

## Results of the ECHO web site usability testing: July & August 2004

### Summary

ECHO web site usability testing was conducted with 14 users. These users were a representative sample of people who use the ECHO web site including data partners, client partners, ESDIS stakeholders, ECHO Operations and ECHO Development staff. The testing was performed on different browsers including IE, Netscape, Mozilla, and Opera.

**Overall:** People like the new site better than the old one. They feel it looks cleaner and more professional. They like the color scheme noting that it is “soothing and easy on the eyes.” They feel it is intuitive and easy to navigate. They like that the site does not require “too many clicks.” People also like having the news and status on the home page.

**Icons:** There were mixed feelings about the icons. Most people felt they were too large. Some people felt they were “visually striking” and liked them. But some people felt they didn’t mean anything.

**Content:** People suggested we develop more content on both ends of the spectrum: general audience content and more detailed information for developers. People also wanted shorter paragraphs.

**Navigation:** In general people were able to find items on the website. They seemed to have most difficulty finding items in the Status section. We renamed one of the links, which seemed to have helped in later testing.

**Requested new features:** Many people requested search capability and real-time status.

### Modifications

Many minor modifications have been made to the new site based on the feedback received. Modification to the site occurred throughout the testing period. Some of the modifications are still in progress and will be finished before this site becomes operational. Other modifications will require more time and will be added later. Here is a list of some of the modifications requested during the usability testing that have been completed to date:

- Home page:
  - For new users – added explanation of data vs. client partner
  - Added explanation that if people want to search metadata in ECHO they need to go through a client
  - Elevated access to list of clients

- Made paragraphs shorter
- Made font for news and status larger
- Added link to operations reporting section under the “Reporting” header
- Added a background color to status alerts on the home page
- Look:
  - Icons were made smaller. The status icon was modified. The client icon will be redone
  - Links underlined
  - Made ECHO text and NASA logo larger at the top of the pages
  - Acronyms page: put acronyms in bold
- Content:
  - About ECHO page: Fixed the “Why use ECHO” section
  - Overview page: Added text to explain that ECHO is middleware and modified the context diagram
  - Contact page: Added information on how to subscribe to lists, about the telecons, and about ECHO Operations
  - Data & Client Partner Community pages: Added logos and contact info for data and client partners to the community pages. Partners please review the information that is there
  - Development page: Added 6.0 and 7.0 features
  - Operational System Performance page: added text to describe the graphs
- Navigation:
  - Status page: renamed subsection to Operations Reporting
  - Renamed Services link to Service Partners
- Fixed broken links (Some may still exist. Please report them.)

These are the modifications that we are currently working on and will be completed prior to going operational:

- Add real-time status
- Add site map
- Add ECHO by Example documentation
- Modify the Metadata section
- Add ECHO Ops phone number to the contacts page

These are modifications that will occur after our first operational release:

- Provide more detailed information on known issues and changes from one version to the next
- Add Search capability
- Separate operational and development client/data partners on the community pages
- Add graphs for the test system to the Operational System Performance page
- News stories on partners
- Feedback form
- More ECHO by Example documentation
- Private portal for partners – will require a login

### **Schedule**

Deploying the new web site with dynamic content (real time status) will require purchasing new hardware for our application and database server. We plan to deploy the new web site in September. If there is a delay in acquiring the new hardware, we will deploy in September without the real time status.

### **Additional Feedback**

The test site is still under development and can be accessed at <http://echodev.sesda.com>

Your feedback is always welcome. If you have any comments or suggestions for the web site please contact Margo Duesterhaus at [margo\\_duesterhaus@ssaihq.com](mailto:margo_duesterhaus@ssaihq.com)