

Usability Review

Learning Central

Presented by Carrie Dugan
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EXECUTIVE SUMMARY

High Level Findings

1. Learning Central does not provide a visible system workflow model.
2. Learning Central does not follow a consistent and standard user interaction model.
3. Search is not consistent and does not follow an expected user interaction model.
4. Buttons, links and icons do not follow an expected user interaction model.

High Level Recommendations

1. Provide only one way to register and a visible workflow
2. Launch the course from the link text of the course title and put description under header followed by a more... for overflow text
3. Provide a consistent search experience. Keywords should include words in course title. Users should be able to find courses by title, keyword, and delivery method. Search should work with the catalog browse experience.
4. Icons should all initiate actions or not be used. Place icons in context to system actions. Link text should initiate the action described. Label buttons appropriately according to the standard actions.

Next Steps Recommendation

Discuss findings with Accenture

Based on findings and recommendations in this review, users will not accomplish the primary goal of completing courses in this system without severe difficulty or a call to the Help Desk which is time consuming and costly. Integrating the workflow into the application will help to resolve a lot of the difficulty currently found in using the System.

Follow up with Field and Lab usability studies and iterate as changes with the system occur.