorpe@pearson.com	<div>0/1</div>	<div><div>S</div><div>O</div><div>C</div><div>D</div></div>	Review Complete	

You can see that the SOCD for Stage 2 is only at S, as Delia hasn't completed any of her tasks. Even though Sarah has completed hers.

**Pearson Comment**

Has logged me out, saying been inactive for 30 mins, when I've been working in windows – may be when more than one window open – inactive window logs you out?

**ProofHQ Response**

The admin application and the Proof Viewer sessions are separate for security reasons. However, keep me logged in within the admin application will extend the session.

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**Pearson Comment**

Everything opens a new window/tab (click on file name – get overview of file, have to click on 'go to proof' to open proof itself – each one opens in new window / tab. This takes more time, especially if internet connection isn't super-fast.

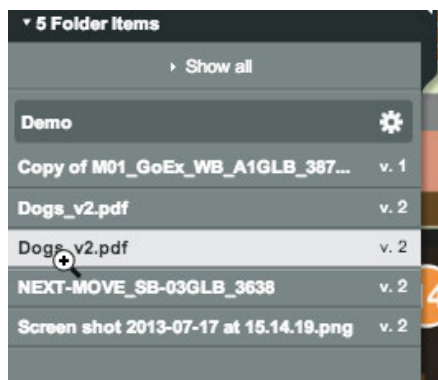
**CM Response**

I agree it seems very annoying to open up so many tabs, which we will raise with ProofHQ. However you shouldn't need to see the proof details before being able to 'Go to Proof'. On the folder details next to each filename is a small comment icon.



If you click on this it should take you straight to the proof.

Once you are in a proof you can move between other proofs in the same folder by clicking on Folder Items tab in the left hand menu, you can then switch between proofs far quicker; without opening new tabs.

**Pearson Comment**

Only the 'Author' role can set corrections – but we need the Reviewer & approver role to be able to do this (but not to be able to share proofs). Is this possible?

**ProofHQ Response**

This isn't currently possible, however we will be introducing custom roles which would resolve this

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**Pearson Comment**

Usability - Some mark-up has been missed – is there a way that the Designer can view mark-up/mark comments as done more easily?

**ProofHQ Response**

Yes, the new ProofHQ Viewer will enable the user to hide resolved.