Design System Feedback Survey

Segments

Participant segment

Segment	Count	Percent
S1: Internal Design System Survey	15	100%
Participants	15	100%

Technology

Operating System

Operating System	Count	Percent
Mac OS	14	93%
Windows 10	1	7%
Participants	15	100%

Browsers

Browsers	Count	Percent
Chrome	13	87%
Firefox	1	7%
Safari	1	7%
Participants	15	100%

Screen Resolution

Screen Resolution	Count	Percent
1440x900	4	27%
2560x1440	3	20%
1792x1120	2	13%
1680x1050	1	7%
1920x1080	1	7%
2048x1280	1	7%
3200x1333	1	7%
3440x1440	1	7%
3840x2160	1	7%
Participants	15	100%

Browser Resolution

Browser Resolution	Count	Percent
1400x700	4	27%
1600x800	2	13%
1700x1000	2	13%
1300x900	1	7%
1800x1200	1	7%
1900x1300	1	7%
2000x1000	1	7%
2100x1300	1	7%
2500x1200	1	7%
2700x1100	1	7%
Participants	15	100%

Questionnaire

Q1. Which best describes your role?

Answer	Count	Percent
Designer	13	87%
Developer	2	13%
Other:	0	0%
Participants	15	100%

Q2. Which service team/group are you part of at HPE?

Answer	Count	Percent
Aruba	0	0%
CCS/CCP	3	20%
Experience Studio	7	47%
GreenLake	2	13%
Storage	1	7%
Decline to Answer	1	7%
Other (Please Specify):	1	7%
Participants	15	100%

Other (Please Specify):
Mission Critical Solutions (MCS)

Q3. Do you use the HPE Design System?

Answer	Count	Percent
Yes	14	93%
No	1	7%
Participants	15	100%

Q4. What benefits have you seen from using the design system? Check all that apply.

Answer	Count	Percent
Increased design consistency	14	100%
Less time creating components	13	93%
Rapid prototyping	9	64%
Faster development process	5	36%
Code reusability	2	14%
Accessibility compliance	8	57%
Have not seen any benefits	0	0%
Other (please specify)	0	0%
Participants	14	100%

Q5. How do you keep up to date with the design system? Check all that apply.

Answer	Count	Percent
Design System Slack Channel	9	64%
HPE Design System Website	8	57%
Figma files	11	79%
Connecting with the Design System Team	9	64%
I don't keep up to date with it	1	7%
Other (please specify)	0	0%
Participants	14	100%

Q6. Please explain why you don't use the HPE Design System.

Answer	Count	Percent
We are adopting it soon	1	100%
Participants	1	100%

Q7. How can the Design System better suit your needs?

Answer	Count	Percent
Office Hours with the team. Have HPE Brand and Corporate level promote and support the effort. Also, more TEMPLATES!!!	1	7%
Need better guidance on how to put the components together into an app. Don't duplicate Grommet documentation.	1	7%
have components related to the enterprise product, like data viz, and also flexible enough to allow designers to customize based on their needs.	1	7%
I recently stumbled on the Kaizen design system. I found this because the HPE Design System had an empty page for Notifications, https://design-system.hpe.design/templates/notifications. Anyway, I found the Kaizen website to be very informative and intuitive to use, https://cultureamp.design/. The HPE website, https://design-system.hpe.design/, has	1	7%

Answer	Count	Percent
improved greatly since I first started looking at it. In the early days, and as a novice, it took me a long time to understand how the design system would benefit me. I think the current website is far more intuitive.		
Get everything in code as soon as possible - if code isnt there dev will inherently do something else.	1	7%
n/a	1	7%
I could benefit from more guidance on when to use certain components.	1	7%
It's important that there are guidelines for the dos and don't for each of the components & examples of usage.	1	7%
Right now the only way to really improve meeting my design needs, requires the design system to be mature and fully built out. Just need to keep a close eye on it as new components are added, interaction decisions are made.	1	7%
Requests and NFRs are put across and are noted by design system team, but never had closed loop on them. Don't know if these requirements are getting worked upon or not and if they are already closed.	1	7%
Ease of finding a component is missing, the terminologies are not appropriate. Grommet designer vs Saturn Vs Current design system are not in sync. They all have certain information which the other wont have, if it all comes under one umbrella it will help than struggling between DS, Grommet Designer and NFR's....	1	7%
...	1	7%
More transparency with who designed/created which component and what were the other alternatives discussed along with some documentation on why they were not chosen. It will help us understand the design better and accept it without much of thought. Also if somehow i could get to see the components in use in our Figma files that would help me very much	1	7%
It would be great if the design system covers more components like stepper etc.	1	7%
It's working well for me right now.	1	7%
Participants	15	100%

Q8. What is the most valuable to you when designing or developing using the Design System?

Answer	Count	Percent
Ensuring all components are responsive and there are variations a of each in Figma, similar to Grommet's Storybook.	1	7%
Since the components used by the DS are basically just Grommet components, the value is really in the guidance provided about when and how to use the component.	1	7%
keep consistent and have a source of truth	1	7%
Not having to think about how the branding and styling should look. Also, at times, I am unsure what the best component is for a particular use. Reviewing the components offers some really valuable insights. E.g. I learned a lot about the different Navigation designs. I also cut-n-paste code directly from the website, so having good samples is also valuable to me.	1	7%
Its great to have components that are ready to go.	1	7%
n/a	1	7%
One of the biggest values of designing with the design system is the ability to quickly design consistent and accessible user experiences without having to spend time solving problems like what the corner radius of a button should be. This allows more time to focus on solving important user problems. I also find that it's much easier to build custom components using the Design System.	1	7%
A single pane of glass where I can post my issues and see their current status so that I can better readjust the estimated time required for the story completion.	1	7%
Knowing that with every reference it slowly gets all the centrals closer to a corporate wide UX consistency.	1	7%
Consistency and flexibility	1	7%
Ease of search	1	7%
Consistency & Pixel Perfect Design	1	7%
The updated Figma files are the most valuable to me while designing.	1	7%
To be able to use text styles, components, a palette that have been well researched is something that helps me do the UX smoothly without brooding over the visual components.	1	7%
Availability of all the components and its variations makes it very easy for me to design	1	7%
Participants	15	100%

Q9. Please rate the following characteristics in order from most important to least important when thinking about using a Design System.

Item	1	2	3	4	Mean	StDev	Score	Count	Participants
Addresses the needs of the users and business	73%	7%	7%	13%	1.6	1.08	51	15	15
Flexible	20%	47%	27%	7%	2.2	0.83	42	15	15
Scalable	7%	40%	33%	20%	2.67	0.87	35	15	15
Smart	0%	7%	33%	60%	3.53	0.62	22	15	15

Q10. How do you determine the status of a component?

Answer	Count	Percent
Whatever is published in Figma and the Design System Website.	1	7%
Not sure what you mean by status. I generally rely on Grommet docs for information on component props and behavior and only look at DS for HPE specific styling and guidance	1	7%
check the label in Figma	1	7%
I don't understand the question. If you mean whether the design system has updated a component, I have to keep checking back to the website.	1	7%
Not sure if i understand this question...but in figma assets i assume that it is done if i can find it in my search. if i look in the DS files and see it in draft i assume its not done	1	7%
I don't really pay attention to status I just change the settings to make it look like whatever state I want as opposed to changing the component	1	7%
I often check the Design System Figma files or the Slack Channel for updates.	1	7%
By checking in the instance panel or in the assets tab.	1	7%
From figma, looking over the HPE Design System team files whether a pattern is in Library or Draft usually determines the status.	1	7%
looking at figma files	1	7%
from the assets panel and the component title. shows its State = ... Also if I need brief i right click and "Go to main component" this takes me to the actual figma file and i have all that i need.	1	7%
...	1	7%
By understanding its use case before jumping on the design files I get a clear idea on the needs and expectations. That helps me o determining the right status of the components.	1	7%
Visual cues	1	7%
If the question is referring to different variants of a component like a hover state, focus state, the design system has very well defined visuals to recognize them.	1	7%
Participants	15	100%

Q11. Do you currently refer to the Design System documentation?

Answer	Count	Percent
Yes	13	87%
No	2	13%
Participants	15	100%

Q12. Is there a reason why you don't refer to the Design System documentation? Please explain using complete sentences.

Answer	Count	Percent
I wouldnt say that i dont read it at all, but i often skim through it due to lack of time	1	50%
I don't read.	1	50%
Participants	2	100%

Q13. How often do you visit the Design System to look at documentation?

Answer	Count	Percent
A couple times a week.	1	8%
a few times a week	1	8%
once a day	1	8%
Just the documenation that is online. Is there any other documentation I should be aware of? If there is, then I'd rather see that on the website too.	1	8%
It depends on what I'm working on. It can range from once to a few times a week.	1	8%
I would look at the documentation if I face some blockers or if I am unaware of any behavior/accessibility of a particular component.	1	8%
2 to 3x weekly	1	8%
very less	1	8%
I have been making it habit, coz the HPE table design on Figma helped me big time, and post that I try to refer as much possible when in need	1	8%
Whenever I use a new component.	1	8%
Almost every day when I am designing interfaces.	1	8%
Every time a design requirement needs a new combination of UI that hasn't been designed by me for GLC before	1	8%
Every time I'm on Hi Fidelity designs	1	8%
Participants	13	100%

Q14. Do you feel that the Design System improves your workflow?

Answer	Count	Percent
Yes	14	93%
No	1	7%
Participants	15	100%

Q15. Please explain why the Design System doesn't help with your workflow.

Answer	Count	Percent
DS provides general guidance, but often I need guidance specifically about our app's usage. So a lot of times it is too high level.	1	100%
Participants	1	100%

Q16. I believe I can make my own decisions when using a component to meet a particular use case

Answer	Count	Percent

Yes	13	87%
No	2	13%
Participants	15	100%

Please specify the reasoning for your answer using complete sentences:
I assume the components available are aligned with html elements and use them accordingly...When there are elements or use cases that aren't supported I will try and use the existing designs a basis to explore and bring the findings back to the team.
They are just Grommet components, so no matter what DS says (unless it explicitly states not to do something), I still have access to all the flexibility
There are many reasons for exceptions to the design system solution. My process is to take what I can from the DS and only where needed, add my customisations.
I have found that there is a bit of flexibility in terms of using a component to satisfy a specific use case. I'll still conduct research and refer to the Design System documentation to make sure the design decision I'm making is still in line with guidance from the Design System.
The storybook examples for different components are great to show the basic capabilities of a component. Figma files provide all the more information from wireframe examples, to use cases and research.
Usse cases which are straight forward yes, the ones with complex scenarios I create multiple options with varied permutation and combinations and put it across for review.
I believe I need to have more understanding of the entire system in order to make the right decisions on my own, for now the design reviews and critiques help me solve it.

Q17. I find it easy to communicate with the Design System when I have a question.

Answer	Count	Percent
Yes	14	93%
No	1	7%
Participants	15	100%

Q18. Please explain why it's difficult to communicate with the Design System team.

Answer	Count	Percent
I think, I'm an exception. I find it easy because I'm internal, but I've noticed a lack of the communication from the broader groups. For instance, each team has their own Slack, their own confluence, their own storybook. WTF! No one uses email or the same tools. Not the DS team's fault, but more of a, "How to do we get over these barriers?"	1	100%
Participants	1	100%

Q19. Do you feel there is anything missing from the Design System?

Answer	Count	Percent
Yes	9	60%
No	6	40%
Participants	15	100%
Skipped	0	

Q20. Please explain what is missing from the Design System.

Answer	Count	Percent
Templates! Show me how to layout a page. Not the components but the overall view behavior of a layout. What is the min/max, how much do elements flex, what is the recommended grid layout behavior in layout cases. The component examples help but what is the overall layout exp as it responds. What is backed in, what isn't?	1	11%

There are still some areas that need to be filled out: Tables, Data Viz	1	11%
components related to enterprise products and copywriting	1	11%
Notifications. I haven't done a side-by-side comparison with Kaizen, but that would be worthwhile to see where we may be lacking.	1	11%
Choice chips or some type of label tags.	1	11%
I'd like to see more variations for text and heading font weights. I think there is also an opportunity for more accessibility documentation.	1	11%
better communication in terms of updates and tracking nfrs	1	11%
Design System = Saturn + NFR's + Grommet Designer ---- this is it!	1	11%
Team page, More documentation on certain components, and guidelines on rare use cases scenarios are missing.	1	11%
Participants	9	100%

Q21. Have you ever looked at another design system framework to address your needs?

Answer	Count	Percent
Yes	8	53%
No	7	47%
Participants	15	100%

Q22. What led you to another framework? Please explain using complete sentences.

Answer	Count	Percent
Understanding what the completion is doing most often. But also to understand the language of their components, how flexible they are from a codebase, design tooling, and visual language perspective. It's interesting to see how far other frameworks allow for scenarios that lead to accessibility issues or don't account for responsive designs still.	1	13%
get inspired by some other framework.	1	13%
As mentioned earlier, I googled my way to Kaizen when I was looking for help with Notifications.	1	13%
Other design systems have been around a lot longer so they show more use cases and templates.	1	13%
I did look at Google material and Atlassian design system earlier on the following components: 1. Multi-select pattern in a table. 2. Accordions 3. Lozenge 4. Multi-select in a dropdown as some, there were use-cases for these components and I could not get enough clarity on them.	1	13%
Within Storage there is the CURO design system being used across InfoSight, nimOS Array, Storage Central products.	1	13%
When i dnt find anything i google it and try to understand how the most esteemed Design systems works	1	13%
At times some components are missing in our Design system and that makes me to look at other Desig systems like Ant Design systems, Ex: Dropdown.	1	13%
Participants	8	100%

Q23. Are there any concerns or feedback that you'd like us to know about?

Answer	Count	Percent
Grommet and the HPE Design System(Theme) is a mouthful and not talked about much on either site. The dependency isn't realized. I worry that if we don't unify/simplify the platforms, we'll loose control of the experience due to interpretation. When we provide just a theme, it leads to other tools being used. It's just a framework, it's subject to custom components. We need to get people to contribute to one place, right now everyone takes and we're doing the translation in getting it back into the DS.	1	17%
The designs being made for the design system are not being designed by designers who have worked making HPE products in depth which means there is a large context missing as to what the use cases are and what would be helpful.	1	17%
Tough to align all the products on a single design system when the development managers get to pick and choose which frameworks of tooling they'd like for different projects. Until we get a top down mandate, things will not align 100%.	1	17%

na	1	17%
We need to provide guidelines for rare use cases too and need to add more icons to our icon library.	1	17%
no	1	17%
Participants	6	100%
Skipped	9	

Q24. What methods do you use to contact the Design System team? Check all that apply.

Answer	Count	Percent
Design System Slack Channel	13	87%
Reaching out to a Design System team member	12	80%
I have never contacted the Design System team before	2	13%
Other (please specify)	1	7%
Participants	15	100%

Other (please specify)
Tell external teams to talk to the DS team!