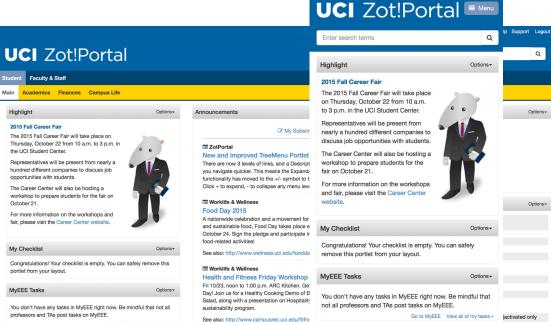# Evaluation of Zot!Portal

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.

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.
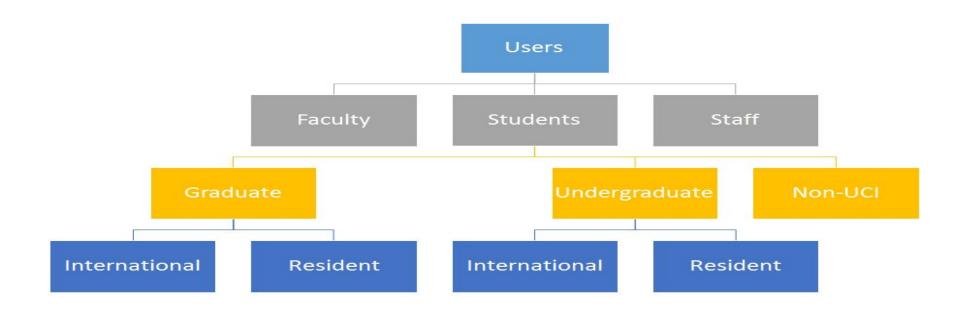- To come up with concrete questions for the follow up surveys.

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

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.

- 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.

- 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

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

Project Timelines

Task Name	Timeline	Persons responsible
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