Evaluating the Usability of a Newly Created Business Office Website

Angela Gannon
University of Hawaiʻi at Mānoa
Learning Design & Technology | Spring 2017
BACKGROUND

1. About Me
2. Project Concept
3. The Problem
4. The Solution
USABILITY DESIGN

1. What & Why
2. Tools
3. Influences
4. Original Prototype
USABILITY RESULTS

1. Participants
2. Modifications
3. Results
MOVING FORWARD

1. Website Future

2. What I Learned
9 years with Academic Instruction for Asst. Dean’s Office

17 years with Administration the Vice Chancellor
College Employee

Info Tech Student

9 years with Academic Instruction for Asst. Dean’s Office

17 years with Administration the Vice Chancellor

• Office Administration & Technology, A.S. (1985)
• Business Careers, A.A.S. (2013)
• Business & Information Technology, B.A.S. (2013)
• Certificate in Online Learning & Teaching, student COLT (2017)
• Learning Design & Technology, student M.Ed. (2017)
Welcome to the UH Maui College - Administrative Services Survey

The Administrative Services Department is conducting a survey to all faculty & staff of UH Maui College of our services in the areas of Administrative, Business Office, Campus Security, Operations & Maintenance and Personnel. Your response would be greatly appreciated.

This survey will be closed on Friday, May 13, 2016.

Welcome to My Survey

Thank you for participating in our survey. Your feedback is important.
SURVEY RESULTS:

An average of 20% felt strongly that there was a need for access and resources.
Comments:

“Information and guidance are needed.”

“When policies and procedures change, there is no campus notification.”

“It is hard to find necessary forms.”

“I need more direction on how to complete travel documents.”
Faculty, Staff and Students need an information resource to be *always* available for them.
Existing Website Presence
March 2016:

The Business Office provides high quality service and support to credit, non-credit and extramural programs within the College. The Business Office provides administrative services in the following areas: financial accounting, budgeting, purchasing, disbursing, cashing and cash management, auxiliary services, contract administration, payroll, as well as the development and administration of internal policies and procedures for these areas.
Create a mock-up website for the Business Office
Create a mock-up website for the Business Office and conduct a Usability Study to evaluate and see if it works.
Basic Process:
1. Watch participants
2. They perform tasks
3. Note their problems
4. Make recommendations
5. Iterate

WHAT IS A USABILITY STUDY?

Have any of you been a participant in a usability study?
**Basic Process:**

1. Watch participants
2. They perform tasks
3. Note their problems
4. Make recommendations
5. Iterate
**Basic Process:**

1. Watch participants
2. They perform tasks
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**WHAT IS A USABILITY STUDY?**

- **Background**
- **Usability Design**
- **Usability Results**
- **Moving Forward**
**Purpose** was to evaluate the **NEWLY created website’s** ...

- usefulness,
- ease of navigation,
- and accessibility to resources and links

...for the faculty, staff, and prospective/current students of UH Maui College
**TOOLS**

**PROS:**
- Easy to manage
- Easy to build
- HTML Edit Source Tool

**CONS:**
- Limited Font Choice
- Limited Bullet Choices
- Lack of Animations
PROS:
✓ Easy to manage
✓ Easy to build
✓ HTML Edit Source Tool

CONS:
✓ Limited Font Choice
✓ Limited Bullet Choices
✓ Lack of Animations
Data Collection Tool
Observation/Interview Sheet

Participant’s Name: _____________________  Test date: _____________________
Starting time: ___________________________  Ending time: __________________

___ Check if the consent form has been signed.

Task #1: Initial Reactions

Have you ever seen this Website before? ___ yes ___ no

Please give me your initial impressions about the layout of this page and what you
think of the colors, graphics, photos, etc?
_____________________________________________________________________
_____________________________________________________________________

Without clicking on anything yet, please describe the options you see on the home
page and what you think they do.
_____________________________________________________________________
_____________________________________________________________________
Data Collection Tool
Observation/Interview Sheet

Participant’s Name: _____________________  Test date: _____________________
Starting time: ___________________________  Ending time: ______________________

___ Check if the consent form has been signed.

Task #1: Initial Reactions

Have you ever seen this Website before? ___ yes ___ no

Please give me your initial impressions about the layout of this page and what you think of the colors, graphics, photos, etc?
_____________________________________________________________________
_____________________________________________________________________

Without clicking on anything yet, please describe the options you see on the home page and what you think they do.
_____________________________________________________________________
_____________________________________________________________________

Post-Usability Survey

Thank you for being a participant in the Business Office Unit Website Usability Study. Now that the Usability Study is completed, I have just six significant and very important questions to ask in order to complete my data collection and feedback from you on the website.

This survey should be completed within 24 hours of completing the Usability Study and should only take 5 minutes to complete. Your feedback is very important to this process and your identity will be kept anonymous.

Now on with the questions...

This form is automatically collecting email addresses for University of Hawaii users. Change settings

1. If you could make one significant change to this website, what change would you make?
   Long answer text

2. Would you return to this website on your own in the future? Why/why not?
   Long answer text
Data Collection Tool
Observation/Interview Sheet

Participant’s Name: _____________________  Test date: _____________________
Starting time: _________________________  Ending time: ____________________

Check if the consent form has been signed.

Task #1: Initial Reactions

Have you ever seen this Website before? ___ yes ___ no

Please give me your initial impressions about the layout of this page and what you think of the colors, graphics, photos, etc?
_____________________________________________________________________
_____________________________________________________________________

Without clicking on anything yet, please describe the options you see on the home page and what you think they do.
_____________________________________________________________________
_____________________________________________________________________

Think Aloud Protocol Testing
Best Practices:

Business & Fiscal Office Websites
University of Hawai‘i System

Financial Management Office

UH CC System- Administrative Affairs
Subject Matter Experts:

✓ Vice Chancellor
✓ Fiscal Administrators
✓ Accounts Payable & Receivable
✓ Cashiers
✓ Travel
✓ PCard Specialists
✓ Revenue Generating
Design Goals:

✓ Populated with SME guidance
✓ Consistency between pages
✓ Links options
✓ Created 8 pages
Mission...
The UH Maui College Business Office's mission is to provide exceptional customer services to the University of Hawaii Maui College's (UHMC) students, faculty, staff and community. We will accomplish this by creating a 'friendly' atmosphere, continue to have an "open door" policy, and design avenues to "share" our knowledge. Our idea is to increase the College's awareness in the areas of fiscal management, procurement, disbursement, cash management and contract administration.

Back to the Top
Cashier’s Office Homepage

Hours of Operation...
Monday-Thursday
8:30am-3:30pm
Friday
8:30am-12:00pm
2:00pm-3:30pm

Office Phone Contact...
984-3257

Cashier Payment Options...
- Debit Card
- Cash
- Check or money order payable to the University of Hawaii
  1. Please include student’s UH ID number on the check or money order
- Online at http://MyUH.hawaii.edu
- Electronic Check
- All major credit cards accepted, excepted American Express.
- Ho`okipa Building Cashier Office Drop Box
  1. Check or money order payable to the University of Hawaii.
  2. Please include student’s UH ID number on the check or money order

Tuition is subject to change without notice.
For more information about payment procedures, please contact the UH Maui College Cashier’s Office (984-3257).

Apply for financial aid to help pay for college!
Visit the UH Maui College Financial Aid Office. Resident tuition rate also applies

Cashier Staff Listing...
- Talia Purdy, Cashier
  tpurdy@hawaii.edu
- Liana Awana, Cashier
  lawana@hawaii.edu
- Karen Kahanaol-Use, Cashier
  uso@hawaii.edu

Sub-Pages...
- Academic Calendar
- Financial Obligations and Policies
- Payment Procedures and Options
- Transcript Requests
- UHMC Related Resources & Links

Background          Usability Design           Usability Results      Moving Forward
Cashier’s Office Homepage

Cashier Payment Options...
- Debit Card
- Cash
- Check or money order payable to the University of Hawai‘i
  1. Please include student’s UH ID number on the check or money order
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Tuition is subject to change without notice.

For more information about payment procedures, please contact the UH Maui College Cashier’s Office (808-984-3257).

Apply for financial aid to help pay for college!

Visit the UH Maui College Financial Aid Office. Resident tuition rate also applies
Welcome to the University of Hawaii Maui College Purchasing Card Website!

The University of Hawaii Purchasing Card simplifies the procurement of goods and services by allowing the cardholder to exercise purchasing power over their small procurement needs, thereby reducing the time it takes to obtain these goods and services. Responsibility resides with the cardholder to exercise proper use of this purchasing tool in support of the University program, within the guidelines of the University of Hawaii Administrative Policies and Procedures.

Features...
- $2,495.00 single transaction limit.
- Accepted by Mastercard merchants.
- Application Eligibility is restricted to UH regular full-time employees.
- Built in restrictions over purchasing activity to prevent fraudulent charges.

Note: Participation in the PCard Program is a revocable privilege.

Administrative Procedures (AP)...
- AP 6.851 Employee Out-of-State and Intra-State Travel
- AP 6.266 UH Purchasing Card Administrative Procedures
- AP 8.223 General Principles
- AP 8.225 Limitations in Purchasing
- AP 6.225 Small Purchases
- AP 6.265 Specialized Purchasing
- AP 6.561 Tax Treatment of Non-Svc Financial Asset for Individuals

Sub-Pages...
- Cardholder Roles & Responsibilities
- Card Limits
- Contact Us
- Deadlines
- Forms
- PCard Allowable Travel Expenses
- PCDO - Reconciliation
- Receipts
- Resources
- Updates

Back to the Top
PCard Homepage

PCard

Cardholder Roles & Responsibilities
Card Limits
Contact Us
Deadlines
Forms
PCard Allowable Travel Expenses
PCDO-Reconciliation
Receipts
Resources
Updates

Background
Usability Design
Usability Results
Moving Forward

Welcome to the University of Hawaii Purchasing Card Website!
The University of Hawaii Purchasing Card Program allows the cardholder to exercise purchasing power over their small procurement needs, thereby reducing the time it takes to obtain these goods and services. Responsibility for the Purchasing Card Program is under the aegis of the University’s Administrative Procedures (AP).

Features...
- $2,495.00 single transaction limit
- Accepted by Mastercard
- Application Eligibility is required
- Built in restrictions over purchase amounts

Note: Participation in the Purchasing Card Program is at the discretion of the department head.

Sub-Pages...
Cardholder Roles & Responsibilities
Card Limits
Contact Us
Deadlines
Forms
PCard Allowable Travel Expenses
PCDO-Reconciliation
Receipts
Resources
Updates

Back to the Top
Welcome to the University of Hawaii Maui College Procurement Website!

Procurement business is conducted using the Kuali Financial System (KFS).

Procurement is the buying, purchasing, renting, leasing, or otherwise acquiring of goods, services, or construction including all functions that pertain to the obtaining of goods, services, or construction such as description of requirements, selection and solicitation of sources, preparation and award of contracts and all phases of contract administration.

KFS is a modular financial accounting system designed to meet the needs of higher education. The University of Hawaii (UH) has implemented the following KFS modules: Chart of Accounts, General Ledger, Financial Processing, Labor Ledger, Accounts Receivable, Contracts and Grants, Purchasing, Accounts Payable and Capital Asset Management.

Introduction to KFS...

This link will provide you with a PDF file format overview of the Kuali Financial System, including who uses it, logging in and out, basic features such as detailed searching and their "magnifying glass" search technique.

Methods of Source Selection...

- The University of Hawaii requires that purchases be made utilizing one of the source selection methods.
- Identifying the proper method will ensure an effective and efficient purchasing process.

1. $0-$2,000.00 Electronic quotations via SuperQuote are recommended but not required. No minimum number of quotes is required.
2. $2,000.01 - $50,000 All electronic quotations via SuperQuote is required.
3. $50,000 or more Formally advertised procurement as an Invitation for Bid (IFB) or Request for Proposal (RFP).

Over $2,500 - Select ONLY ONE method of purchase

1. SPO Price/Vendors List
2. Exempt
3. Sole Source
4. Request for Quotations/SuperQuote
5. Competitive Sealed Bidding (Invitation for Bids)
Background

Welcome to the University of Hawaii Procurement Website!

Procurement business is conducted according to the standards and procedures set by the US Office of Management and Budget. The University of Hawaii (UH) has implemented the following KFS modules: Chart of Accounts, General Ledger, Financial Processing, Labor Ledger, and Budget Management.

Introduction to KFS...

This link will provide you with a PDF file format overview of the Kuali Financial System, including who uses it, logging in and out, basic features such as detailed searching and their "magnifying glass" search technique.

Methods of Source Selection...

- The University of Hawaii requires that purchases be made utilizing one of the source selection methods.
- Identifying the proper method will ensure an effective and efficient purchasing process.

1. ≤$2,200.00 Electronic quotations via SuperQuote are recommended but not required. No minimum number of quotes is required.
2. $2,200.01–< $50,000 All electronic quotations via SuperQuote is required.
3. ≥$50,000 or more Formally advertised procurement as an Invitation for Bid (IFB) or Request for Proposal (RFP).

OVER $2,500 - Select ONLY ONE method of purchase

1. SPO Price/Vendors List
2. Exempt
3. Sole Source
4. Request for Quotations/SuperQuote
5. Competitive Sealed Bidding (Invitation for Bids)

Usability Design

Usability Results

Moving Forward

Procurement Homepage

Procurement (Purchases)
Special Purchases
Kuali Financial System (KFS)
Links and Resources
Logging In and Out of KFS
UH Procurement Policies and Forms
Vendors

Back to Procurement Homepage
Revenue Generating Homepage

Welcome to the Revenue Generating Homepage.

This site is intended for use by University of Hawaii Business Unit administrators, program staff, and the Business Office, in carrying out the duties set forth in the the University policy for revenue generation.

Revenue Generating Programs

Resources:
- UHCPP B.6.200 Financial and Operational Oversight of Revenue Generating and Financially Self-Sustaining Programs
- AP 5.6.15 Supply Inventory
- AP 5.6.16 Accounts Receivable
- AP 8.7.01 Receipting and Depositing of Funds Received by the University
- AP 8.7.20 Establishment of Change Funds

Contacts:
1. Tala Purdy (Tel: 984-3309)
   Email: tpurdy@hawaii.edu
2. Ilana Avela (Tel: 984-3466)
   Email: ilana@hawaii.edu
3. Karen Kahana-Uche (Tel: 984-3515)
   Email: kku@hawaii.edu
4. Delena Fugita (Tel: 984-3375)
   Email: delena@hawaii.edu

Related University Policies
- UHMC Policy for Revenue Generating Programs

Sub-Pages:
- Segregation of Duties
- Procedures for Receipting Cash/Check
- Daily Deposit Procedures
- Monthly Reconciliation
- Revenue
- Accounts Receivable
- Inventory
- Administrative Cost Assessment
- Departmental Cash Handling Procedures

Back to the Top
Welcome to the Travel site!

The purpose of this page is to provide you with the guidelines, procedures and additional resources you will need when preparing travel for all UH employees.

If doing travel for an extramural grants, please use the RCUII Travel Fiscal site [LINK]. If questions, contact the Office of Extramural Programs (OEP) at 808-372-22 or ext 722.

Travel is processed through the University of Hawaii eTravel site...

- eTravel is a joint project between Information Technology Services (ITS) and the Financial Management Office (FMO), specifically the Office of Disbursing and Payroll.
- eTravel is a system-wide application for online Travel Requests, Advances, and Reimbursements.
- Formal instructions can be found at the eTravel Home Page - [http://www.hawaii.edu/etravel/](http://www.hawaii.edu/etravel/)

Administrative Procedure No. AP-501 provides guidelines and procedures for University employees and affiliates under the authority of the Board of Regents Policy, Part D, Chapter 6-7, and in accordance with the Internal Revenue Service (IRS) requirements and collective bargaining agreements.

These guidelines and procedures apply to all State and extramural sources of funds.

Travel Office Staff & Location...

For help with your travel, contact Misti Boll
Phone: (808) 984-3389
Email: misf@hawaii.edu
Location: Business Office, Ho'okipa Bldg, Room 113

For help for your extramural grants with RCUII funding contact the OEP Office at 984-372-222 or ext 722.

Sub Pages...
- Travel Guide
- Creating a Travel Request
- Creating a Manual Travel Form
- Creating a Travel Completion
- Travel Reimbursement
- Allowable and Dis-allowable Expenses
- International Travel
- Creating Travel Related Requisitions
- Lodging
- Transportation
- Expenses Claims

Travel Homepage
Travel Homepage

Welcome to the Travel site!

The purpose of this page is to provide you with the guidelines, procedures, and forms necessary for travel and reimbursement. For help with your travel, contact Misti Ball. Phone: (808) 984-3389, Email: misti@hawaii.edu

Travel Office Staff & Location...

For help with your travel, contact Misti Ball.
Phone: (808) 984-3389
Email: misti@hawaii.edu
Location: Business Office, Hoʻokipa Bldg., Room 113

For help with your extramural grants with RCUH funding contact the OEP Office at 984-3722 or ext 722.

Travel is processed through the University of Hawaii System's Travel Office.

Administrative Procedure No. A8-051 provides guidelines and procedures for travel and expense reimbursement. These guidelines and procedures apply to all State and extramural sources of funds.

Sub Pages...
- Travel Guide
- Creating a Travel Request
- Creating a Manual Travel Form
- Creating a Travel Completion
- Travel Reimbursement
- Allowable and Disallowable Expenses
- International Travel
- Creating Travel-Related Requisitions
- Lodging
- Transportation
- Resources & Forms
- FAQ Storyboard

Travel Homepage
**Participant Criteria:**

1. Current UHMC employee
2. Knowledge in using a computer and the internet;
3. Interaction with business office services often;
4. Authorized PCard participant.
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1. Current UHMC employee
2. Knowledge in using a computer and the internet;
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4. Authorized PCard participant.
Participant Criteria:
1. Current UHMC employee
2. Knowledge in using a computer and the internet;
3. Interaction with business office services often;
4. Authorized PCard participant.

WHO PARTICIPATED IN THE USABILITY STUDY?
Participant Criteria:

1. Current UHMC employee
2. Knowledge in using a computer and the internet;
3. Interaction with business office services often;
4. Authorized PCard participant.

Round 1 Participants:

Round 2 Participants:
**Participant Criteria:**
1. Current UHMC employee
2. Knowledge in using a computer and the internet;
3. Interaction with business office services often;
4. Authorized PCard participant.

---

**Round 1 Participants:**
- Security
- Information Services And Technology
- Student Affairs
- Vice Chancellor's Office

**Round 2 Participants:**
- Science Tech Engineering And Math (STEM)
Participant Criteria:
1. Current UHMC employee
2. Knowledge in using a computer and the internet;
3. Interaction with business office services often;
4. Authorized PCard participant.

Round 1 Participants:
- Information Services
- And Technology
- Security
- Student Affairs
- Vice Chancellor's Office
- Science Tech Engineering And Math (STEM)

Round 2 Participants:
- Financial Aid Office
- Human Resources
- Facilities Maintenance
- Academic Affairs
- Vice Chancellor's Office

WHO PARTICIPATED IN THE USABILITY STUDY?
**Participant Criteria:**

1. Current UHMC employee
2. Knowledge in using a computer and the internet;
3. Interaction with business office services often;
4. Authorized PCard participant.

---

**Round 1 Participants:**
- Information Services And Technology
- Security
- Student Affairs Vice Chancellor’s Office
- Science Tech Engineering And Math (STEM)

**Round 2 Participants:**
- Financial Aid Office
- Human Resources
- Facilities Maintenance
- Academic Affairs Vice Chancellor’s Office

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**WHO PARTICIPATED IN THE Usability STUDY?**

- **TWO MALE**
- **SIX FEMALE**
Task Questions:
Task 1 – Homepage Explore
Task 2 – Free to Explore
Task 3 – Procurement Task
Task 4 – Purchasing Card
Task 5 - Travel

Research Questions:
1. How easy or difficult was it to locate key features and resources aligned with specific tasks/projects?
2. What information or areas were needed that would aid/assist in the ease of the task/job/requirement you need to complete?
Task Questions:
Task 1 – Homepage Explore
Task 2 – Free to Explore
Task 3 – Procurement Task
Task 4 – Purchasing Card
Task 5 - Travel

Research Questions:
1. How easy or difficult was it to locate key features and resources aligned with specific tasks/projects?
2. What information or areas were needed that would aid/assist in the ease of the task/job/requirement you need to complete?
Participants comments from Round 1:

➔ “Color is nice and easy to read but would be easier if it was on a white background.”
➔ I’m not a fan of the “...”.

➔ “I like to have the address listed in an address stacked as it is a good copy/paste feature.”
➔ “The address is listed twice in the site footer.”
➔ “Bottom section font too big, make it smaller.”

➔ “Provide a description of what the page purpose and objective is.”

➔ “Place subpages on left side.”
➔ “Provide the subpage on the left side.”

➔ “Need access to links mostly used often.”
➔ “I always need eTravel and UH Kuali Portal link.”
MODIFICATIONS TO ORIGINAL:

1. Changed To A White Background
MODIFICATIONS TO ORIGINAL:

1. Changed To A White Background
2. Removed “…”
MODIFICATIONS TO ORIGINAL:

1. Changed To A White Background

2. Removed “…”

3. Changed Sub-heading Color To Ada Compliant Color
MODIFICATIONS TO ORIGINAL:

1. Changed To A White Background
2. Removed “…”
3. Changed Sub-heading Color To Ada Compliant Color
MODIFICATIONS TO ORIGINAL:

4. Made footer font smaller, stacked address and did not list twice
Original Prototype

Background

Usability Design

Usability Results

Moving Forward

MODIFICATIONS

Original Prototype

4. Made footer font smaller, stacked address and did not list twice

5. Add description of page
MODIFICATIONS TO ORIGINAL:

4. Made footer font smaller, stacked address and did not list twice

5. Add description of page

6. Move links to left side of page
MODIFICATIONS TO ORIGINAL:

4. Footer smaller font, address stacked and not listed twice

5. Add description of page

6. Move links to left side of page & added them to description

Welcome to the Administrative Services Department - Business Office Unit Website!

This site is provided for faculty, staff and students needing resources, forms, policies and links related to the various areas of business conducted from this office. The Business Office is a unit of the Administrative Services Department and is located in the Hoʻokipa Building. The Business Office provides administrative services in the following areas: financial accounting, budgeting, purchasing, disbursing, cashiering and cash management, auxiliary services, contract administration, payroll, as well as the development and administration of internal policies and procedures for these areas. The Business Office staff list can be found [here](#).

This site provides information and guidance in the following areas: Cashier, Forms, PCard, Procurement, Revenue Generating Programs, and Travel.
MAJOR MODIFICATIONS TO PCARD PAGE:

1. Less subpages
MAJOR MODIFICATIONS TO PCARD PAGE:

1. Less subpages and made “Read More” links to pages with more information
MAJOR MODIFICATIONS TO PCARD PAGE:

1. Less subpages and made “Read More” links to pages with more information

2. Remove Admin Procedures from Main Area to the side.
MODIFICATIONS TO FINAL:

1. Added 3 more important links

   ✓ Directory
   ✓ R25 Room Scheduler
   ✓ UH PCard Site

Important Links:

- Centresuite
- eThority
- ePayment
- eTravel
- UH KFS Portal
- myGrant
- myUHportal
- online Pay Statements
- SuperQuote

Mission Statement

The UH Maui College Business
Maui College’s (UHMC) student
atmosphere, continue to have
increase the College’s awareness
and contract administration.
MODIFICATIONS TO FINAL:

1. Added 3 more important links
2. Add Google Maps location link
MODIFICATIONS TO FINAL:

1. Added 3 more important links
2. Add Google Maps location link
3. Add eTravel link before explanation

Prototype 1

**Before**

- eTravel is a joint project between Information Technology Services (ITS) and the Financial Management Office (FMO), specifically the Office of Disbursing and Payroll.
  - Link: [http://www.hawaii.edu/etravel/](http://www.hawaii.edu/etravel/)

**After**

- eTravel is a joint project between Information Technology Services (ITS) and the Financial Management Office (FMO), specifically the Office of Disbursing and Payroll.
  - The eTravel site can be found at the following link: [http://www.hawaii.edu/etravel/](http://www.hawaii.edu/etravel/)
  - Formal instructions can be found at the eTravel Home Page
  - eTravel is a system-wide application for online Travel Requests, Advances, and Reimbursements.

Final Prototype

**Before**

- eTravel is a joint project between Information Technology Services (ITS) and the Financial Management Office (FMO), specifically the Office of Disbursing and Payroll.

**After**

- eTravel is a joint project between Information Technology Services (ITS) and the Financial Management Office (FMO), specifically the Office of Disbursing and Payroll.
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  - Formal instructions can be found at the eTravel Home Page
  - eTravel is a system-wide application for online Travel Requests, Advances, and Reimbursements.
Observation Sheet:

Participants Ease of Use - % Increase From Round 1 to Round 2

Task 5 = 58% Increase in Ease

Task 3 & 4 = 36% Increase in Ease
Post-Usability Survey:

If you would like to make any last comments or suggestions, please feel free to do it here!

- I think having some icon graphics would be more appealing to the eye.
- Great job - Can't wait for it to go LIVE!
- This site is going to be SO USEFUL! Especially to new employees but also for those of us who don't use certain services very often and need up to date policies, forms, instructions. Can't wait!
- nope...the comments made during the “interview” suffice. I look forward to seeing the finished product.
- Good job on the website!
- I think it's really great that you took on this task to create an Administrative Services webpage. This will be a useful resources for the entire campus community. Great job on what you've done so far.
- Great website! Can't wait to use it.
Post-Usability Survey:

If you would like to make any last comments or suggestions, please feel free to do it here!

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- Great website! Can't wait to use it.

“Great job – Can’t wait for it to go LIVE!”

“This site is going to be SO USEFUL!”
Post-Usability Survey:

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- Great website! Can't wait to use it.

“Great website – Can’t wait to use it!”
Post-Usability Survey:

Colors used are attractive.

- 1 - Strongly Disagree
- 2 - Disagree
- 3 - Neutral
- 4 - Agree
- 5 - Strongly Agree

87.5% Agree

Site has a good balance of graphics versus text.

- 1 - Strongly Disagree
- 2 - Disagree
- 3 - Neutral
- 4 - Agree
- 5 - Strongly Agree

62.5% Agree

Homepage is attractive.

- 1 - Strongly Disagree
- 2 - Disagree
- 3 - Neutral
- 4 - Agree
- 5 - Strongly Agree

87.5% Agree

Typography (lettering, headings, titles) are attractive.

- 1 - Strongly Disagree
- 2 - Disagree
- 3 - Neutral
- 4 - Agree
- 5 - Strongly Agree

87.5% Agree
FUTURE MODIFICATIONS

Checklists

Training Videos

More Definitions

Sites & Forms

Background          Usability Design          Usability Results          Moving Forward

CHANGE
LOVE IT
FEAR IT
Checklists

Training Videos

More Definitions

Sites & Forms
Checklists ➔

Training Videos ➔

More Definitions ➔

Sites & Forms ➔

FUTURE MODIFICATIONS

CHANGE

LOVE IT
FEAR IT

Background          Usability Design          Usability Results ➔ Moving Forward
Checklists

Training Videos

More Definitions

Sites & Forms
Checklists

Training Videos

More Definitions

Sites & Forms

SCREEN SHOTS

FUTURE MODIFICATIONS

Background

Usability Design

Usability Results

Moving Forward

CHANGE

LOVE IT

FEAR IT
✓ Usability is Awesome
<table>
<thead>
<tr>
<th>Background</th>
<th>Usability Design</th>
<th>Usability Results</th>
<th>Moving Forward</th>
</tr>
</thead>
</table>

- **Usability is Awesome**
- **Think Out Loud Protocol**
- Usability is Awesome
- Think Out Loud Protocol
- Plans are Crucial
✓ Usability is Awesome
✓ Think Out Loud Protocol
✓ Plans are Crucial
✓ Design Discoveries
✓ Usability is Awesome
✓ Think Out Loud Protocol
✓ Plans are Crucial
✓ Design Discoveries
✓ Website’s Importance
Welcome to the Administrative Services Department - Business Office Unit Website!

This site is provided for faculty, staff and students needing resources, forms, policies and links related to the various areas of business conducted from this office. The Business Office is a unit of the Administrative Services Department and is located in the Ho`okipa Building. The Business Office provides administrative services in the following areas: financial accounting, budgeting, purchasing, disbursing, cashiering, and cash management, auxiliary services, contract administration, payroll, as well as the development and administration of internal policies and procedures for these areas. The Business Office staff list can be found here.

This site provides information and guidance in the following areas: Cashier, Forms, PCard, Procurement, Revenue Generating Programs, and Travel.
THANK YOU

My LTEC Program:
Dr. Lin
Dr. Ho
Dr. Fulford
Dr. Hoffman
Dr. Menchaca
Dr. Leong
Dr. Kimura
Dr. Paek
Kitty
THANK YOU

- My LTEC Program
- My critical friends: Pamela Terrado, Sylvia Mata, Kristel de Leon
- My original cohort
THANK YOU

- My LTEC Program
- My critical friends
- My original cohort
- My family
THANK YOU

- My LTEC Program
- My critical friends
- My original cohort
- My family
- The audience
Email: yarnall@hawaii.edu

Final Prototype: https://sites.google.com/a/hawaii.edu/uh-maui-college-business-office/