

The MyMacys.net Usability Questionnaire

RESULTS AND ANALYSIS



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August-September, 2016

Qualitative Results

Overview

Respondents to the SharePoint-based questionnaire were predominantly gatekeepers.

Users were asked to rate how often they use discreet ways to find information on the My Macy’s Portal. Five methods were identified in the survey: **Search** (the search field in the header), **Bookmarks** (browser functionality), **Favorites** (the tabs in the header), **Header Navigation** (either **Navigate by Business Unit** or **Explore This Site**) and **Footer Navigation**. Two secondary vectors – **Image Slider** and **Enterprise Tiles** – are also investigated. Figures are rounded to the nearest whole number.

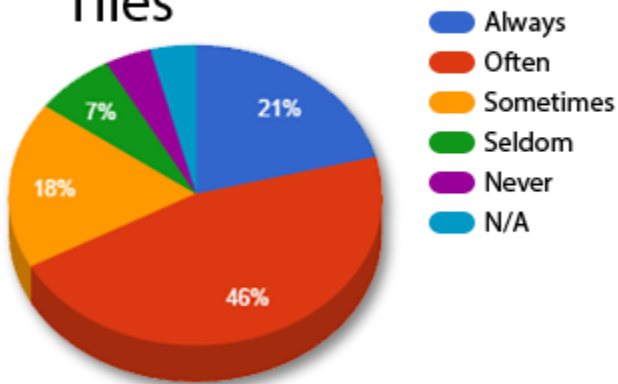
Frequency of Use

Method	Always	Often	Sometimes	Seldom	Never	N/A
Search	12%	19%	38%	27%	4%	0%
Bookmarks	15%	15%	39%	15%	15%	0%
Favorites	43%	18%	14%	14%	7%	4%
Header	12%	34%	15%	19%	12%	7%
Footer	7%	11%	8%	23%	35%	15%
Slider	7%	29%	18%	11%	18%	18%
Tiles	21%	46%	18%	7%	4%	4%

To get a feel for the positive use portion of the spectrum, use patterns are framed in this document as “used at least sometimes,” which is the sum of Always, Often and Sometimes. This aggregate is indicated by a “progression” graph at the top of each use method. The methods are arranged in descending order. The difference between the highest (**Tiles**) and the lowest (**Footer**) tell a compelling story about user preferences and trends.

Frequency of Use

Tiles



21% Always

46% Often

18% Sometimes

07% Seldom

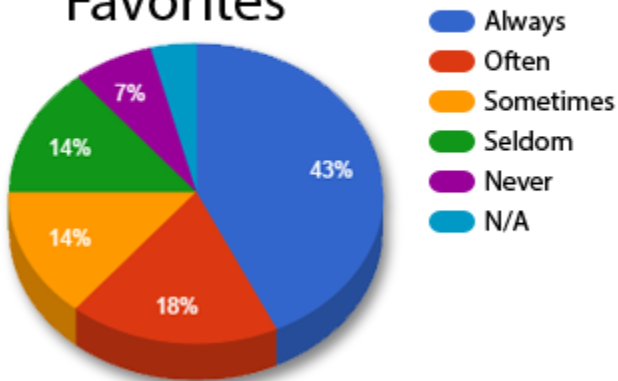
04% Never

04% N/A

Conclusion: Very High Usage

Frequency of Use

Favorites



43% Always

18% Often

14% Sometimes

14% Seldom

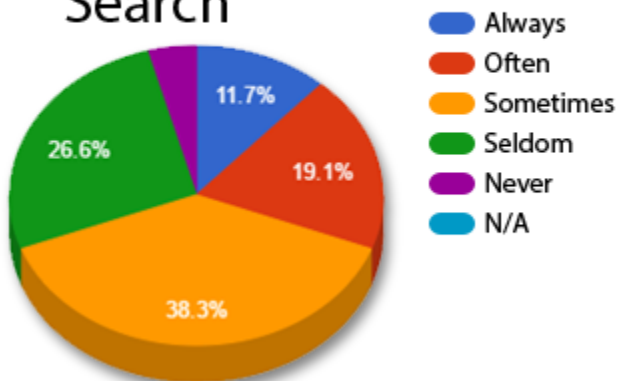
07% Never

04% N/A

Conclusion: Very High Usage

Frequency of Use

Search



12% Always

19% Often

38% Sometimes

27% Seldom

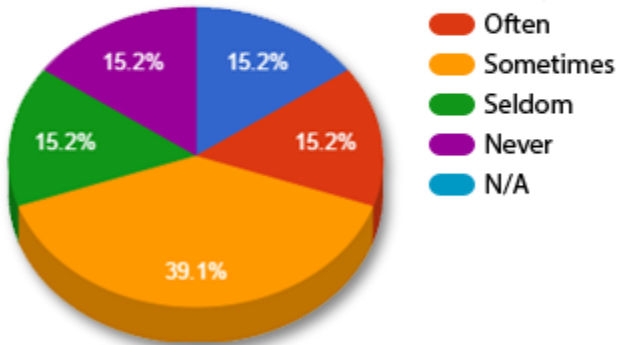
04% Never

00% N/A

Conclusion: Moderate Usage

Frequency of Use

Browser

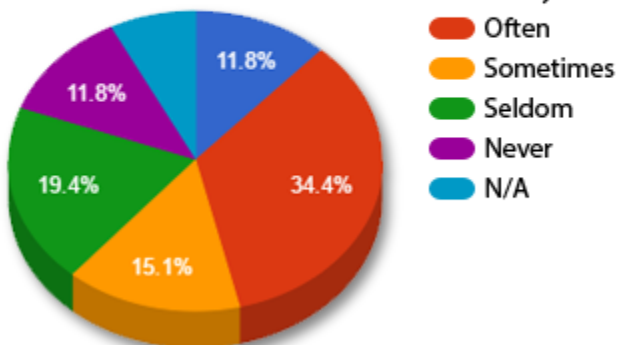


15% Always
15% Often
39% Sometimes
15% Seldom
15% Never
00% N/A

Conclusion: Moderate Usage

Frequency of Use

Header

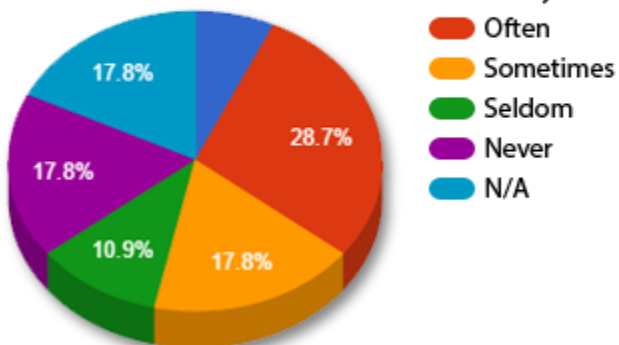


12% Always
34% Often
15% Sometimes
19% Seldom
12% Never
07% N/A

Conclusion: High Usage

Frequency of Use

Slider

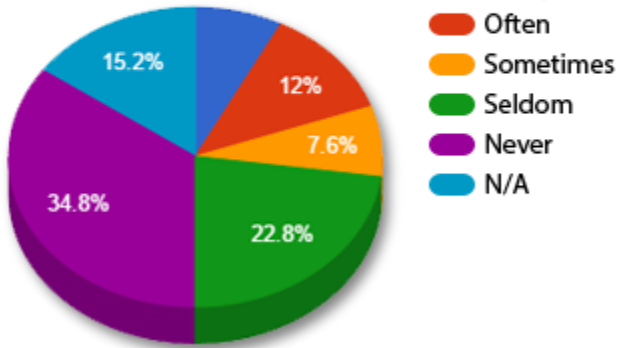


07% Always
29% Often
18% Sometimes
11% Seldom
18% Never
18% N/A

Conclusion: Moderate Usage

Frequency of Use

Footer



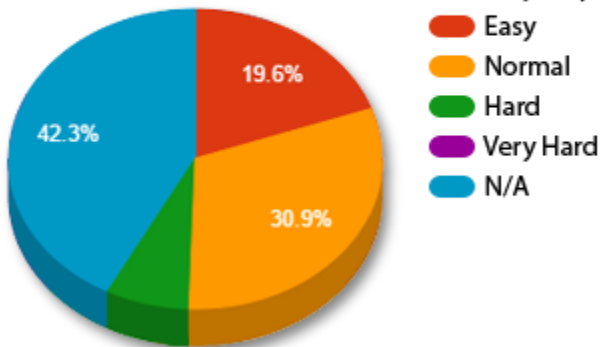
07% Always
11% Often
08% Sometimes
23% Seldom
35% Never
15% N/A

Conclusion: Very Low Usage

SharePoint as Web Design Platform

Web Page-Building

SharePoint



00% Always
20% Often
31% Sometimes
07% Seldom
00% Never
42% N/A

Conclusion: Moderate Usage

Conclusion: Split Almost Down the Middle

Qualitative Results

In your opinion, what would improve your mymacys.net experience?

Search

- Continue to improve the Search functionality.
- Search is still awkward, requires more effort than it's often worth to filter down to what I need. Any improvement would make a big difference.
- Finding team sites with search function.
- The search functionality does not seem to work well. For example if I am looking for the People-Trak site searching on People-Trak does not show that site. It shows documents and spreadsheets that have People or Trak in the title.
- Improved capability with Search. Maybe 1 in 5 times I might get on the first page something I could use.
- Search is very important factor for a awesome Portal experience. I think we need to improve it more. Whenever I talk to my business partners they always complaint about Portal search experience.
- Consistency in naming conventions and a guide to where certain information lives. I have tried to use the Search capability. Most time the results bring back documents from 3 - 5 years back that are no longer relevant. Maybe you could send out a survey to the most requested areas from the Portal. I know at times, I need to ask other members of my team where to find certain information.
- A better, catchier name for the Search Center.
- Google Search smarts.

Navigation & Security

- Easy access to a "dashboard" would be nice, where my favorites, app launch and frequently accessed page links reside.
- It's **MY** Macys, so it would be nice if I could customize the start page I see. Some of the buttons/links I don't think I'll ever have a use for. So, it would be nice to be able to add, remove, or just re-order items.
- Add more commonly used links exposed on the home page versions digging through other links to get to them, such as insight, clarity, travel bag, Finance, etc.
- The mega-dropdown is way too complicated and large.

- The current site and SharePoint team has done a great job on organizing so much information and pages. I do feel that because of the abundance of pages, it gives me a feeling of navigating through the earlier yahoo site. A user has to click link after link to get to the list of links that are meaningful. I do appreciate the current site and understand that there are a lot of pages that need to be organized.
- Navigation based upon what I do as opposed to the physical site layouts.
- For Apple computer users, the reduction or elimination of the pop-up window that repeatedly asks for the user ID and password. This phenomenon discourages many employees from regularly using the Portal. I have been advised that this is a SharePoint issue, not related to the Apple OS or browser used.

Content and Layout

- More dynamic visual content
- Greater user participation, because that would mean more content and more impetus to improve the process.
- Better layout of the sites within Site Collections.

Communication & Notification

- If content owners would keep their content up to date. Sometimes what appears to be an informative link turns out to be old content.
- As a Portal gatekeeper I would like better access and notification on when things are being updated or worked on.

Training

- Learning center tutorials with how to steps for custom script - use of java/css/html for creating customized reporting and tools off of lists. Also, would like a resource on site to use for setting permissions to distribution/security groups for easier permission management without having to create so many custom permission groups.

What feature do you feel is missing from the Portal right now?

Integration, Applications and Reporting

- Integration with O365, especially OneDrive and Yammer.
- Better My InSite integration.
- Ability to connect with third party collaborative tools like Confluence, Jira, Slack, and other common collaborative tools used across Macys.
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- Logical Function-Based Features (LFBF), End-to-End Business Visibility (EEBV) and SharePoint Health Indication Technology.
- Some of the apps in the app store are not able to be used or downloaded that could greatly enhance the visual and usability of site pages.
- Data connection capability. Currently the data connection capability is limited; it would be better if we can connect to multiple data source easily without worrying about configuration hassle.
- Get MST411 into the Portal.
- Reporting tools, we do have Performance point and SSRS but these are tough to configure for a power user. We need simple and inbuilt tools so that power users can easily use them form their daily task.
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Communication & Training

- Communication about how the platform can provide business solutions to business needs. Teaching people how to solve business problems as opposed to just how to upload files, or change links, etc.
- Learning center tutorials with how to steps for custom script - use of Java/CSS/HTML for creating customized reporting and tools off of lists. Also, would like a resource on site to use for setting permissions to distribution/security groups for easier permission management without having to create so many custom permission groups. (some of these things may be on site, but ease of access is not)
- Instant Chat feature, it is on Store Sites.

Personalization & Customization

- Based on the current user's area of work the browsing tiles or navigation header links display meaningful link to their area of work. Like the Merchandising reporting team tile appearing for those users, project pages tiles for those users based on the projects they are assigned too, and things of that nature. Again I do appreciate the current site and use it often.
- The old My Links Capability that allowed shortcuts beyond Favorites.

UX & Content

- When you hover over an icon it should tell you what that icon is for. For example, it is not clear to me that MacysPPM is the system to record your time sheets or the source of the emails from the Clarity Administrator.
- There are a lot of "tribal knowledge" sites associated with MST, would be nice if they had a spot on MyMacys, MST411, MSToncall and MSTD.
- There should be a Site Contact Person link. When user clicks this link it should open the default email client.
- Incorporate sound into the sliders? I'm not sure if that's already possible.
- The cafe menu for that day on the homepage would be nice.
- Interactive pages with FLIP technology.

What thing(s) would you eliminate from the current design if you could?

- The stupid InSite messaging. It's not necessary.
- Pop-up messages for Apple users.
- This is super minor, but there's about an inch of white space at the bottom of the home screen that forces the browser to have a scrollbar.
- Any links at the very bottom that are already included in Tiles or Links located above.
- I hate the message number popup from InSite for things like press releases.
- Least-used tiles
- The number of top level links. It's confusing to have various tiles, then additional links below in Tools, Apps, & Support. For example, People-Trak is both a tile, and a link under Support.
- Info-path and SharePoint designer. There are too many administrative applications that people build out of. Nintex is where SharePoint is headed and we need to adopt it as a universal tool.

What are some of your biggest pain points with using SharePoint?

- I wish there was a drag 'n' drop system to building pages in a snap.
- The pop-up messages for Apple users.
- The lack of precision with aligning web parts.
- The appearance of the Portal pages not adapting consistently to different monitors (text gets cut off).
- Portal doesn't work across browsers and operating systems. (Hopefully this will be fixed when we move to cloud). We constantly get complaints from our users that Portal doesn't work on my Mac book or Safari browser.
- Nintex and many other features only work in IE
- Items you don't use often enough to put in favorites can be very difficult to find when you do need them.
- Performance is inconsistent. There are days when the response is very slow or the links just don't work at all.
- Search is not very useful. Nowhere near Google's search.
- I developed a small form some time ago, a few years, and there were three separate occasions in which SharePoint Designer "corrupted" the workflow with invalid ID numbers. I had to edit the file manually, find the offending number(s), replace them from a backup I had saved, and then re-upload the file. It was a pain, but would have been a disaster if I had not saved a backup locally.
- When I share a site, sometimes the sub sites are not shared (by inheritance of permissions). I have to share each sub site separately.
- Lack of consistency in structure across sites and site collections.
- Lack of an enterprise taxonomy that would facilitate tagging.
- It's glitchy some days. Won't save or reverts to earlier version of the page when editing.
- Difficulty finding non-MST business partner Portal pages (example: ADLM Portal, Relocation, etc.)
- Sites are often not up to date. Site Owners should be reminded and required to update as changes are needed.
- Seeing business partners that have no understanding what the platform is and how it can be used for business needs. For example, most are still amazed that I can "code" and develop a List View on a page in a few minutes. Very few know what the platform can do for the business. So, the lack of adoption is a huge pain point.
- Creating customer web parts for business asks. A lot of the times there are apps and widgets available in the store but we cannot use them due to access reasons. This causes us to have to improvise and create them on our own which can take a considerable amount of time.

- Managing permissions is at times difficult because there is no "version control" on permissions; i.e. you can't leave a note in a log somewhere explaining why you changed permissions or created a group, broke inheritance, etc. etc. And once permissions are changed, there is no way to find out what they were previously or to recover previous settings without doing a complete restore. Another pain point with permissions is how users encounter them, because they often want to do things in their sites that seem to them like they should not require extra permissions but which actually do, for example creating pages or adding web parts to a page. In other words, managing user expectations around permissions can be painful, because when they realize how limited they are they may engage less with the platform.
- In cases where a workflow is set up to manage a list or library automatically, it can be difficult to "protect" the list from user intervention when the workflow has the user's same permissions.
- Lists being isolated from one another can cause pain when a workflow needs to access or modify information on multiple lists. Unlike tables in a database, Lists can't easily be linked together, which makes developing complex "applications" more difficult.
- Dependence on Nintex for forms and workflows can become a pain point when Nintex goes down, for whatever reason. It can be very frustrating when SharePoint is working fine but Nintex is unavailable. Equally frustrating is the fact that SharePoint Designer & InfoPath have both been deprecated by Microsoft.
- Surveys in the survey app lack have limited capabilities for customizing or adding a Nintex workflow to acquire and do additional back end data accumulation.
- Limited page layouts. Have to customize if you want to have two interactive web parts side by side within the same container.

What does SharePoint get right that's important to you?

- Versioning, collaboration tools.
- The combination of Nintex forms with a workflow to send email alerts to team members.
- Edit a page and publish on the spot.
- It's fast. I don't have to wait too long for pages to load.
- Tiles and Tools, Application and Support Links are so user friendly and easy to navigate to the
- Great for storing documents that can be updated by multiple people.
- User profile and presence indicators.
- Brings associates together in a central online location.
- One stop shop for information.
- I like the slider, it highlights current corporate and MST info, and it's one click.
- I have list of favorites that are easily accessible.
- Tile navigation to many areas on one page, a picture is worth time saved on searching
- It is a platform that I can develop solutions within and can leverage.
- It manages documents well when people get the hang of check in and out, and of versions.
- Ease of access and visual presentation.
- SharePoint does make it very easy to manage and organize lots of data, as well as getting simple list-based "applications" up and running very quickly.
- The inclusion of jQuery in the master pages also makes it very simple to make custom page elements on the fly.
- Nintex workflows and forms are very useful. Script editor options for customizing user experience.

If you use other products to make web pages, please name them and explain why.

- Just SharePoint here.
InfoPath - we used along with SharePoint to make a request form for our application
- Eclipse - We use as our IDE for our web application.
- JqWidgets - customizable widgets
- JQuery - cross browser support
- Backbone - MVC
- _.js - extended functionality
- requirejs - load js files on demand
- Dream weaver - to avoid the way SharePoint can be glitchy with saving edits.
The knowledge level throughout organization is poor, the app is not intuitive enough for easy file manipulation. More training at appropriate levels would be great before trying another tool.
- Visual Studio, because I keep getting credential challenges in SPD, and it blows up every few minutes.
- Visual Studio Code - Used to make partial web pages, because it's easier and more consistent to create and reference a file in a Content Editor than to put in HTML Directly.