

CSC's response to AAI pilot testing

February 7, 2011 / Satu Torikka, CSC



Results of the pilot testing (test period November 19 to December 16, 2010):

The pilot testing was successful; please see the detailed test results below. In general, the AAI system passed the pilot testing. On a scale of 1 to 5, the average of the answer values was above 3, meaning that the participants selected good over bad, and agreed more than disagreed. Test results:

Pilot end users (8), who tested the application process (<https://aai.csc.fi/>):
<http://report.webropol.com/report/Reporting.do?key=d0d48e07-b0c4-4aae-bf43-8bccf28effaf>

Referees (4), who tested the authorization process (IdM):
<http://report.webropol.com/report/Reporting.do?key=5a3471ec-a08a-4a51-9cdc-48d7a58d9239>

Content providers (6), who also tested the authorization process (IdM):
<http://report.webropol.com/report/Reporting.do?key=66533f79-a63c-4de1-b8e8-9b7cbaeeab64>

CSC's response to issues raised by pilot testers:

CSC's response is given below to respondents' open answers and the answers rated under 3 (on a scale from 1 to 5).

Response to pilot end users' test results

Question 3. *Error messages are understandable* was rated with value 2.75 (under 3).
Response: Error messages of the user process will be improved to enhance the usability. The language of error messages will be checked before launch.

Testers wrote that the session timeout came too soon, and its error message was difficult to understand. (During the pilot testing, the session timeout was half an hour.)

Response: The current session timeout is 2 hours in SUI, which should be enough to fill in and send the application.

The resource name should be same throughout the process.

Response: The resource name, instead of the resource code, will be shown throughout the process.

Information on the contents of the resources was wanted. Resource pages should include more details: metadata, summaries etc. (During testing, links to resource pages were on the Resources tab only.)

Response: Links to resource pages have been added on the Application tab. The request to include more details will be taken into account when upgrading the resource pages.

Few testers wrote that the application process is a bit too long, difficult to follow and difficult to fill in.

Response: The layout of the Application tab has been made more concise. User instructions may improve the experience.

Testers commented on field lengths and formats.

Response: The Preferred Language field now includes the language names, instead of the language codes. Unfortunately, the maximum amount of characters by fields is limited by the current database, and thus cannot be changed. The list of countries in SUI (Liferay) is currently in English only.

Printing of e.g. terms was wished.

Response: Printing depends on the browser. Most browsers print the terms, application, etc. properly.

Some testers asked why they have to fill in the purpose of use, or select a referee.

Response: The referees, the content providers and the administrator of the Language Bank of Finland will need this information for decisions. However, if the applicant doesn't know any referee, the referee selection is not obligatory. User instructions may improve this experience, too.

If the application is rejected, the applicant wants to know the reason for rejection.

Response: The administrator of the Language Bank of Finland (ling@csc.fi) will write the reason for rejection after the system is launched.

The last mail should include instructions on how to access and use the Language Bank of Finland.

Response: The user account with password and instructions on how to use CSC's services will be sent to new users the same day the application has been accepted.

Response to Referees' and Content providers' test results

Question 2. *Design* was rated with value 2.5 by referees (under 3).

Response: The Idm layout has been upgraded by making it more concise, and by moving the application part upward.

Some referees and CPs wrote that the process is difficult to follow and some English terms are difficult to understand. More information on resources is needed.

Response: Those IdM tabs that are not needed will be deleted. User instructions, readily both in English and Finnish, may improve the experience. Instructions should include a link to resource pages. Unfortunately, it is not possible to display Finnish or resource links on IdM.

The resource name should be shown, not the resource code.

Response: The resource name, instead of the resource code, will be shown throughout the process.

CPs would like to see an archive of applications they have accepted or rejected.

Response: CPs can get information about users from the administrator of the Language Bank of Finland (ling@csc.fi) upon request. General information about the customer projects for language research can be found at: <http://www.csc.fi/english/csc/projects>.