CPA Create Template UX Design Ideation



Usability test findings

The CPA pilot was extremely well received. Participants experienced very few issues with completing tasks and felt the application contained the correct items and area.

- All participants found information scent trails and navigation easily and had no issues completing tasks.
- All participants indicated the flow met their expectations
- They were very optimistic about the system's capabilities as compared to existing manual processes.
- All participants appreciated the right-side summary views as they progressed through flows.

Create a Template

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Overview

Cance

- Participants were unfamiliar with the difference between a framework and a template.
 - A template description was expected as an additional field.
 - Table search was not clear as to what might be searched .
 - Most participants expressed a preference for scrolling vs. pagination for long table display.



Create a Template Recommendations

The CPA UX research and usability tests highlighted that participants needed more clarification on some of our complex features such as "Weighting" and minor improvements that could be easily made on the flow and layout.

Template details

- Adding a character count to the question text input field.
- Adding a Description input field as many users expressed the need for it.

Question summary

 3) Accommodate question counts in the summary as many participants felt the summary could not account for the potential high number of questions in a template (100s)

Weighting

A) Many participants were confused by the "Weighting" options and how they would work. More work will be done to simplify and clarify the section.

EY Template details

1) Adding a character count to the question text input field.

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When adding character limits on our form fields, we need to look at whether we should reflect the current size of data entry, or to simply hard-limit and inhibit data entry beyond that size.

Pros: Feedback in context instead notifying users of exceeded the maximum limit allowed after submitting the form.

Cons: Users don't notice the little numbers updating.

There are few ways character count could be implemented, but we shouldn't limit the actual number of characters that can be entered to the actual limit we show as the maximum. It's always good to be able to finish the flow of what you want to say and then edit down

Step 1 of 3	
Template Summary	
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The description will provide more information to users who will need to select template to work with.

It will prevent users to name theirs templates with wordy sentences.

2) Additional input field for a "Template Description"

Template Description display

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Some of our questions will be wordy with more than one sentence. Accommodate a high number of questions in the summary area will be challenging and overwhelming for the user.

Proposed solution 1:

We could indicate the question counts at the groups level to give users feedback, with a mean to access the question list on a modal / side panel.

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Added Questions

Groups tree with question counts (accordion)

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Added Questions



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Proposed solution 1:

We could indicate the question counts at the groups level to give users feedback, with a mean to access the question list on a modal / side panel. Sliding side panel (Modal)

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Some of our questions will be wordy with more than one sentence. Accommodate a high number of questions in the summary area will be challenging and overwhelming for the user.

Proposed solution 2:

Use the accordion for feedback (no view button) then move the question summary into the weighting screen where viewing the question might be helpful. Side panel with no click through.

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Some of our questions will be wordy with more than one sentence. Accommodate a high number of questions in the summary area will be challenging and overwhelming for the user.

Proposed solution 2:

Use the accordion for feedback (no view button) then move the question summary into the weighting screen where viewing the question might be helpful. Split weighting screen with the questions

Step 2 of 2

Arrangement and Weighting. (Optional) You can reorder your sections that have been automatically weighted for you. Drag and drop your sections to reorder and adjust theirs weighting score from 1- 100.								
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We should use a tooltip that will provide a meaningful explanation on the why we need to weight each section.

Tooltips will be the less intrusive and perfect to use next to this complex feature.

Step 3 of 3			
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 To clarify the use of our weighting system we could bring into focus the part or section of the assessment where the points are been allocated, when the user interact with. (e.g. Domain, Subdomain level)

Proposed solution:

All irrelevant fields are disabled when the user interact with one (on focus) and the remaining points that has to be allocated should be display.

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In order to help the user weighting each part of the assessment, we should allow the him to view the relevant questions so that he or she can decide the overall section importance.

View button on each subdomain to open the side panel

Proposed solution:

A view button will allow access to the relevant questions listed in a table on the side panel.

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In order to help the user weighting each part of the assessment, we should allow the him to view the relevant questions so that he or she can decide the overall section importance.

Proposed solution:

A view button will allow access to the relevant questions listed in a table on the side panel.

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Side panel with the question in display



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Create a Template

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Wire Frames V3





Create a Template

Step 1 of 2				Added Questic	ons
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Previous: Questions

Create a Template

(Step 2 of 2)

Arrangement and Weighting. (Optional) 🕕

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Template Summary

Template Name My First Template

Template Description

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Questions

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