

Website Taskforce

MOBIUS Web Re-design Overview

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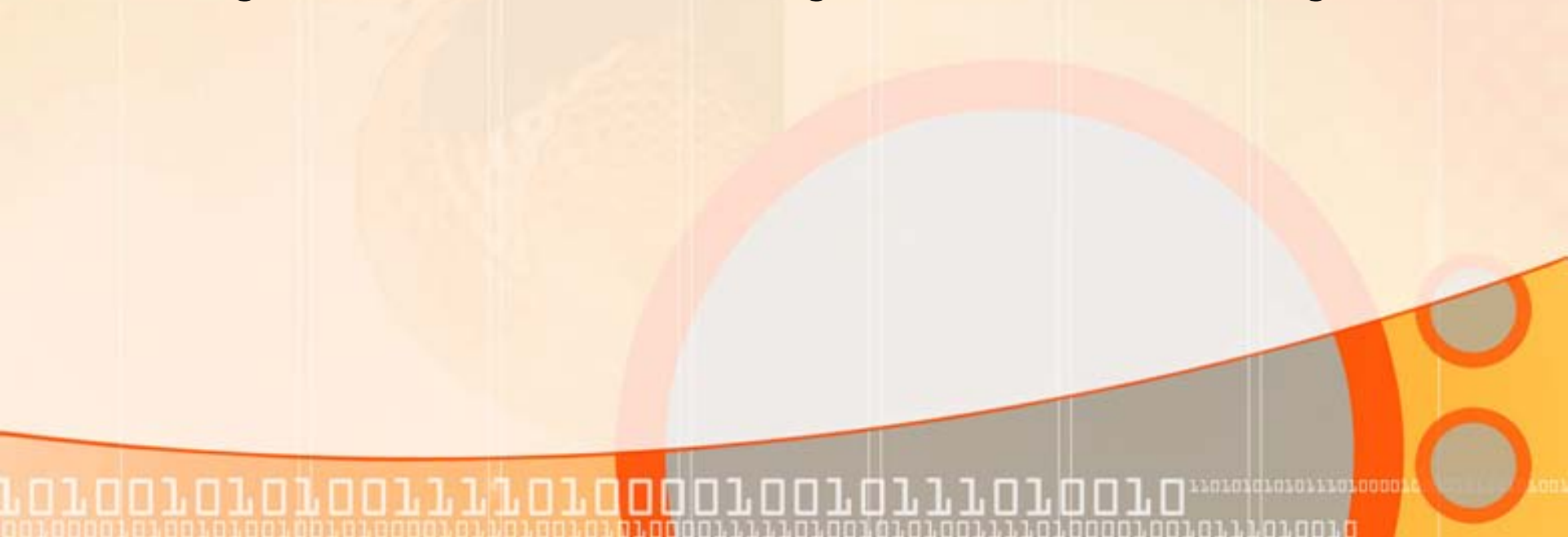
Welcome!

Thanks for joining us today!

Have a virtual snack!



Contents

- *Our Charge*
 - *Background Information*
 - *Overview of the user-centered design process*
 - *Content Group: roles and responsibilities*
 - *Resources and Tools: User-centered design workflow, timeline, wiki, Partners: IE Lab, MOREnet, MOBIUS members*
 - *Meeting Outcomes: ideas, assignments, next meeting date*
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Charge

To review existing MOBIUS website (mco.mobius.missouri.edu) and recommend content areas for the public and member sections of the site.

Vision

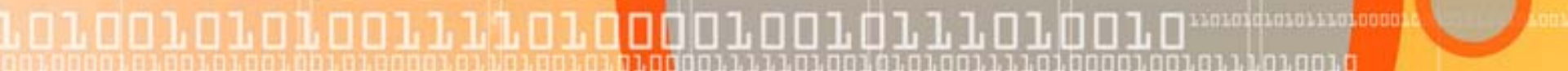
The finished product will be a clean, interactive, flexible site that makes the job of running the MOBIUS consortium seamless and convenient for all MOBIUS members.

Translating the Charge to Goals...

1. Develop content for the public portion and members portion of MOBIUS website.
2. Review website functions and determine ideal placement/organization within web content. Discuss possible improvements to these functions
3. Review, classify and divide current and possible future web content into intuitive sets.
4. Review the design process at regular intervals and keep involved groups informed of progress/problems, while guiding the workflow.

Background Information

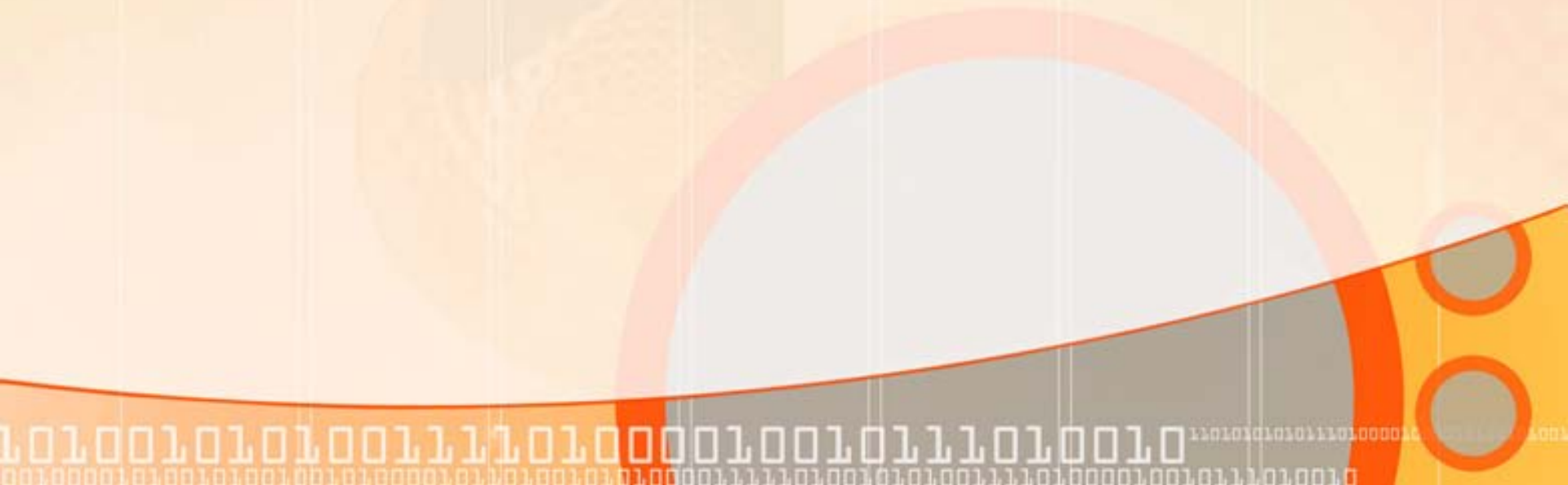
- *Audience*
- *The Current Site*
- *The Future Site*



Definition of web site audience

3 levels of audience

- 1. External (legislature, university execs, students, faculty, world)*
- 2. MOBIUS Members*
- 3. MOBIUS staff (internal)*



Audience--External

- *Coordinating Board of Higher Education (CBHE) - Unit of state government that manages higher education policy for the State of Missouri. Involved in appropriations for MOBIUS.*
- *State Legislature*
- *UM System - Host institution for the MOBIUS office.*
- *MORENET - Networking structure.*
- *Faculty, Staff, Students - Users of public side of the system.*
- *MOBIUS Member Administrators - Separate group of presidents/executives of colleges and universities.*
- *Libraries - Libraries manage all aspects of the Common Library Platform. Interface will be used by staff and site will need to be easy to use.*
- *General Public/Uninvolved external audience - all other persons not involved with MOBIUS or the CLP.*

Audience--MOBIUS Members

- *Clusters - Each cluster has a collection of libraries. Each cluster makes decisions for that clusters. Representatives are sent from library to make up the cluster committee.*
- *Libraries - Libraries have individual agendas that they attempt to have met by belonging to MOBIUS and the cluster to which the library belongs.*
- *Governance of MOBIUS - Sets policies for MOBIUS and provide direction for the organization:*
- *MOBIUS Council - representative from each MOBIUS Member (individual campus). 50 Members currently*
- *Meets quarterly.*
- *MOBIUS Executive Committee, meets more often than quarterly*
- *~10 people, subset of council*
- *MOBIUS Council Committees (comprised of 1 member from each cluster)*
- *MOBIUS Access Advisory Committee*
- *MOBIUS Catalog Design Advisory committee*
- *MOBIUS Electronic Resources Advisory Committee*

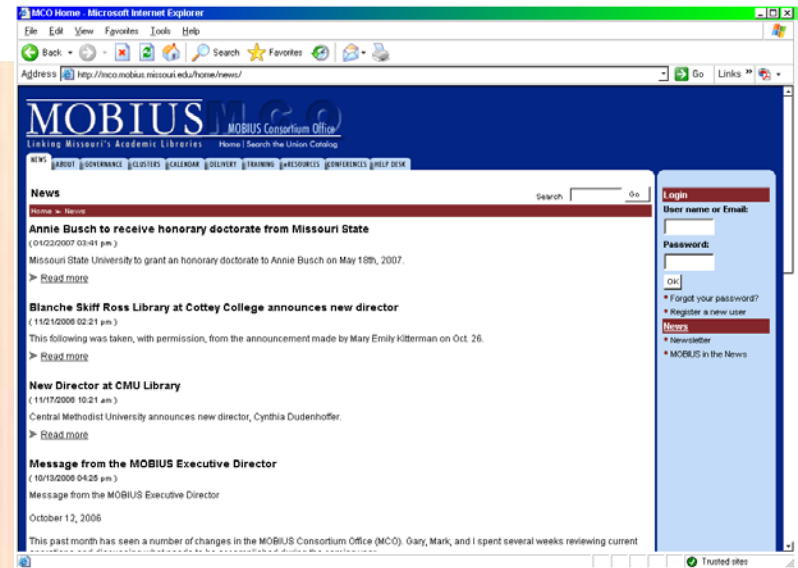
Audience--MOBIUS Consortium Office

- *Executive Director*
- *Help Desk*
- *User Services*



Current Site

- *Resides at mco.mobius.missouri.edu*
- *Operating system: Linux RedHat 2.1*
- *Content Management System: heavily customized version of ezPublish 2.0 with adapted modules for conference registration, surveys, calendar, and listarchives.*
 - *More about content management systems:
http://en.wikipedia.org/wiki/Web_content_management_system*



Future Site

- Server address:
wintermute.mobius.umssystem.edu
- Operating system: FreeBSD (Unix, Berkeley Software Distribution)
 - More about FreeBSD:
<http://en.wikipedia.org/wiki/FreeBSD>
- Content management system: Drupal 4.7.6
 - More about Drupal: <http://drupal.org/>

User-Centered Design Process

What is User-Centered Design?*



- Task-based to create “usable” interface.
- Eliminates navigation “instruction” and other behaviors that compensate for poor design
- Follows a process: Content, Design, Usability

*User-Centered Design principles borrowed from Brenda Reeb and David Lindahl’s LITA Regional Institute workshop on User-Centered Design. More detailed information can be found here:

<http://docushare.lib.rochester.edu/docushare/dsweb/View/Collection-2888>

The Groups involved

Content (Website Taskforce)



Design (MCO and MOREnet employees)



Usability (IE Lab)



Content Group-Roles and Responsibilities

- Define key tasks
- Raise issues

Website Taskforce

Manage overall project

- Provide progress reports
- Recommend products
- Research the possibilities

Abbey

Content Role: Key Tasks

Task: What did the user come to our website to try and accomplish?

Examples:

- Print Delivery Labels
- View Committee Minutes
- Download Training Materials
- View Discussion List Archive
- Report A Problem/Contact Help Desk

Content Role: Raise Issues

- Can comment on design's effectiveness, raise issues, expect improvement based on constructive input.
 - See Example
- Will specify content and function, stopping short of actual design

Less Helpful	Helpful
I don't like the color scheme.	This color scheme does not reflect the MOBIUS identity members have come to expect.
Use a drop-down menu on this page.	Include these items on the menu: Policy, Committees, Bylaws.

Abbey's Content Role: Manage Project

- Communicate progress and problems to the content group, usability group, design group, and other staff.
- Provide updates (via list, wiki, etc.) so that staff not involved in design can view designs or usability results
- Determine project deadlines. Manage the workflow to meet the deadlines.
- Ensure smooth passing of the baton to design group and usability regarding design iterations, usability results, and requirements of the site.
- Capture issues raised by the content group and share them with the appropriate people.
- Post formalized minutes documents to web and to MOBIUS internal archive.
- Research and recommend products as content group assesses needs for the site.

Resources and Tools

Workflow—User-centered Design Process

Wiki—Central Depository for project documentation and communications

Partners—Who's working with us?

Timeline—Upcoming dates



Workflow: Part 1

Content (Website Taskforce)



Design (MCO and MOREnet employees)



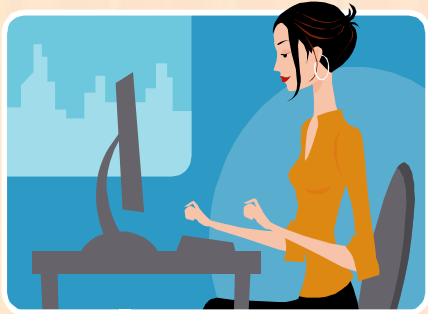
Content Group specifies
content of site → Design
Group interprets and
creates design.

Usability (IE Lab & Membership)

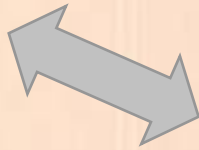


Design is then
given to → Usability
for testing

Workflow: Part 2



**Usability Group
provides
feedback to →
Design Group.**



**Design Group
incorporates feedback
into next design
iteration. Design goes
back to → Usability for
testing.**



**After a number of
iterations, design is
resubmitted to →
Content Group for
approval/review**



The Wiki

url: <http://wintermute.mobius.umsystem.edu/pmwiki/pmwiki.php>

name:

MOBIwiki

documents: *timeline, progress reports, this powerpoint, Content group, Design Group, Usability Group information, minutes, any information you'd like to add...*

Our Partners: Usability

- *IE Lab*

<http://ielab.missouri.edu/>

The mission of the IE Lab is to improve the users' information experience in web-based information systems through research methodologies that blend traditional usability evaluation with human information behavior research. The Lab team specializes in all digital, integrated MORAE usability software, with both in lab and remote access evaluation.

- *MOBIUS Membership*

The IE Lab will begin soliciting volunteers from among the membership to assist in usability testing

Our Partners: Design Team

MCO and MOREnet employees

MCO

Mark Wahrenbrock, Assistant Director--User Services and Support, wahrenbrockm@umsystem.edu

Abbey Rimel, Software Support Analyst, Web Design Coordinator, rimela@umsystem.edu

MOREnet

David Drum, Computer Project Manager

T. Mike Curry, System Administrator- Expert

Pete Greenwell, System Administrator - Expert

Timeline—Upcoming Dates

- *May 9th*

First move of ezpublish content directly to Drupal cms on Wintermute.

- *May 16th*

Web Taskforce officially begins using pmwiki for project management

- *May 21st*

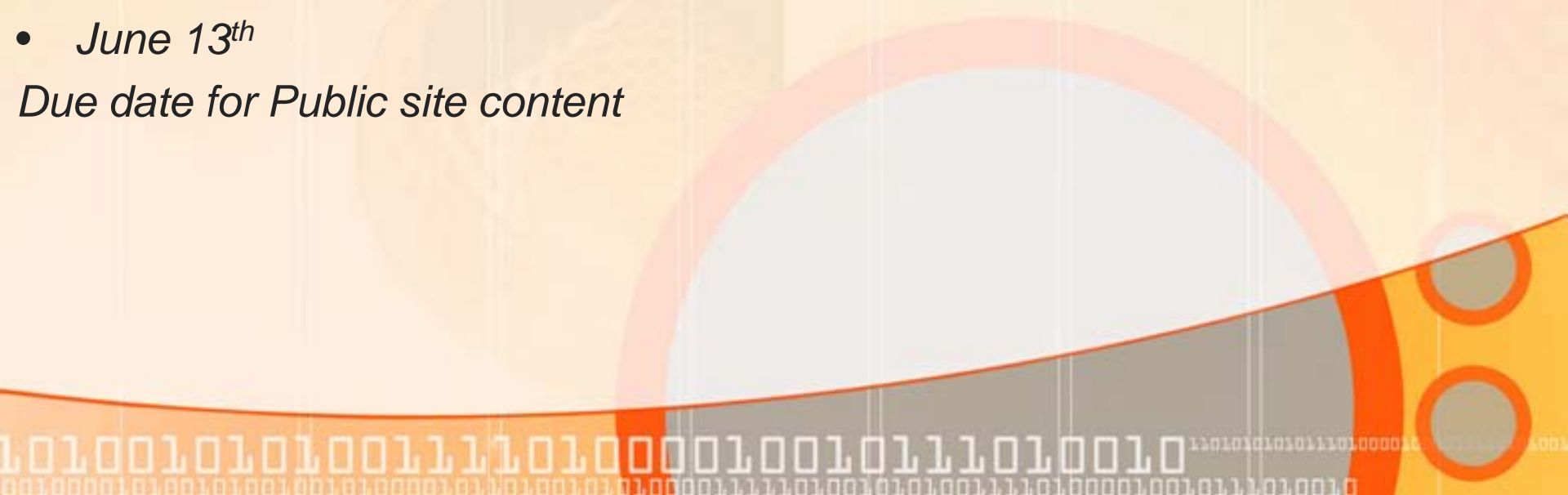
Current website is undergoing IE Lab's expert review. MCO and IE Lab will meet to discuss results. Share information with Web Taskforce.

- *June 6th*

IE Lab Usability testing—MOBIUS Member on site user interviews during Annual Users Conference.

- *June 13th*

Due date for Public site content



Meeting Outcomes

What are we coming away from this meeting with?

- *Brainstorm content ideas for public web design*
- *Assign/choose tasks.*
- *Schedule a face-to-face meeting.*

Thank You!

Slide show is over!
Have a virtual cupcake!



Questions?? Discussion??