Hawkular notifications usability study results

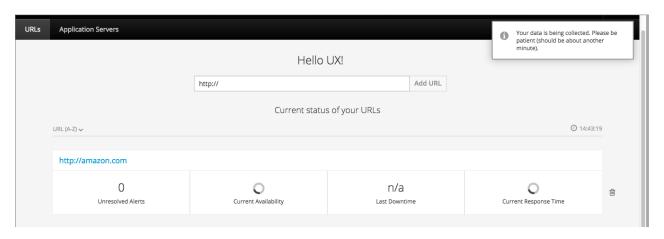
Sarahjane Clark, 20 August 2015

Participants/Method

11 total participants, 2 DNF

3 days in cafeteria and UXD lab

7 tasks to walk through with follow-on questions



Do users see feedback letting them know the system is working on adding their URL?

Do users correctly interpret the message (content, color, icon) conveyed by the feedback?

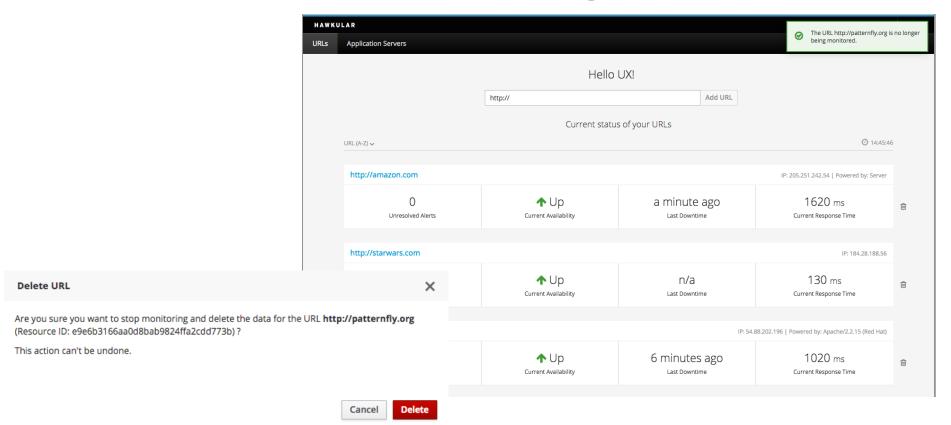
Those who saw the spinners interpreted its message correctly <

Recommendations:

Spinners performed very well, keep as-is

Bubble is superfluous and should be removed

Users very quickly look away once they know the system is working - if the message is important, it needs to be sticky



Is the confirmation dialog successful in giving users pause before losing data?

Are users aware this is a destructive action?

100% saw the confirmation dialog 🗸

18% saw text about data being removed **X** 88% knew red button meant destructive **✓**

One participant said message was "scary" <

100% believe URL(s) were deleted 🗸

66% attribute that to URL not being in list
33% attribute that to bubble
x

Of those who saw bubble, 100% quoted the text almost verbatim <

Recommendations:

Edit confirmation dialog copy to bare minimum

Discuss whether Unix philosophy of "no feedback being ok" suffices

If feedback necessary, use bubble - it's much clearer

?

(unable to make the system show the notification)

Are users confident that their settings were saved and will be applied immediately?

Is having a different type of success message confusing?

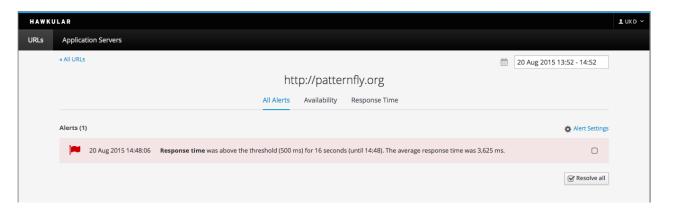
67% believe settings were saved ●

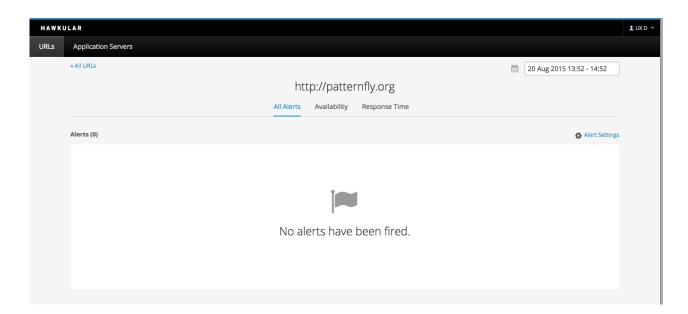
2 of 6 were very confident (9-10) 4 of 6 were unsure (6-8)

Recommendations:

Discuss whether Unix philosophy of "no feedback being ok" suffices

If feedback necessary, use bubble - it's much clearer





Are users confident that alerts were resolved?

Does the terminology match their mental model?

75% believe alerts were "resolved" ✓ 38% would prefer to confirm resolution

"Resolved" = reviewed, acknowledge, clear, but **not** fixed **x**

"What if I come in for my shift and see no alerts in the list? That's not accurate." X

"No alerts have been fired" = none to deal with right now, none in this time period

More than half preferred "No alerts" ✓

One participant thinks the term "fired" is "too techy, too under the hood" *

Recommendations:

Reconsider the term "resolved." "Clear" or "acknowledge" is a better choice

Don't use checkboxes for resolution without a way to get back to old alerts, try another interaction

Change copy on blank slate page to "No Alerts"