

# BLM: User Testing

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## Background / Methodology

### Who we tested

Five participants who were all internal VST users took the questionnaire to evaluate a series of Booklist Manager (BLM) tasks.

Testers:

1. Maria G
2. Hani H
3. Shanna D
4. Jessica T
5. Jeff W

### What participants did

Each participant was scheduled for a 45 minute block of time and completed a series of 6 task in the Booklist Manager (BLM) product and answered a series of questions from our survey.

### What data we collected

Most of the data collected was in the form of YES / NO, Satisfaction Ratings and difficulty & ease of use questioning which generated some quantitative data with charts. In most cases we observed the users and filled in the answers on the survey as the facilitator. We also recorded each participant and took extensive notes during each individual session to further uncover trends in thought and opinions which helped us dive deeper into the problem.

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## Findings and Moving Forward

### Minor issues (Easy improvements we should make)

- Add a more obvious "**download blank template**" button in the modal -or- bring it up a layer on the "**My Booklist**" view
- Add tooltips to everything;
  - "**My Booklist**" page
    - Add Booklist icon
    - More icon
    - Expand/Collapse icon
    - Vital Source "V" logo / company switcher
  - "**Booklist**" page
    - Export icon/button
    - Add Book icon/button
    - Action icons in each Book Row

### Major issues (More complex problems to change)

- "**Booklist**" left side navigation hierarchy

### Things to change that are not a priority

- On creation, make it easier for users to change the color of a booklist

## Issues to watch and test further

- When creating a booklist and pasting in identifiers, are we sure people aren't having a problem formatting the IDs properly. Currently if you add commas, or don't separate them on different lines, it breaks on import (without acknowledgement or warning)

## General comments

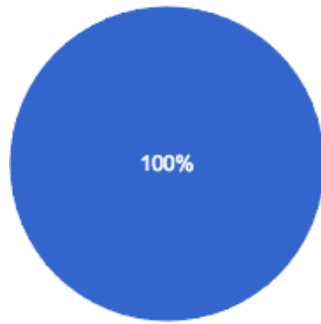
- Tooltips on actionable items/icons
- Scroll bars on Booklist Manager table layout need to be visible at all times

## Specific Results

### Section 1: Create a Booklist under the VitalSource Technologies company

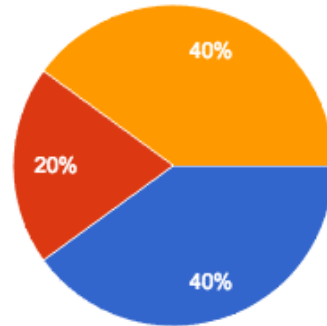
Questions	Responses																		
(From "My Booklists" Page) Please create a booklist with the following parameters: <ul style="list-style-type: none"><li>• Company: VitalSource Technologies</li><li>• Name: My Awesome Booklist</li><li>• Import by: Paste Identifiers (written on the board)</li></ul>																			
How easy was it to find the upload modal? (5 responses)	<table border="1"><thead><tr><th>Rating</th><th>Count</th><th>Percentage</th></tr></thead><tbody><tr><td>1</td><td>0</td><td>0%</td></tr><tr><td>2</td><td>0</td><td>0%</td></tr><tr><td>3</td><td>0</td><td>0%</td></tr><tr><td>4</td><td>1</td><td>20%</td></tr><tr><td>5</td><td>4</td><td>80%</td></tr></tbody></table>	Rating	Count	Percentage	1	0	0%	2	0	0%	3	0	0%	4	1	20%	5	4	80%
Rating	Count	Percentage																	
1	0	0%																	
2	0	0%																	
3	0	0%																	
4	1	20%																	
5	4	80%																	

Was it clear that you could add books by uploading a file OR pasting identifiers?  
(5 responses)



- Yes
- No

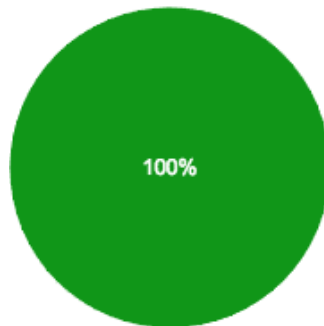
Do you think you'll add more books by upload or pasting?  
(5 responses)



- Upload
- Paste
- About the same

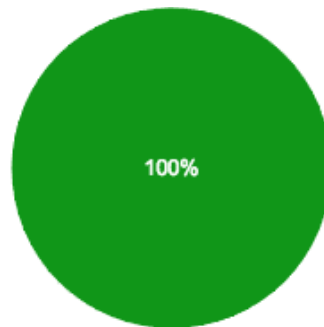
\*Facilitator - (Ask the tester for an example of a common name they'd give to a booklist)

How many characters are in it?  
(5 responses)



- 0 - 9
- 10 - 19
- 20 - 29
- 30 - 39
- 40 - 49
- 50 +

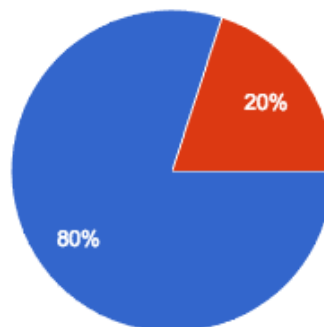
How did the user format the identifiers?  
(5 responses)



- Separated with commas
- Separated with periods
- Separated with semicolons
- On separate lines
- Other

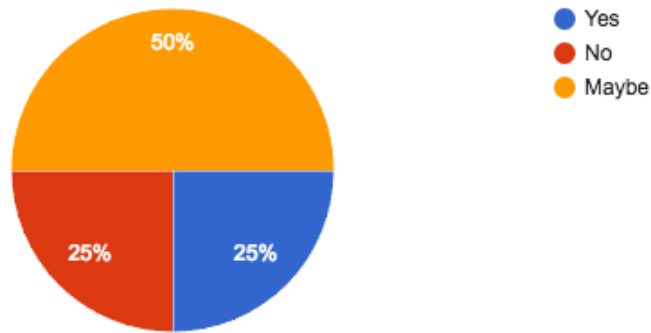
\*Facilitator - (Ask the tester where they would go to download a blank template)

Did they get it right?  
(5 responses)



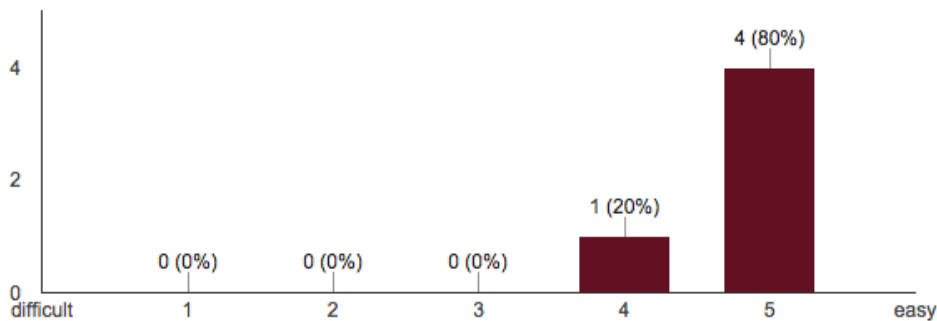
- Yes
- No
- Mostly

Will you download a new template every time?  
(4 responses)



## Noteworthy Results

- How easy was it to find the upload modal?



## Key Takeaways

- The toast at the bottom of the screen was not highly visible
- We should add a "**download blank template**" button somewhere more obvious, possibly near the active/archive dropdown
- Most users didn't know how to change the color of a booklist, or that it was possible
- Most users formatted the identifiers in the text field properly. Although we still may want to clarify this, it wasn't a huge problem
- Most booklists will have a name with 30-40 characters, and this works just fine.
  - Also most followed a similar formatting in their naming convention which they use in Smart Sheets

## User Comments

- Wants support for E+P
- If account is deactivated why would it appear (user - Maria)
- Need persistent scroll bars in Booklist table view
- I use the same naming convention from Smart Sheets
- Tooltips would be useful
- I mostly use spreadsheets as this is how the information comes to me
- I'd download the template regularly as I assumed it would be most recent version

## Additional Info

- In general there were very few problems with this task, and nothing with significant impact.
- However, there are a few easy and quick improvements we should strive to make before external launch.
  - Download template link/button with tooltip

## Section 2: Duplicate, Archive & Delete Booklist

Questions	Responses																		
<p>(From "My Booklists" Page)</p> <ul style="list-style-type: none"> <li>Take the booklist you just created (My Awesome Booklist) and duplicate it to create "My Other Awesome Booklist"</li> <li>Rename the "Other" booklist to "My Other Booklist"</li> <li>Archive the "Other" booklist</li> <li>Delete "My Awesome Booklist"</li> </ul>																			
<p>The system clearly responded to all my requests in a way that I knew the action I performed took effect.</p>	<table border="1"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Rating</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1</td> <td>20%</td> </tr> <tr> <td>2</td> <td>1</td> <td>20%</td> </tr> <tr> <td>3</td> <td>0</td> <td>0%</td> </tr> <tr> <td>4</td> <td>2</td> <td>40%</td> </tr> <tr> <td>5</td> <td>1</td> <td>20%</td> </tr> </tbody> </table>	Rating	Count	Percentage	1	1	20%	2	1	20%	3	0	0%	4	2	40%	5	1	20%
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<p>*Facilitator - (Ask the tester where would you go to see all your Archived booklists?)</p> <p>Did they get it correct?</p>	<table border="1"> <caption>Pie Chart Data</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>60%</td> </tr> <tr> <td>Mostly</td> <td>40%</td> </tr> <tr> <td>No</td> <td>0%</td> </tr> </tbody> </table>	Response	Percentage	Yes	60%	Mostly	40%	No	0%										
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### Key Takeaways

- Most users didn't have a problem with **Duplicating, Remove, Archive and Delete** but it wasn't intuitive at first glance for a few users
  - After a quick demo it registered with those users
- Do to testing the environments we were using we had a few issues and most of the users were aware or understood the current state and thought that it reacted in a timely manner anyhow
- All users figured out how to "**View All**" of your **Archived Booklists** but some stumbled a bit before they accomplished this task

### User Comments

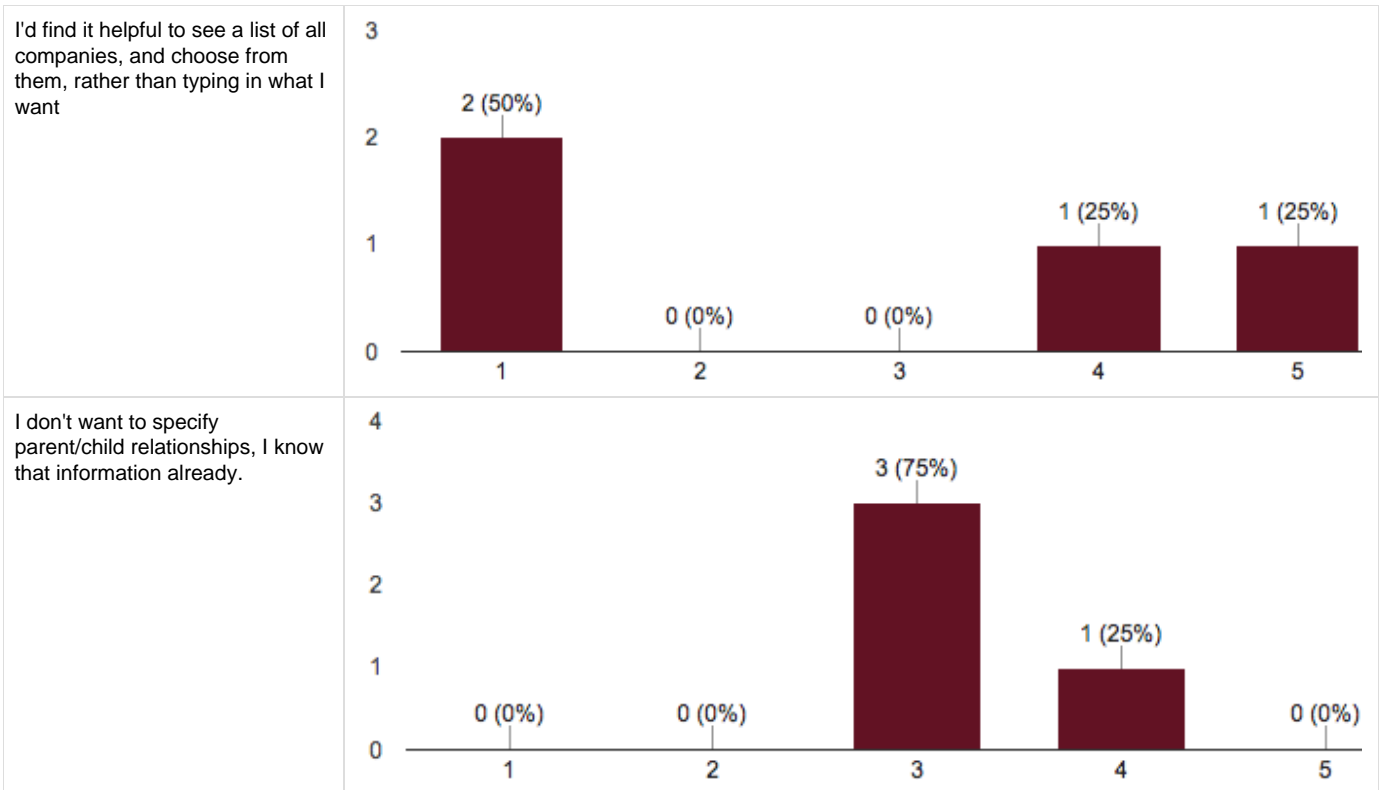
- Explain what archive means (user - Hani)
- Snack Bar confirmation was not oblivious
- Need tooltips
- Didn't see the snack bar, but everything was clear without it
- Messaging for renaming booklist not clear (user - Maria)

## Additional Info

- In general there were some common stumbling blocks but the majority of users seemed to get through the task with confidence. Especially once they learned/experienced the interaction behavior. No major show stoppers here.
- Tooltip on the (...) more icon could help clear this up.

## Section 3: Switch to Manage Booklists for Alder (MBS)

Questions	Responses																		
(From "My Booklists" Page) <ul style="list-style-type: none"><li>• Switch to Adler</li><li>• Switch back to VST</li><li>• Switch back to Adler</li></ul>																			
I understand how the company switcher acts, and what it means?	<table border="1"><thead><tr><th>Rating</th><th>Count</th><th>Percentage</th></tr></thead><tbody><tr><td>1</td><td>0</td><td>0%</td></tr><tr><td>2</td><td>0</td><td>0%</td></tr><tr><td>3</td><td>1</td><td>20%</td></tr><tr><td>4</td><td>1</td><td>20%</td></tr><tr><td>5</td><td>3</td><td>60%</td></tr></tbody></table>	Rating	Count	Percentage	1	0	0%	2	0	0%	3	1	20%	4	1	20%	5	3	60%
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4	1	20%																	
5	3	60%																	
I usually work with a small number of accounts, so I will likely fill up my "recent" companies list, and just switch between those.	<table border="1"><thead><tr><th>Rating</th><th>Count</th><th>Percentage</th></tr></thead><tbody><tr><td>1</td><td>0</td><td>0%</td></tr><tr><td>2</td><td>1</td><td>25%</td></tr><tr><td>3</td><td>0</td><td>0%</td></tr><tr><td>4</td><td>1</td><td>25%</td></tr><tr><td>5</td><td>2</td><td>50%</td></tr></tbody></table>	Rating	Count	Percentage	1	0	0%	2	1	25%	3	0	0%	4	1	25%	5	2	50%
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3	0	0%																	
4	1	25%																	
5	2	50%																	



## Key Takeaways

- Most users fully understood VitalSource "V" logo switcher
  - I believe this was do to prior training and updates in status meetings
- Users were split 50/50 on whether they wanted to see a list of all companies rather than typing them in the search box
  - We should explore this further
- Most users liked the idea of having their most recent/last viewed company at the top of list in the switcher
  - Curated as you go basically

## User Comments

- How do deactivated accounts work? I don't want to see them in a list.
- There needs to be a persistent scroll bar on the company switcher
- Searching for companies should disregard spaces, caps, and special characters
- Didn't know what the company switcher was until I opened it
- Company switcher doesn't seem like a button
- Didn't know what recently active companies was, but finds it very helpful
- Back button on browser won't go back to last company
- Thinks VST is a group of his company BLs, not it's own company.
- I feel like the "V" VitalSource switcher logo belongs at the top or near the top of the page
- I prefer to have a view for just my 5 Companies I manage and NOT a VitalSource view

## Additional Info

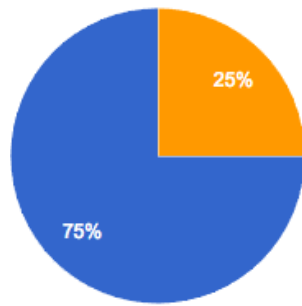
- In general there were very few problems with this task, and seeing how it is for internal use only I don't foresee any significant problems.

## Section 4: Create a Booklist for Adler

Questions	Responses																		
<p>(From "My Booklists" Page)</p> <p>Create a booklist with the following parameters:</p> <ul style="list-style-type: none"> <li>Company: MBS - Adler</li> <li>Name: This is a great booklist</li> <li>Import by: Upload file (provided)</li> </ul>																			
<p>How's your patients with waiting for a larger booklist to upload?</p>	<table border="1"> <thead> <tr> <th>Number of Patients</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>0%</td> </tr> <tr> <td>2</td> <td>0</td> <td>0%</td> </tr> <tr> <td>3</td> <td>0</td> <td>0%</td> </tr> <tr> <td>4</td> <td>2</td> <td>66.7%</td> </tr> <tr> <td>5</td> <td>1</td> <td>33.3%</td> </tr> </tbody> </table>	Number of Patients	Count	Percentage	1	0	0%	2	0	0%	3	0	0%	4	2	66.7%	5	1	33.3%
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4	2	66.7%																	
5	1	33.3%																	
<p>*Facilitator - (Ask the tester what they think the number beside "Added" means)</p> <p>Did they get it correct?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>75%</td> </tr> <tr> <td>No</td> <td>0%</td> </tr> <tr> <td>Mostly</td> <td>25%</td> </tr> </tbody> </table>	Response	Percentage	Yes	75%	No	0%	Mostly	25%										
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Yes	75%																		
No	0%																		
Mostly	25%																		
<p>(Ask the tester what they think will happen if you click on "Added") Did they get it right?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>50%</td> </tr> <tr> <td>No</td> <td>25%</td> </tr> <tr> <td>Mostly</td> <td>25%</td> </tr> </tbody> </table>	Response	Percentage	Yes	50%	No	25%	Mostly	25%										
Response	Percentage																		
Yes	50%																		
No	25%																		
Mostly	25%																		
<p>*Facilitator - (Ask the tester what they think "Pending Clarification" means)</p> <p>Did they get it right?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>75%</td> </tr> <tr> <td>No</td> <td>0%</td> </tr> <tr> <td>Mostly</td> <td>25%</td> </tr> </tbody> </table>	Response	Percentage	Yes	75%	No	0%	Mostly	25%										
Response	Percentage																		
Yes	75%																		
No	0%																		
Mostly	25%																		



When would you like to see the Added/Pending summary?



- Everytime my booklist is uploaded
- Only when I click to see it
- Never
- Other

## Key Takeaways

- Most users didn't have a problem with creating a booklist here
  - As many of them have seen it in prior training sessions
- Most users expect that larger files may take a moment to upload
  - Having indicators such as confirmations along the way reassure them the upload is taking place or was successful
- Dig further to understand how important it is to see "Pending Clarification" statuses on the modal?

## User Comments

- Average BookList has 800 - 1000 titles
- Should we show "Not found" on the upload summary
- In the summary, add a button to "go to booklist" and remove links on the "Added" and "Pending" links
- I wait for emails from company and upload all at once
- Not obvious that number next to Added in the button means (in the modal)
- Notifications are helpful
- Confirmations give me a choice
- I like having Pending Clarifications here and would most likely click that first to see what next steps are

## Additional Info

- Most users had little to no problem with this page seeing how earlier task they completed operated similarly. I don't foresee major impact to this work flow.

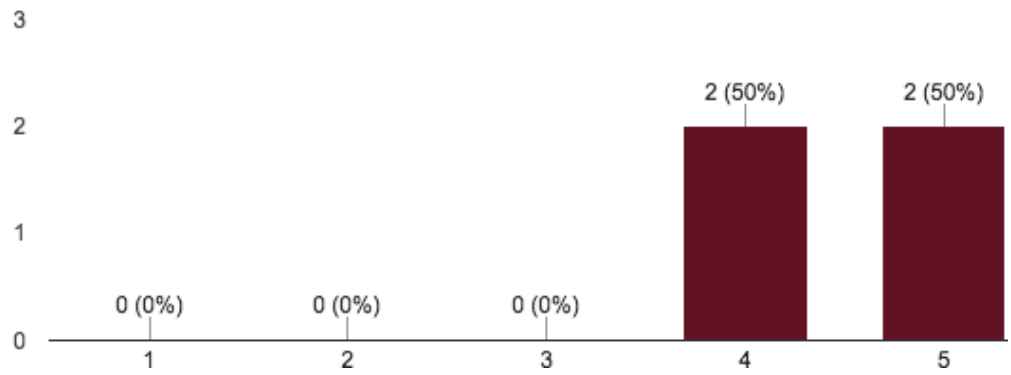
## Section 5: Navigating the Booklist Tables

Questions	Responses
(From the "Booklist" Page) Can you find the following information from the Booklist Table?	

<p>*Facilitator - (Ask the tester how many books are in this booklist)</p> <p>How easy was it to find that information?</p>	<table border="1"> <thead> <tr> <th>Number of Books</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>0%</td> </tr> <tr> <td>2</td> <td>1</td> <td>20%</td> </tr> <tr> <td>3</td> <td>0</td> <td>0%</td> </tr> <tr> <td>4</td> <td>3</td> <td>60%</td> </tr> <tr> <td>5</td> <td>1</td> <td>20%</td> </tr> </tbody> </table>	Number of Books	Count	Percentage	1	0	0%	2	1	20%	3	0	0%	4	3	60%	5	1	20%
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1	0	0%																	
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<p>Is it clear that there are items that are Pending?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes, from the upload summary</td> <td>0%</td> </tr> <tr> <td>Yes, from the side nav</td> <td>60%</td> </tr> <tr> <td>Yes, from the top banner</td> <td>40%</td> </tr> <tr> <td>No</td> <td>0%</td> </tr> </tbody> </table>	Response	Percentage	Yes, from the upload summary	0%	Yes, from the side nav	60%	Yes, from the top banner	40%	No	0%								
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<p>*Facilitator - (Ask the tester how many books are in "Pending Clarification")</p> <p>How easy was it to find that information?</p>	<table border="1"> <thead> <tr> <th>Number of Books</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>0%</td> </tr> <tr> <td>2</td> <td>0</td> <td>0%</td> </tr> <tr> <td>3</td> <td>0</td> <td>0%</td> </tr> <tr> <td>4</td> <td>3</td> <td>60%</td> </tr> <tr> <td>5</td> <td>2</td> <td>40%</td> </tr> </tbody> </table>	Number of Books	Count	Percentage	1	0	0%	2	0	0%	3	0	0%	4	3	60%	5	2	40%
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3	0	0%																	
4	3	60%																	
5	2	40%																	
<p>Are the "Pending" books included in "All Books"?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>20%</td> </tr> <tr> <td>No</td> <td>40%</td> </tr> <tr> <td>Other</td> <td>40%</td> </tr> </tbody> </table>	Response	Percentage	Yes	20%	No	40%	Other	40%										
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<p>*Facilitator - (Ask the tester what the duration is of a certain title)</p> <p>How easy was it to find that information?</p>	<table border="1"> <thead> <tr> <th>Number of Books</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1</td> <td>20%</td> </tr> <tr> <td>2</td> <td>0</td> <td>0%</td> </tr> <tr> <td>3</td> <td>2</td> <td>40%</td> </tr> <tr> <td>4</td> <td>2</td> <td>40%</td> </tr> <tr> <td>5</td> <td>0</td> <td>0%</td> </tr> </tbody> </table>	Number of Books	Count	Percentage	1	1	20%	2	0	0%	3	2	40%	4	2	40%	5	0	0%
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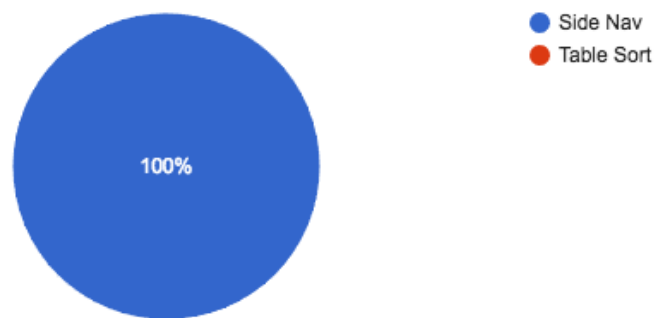
\*Facilitator - (Ask the tester how many books have authors that begin with the letter G)

How easy was it to find that information?

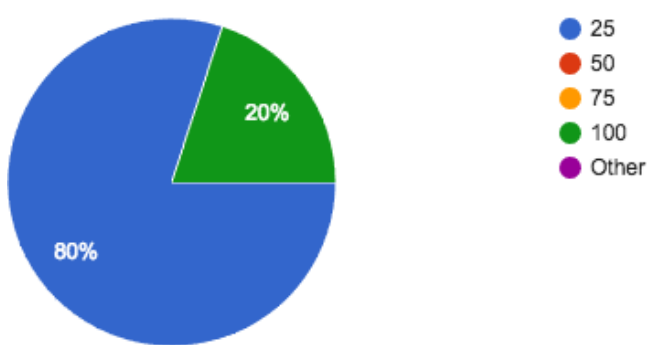


\*Facilitator - (Ask the tester to show all the books that need to be Adopted)

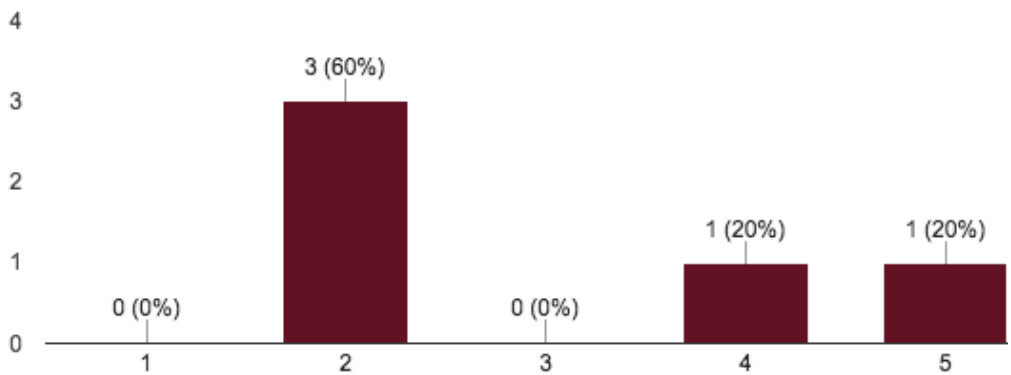
Did they use the side nav or table sort?





How many books/rows would you like to see on one page at a time?



(Given previous question) If that number wasn't the default, how likely are you to change it each time you open a booklist?



<p>*Facilitator - (Ask the tester to export the booklist)</p> <p>Did they get it correct?</p>	 <p>100%</p> <ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> <li>● Mostly</li> </ul>
<p>*Facilitator - (Ask the tester where they'd click to add additional books to this booklist)</p> <p>Did they get it correct?</p>	 <p>100%</p> <ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> <li>● Mostly</li> </ul>

## Key Takeaways

- **"Pending Clarifications"** could be called out more as the users were split 50/50 between noticing it at the top and in the left hand Nav Hierarchy
- Most users found the number of **"total of books"** in their Booklist but the left Nav hierarchy (again) was not 100% clear
- Surprisingly most users stumbled a bit on finding the **"Duration"** of a book
  - Due to horizontal scrolling in table did not help
- All users understood **"Exporting"** a booklist
  - Appeared that prior training and knowledge sharing helped here
- All users understood where to click to **"Add Additional"** books

## User Comments

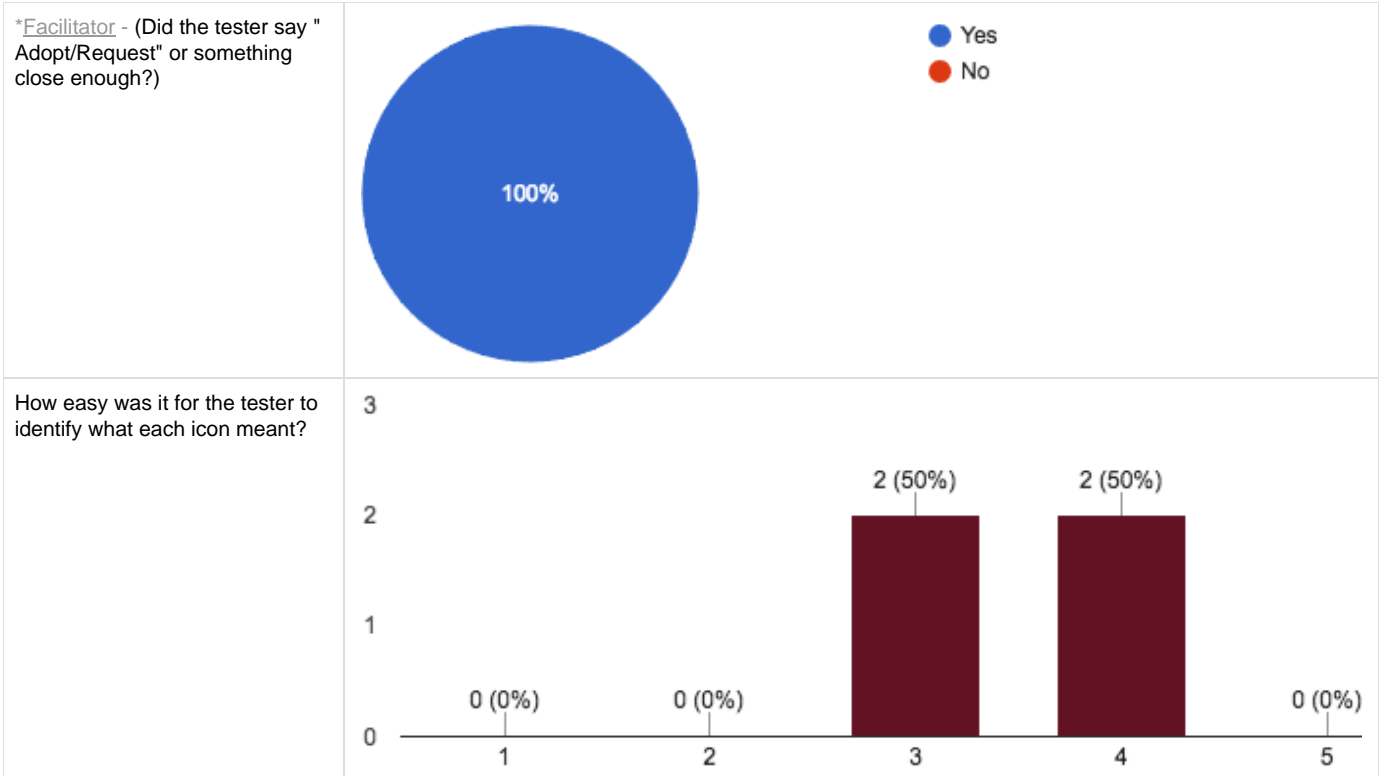
- When something is selected as a match for Pending it should disappear and the next item should move up
- How do we decide which status each book goes into?
- Top right filters in BL are not working and are commonly gone to
- Want to know unavailable up front, and that it's part of all books
- Interested in preferences to determine best format and duration to choose
- Books labeled as "Archived" (MacGraw Hill Archive as Publisher) are showing up
- Most interested in resolving "Pending" books first
- Oh, I like having control of setting the view of books per page

## Additional Info

- In general the navigation was not 100% clear when it came to indicating associated value/number of items to a given button in the Hierarchy.
- A few improvements to rearrange the Visuals in the Hierarchy could help here. Maybe after launch we can look into this.

## Section 6: Book Row Actions

Questions	Responses																		
<p>(From the "Booklist" Page)</p> <p>Each book row has 3 or 4 main options associated with it, can you identify them without clicking to open/perform the action?</p>																			
<p>How easy was it for the tester to find the mouse over buttons?</p>	<p>A bar chart with a vertical axis labeled from 0 to 3 and a horizontal axis labeled from 1 to 5. The bars represent the number of responses and their percentage for each rating. Rating 1 has 0 responses (0%), rating 2 has 0 responses (0%), rating 3 has 2 responses (40%), rating 4 has 1 response (20%), and rating 5 has 2 responses (40%).</p> <table border="1"> <thead> <tr> <th>Rating</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>0%</td> </tr> <tr> <td>2</td> <td>0</td> <td>0%</td> </tr> <tr> <td>3</td> <td>2</td> <td>40%</td> </tr> <tr> <td>4</td> <td>1</td> <td>20%</td> </tr> <tr> <td>5</td> <td>2</td> <td>40%</td> </tr> </tbody> </table>	Rating	Count	Percentage	1	0	0%	2	0	0%	3	2	40%	4	1	20%	5	2	40%
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<p>Did the tester say "More Details" or something close enough?</p>	<p>A pie chart with a legend. The legend shows a blue circle for 'Yes' and a red circle for 'No'. The chart shows 75% for 'Yes' (blue) and 25% for 'No' (red).</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>75%</td> </tr> <tr> <td>No</td> <td>25%</td> </tr> </tbody> </table>	Response	Percentage	Yes	75%	No	25%												
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<p>Did the tester say "Duplicate" or something close enough?</p>	<p>A pie chart with a legend. The legend shows a blue circle for 'Yes' and a red circle for 'No'. The chart shows 100% for 'No' (red) and 0% for 'Yes' (blue).</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>0%</td> </tr> <tr> <td>No</td> <td>100%</td> </tr> </tbody> </table>	Response	Percentage	Yes	0%	No	100%												
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<p>Did the tester say "Remove" or something close enough?</p>	<p>A pie chart with a legend. The legend shows a blue circle for 'Yes' and a red circle for 'No'. The chart shows 100% for 'Yes' (blue) and 0% for 'No' (red).</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>100%</td> </tr> <tr> <td>No</td> <td>0%</td> </tr> </tbody> </table>	Response	Percentage	Yes	100%	No	0%												
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No	0%																		



## Key Takeaways

- Users found the **"Action"** icons relatively easy in the Book Row once they moused over the row
- Most users said the icons were not clearly labeled and in return had a hard time understanding their purpose (tooltips needed)
  - The icon for **"More Details"** seemed to be the most recognizable
  - The icon for **"Duplicate"** seemed to be the most unclear to users
  - The icon for **"Remove"** was easily recognized by all users

## User Comments

- Deleting an item from a Booklist doesn't seem like something he'd use a lot
- Thinks we should give users a way to unassign rights to a book (I'm not so sure)?
- Icons for actions at the end of the book row need tooltips, what do they mean?
- Why do books show up in **"Adopt"** vs **"Request"**?
- Duplication doesn't seem of use to me?

## Additional Info

- In general we've not blocked our users from completing any task and I don't foresee any significant impact here
- However, some improvements can be made here;
  - We definitely need to put tooltips on all these Action icons

## Section 7: Items or Features to think about moving forward with BLM project

Questions	Responses																																										
<p>Notifications: Rate the following types of notification from least important to most</p>	<p>A grouped bar chart with a y-axis from 0 to 6. The x-axis has four categories: (1) Least important, (2), (3), and (4) Most important. The legend includes: Company level (New...), Booklist level (BL del...), Title level (Title chan...), and Metadata level (Cha...).</p> <table border="1"> <thead> <tr> <th>Importance Level</th> <th>Company level (New...)</th> <th>Booklist level (BL del...)</th> <th>Title level (Title chan...)</th> <th>Metadata level (Cha...)</th> </tr> </thead> <tbody> <tr> <td>(1) Least important</td> <td>5</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>(2)</td> <td>0</td> <td>2</td> <td>0</td> <td>3</td> </tr> <tr> <td>(3)</td> <td>0</td> <td>3</td> <td>0</td> <td>2</td> </tr> <tr> <td>(4) Most important</td> <td>0</td> <td>0</td> <td>5</td> <td>0</td> </tr> </tbody> </table>	Importance Level	Company level (New...)	Booklist level (BL del...)	Title level (Title chan...)	Metadata level (Cha...)	(1) Least important	5	0	0	0	(2)	0	2	0	3	(3)	0	3	0	2	(4) Most important	0	0	5	0																	
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<p>Notifications: Rate the following title level notification from least important to most</p>	<p>A grouped bar chart with a y-axis from 0 to 4. The x-axis has four categories: (1) Least important, (2), (3), and (4). The legend includes: Deleted, Edited, Status Change, Comment from RR, Price change, and Courses update.</p> <table border="1"> <thead> <tr> <th>Importance Level</th> <th>Deleted</th> <th>Edited</th> <th>Status Change</th> <th>Comment from RR</th> <th>Price change</th> <th>Courses update</th> </tr> </thead> <tbody> <tr> <td>(1) Least important</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> <td>2</td> </tr> <tr> <td>(2)</td> <td>0</td> <td>1</td> <td>0</td> <td>2</td> <td>1</td> <td>1</td> </tr> <tr> <td>(3)</td> <td>1</td> <td>2</td> <td>0</td> <td>0</td> <td>1</td> <td>1</td> </tr> <tr> <td>(4)</td> <td>1</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Importance Level	Deleted	Edited	Status Change	Comment from RR	Price change	Courses update	(1) Least important	1	0	0	0	2	2	(2)	0	1	0	2	1	1	(3)	1	2	0	0	1	1	(4)	1	2	0	0	0	0							
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<p>Notifications: How often would you like to see updated notifications</p>	<p>A pie chart with two segments, each labeled 50%. The legend includes: Daily summary, Weekly summary, Since I last logged in, and On demand (I just want to specify "give me an update now from when I last asked").</p> <table border="1"> <thead> <tr> <th>Frequency</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Daily summary</td> <td>50%</td> </tr> <tr> <td>On demand (I just want to specify "give me an update now from when I last asked")</td> <td>50%</td> </tr> </tbody> </table>	Frequency	Percentage	Daily summary	50%	On demand (I just want to specify "give me an update now from when I last asked")	50%																																				
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<p>What's preventing you from moving all your SmartSheets into BLM? (choose all that apply)</p>	<p>A horizontal bar chart with a y-axis listing reasons and an x-axis from 0 to 4. The legend shows counts and percentages.</p> <table border="1"> <thead> <tr> <th>Reason</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Creating a boo...</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Moving everyth...</td> <td>2</td> <td>40%</td> </tr> <tr> <td>No notifications</td> <td>2</td> <td>40%</td> </tr> <tr> <td>No searching</td> <td>3</td> <td>60%</td> </tr> <tr> <td>It seems more...</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Tracking betwe...</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Pending Clarifi...</td> <td>1</td> <td>20%</td> </tr> <tr> <td>Request Rights...</td> <td>4</td> <td>80%</td> </tr> <tr> <td>I just don't like t...</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Users are getti...</td> <td>1</td> <td>20%</td> </tr> <tr> <td>Statuses are w...</td> <td>1</td> <td>20%</td> </tr> <tr> <td>Book info is wr...</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Other</td> <td>1</td> <td>20%</td> </tr> </tbody> </table>	Reason	Count	Percentage	Creating a boo...	0	0%	Moving everyth...	2	40%	No notifications	2	40%	No searching	3	60%	It seems more...	0	0%	Tracking betwe...	0	0%	Pending Clarifi...	1	20%	Request Rights...	4	80%	I just don't like t...	0	0%	Users are getti...	1	20%	Statuses are w...	1	20%	Book info is wr...	0	0%	Other	1	20%
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## Key Takeaways

- Using a series of questions (or, mock up / prototype) here to get early feedback from our target users will help us;
  - Get insights into how real people respond to what we're building
  - Find out all the places they get stuck and give up
  - Iterate quickly on our designs and avoid re-work by our developers
    - Basically, avoiding expensive errors and building the wrong features/tools

## **User Comments**

- VST doesn't need so many alerts, more valuable for clients
- Weekly alerts would be good enough for VST users
- Scrolling is def a big problem
- Surprisingly doesn't seem to care about Notifications
- Weekly alerts would work for me
- BLM is more difficult but only because it's learning something new
- I would like the ability to provide commentary