

# Evaluation of Zot!Portal

<https://portal.uci.edu>

# Zot!Portal - Mission Statement

To provide UCI students, faculty, staff, and the community a single campus resource for efficient, unified, and customized access to the information and tools they need.

The screenshot displays the UCI Zot!Portal website interface. At the top, there is a blue header with the UCI logo and 'Zot!Portal' text. Navigation links for 'UCI Help Support Logout' and a 'Menu' icon are visible. Below the header is a yellow navigation bar with tabs for 'Student' and 'Faculty & Staff', and a secondary bar with 'Main', 'Academics', 'Finances', and 'Campus Life'. A search bar is located in the top right corner.

The main content area is divided into several sections:

- Highlight:** Features a '2015 Fall Career Fair' announcement. The text states: "The 2015 Fall Career Fair will take place on Thursday, October 22 from 10 a.m. to 3 p.m. in the UCI Student Center. Representatives will be present from nearly a hundred different companies to discuss job opportunities with students. The Career Center will also be hosting a workshop to prepare students for the fair on October 21. For more information on the workshops and fair, please visit the [Career Center website](#)." An illustration of a bear mascot in a suit is positioned to the right of the text.
- Announcements:** Includes a 'ZotPortal' update: "New and Improved TreeMenu Portlet" and a 'Worklife & Wellness' announcement for 'Food Day 2015'. The text for Food Day 2015 reads: "A nationwide celebration and a movement for and sustainable food, Food Day takes place on October 24. Sign the pledge and participate in food-related activities! See also: <http://www.wellness.uci.edu/foodday>".
- My Checklist:** A section with the heading "Congratulations! Your checklist is empty. You can safely remove this portlet from your layout."
- MyEEEE Tasks:** A section with the heading "You don't have any tasks in MyEEEE right now. Be mindful that not all professors and TAs post tasks on MyEEEE." Below this heading are links: "Go to MyEEEE" and "View all of my tasks".

On the right side of the interface, there is a vertical sidebar with a search bar and several 'Options' dropdown menus. At the bottom right, there is a note "(activated only)".

# Customer's View

## **Current Problems:**

- Low adoption rate among students and faculty/staff.
- Students currently bookmark multiple UCI websites, whose content is available in one place under ZotPortal.

## **Initial Requirement:**

- Understand what the students & faculty/staff would want in the portal.
- Suggest required changes and enhancements to the portal based on the requirements from users.

# Team's Initial Understanding

## Pros:

- The portal provides information we require on a daily basis at one place.
- The information is personalized and upto date.
- Facilitates customization by users according to their need.
- Content experts can use criteria to push content to specific group of users

## Cons:

- Lack of awareness resulting in low adoption rate.

# Initial Plan of Action

Chose to conduct unstructured interviews of students around the campus,

- To understand the problem of low adoption.
- To gather information on what users like and don't like about the portal.
- To collect ideas of new features they would like to have in the portal.
- To come up with concrete questions for the follow up surveys.

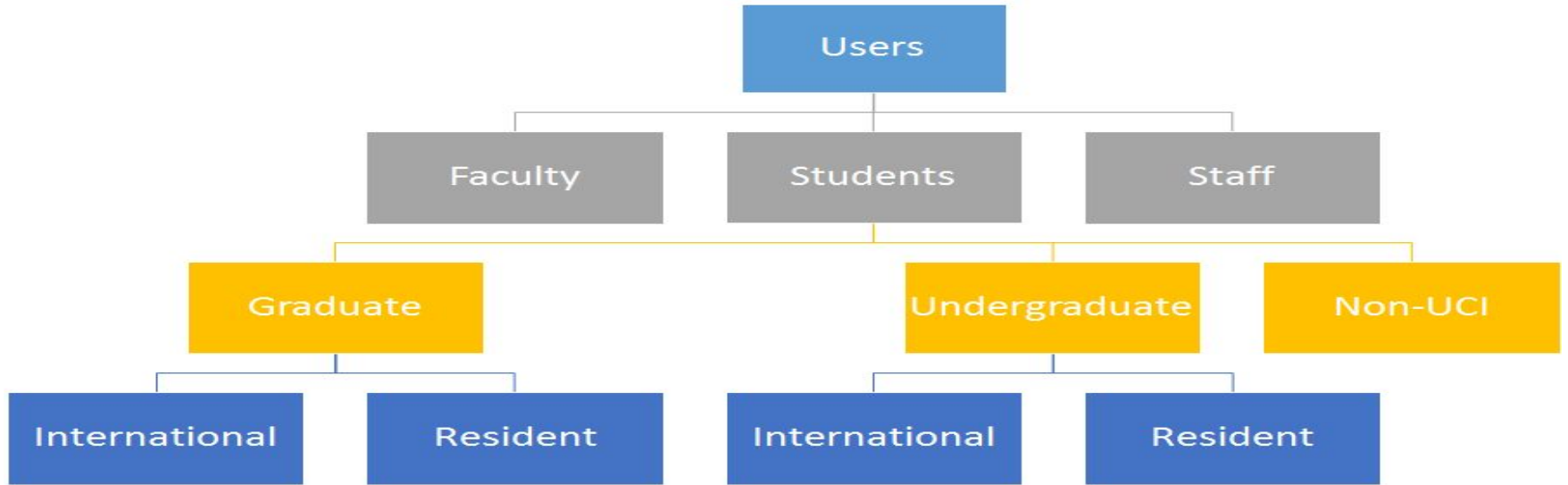
Conduct usability testing sessions wherein users are required to navigate the portal and find information on it.

# Interview Methodology

## Initial Interviews (Phase I):

- Identified user groups.
- Interviewed 3-4 users from each group with varied background.
- Open ended questions were asked to get a holistic view.
- Encouraged users to access the portal and provide their feedback on the go.

# User Groups



# Interview Questionnaire

Have you heard or not heard of ZotPortal?

-> **Yes**

What do you use it for?

How often do you use it?

-> **No**

What UCI sites do you visit most often?

How do you find these?



# Interview Questionnaire (contd.)

## -> Common Questions

[Go to portal.uci.edu](http://portal.uci.edu)

What do you like or not like about ZotPortal?

What else would you want it to do?

Would you do a follow-up survey for us?

# Results for student interviews

## Demographics

- Interviewed 17 students ( Grads and Undergrads )
- 5 - heard of ZotPortal, 12 - not heard of ZotPortal

## Comments and Observations

- Low familiarity - Students frequently used search box
- Idea of ZotPortal is good but it is not easy to find information
- Students like the announcements tab
- Home page is cluttered with information.

# Results for student interviews (contd.)

## Wish List

- Bus Schedules
- Integration with Zotlink for job search.
- Integration with ZotAccount for billing info.
- Appointment scheduling for counseling, health center and international center
- Checklists for new international students
- Capability to book study rooms
- Housing information

# Results for student interviews (contd.)

## Wish List (contd.)

- Point of contact with alumni
- Dept. website integration
- Information and rating of top portlets
- Minimal Default layout to prevent text overload
- Notifications that can be imported into personal calendar easily
- Sortable and Easily categorizable announcements
- Mobile app

# Planned Methodologies

## Interview - Phase I

- Problem statement is open-ended
  - Scope of improvements is broad, as well as unrestricted.
  - To gather lot of information from few users.
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- Duration : ~5 minutes
  - Planning to interview ~30 people

# Planned Methodologies (Contd.)

## Usability Test Sessions

- To analyze the easiness/difficultness of navigation.
  - To infer appealing default layout for portal.
  - Using Morae software tool to capture session.
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- Duration : ~ 5 - 10 minutes
  - Planning to Test ~10 people

# Planned Methodologies (Contd.)

## Survey

- Usefulness of existing and new features are presented for user rating.
  - Importance will be given for various layout evaluation.
  - Open questions for any feature will be encouraged.
  - To segregate various features and layouts based on study groups.
- 
- Duration : ~ 10 minutes

# Planned Methodologies (Contd.)

## Interview - Phase II

- Mockups and Wire frameworks of improved features will be provided to users.
- Will be collecting final feedback from the users.
  
- Duration : ~5 minutes
- Planning to interview ~30 people



# Sub-Groups

<b>Name</b>	<b>People</b>
Subgroup 1 (SG 1)	Jwala Mohith, Vijaykumar
Subgroup 2 (SG 2)	Yugandhar, Rajani, Anjana
Subgroup 3 (SG 3)	Prateek, Swanand, Rathan

# Project Timelines

<b>Task Name</b>	<b>Timeline</b>	<b>Persons responsible</b>
Initial discussion and ramping up on project details	Week 2	SG 1, SG 2, SG 3
Student interviews (Phase 1)	Week 3 - Week 4	SG 1, SG 2
Faculty/ Staff interviews (Phase 1)	Week 4	SG 3
Usability test sessions	Week 4	SG 1, SG 2(Students) SG 3 (Faculty/Staff)
Survey	Week 5	SG 1, SG 2(Students) SG 3 (Faculty/Staff)
Mockups/ Wireframes	Week 6	SG 1, SG 2, SG 3
Student/ Faculty/ Staff interviews (Phase 2)	Week 7	SG 1, SG 2(Students) SG 3 (Faculty/Staff)
Final Mockups/ Wireframes	Week 8	SG 1, SG 2, SG 3
Presentation and Report	Week 9	SG 1, SG 2, SG 3

Thank you