

SuSanA Platform

Usability Study Report

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Executive Summary

Mother Website and Forum

- Most participants indicated that they **use the Forum website primarily** and navigate to Forum by clicking a link in a weekly email update they receive on their email.

“I check the weekly reminders in the email first, and if I am interested in some discussions, then I go.”

“Whenever I receive notifications about forums in my email [...], once a week, [...] I go to the forum.”

“I’m usually starting from my email and if I am interested in that [points to a link in the email], I click the link and I go to the forum.”

- Participants were **inclined to use Search or Forum** rather than use the site’s navigation to complete most tasks.

Mother Website and Forum (Continued)

- Some **icons and links** used throughout the two websites were **not immediately recognizable**, specifically:
 - www.susana.org Homepage: Forum, Forum RSS feed, Flickr and YouTube icons

“Some [social media icons] are very obvious; others, not so much [like the] the first one [Forum icon], maybe is Google Hangouts, if I think about it, and then the fourth one [RSS] and the fifth one [YouTube].”

“This [Forum icon] looks like some chat.”
 - www.forum.susana.org: main category icons, Help icon, Guide to Newcomers link, Recent Discussions link

“The first thing you see here [the Category buttons] is pictures. What is that? We don’t know what these symbols are.”

“[Pointing at the “Attitudes and Behaviors” icon] I don’t know what this represents [...] if not having read the title, I would think it is about business because of the handshake.”

“I don’t understand why all of them [Recent Discussions links] have these little numbers to the left and then the very top one does not seem to have one.”
- Both sites were visibly **slow to load** for participants.

Mother Website and Forum (Continued)

- **Font size, color, background contrast and weight** used throughout the two sites made the **text difficult to read**. Specifically:
 - Dark thin gray used for copy on some pages, particularly when set against the light gray background.

“These dates here [Upcoming Events widget] ... the way they are written ... you cannot read it quite well -- the eight and the nine is not even visible.”



08.03. - 11.03.	10.03. - 21.03.	19.03. - 23.03.	22.03. 00:00 Uhr
International Conference Progress in Biogas IV Stuttgart, Germany	SuSanA Wikipedia Edit-a- thon for World Water Day 2017 in virtual space:	4th Arab Water Week Dead Sea, Jordan	World Water Day Worldwide

- While it was clear to participants that green is used to identify hyperlinks, some participants would prefer to see a darker color to make the hyperlinks more noticeable. Also, green may not be recognized by color blind users as green.

“You always want a clear text, and it’s kinda annoying to see very small text, why, they have so much text [...] and it could be a little bit darker.”

Why sustainable sanitation?

Despite intense activities and great achievements in terms of reaching the Millenium Development Goal (MDG) on safe drinking water and basic sanitation, there are still 2.5 billion people in the world that lack access to improved sanitation. Around 1 billion people are still practicing open defecation. The number of deaths that can be contributed to sanitation-related diseases is still on average around 2 million per year of which children under 5 years are the most affected group. SuSanA provides a networking, sharing and knowledge management platform to the actors in sanitation who are working hard to solve the sanitation crisis.

[More about our mission and the vision that drives us »](#)

Mother Website

- **Most top navigation menu options** (About SuSanA, Events, Working Groups, Partners, Regional Chapter, and Forum) were **clear** to participants. It was clear where to go for most tasks. Furthermore, participants did not request any major changes to the top navigation menu or sub-menus. Most of the participants, however, were not familiar with the meaning of CoP and SFD acronyms.

“These abbreviations [CoP; SFD] do not work, especially for non-native English speakers.”

- Participants had a **favorable** initial reaction to the **content** available throughout the site (such as Working Groups, Library, Regional Chapter information).

“There is so much information on this web page [SuSanA.org] and I am sure a lot of people appreciate it.”

Mother Website (Continued)

- Some participants, however, had been **unaware of the mother website's content** (such as Library, Regional Chapter, Working Group pages and Homepage content below the fold) until participating in the usability session.

"I never knew so many things out there [on the SuSanA website] now, [after the test] I know all these things."

- Key usability issues encountered by participants were associated with **unintuitive filtering** within Library and Projects making it difficult for site users to identify resources based on geographic location, working group, and user type.

"For me, using all the filters is difficult. I understand they want to put a lot of information but it's just too much to be able to deal with all the filter options."

Forum

- Participants **appreciated** the wealth of **information**, and the ability to contribute and interact with other users on the Forum. Participants expressed their appreciation to SuSanA for providing them with such a valuable resource.

“It’s the only website of this type out there where people contribute, and I appreciate that.”

- Participants indicated that they **typically navigate** to the Forum by **following a link in an email**. This allows them to go directly to the discussion of interest and bypass regular Forum navigation. This paradigm seems to work well for participants. Most did not share complaints about past Forum experiences.

“Everything works well in the Forum. It is very useful for me, and easy to use even with low bandwidth.”

- It was **clear** how to **post a new topic** and how to **reply to a post**.

“If I am talking to Steve for example, it’s clear I need to press Reply here.”

Forum (Continued)

- When asked to navigate around the Forum without using search and without following an email link, participants encountered **a lot of usability issues using the Forum's navigation:**

- Navigation to and from the Forum front page was not intuitive.

"If I clicked on this [the Sustainable Sanitation Alliance logo on the Forum Homepage]. I expected it to direct me to the Homepage [the SuSanA.org Homepage]."

- **Global navigation** menu was **not** always **clear**.
- Forum **categories and subcategories** were **not obvious**. Participants were not always sure which category to select and indicated that some of the categories were **overlapping** (Health & Hygiene, Schools and Sanitation Systems).

"It will be better to give some examples about what these categories refer to. What do they mean by Sanitation? What is it all about, examples of what it is like... for example, the toilets, the treatments, transportation or something like that, to know what is in there, before we click."

"Because they are really very interrelated to each other, it's really hard to have different sets on Hygiene at School but without talking about Attitude and Behaviors."

Forum (Continued)

- Both **options for selecting subcategories** (subcategory drop-down, and pages listing all the subcategories within a category) made it **difficult** for participants to identify a subcategory of interest.

"[While looking at the subcategory drop-down] It would be hard for me to find a particular topic without using the search."

"I feel I have issues checking these subcategories, and it's not the first time I am looking in this menu."

"[While looking at the page listing all the subcategories] We know there are more pages [listing subcategories], but I am already tired after going through the few thread titles."

- **Navigation within a forum thread was not intuitive.**

"Sometimes, the topics are so long and I would like to be able to see the replies compressed, with the date and the author and be able to expand them, if I want to read more."

Methodology

Methodology: Goals and Method

Study Goals*

Evaluate www.Susana.org and www.forum.Susana.org to identify usability issues that may adversely affect user experience with the two websites, to inform the design of an interactive prototype representing the next iteration of the design.

Method

- Formative usability test of the current websites.
- The main objective of a formative usability test is to identify usability issues, that can be fixed before the design is finalized.
- The user-centered design process involves cycles of formative usability testing, like the one conducted for this project, followed by changes to the design which are based on the test findings, and testing of the new design.
- It is recommended to implement design recommendations in prototypes of the new design, rather than make changes to the live website, while the design is still being refined.
- When the process of refining is complete, the next step is to implement the changes live.

*Please, see “Bentley_SuSanA_proposal_30September2016.pdf” for full description.

Methodology: Participants and Structure

Participants

- This type of evaluation involves a small sample size of target users.
 - This sample size allows identifying the most frequent issues that affect many users of the website, so that they can be fixed in the next iteration of the design.
 - This sample size does not allow to identify trends across genders, ages, and other participant characteristics.
- All 12 participants were the actual users of the SuSanA platform.

Test Structure

- During the study, participants were asked to perform tasks and to share their impressions of the website by thinking out-loud as they were working. (See Appendix: Tasks)
- The group of 12 was split into two groups of 6, which were denoted as Group A and Group B.
 - 6 participants were asked to complete tasks focusing on www.susana.org (Group A)
 - 6 participants were asked to complete tasks focusing on www.forum.susana.org (Group B)
- Data collected included participants' verbal feedback and behavior, focusing on obstacles that hindered their ability to complete tasks successfully.
- Each test session was one-on-one, lasted approximately 60 minutes, and was conducted remotely using GoToMeeting.
- All sessions were video recorded.

Methodology: Recruiting Process

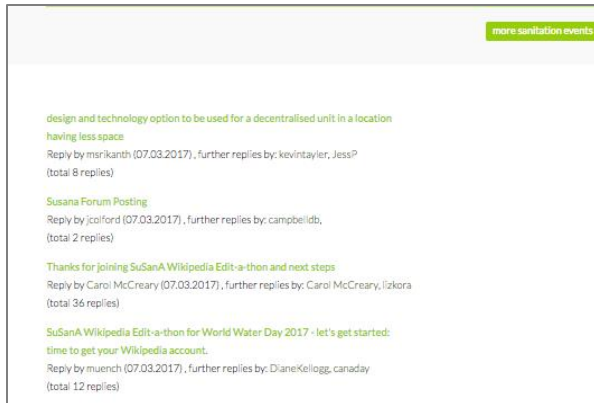
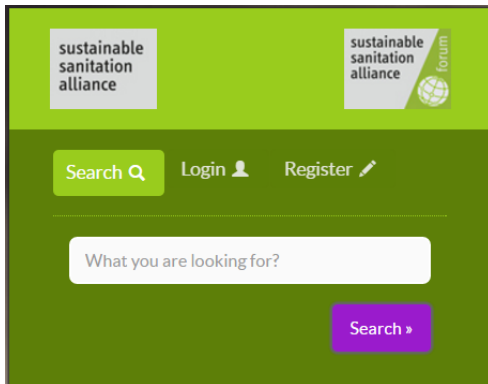
Recruiting process

- Recruiting screener outlining key recruiting criteria was developed by Bentley and approved by SuSanA.*
- Third-party recruiter programmed the recruiting survey, which SuSanA emailed to target SuSanA users.
- SuSanA picked preferred survey respondents to reach out to.
- Bentley conducted a test call with every prospect. Some prospects were unable to connect.
- Bentley scheduled the final sessions with all the participants who were able to connect during the test call.

*Please, see “SuSanA_Screener Final_2.10.2017.docx.”

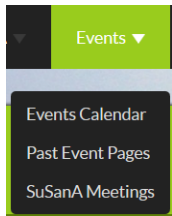
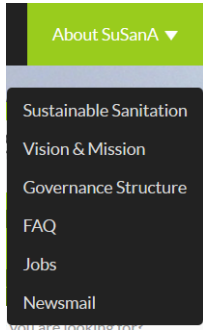
Detailed Findings

Green Color Scheme



- Overall, participants had a favorable reaction to the green color scheme used throughout the site.
“SuSanA’s color is apple green.”
“I love it, I like the graphics, I like the colors [and] I love the green.”
- While it was clear to participants that green is used to identify hyperlinks, some participants would prefer to see a darker, bolder color to make the hyperlinks more noticeable. In addition, green may not be recognized by color blind users as green.
“I like the color. Maybe [if it would be] a bit darker though.”
“Use the same green, but maybe you can bold it.”
- Participants indicated that they expected to see the social media icons in their brand colors, rather than green (e.g., dark blue for Facebook).
“The color of the [social media] icons is confusing. They should be in the native color of the social media channel.”
“It should use the standard colors for the social media to make it easier.”

Global Navigation Menu

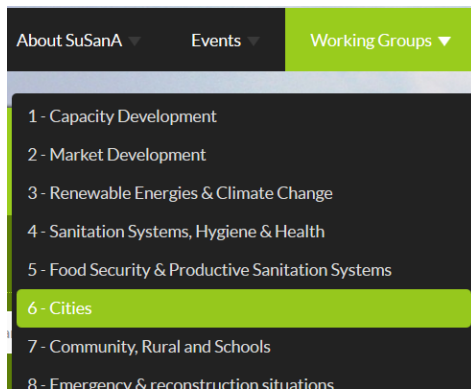


About SuSanA

- About SuSanA was a clear menu option that represented what participants expected.
- Some participants noted that they were missing a clear Contact Us option.
- Some participants indicated that Jobs did not belong in the About SuSanA menu.

Events

- Events was a clear menu option that represented what participants expected.
- Some participants noted that it would be helpful to see a breakdown of events, such as Workshops, Conferences, etc.
- Some participants commented that they did not need to see Past Events.

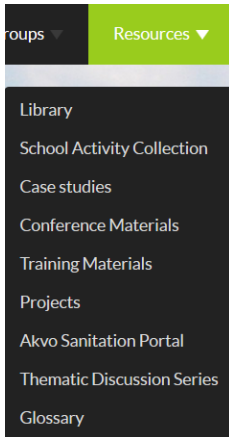


Working Groups

- Working Groups was a clear menu option that represented what participants expected.
- It was easy to find for participants looking for information on a particular Working Group.

Global navigation menu - Susana.org

Global Navigation Menu



Resources

Finding a publication

- It was not always clear which option within Resources to select when looking for a publication.

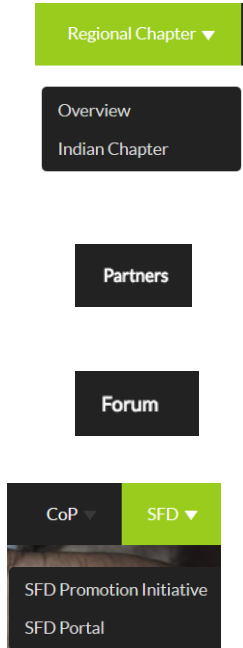
“I think a lot of this can go into Library as a sub-group. Like, training materials, conference materials, case studies.”

Finding a project

- It was not always clear to participants where to find projects.
- Some participants commented that they would prefer to see Projects as a separate option in the global navigation menu.

“In my view, Resources are some documents, reports, fact sheets, etc., and Project is another part.”

Global Navigation Menu



Regional Chapter

- Regional Chapter was a clear menu option that represented what participants expected.
- It was easy to find for participants looking for information on the Indian Chapter.
- Participants expected to see more Regional Chapters listed.

Partners

- Partners was a clear menu option that represented what participants expected.

Forum

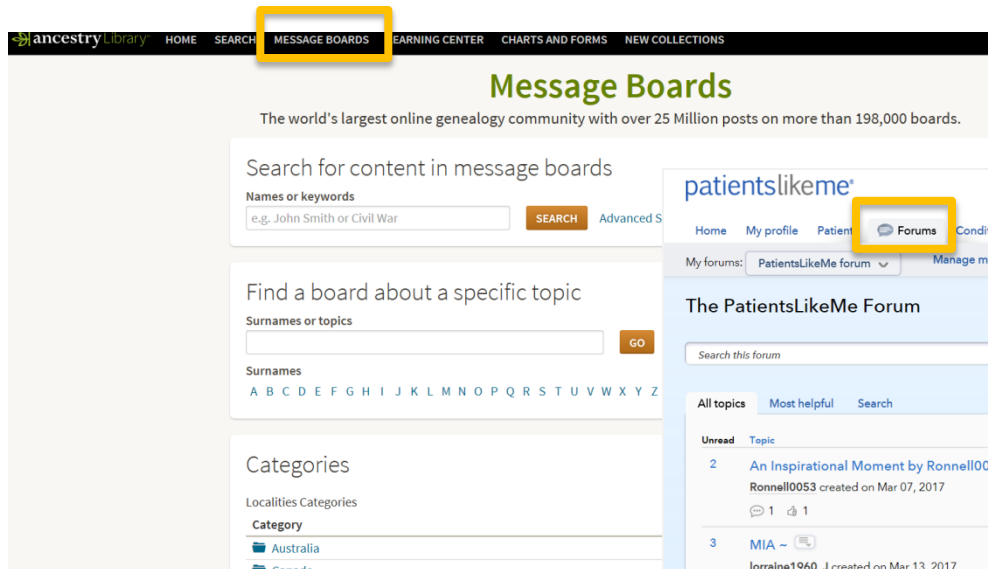
- Forum was a clear menu option that represented what participants expected.
- It was easy to find for participants looking to pose a question to other SuSanA members.

CoP and SFD

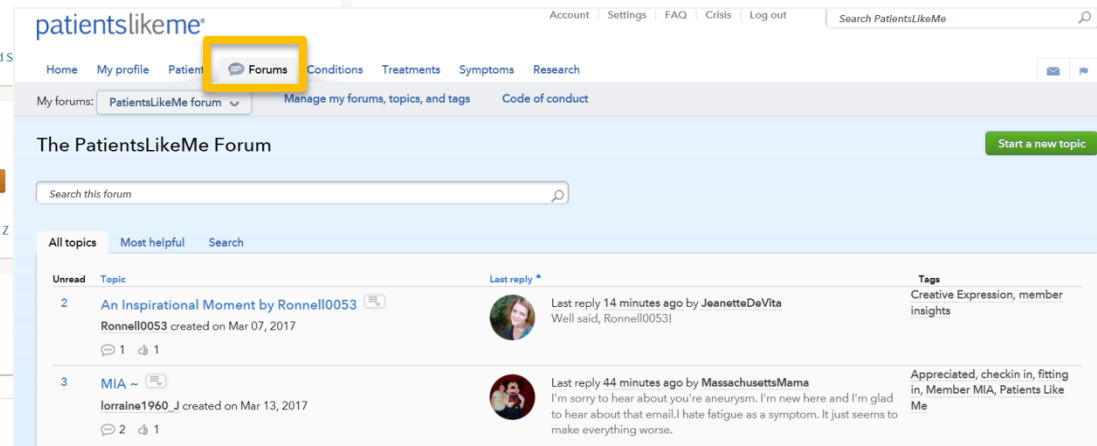
- The meaning of the abbreviations was unclear to most participants.

Global Navigation Menu: Recommendations

- Consider adjusting Global Navigation menu to raise awareness of all the content available on the two sites by integrating Forum within the Mother website, so that clicking the Forum link will keep the user within the mother website.
- Given that some of the participants had no prior awareness of key Mother site content, such as the Library, it would be beneficial to provide direct access to the Mother site's content to users when they are on the Forum.
- For example, Ancestry.com and Patientslikeme.com have Forums integrated within the main websites providing users with easy access to all the content available.



Example: [Ancestry.com](https://www.ancestry.com)



Example:
<http://www.patientslikeme.com>

Global Navigation Menu: Recommendations

- Consider keeping the following current options: About SuSanA, Events, Working Groups, Regional Chapters, and Forum.
- If possible, consider moving Library and Projects to Global Navigation Menu to raise awareness of the two options for users who may not know that this content exists on the Mother site and to make this content easier to find for those users who are looking for it.
 - Consider presenting all the materials, such as Case Studies, Conference Material, and Training Material as filters within the library.
- Consider conducting further user research (see Further User Research section) to review the content and determine an appropriate location for the following content areas that were not included in this usability evaluation: Akvo Sanitation portal, School Activity Collection, and Thematic Discussion Series, CoP and SFD global menus.
- Consider conducting further user research to evaluate an alternative navigation structure below:

About Susana

Events

Working Groups

Library

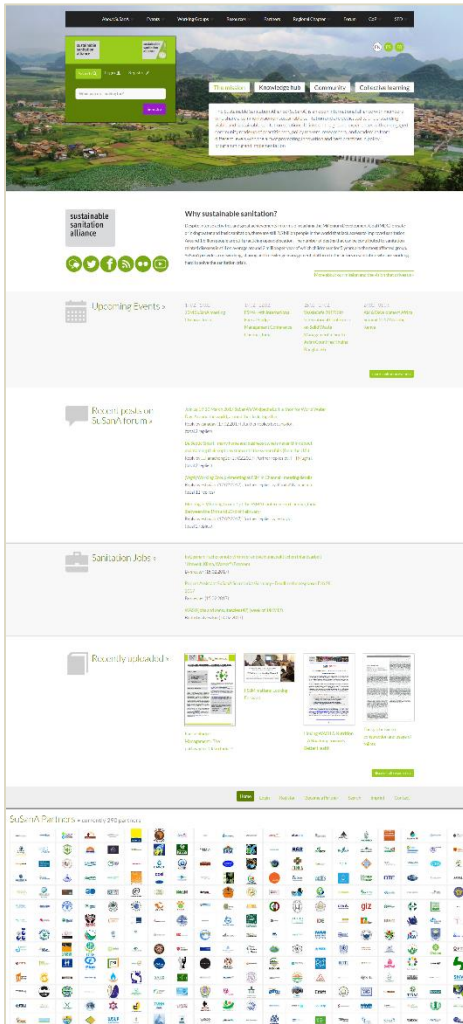
Projects

Regional Chapters

Forum

Alternative Global Navigation Menu

Homepage



Homepage: Susana.org

Navigation

- It was clear to participants how to navigate to other parts of the website from the Homepage:

- Participants quickly located the global search box.
- Participants quickly located main navigation menu.

- It was unclear to participants to scroll below the fold to see what's new. Most participants have never scrolled below the fold before.

"I shouldn't be struggling to get information on the first page of a website. If I [someone] is for the first time there, [they] may not come back."

- Persistent Cookie message kept appearing at the fold and as a result, blocked some content on the bottom of the page.

Login

- A couple of participants commented that they would use the login prompt to log into the Forum website.

Color

- Participants had a favorable reaction to the colors used and commented that they associated green with SuSanA.

Homepage (Continued)



Content

- Participants had a positive reaction to content available below the fold, particularly the Recent Posts section.
- Half of the participants did not review any content below the “Recent posts on SuSanA forum” section (specifically Sanitation Jobs, Recently uploaded and Partners sections).



Social Media Icons

- It was clear to participants that the social media icons were clickable.
- Participants quickly recognized the Facebook and Twitter icons, some also guessed that the last icon represented YouTube.
- The rest of the icons were unclear to participants: Forum, RSS, and Flickr.
- Participants indicated that they expected to see the icons in their brand colors, rather than green (e.g., dark blue for Facebook).

Homepage: Susana.org

Homepage (Continued)



Date Presentation

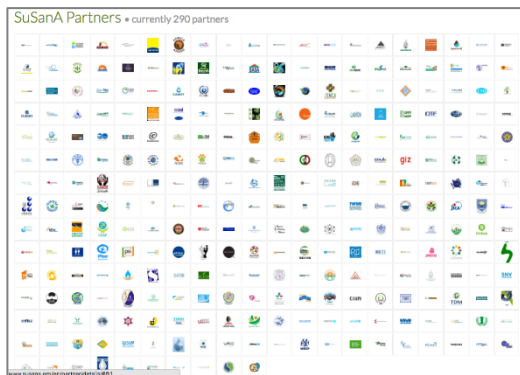
- Dates were difficult to understand – due to cultural differences in the date format (some cultures display the month first and some display the month second), and absence of the year.

Partner Logos

- Participants found the presentation of partner logos overwhelming and not particularly useful, given that it was hard to clearly see some of the logos due to their small size.

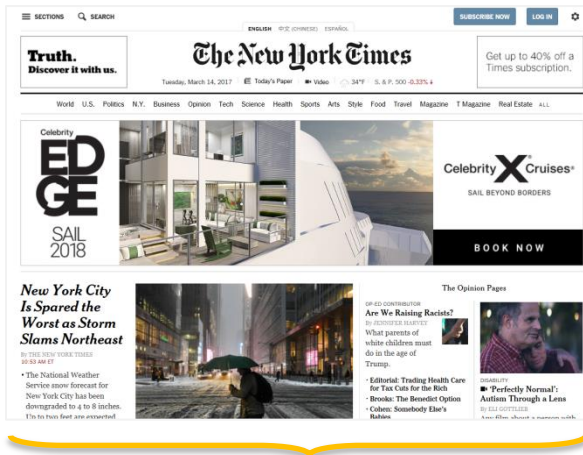
“Too many partners on the web site, takes too much space.”

- Some participants indicated that they would prefer to see a smaller subset.
- Some participants indicated that they would prefer to see partners broken into groups.



Homepage: Susana.org

Homepage: Recommendations



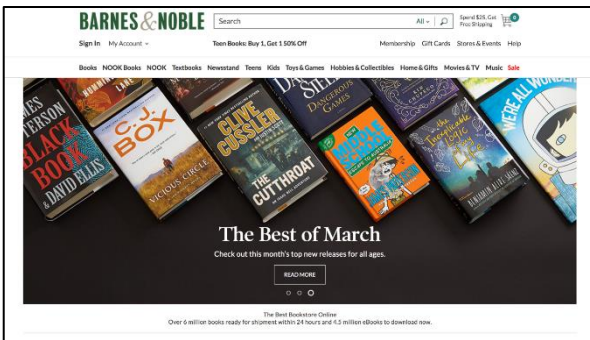
Example: nytimes.com

Navigation

- To encourage vertical scrolling, avoid having all above the fold sections end at the same horizontal level. It will be more obvious to users that there is more content below the fold, if above the fold content appears “cut off.”
- Make sure the image does not end where the fold starts.
- For example, nytimes.com content is “cut off” at the fold inviting users to scroll down the page.
- Consider presenting the Cookie message only once per IP and redesigning it to make it look like it’s not an integral part of the website and repositioning it to not block the fold.

Images

- Consider conducting further user research to evaluate the Homepage imagery to see if the current set resonates with the current users and helps communicate what SuSanA is and does.
- For example, the barnesandnoble.com Homepage image clearly shows that they are about books.



Example: barnesandnoble.com

Homepage: Recommendations



Social media icons shown in their brand colors.

Social Media Icons

- Consider presenting social media icons in the color of their native applications; for example, blue for Facebook and red for YouTube. This will make the icons more recognizable to users familiar with the original logos.
- Consider removing the Forum icon from the social media group of buttons and always providing a text link to the Forum.

Date Presentation

- Consider using words to represent months instead of numbers.
- Consider including years in dates.
- Example of suggested date format: 22 March, 2017

Partners

- Consider revising Partners section to include a small subset of logos, and a link to “More Partners,” for a complete list.
- Consider organizing Partner list by area of focus, or type of partner.

Font: Recommendations

To enhance readability, we recommend adopting the following guidelines throughout the two sites:

- 16-pixel font size for all copy. Currently, 14-pixel font is present on many pages.
- Standard-weight text for all copy. Currently, a thin-weight text is present on most pages.
- A higher contrast ratio of text color to background color. For instance, dark gray text on a light gray background provides little contrast. Black text on a white background is one example of text with a high contrast.
- Consider underlining or italicizing links in the text body, to allow color-blind users to notice the actionable text.

Resources > Library

- The process of searching for a publication presented participants with a number of usability challenges.
- When participants came to the Library page, they were first inclined to use the Search function to look for a publication.

“I don’t see a way [to narrow down the findings from the Library], maybe to use the search tab, where you can type in the keywords, what you’re looking for.”

- The Search data entry field was not large enough to fit the entire search string, making it difficult for participants to easily see what was entered and make modifications.
- When asked to find the publication without using search, most participants didn’t seem to notice the Filter feature until prompted by the moderator.

“I did not notice the green filter option.”

- While participants easily located the Sort function, some accidentally sorted publications by Name rather than Year, because it was not clear which arrows went with which label.

Sanitation Library

The screenshot shows the Sanitation Library interface. At the top, there is a pagination bar with pages 1 through 12. Below that is a search bar labeled 'Search ...'. Underneath the search bar is a sorting bar that says 'Sort 2218 results by:'. The sorting options are 'Upload', 'Year', 'Author', 'Downloads', and 'Views'. Each option has a small green arrow pointing up or down. A green button labeled 'Filter...' is also visible. Three yellow boxes highlight the search bar, the sorting options, and the Filter button. Arrows point from these boxes to text annotations on the right.

Search box is too short, making it difficult for users to edit and see what has been entered.

Easy to miss.

Library: Susana.org

It’s not clear which arrows will sort by Year and which by Upload, or by Author.

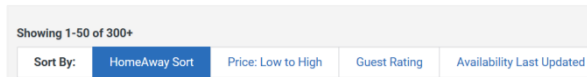
Resources > Library: Recommendations

Search

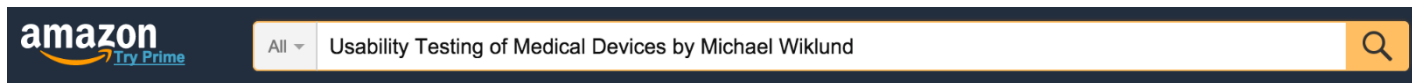
- Consider extending the length of the search box, so that the entire search string remains visible to the user.
- For example, amazon.com features a long search box that can accommodate a large search string.

Sorting

- Consider providing a more clear grouping of sorting options, perhaps enclosing sorting arrows and corresponding labels within a box.
- For example, homeawayfromhome.com provides a clear differentiation between all the different sort options available to the user by presenting them in subtle boxes.



Example: [homeaway.com](https://www.homeaway.com)



Example: amazon.com

Filters

Sort 2218 results by: Upload Year Author Downloads Views Filter...

Filter by setting

- Rural
- Urban
- Peri-Urban
- School Sanitation
- Informal Settlement

Filter by reuse

- Faeces as soil conditioner
- Treated greywater or wastewater
- Urine as fertiliser

Filter by region

Filter by technology

- Biogas and DEWATS
- Constructed wetlands
- Composting systems
- Faecal sludge management
- Flush toilets (with/without urine diversion)
- Innovative science and technology
- Urine diversion dehydration toilets (UDDTs)
- Other technologies

Filter by working group

- Capacity development (WG1)
- Market Development (WG2)
- Renewable energies and climate change (WG3)
- Technology, hygiene/health (WG4)
- Food security (WG5)
- Cities and planning (WG6)
- Rural/Comm./School/Gender (WG7)
- Emergency/Reconstruction (WG8)
- Public Awareness, Advocacy and Civil Society Engagement (WG9)
- Operation and maintenance (WG10)
- Groundwater Protection (WG11)
- WASH and Nutrition (WG12)
- Behaviour Change (WG13)

Filter by language

- English
- Spanish
- French
- German
- Russian
- Portuguese
- Chinese
- Arabic
- Swahili
- Others

Filter by publisher

- Publications by SuSanA
- SuSanA

Filter by recommendation

- Planning guidelines & manuals
- Fact sheets
- Presentations
- Posters
- Technical Drawings

Filter by type of resource

Filter by materials for

- Educational purposes
- Practitioners
- Journalists or media work

- None of the participants used all the filters necessary to complete the task (filter by Country, Materials for, and Working Groups).
- The layout and interaction paradigm of the Filter function made it difficult for participants to use filters successfully.

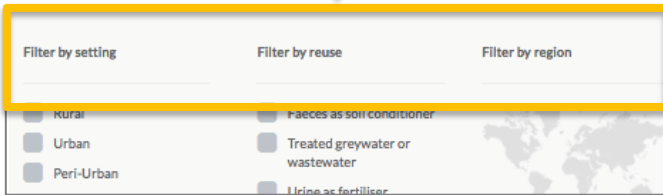
"For me, using all the filters is difficult. I understand they want to put a lot of information, but it's just too much to be able to deal with all the filter options."
- The grouping of filters didn't always seem clear.

"I would like to be able to filter information by topic or by industry and not hidden under Working Group."
- It was unclear how to remove a single filter. "Remove Filters" resulted in all filters being cleared rather than just one.

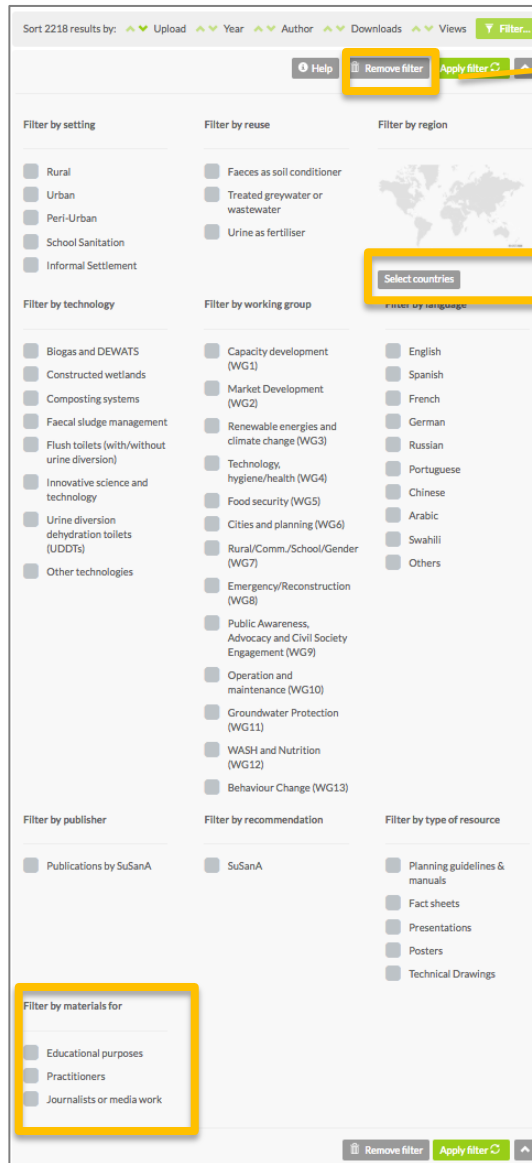
Library: Susana.org

Filter Window - Layout

A line and extra space separate Filter labels from the corresponding options making it difficult for the users to visually connect labels with options.



Too far under the fold for users to scroll.



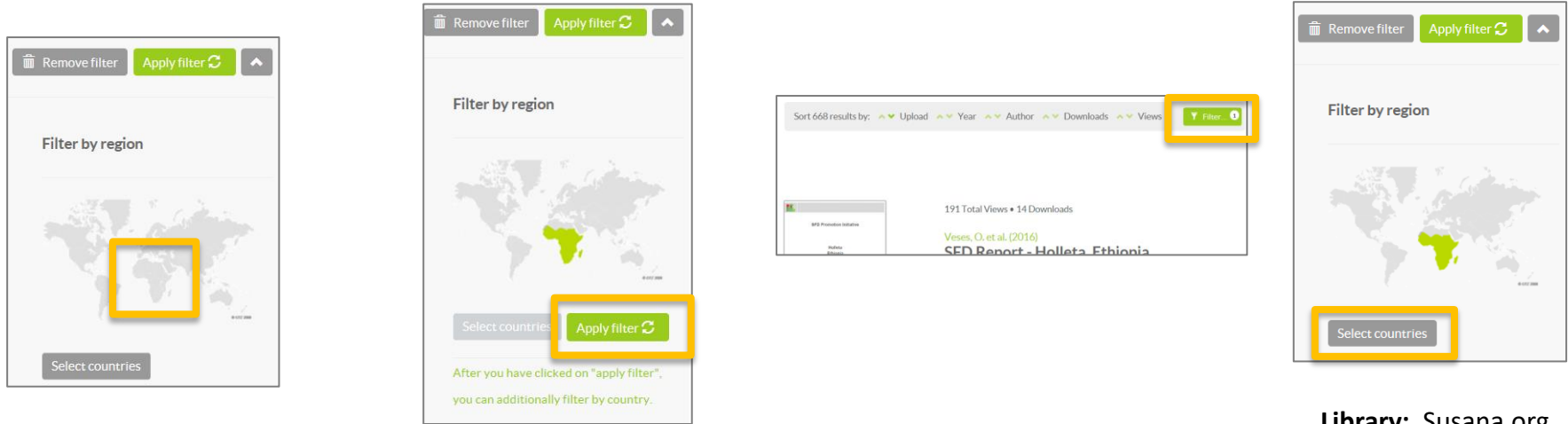
It's not clear how to remove a single filter.

The "Select countries" button is not obvious.

The long spread-out three column filtering page made it difficult for participants to notice all the filtering options available to them.

Library: Susana.org

Filter Interaction – Region/Country



Library: Susana.org

1



2



3



4

Click region on the map
[this action disables Select Countries button]

Click Apply Filter button
[this action takes the user out of the Filtering area]

Click Filter button
[this action takes the user back to the Filtering area]

Click Select Countries button
[this action brings up country selection]

- The current Region and Country selection process is unclear.
- It is not clear that there is a relationship between clicking the Map and the Select Countries button.
- It is not clear that the Map is clickable.
- The Select Countries button appears deactivated or grayed out due to its gray color (rather than the green color used to show active buttons in other areas of the site).

Filter Layout – Country Select

Select Countries

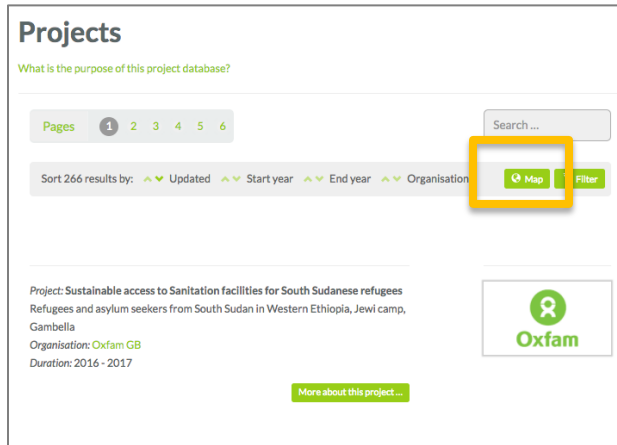
Please select the countries for which you want results to be displayed.

<input type="checkbox"/> Afghanistan	<input type="checkbox"/> Albania	<input type="checkbox"/> Algeria
<input type="checkbox"/> Andorra	<input type="checkbox"/> Angola	<input type="checkbox"/> Argentina
<input type="checkbox"/> Armenia	<input type="checkbox"/> Australia	<input type="checkbox"/> Austria
<input type="checkbox"/> Azerbaijan	<input type="checkbox"/> Bahrain	<input type="checkbox"/> Bangladesh
<input type="checkbox"/> Belarus	<input type="checkbox"/> Belgium	<input type="checkbox"/> Belize
<input type="checkbox"/> Benin	<input type="checkbox"/> Bermuda	<input type="checkbox"/> Bhutan
<input type="checkbox"/> Bolivia	<input type="checkbox"/> Bosnia and Herzegovina	<input type="checkbox"/> Botswana
		<input type="checkbox"/> Brazil
<input type="checkbox"/> Bulgaria	<input type="checkbox"/> Burkina Faso	<input type="checkbox"/> Burundi
<input type="checkbox"/> Cambodia	<input type="checkbox"/> Cameroon	<input type="checkbox"/> Canada
<input type="checkbox"/> Cape Verde	<input type="checkbox"/> Central African Republic	<input type="checkbox"/> Chad
		<input type="checkbox"/> Chile
<input type="checkbox"/> China	<input type="checkbox"/> Colombia	<input type="checkbox"/> Congo

- It was difficult to find a particular country in an alphabetical listing of all countries that were not grouped by continent.
- The alphabetical ordering of countries going from left to right across three columns, as opposed to a more standard top to bottom presentation, made it difficult to quickly scan through the countries.
- The Submit button located at the very bottom of a long list of countries was easy to miss.

Library: Susana.org

Map Functionality



- Some participants did not notice the Map button.
- It was unclear to the participants what the map represented.
“Not sure what it’s showing me [after clicking Map].”
- Participants expected to see some information about the project when hovering over a flag. *(at the moment it is set up so that one has to click on the flag to get the additional information)*
- Flags were too big, making it difficult for participants to see where they were pointing. *(users need to zoom in to see particular flags)*
- The default view of the map did not show country names or borders, making it difficult for participants to clearly see which countries the flags were on. *(users need to zoom in to see the country names or borders)*
- Participants with low bandwidth expressed concerns about the map requiring a lot of bandwidth.

Projects: Susana.org

Filters: Recommendations

- Consider modifying the design of the main library page to make advanced searching options the primary and dominant feature that users attend to first, allowing users to start searching for their desired publication right away.
- Consider implementing a large search bar to accommodate the entire search string, and advanced search options directly below.
- We recommend displaying the user's previously-selected filters above the search results, which users can click on to remove individual search parameters.
- For example, when users enter the search page on ancestrylibrary.com, they are brought to a page with a few search options, and a button to "Show more options," which displays advanced search options.
- For example, Newegg.com allows users to remove previously-selected filters one at a time when viewing the search results.

First & Middle Name(s) Last Name

Place your ancestor might have lived Birth Year

[Show more options](#) ▾

First & Middle Name(s) Last Name

Place your ancestor might have lived Birth Year

[Show fewer options](#) ▲ Match all terms exactly

Add event: [Birth](#) [Marriage](#) [Death](#) [Lived In](#) [Any Event](#) [More](#) ▾

Add family member: [Father](#) [Mother](#) [Sibling](#) [Spouse](#) [Child](#)

Keyword

Occupation, street address, etc.

Gender Race/Nationality

Historical Records Family Trees
 Stories & Publications Photos & Maps

[Clear search](#)

Example: AncestryLibrary.com

Search Within: Page 1/1

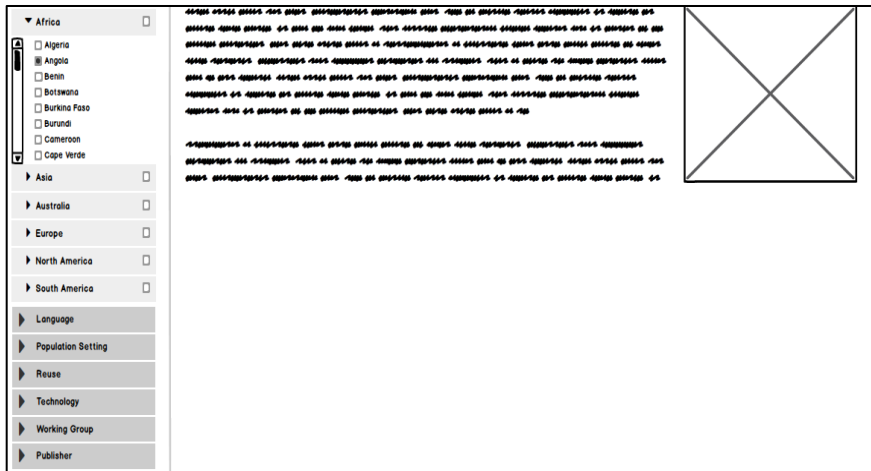
Sold By: Newegg All Sellers Sort by: View:

Filters:

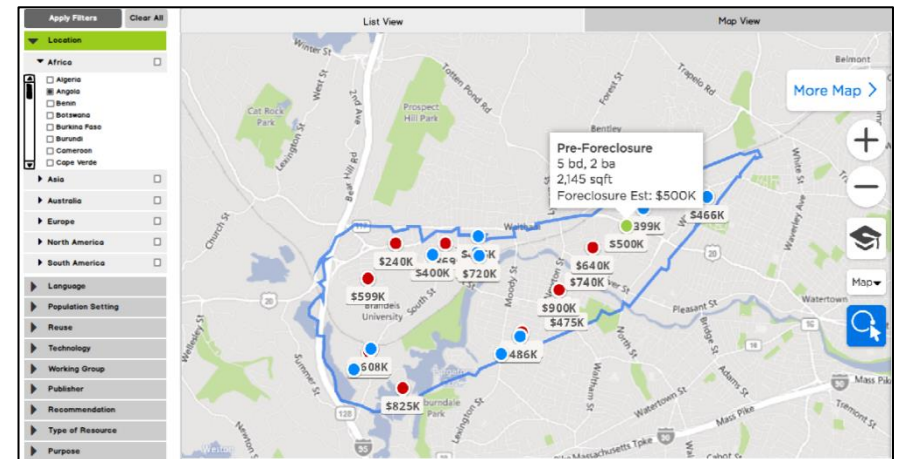
Example: Newegg.com

Filters: Recommendations (Continued)

- Since the most common usage scenario for using a library involves users coming to the library looking for publications of interest, consider alternative design presentations of the library page that provide users with access to filters right away.
- Consider an alternative presentation of filters with persistent filters that always stay on the page, allowing users to continuously refine search results without leaving the page.
- In this design alternative, users can select filters on the left and see relevant results on the right.
- If it's important to provide users with a map view, users can toggle between list view and map view, when viewing search results.



Alternative Presentation of Filters



Filters: Recommendations (Continued)

GALE
A Cengage Company

Browse Products Search by Title, Author, ISBN, Keyword, or Put Advanced Search Product Trials

Cengage Learning > Gale

Showing 1 - 50 of 19718 Results

Sort By... Show 50

Library Type

- Academic (13829)
- Government & Special (12145)
- K-12 (11113)
- Public (13664)

Media Type

- eBook (19718)
- Digital (2)
- Microform (1436)
- Online Resources (403)
- Print (4004)

eBook Platform

- Gale Directory Library (GDL) (429)
- Gale Virtual Reference Library (GVRL) (19226)
- Literature Criticism Online (LCO) (2)

Subject Area

- Biography & Genealogy (1313)
- Business & Economics (2152)
- Computing & Information Technology (1321)
- Education & Professional Development (1373)
- General Reference, Interests & Hobbies (1615)
- Health, Medicine & Nursing (1483)
- History (1624)
- Humanities & Social Sciences (1818)
- Language (101)
- Law, Government & Politics (952)
- See more...

Publisher

- A&C Black (4)
- A&D Xtreme (6)
- ABC-CLIO (454)
- Abdo Kids Jumbo (12)
- ABDO Publishing (228)
- Academic Press (93)
- Alpha Books (170)
- American University in Cairo Press (2)
- Anhui Educational Press (3)
- AODS Press/Academic Press (4)
- See more...

Image Coming Soon

Integrated Encyclopedia of the Quran, 1st Edition
Center for Islamic Sciences
ISBN-13: 9781926620145
Grade Level Range: College Freshman - College Senior
eBook
Original Copyright 2020 | Available August 2020
Price: Sign in for price

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Volume 4
Center for Islamic Sciences
ISBN-13: 9781926620138
Grade Level Range: College Freshman - College Senior
eBook
Original Copyright 2019 | Available August 2019
Price: Sign in for price

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Volume 3
Center for Islamic Sciences
ISBN-13: 9781926620121
Grade Level Range: College Freshman - College Senior
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Price: Sign in for price

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Anywhere Working and the New Era of Telecommuting, 1st Edition
Yvette Blount | Marianne Gloet
Business Science Reference
ISBN-13: 9781522523291
eBook
Original Copyright 2017 | Available December 2017
Price: Sign in for price

Business Infrastructure for Sustainability in Developing Economies, 1st Edition
Nilanjan Ray
Business Science Reference

Option 1 Example: gale.com

Refine Results

Current Search

Boolean/Phrase:
usability testing

Limit To

- Full Text
- References Available
- Scholarly (Peer Reviewed) Journals

1994 Publication Date 2016

Show More

Source Types

- All Results
- Academic Journals (46)
- Reviews (8)

Subject: Thesaurus Term

Subject

Publication

Publisher

Company

Language

Geography

NAICS/Industry

Option 1 Example: ebSCOhost.com

Search Results: 1 - 30 of 55

1. Speculative Usability.



Academic Journal

By: Rivers, Nathaniel; Söderlund, Lars. Journal of Technic
Subjects: METHODOLOGY; Actor-network theory; Specu
Cited References: (58)
[HTML Full Text](#) [PDF Full Text](#) (562KB)

2. UNIVERSITY COURSES AS GOODS: HOW TC



Academic Journal

By: MURÁR, Peter. Communication Today. Apr2015, Vol. 1
Subjects: Information science; Information retrieval; Intern
[PDF Full Text](#) (5.7MB)

3. Using Isocrates to Teach Technical Communicat



Academic Journal

By: Brizee, Allen. Journal of Technical Writing & Communi
Subjects: Communication of technical information; Teachi
Cited References: (44) Times Cited in this Database: (1)
[PDF Full Text](#) (379KB)

4. What Measures of Productivity and Effectiveness



Academic Journal

By: Carliner, Saul; Qayyum, Adnan; Sanchez-Lozano, Jua
Subjects: Communication of technical information -- Rese
Times Cited in this Database: (1)
[Search for a full-text copy of the article.](#) [Request](#)

5. Usability and Business Communication.



Academic Journal

By: Knight, Melinda. Business Communication Quarterly. I
Subjects: Emotional intelligence; Information design; Use
[PDF Full Text](#) (306KB)

6. New Options for Usability Testing Projects in B



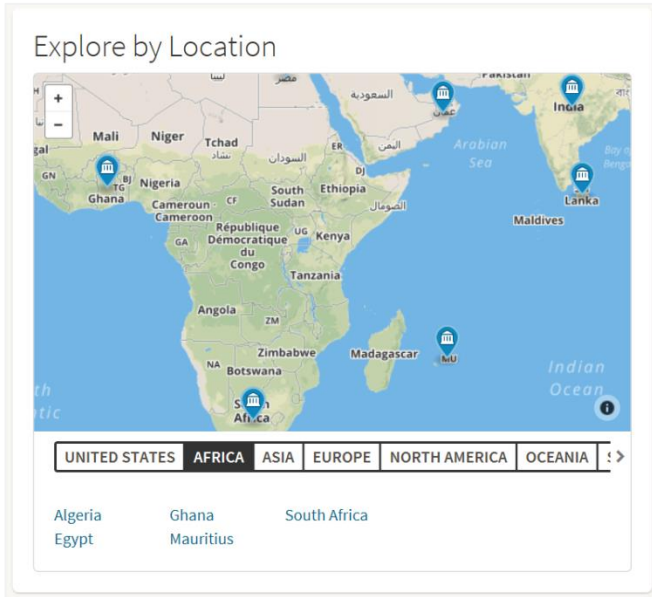
Academic Journal

By: Jameson, Daphne A. Business Communication Quart
Subjects: Business communication -- Study & teaching (F
Cited References: (36)
[PDF Full Text](#) (629KB)

Filters: Recommendations (Continued)

Region/Country selections:

- Consider integrating all geography-related filters together – by Region and Country.
- Consider presenting a clear grouping of geographic locations, allowing users to first select a region, and only then see a subset of results for that region.
- In the country select window, consider a more standard top to bottom alphabetical ordering of countries.
- Consider allowing users to select a region without using a map.
- If it's important to show users the map view, consider showing a physical map of the region with clear identification of countries.
 - Consider showing the total number of search results when hovering over a flagged location.



Location Filters: [ancestry.com](https://www.ancestry.com)

A	D	M	<input type="checkbox"/> Sierra Leone
<input type="checkbox"/> Algeria	<input type="checkbox"/> Djibouti	<input type="checkbox"/> Madagascar	<input type="checkbox"/> Somalia
<input type="checkbox"/> Angola		<input type="checkbox"/> Malawi	<input type="checkbox"/> South Africa
B	E	<input type="checkbox"/> Mali	<input type="checkbox"/> South Sudan
<input type="checkbox"/> Benin	<input type="checkbox"/> Egypt	<input type="checkbox"/> Mauritania	<input type="checkbox"/> Sudan
<input type="checkbox"/> Botswana	<input type="checkbox"/> Equatorial Guinea	<input type="checkbox"/> Mauritius	<input type="checkbox"/> Swaziland
<input type="checkbox"/> Burkina Faso	<input type="checkbox"/> Eritrea	<input type="checkbox"/> Morocco	
<input type="checkbox"/> Burundi	<input type="checkbox"/> Ethiopia	<input type="checkbox"/> Mozambique	T
C	G		<input type="checkbox"/> Tanzania
<input type="checkbox"/> Cabo Verde	<input type="checkbox"/> Gabon	N	<input type="checkbox"/> Togo
<input type="checkbox"/> Cameroon	<input type="checkbox"/> Gambia	<input type="checkbox"/> Namibia	<input type="checkbox"/> Tunisia
<input type="checkbox"/> Central African Republic (CAR)	<input type="checkbox"/> Ghana	<input type="checkbox"/> Niger	
<input type="checkbox"/> Chad	<input type="checkbox"/> Guinea	<input type="checkbox"/> Nigeria	U
<input type="checkbox"/> Comoros	<input type="checkbox"/> Guinea-Bissau		<input type="checkbox"/> Uganda
<input type="checkbox"/> Democratic Republic of the Congo	K	R	Z
<input type="checkbox"/> Republic of the Congo	<input type="checkbox"/> Kenya	<input type="checkbox"/> Rwanda	<input type="checkbox"/> Zambia
<input type="checkbox"/> Cote d'Ivoire	L	<input type="checkbox"/> Sao Tome and Principe	<input type="checkbox"/> Zimbabwe
	<input type="checkbox"/> Lesotho	<input type="checkbox"/> Senegal	
	<input type="checkbox"/> Liberia	<input type="checkbox"/> Seychelles	
	<input type="checkbox"/> Libya		

Country-selection presented in top-down alphabetical order.

Publication Details



Oxfam

Septage Management Leader's Guidebook

Philippines Edition

The Septage Management Leader's Guidebook, is a product of Oxfam through their program to improve sanitation in the super typhoon Haiyan devastation area of the central Philippines. The Manual presents a step-by-step strategy for scaling up septage management services more widely. The "Quick Start Guide" and the tools and checklists at the beginning of each step are designed to make the manual useful to anyone tasked with leading the effort to implement septage management programs for their city or municipality.

Published in: 2016
Pages: 136
Publisher: Oxfam, UK
Author: Oxfam

Bibliographic information

Oxfam (2016). Septage Management Leader's Guidebook - Philippines Edition. Oxfam, UK.

Download

[Download](#) Septage Management Leader's Guidebook (pdf) • Size: 5.29 MB

© Oxfam | [print](#) | [top](#)

- It was clear to participants to copy the URL of the publication and send it to a friend via an email client.
- A few participants indicated that they would download the publication and email it as an attachment.

Library: Susana.org

Regional Chapter



- Participants had a positive initial reaction to the Regional Chapter page and indicated that a similar page would work well for their country.

“It is very useful. It is a good fit for both academics and NGOs. I like it.”

“I would like to see a similar Regional Chapter for [my country].”

- Participants wanted to see an overview of sanitation work presented in a consistent way for each country.
- Participants tended to focus primarily on the body of the page, rather than the left-hand menu.

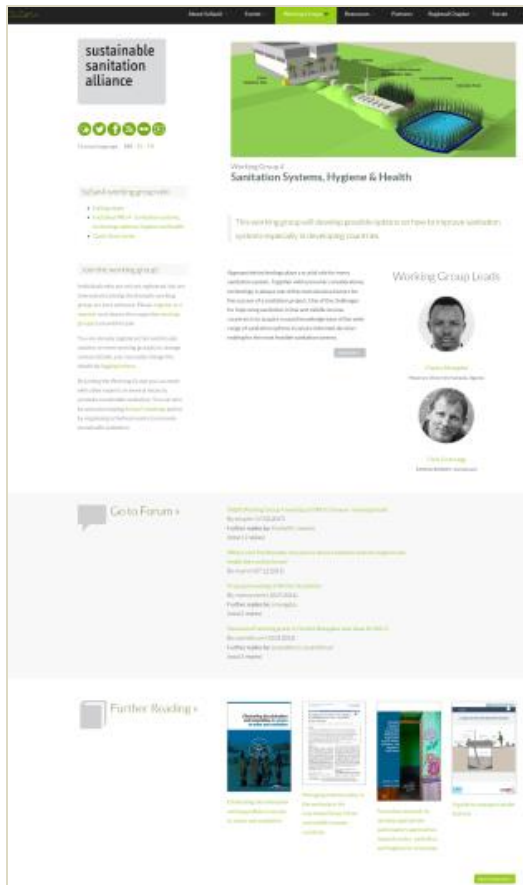
Graphics

- Participants indicated that they expected the pictures to be related to the topic of sanitation and be clickable.
- Participants liked seeing the map.
- Participants would like the map to show local regions and potentially show some other information.

“[I] expected to get some insight from the map: have the map colored according to geographical areas or be interactive, showing relevant data.”

Regional Chapter: Susana.org

Working Group



- Participants had a positive initial reaction to the Working Groups page.
- Some participants did not scroll below the fold.
- The page made it clear to participants how to join and communicate with the group.

Working Group: Susana.org

Forum Homepage



Navigation

- It was not clear to participants to click the Enter Forum button to get inside the Forum.
- To post a new topic, participants were inclined to either enter the forum or click one of the categories.
- It was unclear to some participants to scroll below the fold to review the content.
- Participants did not review navigation links at the bottom of the page on their own.

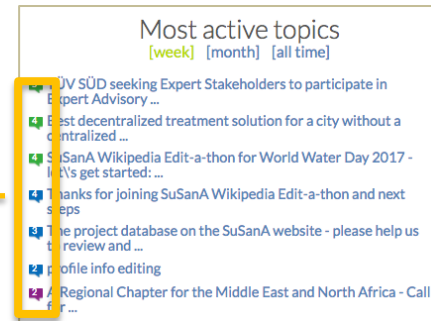
Login

- It was clear to participants that they needed to log into the Forum in order to post a question.

Forum: forum.susana.org

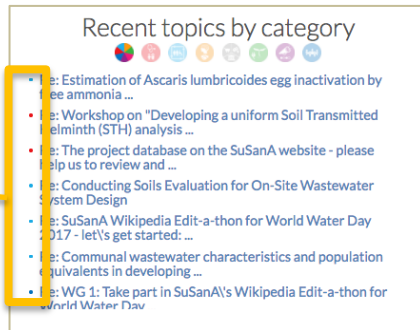
Forum Homepage (Continued)

- Participants found content available below the fold useful, particularly:
 - “Recent topics by category” and
 - “Most active topics”
- Participants commented that they appreciated the color coding of topics, which corresponded to the category buttons’ colors.
- The small icons made the color coding difficult to see, however.
- The symbols and numbers in front of “Most active topics” were unclear.



Meaning of symbols and numbers is unclear.

Small icons are hard to see.



Forum: forum.susana.org

Forum Global Navigation

- Global navigation refers to a set of links on a website that link to the website's top-level pages. They appear on every page of the site. Global navigation is important because it helps users get from point A to point B. It needs to be logical in its information presentation, and clearly visible.
- Global navigation for the SuSanA forum currently includes the following elements: Category Links, Recent Topics, Guide to Newcomers, Mother site links, Forum Tools, My Profile, Search, and Help.
- Forum's Global navigation presented users with a variety of formats and presentations – both graphical and text-based spread over the upper portion of the page. This type of formatting did not provide users with a clear “go-to” navigation bar. The presentation of options likely made it difficult for the users to know where to go, especially given all other links and content competing for their attention throughout pages.
- Participants did not always know where to go to navigate to the Mother site, Forum home, Help, or to find recent discussions.



Forum Global Navigation: Recommendations

- Consider integrating Forum within the Mother website, so that when a user clicks Forum, they stay within the Mother website.
- Consider presenting users with persistent navigation throughout the Forum experience, including the Forum Homepage. This setup will eliminate the need to have the Enter Forum link, since users will be able to access all the content directly from the Homepage.
- Consider conducting further user research to evaluate an alternative navigation structure, such as the example below.



- “About Forum” section would include links to all information about the Forum, Forum Rules, and information for new users.
- The User Profile/Name should be a link with the name of the user clicking on which will allow a user to go into one’s profile information and change one’s settings.
- Use a text link “Help” instead of a question mark icon.

Forum Categories



Icons

- Participants liked having category icons.
- Icons, however, were not universally recognized and required labels for users to understand the concepts they represented.

“I don’t really care about the symbols, I usually read what it is.”

Category Groupings

- Participants commented that there is some overlap between categories making it difficult to know which category to select. For example, it may be hard to distinguish between Health and Hygiene topics or between Markets, Sanitation and Working groups.

“I feel like some are overlapping.”

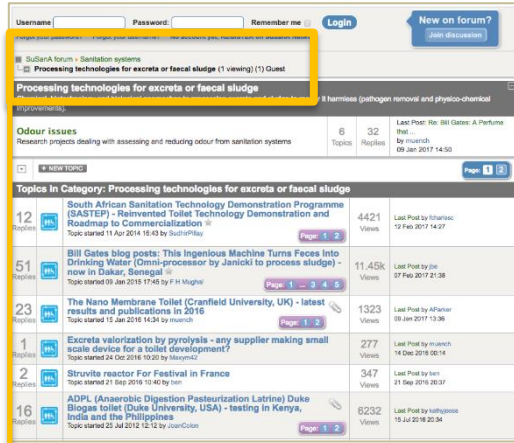
- When asked to look for “Sanitation NoW...” post, most participants were inclined to use Search and were not always sure which of the following categories to select:
 - Health and Hygiene
 - Resource Recovery
 - Sanitation Systems

Forum Homepage: Recommendations

Category Icons

- Avoid showing category icons without labels, as icon images are open for interpretation.
- Leave the text labels for each category button visible at all times and add some additional space between the icons.
- Increase the size of the color-coded bullets from the “Recent topics” widget and the number of replies icon on the “Most active topics” widget.
- Consider conducting further user research to evaluate the current icons and groupings.

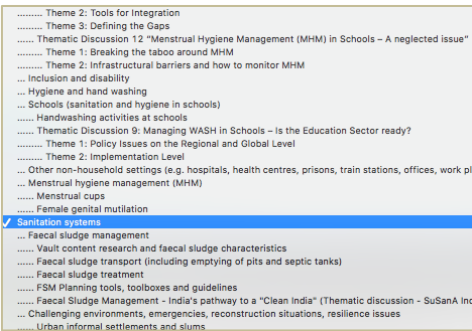
Forum Sub Categories



- It was not clear for participants how to navigate to the post of interest without using search.

Selecting a subcategory

- It was unclear to participants which particular subcategory to select.
- The drop-down presented participants with a full inventory of all the categories and sub-categories making it very difficult to quickly scan and select from such a long list.
- The page listing all the subcategories within a category was difficult for participants to scan quickly. The titles appeared too long to allow rapid scan.



Forum: forum.susana.org

Forum Threads



- Participants expressed mixed opinions about the presentation of Forum threads. Some participants reacted positively to the thread page, some complained and encountered issues.
- Some participants indicated that instead of seeing all the posts within a thread fully expanded, they would prefer to see a collapsed version of the posts, so they could choose which ones to view and easily skip the other ones.
"I don't want to see all posts. I want a small summary of each post, and if I want to read all things, you can expand."
- It was not clear to participants how to get to the last post in a thread.
"I never understood page 1 and 2. When you go to google, the page numbers are at the bottom. It never occurred to me that these were pages here."
- Some participants reported it is hard to scroll up to the original post every time you want to see what the thread is about, and suggested to have a link underneath each post to the original one.

Forum: forum.susana.org

Forum Threads (Continued)

The screenshot shows a forum thread on forum.susana.org. The thread title is "User Interface Feedback Survey" and it is part of a larger discussion on "Sanitation NoW - Unit Operations Approach for Rapid Disinfection of Human Waste (University of Toronto, Canada)". The thread shows a post by "steve4real" and a reply by "Marijn Zandee".

Post by steve4real:

Hi SuSana,
I work as the Project Manager for University of Toronto's Reinvent the Toilet Challenge. We are doing a field trial in Bangladesh this May with a toilet mockup to gain feedback and design input.
In addition to interviewing users about what worked / I did not and how we can improve it, I'm wondering if there have been any studies that passively test user interfaces? We think it would be valuable to observe how the toilet performs, without formally interviewing users, but a little fuzzy on how to measure this and set it up. We want to avoid seeming like we are monitoring bathroom habits.
Any advice / thoughts / anything would be useful!

Reply by Marijn Zandee:

Hi Steve,
That is a tricky one. As it may be hard to do without invading privacy, I don't know of any studies.
Without knowing what sort of toilet you are testing it is also hard to give suggestions, but I assume there is a "correct way" of using the toilet, as there tends to when introducing new technology. One thing you can more or less test is how intuitive the use of your toilet is by providing very limited instructions and checking whether it has been used properly and whether it has remained clean.
I have an intuitive sense that if a toilet is easy to use and looks nice, people will try to keep it clean. But all of this will be very hard to document, let alone fit into an analytical framework.

- It was not clear to some participants how to identify the original creator of a thread.
- It was not clear to some participants where to find the date of a post.
- The difference between “Quick Reply” and “Reply” was unclear.
- Some participants indicated that they did not find user profile information useful. They wanted to understand more of the user’s background, such as if the user is from a rural or urban area, if the user works in research or not, as well as a short bio to see if this might be a good person for them to contact.

Forum: forum.susana.org

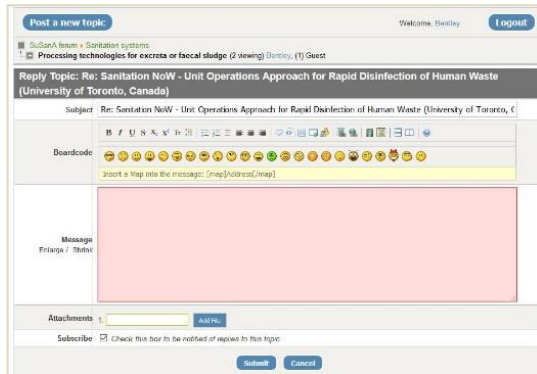
Forum Threads: Recommendations

Re: Any info re 'French Marie' Zimbabwe from 1893	BrownB38	13 Nov 2014 4:59PM GMT
Re: Any info re 'French Marie' Zimbabwe from 1893	Jenny May	13 Nov 2014 6:55PM GMT
Re: Any info re 'French Marie' Zimbabwe from 1893	BrownB38	14 Nov 2014 11:10AM GMT
Re: Any info re 'French Marie' Zimbabwe from 1893	Jenny May	14 Nov 2014 11:49AM GMT
Re: Any info re 'French Marie' Zimbabwe from 1893	BrownB38	16 Nov 2014 11:33AM GMT
Re: Any info re 'French Marie' Zimbabwe from 1893	Jenny May	16 Nov 2014 2:33PM GMT

10 ▾ per page < 2 of 6 >

- If possible, consider allowing users to collapse/expand discussions within a thread, allowing users to quickly skim through the entire thread content and decide which posts to view.
- Consider removing the “Quick Reply” button.

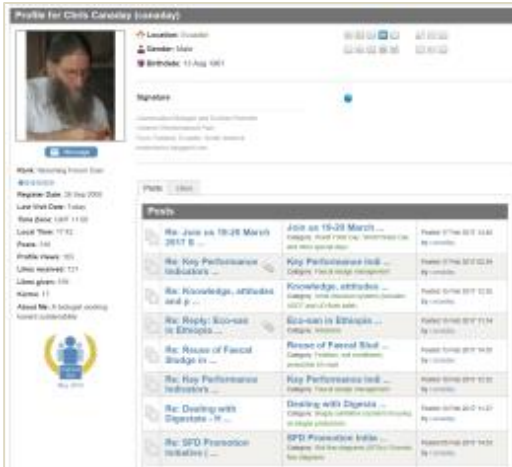
Forum Posting a New Topic



- The process of starting a new post was clear.
- It was clear to select “Post a New Topic.”
- The Post a New Topic screen seemed clear.

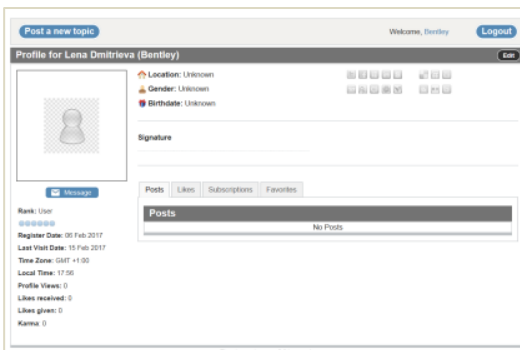
Forum: forum.susana.org

Forum User profile



Reviewing User Profile

- There are other types of information participants would like to see about a user to help them understand their context, such as if the user is from a rural or urban area, if the user works in research or not, as well as a short bio.



Editing User Profile

- After selecting “Edit Profile Details” from the “My Profile” tab in the main navigation, participants expected the ability to edit their profile information right away without having to click “Edit” again.
- When participants navigated to the page, they were inclined to click the image placeholder to add an image.
- “Edit” button was difficult for participants to find.

Forum: forum.susana.org

Forum User profile: Recommendations

- Consider conducting further user research to see what kind of content would be helpful to have in the Profile.
- Once users click “Edit Profile Details,” consider allowing users to edit profile information without clicking the Edit button.

Prioritized Recommendations

High Priority

Global Navigation

- Consider adjusting Global Navigation menu to raise awareness of all the content available on the two sites by integrating Forum within the Mother website, so that clicking the Forum link will keep the user within the mother website.
- Consider presenting users with persistent navigation throughout the Forum experience, including the Forum Homepage. This setup will eliminate the need to have the Enter Forum link, since users will be able to access all the content directly from the Homepage.
- Consider an alternative global navigation structure for Forum:
 - “About Forum” section - links to all information about the Forum, Forum Rules, and information for new users.
 - Recent topics – current Recent topics section
 - User Profile/Name – the name of the user should be acting as a hyperlink; clicking on it, will allow the user to go into one’s profile information and change one’s settings.
 - Help (instead of a question mark icon) – current Help section.

Forum thread

- If possible, consider allowing users to collapse/expand discussions within a thread, allowing users to quickly skim through the entire thread content and decide which posts to view.

High Priority (Continued)

Filtering

- Consider redesigning the Filter function to achieve the following:
 - Raising awareness of filters - making the filters more visible
 - Making filters easier to use – improving filter layout and interaction
 - Making filters easier to refine – adding and removing filters
- Consider modifying the design of the main library page to make advanced searching options the primary and dominant feature that users attend to first, allowing users to start searching for their desired publication right away.
- Consider an alternative presentation of filters with persistent filters that always stay on the page, allowing users to continuously refine search results without leaving the results page.
- Consider integrating all geography-related filters together – by Region and Country.
- Consider presenting a clear grouping of geographic locations, allowing users to first select a region, and only then see a subset of results for that region.
- In the country-select window, consider a more standard top to bottom alphabetical ordering of countries.
- Consider allowing users to select a region without using a map.

Sorting

- Consider providing a more clear grouping of sorting options, perhaps enclosing sorting arrows and corresponding labels within a box.

High Priority (Continued)

Font presentation

- Consider following recommendations for improving readability:
 - 16-pixel font size for all copy. Currently, 14-pixel font is present on many pages.
 - Standard-weight text for all copy. Currently, thin-weight text is present on most pages.
 - A higher contrast ratio of text color to background color. For instance, dark gray text on a light gray background provides little contrast. Black text on a white background is one example of text with a high contrast.
 - Consider underlining or italicizing links in the text body, to allow color-blind users to notice the actionable text.

Search

- Consider extending the length of the search box, so that the entire search string remains visible to the user.

Icons

- Avoid showing category icons without labels, as icon images are open for interpretation.

Medium Priority

Global Navigation

- Consider keeping the following current options: About SuSanA, Events, Working Groups, Regional Chapters, and Forum.
- Consider moving Library and Projects to Global Navigation Menu to raise awareness of the two options, for users who may not know that this content exists on the Mother site and to make this content easier to find for those users who are looking for it.
 - Consider presenting all the materials, such as Case Studies, Conference Material, and Training Material, as filters within the library.
- Consider conducting further user research (see Further User Research section) to review the content and determine an appropriate location for the following content areas that were not included in this usability evaluation: Akvo Sanitation Portal, School Activity Collection, and Thematic Discussion Series, CoP and SFD global menus.
- Consider conducting further research to evaluate an alternative Global Navigation menu below:

About Susana

Events

Working Groups

Library

Projects

Regional Chapters

Forum

Medium Priority (Continued)

Home page

- To encourage vertical scrolling, avoid having all above the fold sections end at the same horizontal level. It will be more obvious to users that there is more content below the fold, if above the fold content appears “cut off.”

Date format

- Consider using words to represent months instead of numbers.
- Consider including years in dates.

User Profile

- Once users click “Edit Profile Details,” consider allowing users to edit profile information without clicking the Edit button.

Low Priority

Social Media icons

- Consider presenting social media icons in the color of their native applications; for example blue for Facebook and red for YouTube. This will make the icons more recognizable to users familiar with the original logos.

Partners

- Consider revising Partners section to include a small subset of logos, and a link to “More Partners,” for a complete list.
- Consider organizing Partner list by area of focus, or type of partner.

Map

- Consider showing a physical map of the region with clear identification of countries.
- Consider showing the total number of search results when hovering over a flagged location.

Forum thread

- Consider removing the “Quick Reply” button.

Low Priority (Continued)

Category icons

- Increase the size of the color-coded bullets from the “Recent topics” widget and the number of replies icon on the “Most active topics” widget.

Home page images

- Consider conducting further user research to evaluate the Homepage imagery to see if the current set resonates with the current users and helps communicate what SuSanA is and does.

Map

- If it’s important to show users the map view, consider showing a physical map of the region with clear identification of countries.
 - Consider showing the total number of search results when hovering over a flagged location on the map.

Cookie message

- Consider presenting the Cookie message only once per IP and redesigning it to make it look like it’s not an integral part of the website and repositioning it to not block the fold.

Further Research

Further research: Usability Testing

- Consider soliciting user feedback on an ongoing basis. If possible, consider having a dedicated in-house UX researcher/designer.
- Consider conducting a follow-up usability evaluation of the new design in Phase 2, as outlined in the original proposal.
- Consider conducting further user research to address issues and concerns that were not covered in this evaluation. Specifically:
 - Search interface. Since Search is a key tool for the site users, consider including evaluation of Search in another usability test, and include all search tools available to the users, as well as a search results evaluation.
 - In-depth review of content and sub-navigation available to users, once they navigate to key content areas of the Mother website. For example, content and sub-navigation available within About Us (e.g., Governance Structure), Indian Chapter (e.g., India Sanitation Coalition) or Working Group pages (e.g., Wiki pages).
 - This evaluation covered users' initial impressions of the content on these pages, but time did not permit users to engage in a detailed review of the content or navigate deeper into the site by following sub-navigation options.
 - Another usability test would allow identifying common usability issues with page content and sub-navigation.
 - Evaluation of Akvo Sanitation portal, School Activity Collection, Thematic Discussion Series, as well as CoP and SFD. If the team is interested in gathering users feedback on these content areas – consider including them in another usability test.

Further research: Information Architecture (IA)

- To evaluate an alternative Global Navigation menu for the Mother website as well as the Forum, consider conducting a top-down Information Architecture (IA) evaluation.
 - This type of evaluation can be conducted online, which allows us to get feedback from a large number of participants.
 - The evaluation would measure how well users are able to find items within a proposed IA.
 - Each participant is given a set of tasks and asked to find specific information within the IA.
 - To identify the highest performing IA, the current IA could be compared to one or two alternative IAs using the following metrics:
 - Success (percent of participants who correctly completed the task)
 - Directness (the average number of clicks to complete the task correctly)
 - Time (the amount of time to correctly complete the task)

Further research: Information Architecture (IA)

- To determine the appropriate grouping of categories and subcategories within the Forum, (if it's possible to make changes), consider conducting bottom-up Information Architecture (IA) evaluation - an open card sort.
 - This type of evaluation can be conducted online, which makes it possible to get feedback from a large number of participants.
 - An open card sort is a common UX research technique, used to identify which items in an information architecture (IA) should be grouped together, and what to call those groups of items.
 - An open card sort involves reducing the IA to an information hierarchy, devoid of any design or layout.
 - Each participant is given a set of items and is asked to group similar items together, and name those groups.
 - The data can then be aggregated and analyzed through cluster analysis to identify which items are most important to be grouped together. The data collected helps inform the development of an intuitive IA.

Appendix: Participant Profiles

Overview

	Region	Gender	Age	University Degree	Years of Experience in Sector	Employer Type	Focus of Work	Nature of Work
Target	Africa: 6 Asia: 6 Plus Americas, if needed	Mix	Mix	Mix, skewed toward University degree	Mix	Mix	Mix	Mix
Tally	Africa: 5 Asia: 6 Americas: 1	Female: 6 Male: 6	18 - 30: 5 31 - 50: 5 51+: 2	University Degree: 12	<10 years: 7 10+ years: 5	Education/ research: 7 Local NGO: 4 International NGO: 1 Network/ Association: 1 Private Sector: 1 Governmental/ State-owned organization: 1 Multilateral organization: 0	Local: 8 National: 8 Regional: 7 Global: 3	Field: 7 Office: 5

Participant Profiles

Participant Number	Region	Country	Gender	Age	University Degree	Years of Experience in Sector
1	Africa	Malawi	Female	31 - 50	Yes	10+ years
2	Asia	Nepal	Male	18 - 30	Yes	<10 years
3	Asia	Pakistan	Male	18 - 30	Yes	<10 years
4	Asia	Bangladesh	Male	31 - 50	Yes	<10 years
5	Africa	South Africa	Female	18 - 30	Yes	<10 years
6	Africa	Zimbabwe	Female	31 - 50	Yes	10+ years
7	Mexico	Mexico	Female	31 - 50	Yes	10+ years
8	Asia	Indonesia	Female	31 - 50	Yes	10+ years
9	Africa	Cameroon	Male	18 - 30	Yes	<10 years
10	Asia	India	Male	51+	Yes	10+ years
11	Asia	Philippines	Male	18 - 30	Yes	<10 years
12	Africa	Ghana	Female	51+	Yes	<10 years

Participant Profiles (Continued)

Participant Number	Employer Type	Focus of Work	Nature of Work
1	Education/Research	Local, National, Regional	Field
2	Local NGO	Local, National	Field
3	Local NGO, Education/Research, International NGO, Network/association	Local, National, Regional, Global	Field
4	Education/Research	National, Global	Office
5	Education/Research	Global	Office
6	Education/Research	Local, National, Regional	Office
7	Local NGO	Regional	Office
8	Education/Research	Local, National	Field
9	Private Sector	National, Regional	Field
10	Government/State owned organization	Local, Regional	Office
11	Education/Research	Local, National, Regional	Field
12	Local NGO	Local	Field

Appendix: Tasks

Group A Tasks

TASK 1

Imagine that you haven't used the SuSanA website for a while and want to see what's new. Please, use the website to find out.

TASK 2

- a. Find a SuSanA publication about fecal sludge management developed for practitioners working in the field in Kenya.
- b. Take a look at the most recent publication on the list.
- c. Email the link to this publication or the publication itself to a friend.

TASK 3

Find all the projects conducted in Southern Africa.

TASK 4

You are considering setting up a local SuSanA chapter for your country.

Take a look at the Indian chapter and let me know if you would find it helpful to have a similar page for your country.

TASK 5

You are interested in the topic of sanitation in cities and heard that SuSanA has a working group on this topic.

Find out what this working group has to offer and how you could get involved.

TASK 6

You have a question about behavior change methods that you would like to ask other SuSanA members.

Use the SuSanA platform to ask your question.

TASK 7

Let's take a closer look at the site's navigation.

Without clicking on anything, please, tell me what you would expect to see under each top navigation option.

Group B Tasks

TASK 1

- a. Please navigate to the forum website the way you normally would.
- b. Take a look at what different people said about the following post started in 2013: “Sanitation NoW - Unit Operations Approach for Rapid Disinfection of Human Waste (University of Toronto, Canada).”
- c. Who started this thread and when.
- d. Please respond to the last post.

TASK 2

Take a look at the Forum front page and share your impressions.

TASK 3

Find out what some of the recent forum discussions were about.

TASK 4

A user named “Canaday” posted on the Forum some time ago.

You want to find his post, but don’t remember the name of the post.

Find all posts by “Canaday.”

TASK 5

- a. Add a picture to your forum profile.
- b. Use the help section to find out about how to change your user profile.

TASK 6

Take a look at SuSanA’s 13 working groups to learn about how SuSanA members contribute to SuSanA.

TASK 7

Let’s take a closer look at the site’s navigation.

Without clicking on anything, please, tell me what you would expect to see under each top navigation option.



USER EXPERIENCE CENTER