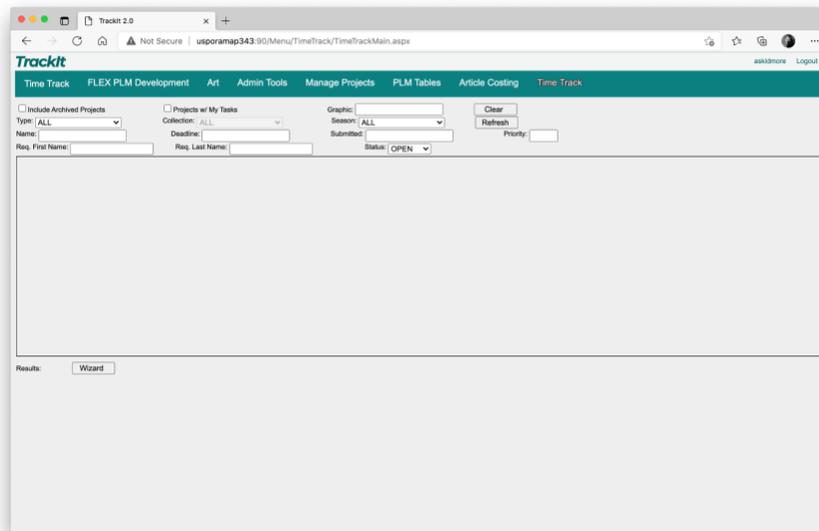


UX Design Journal - 2

A Trying Usability Issue

Introduction

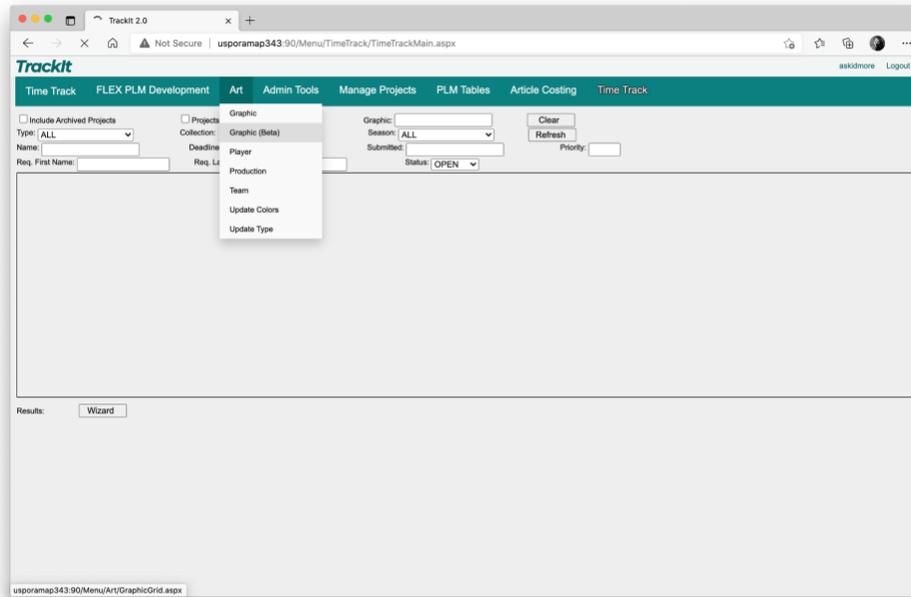
I have encountered many changes at my company these past four years, ranging from the new faces and new cubicles to updates and new processes. Since beginning at my current position, there have been a few consistent programs around constant updates. In particular, one program has remained regardless of its business need; where most countries operate on one platform, Indianapolis has remained stubborn. Instead of streamlining our processes with the company, the Indianapolis facility chose to update our current programs so that the company platform fits the manufacturing facility in Indianapolis.



A program called Track-it, which is meant for projects and processes to be tracked. The concept of Track-it is an excellent idea, intended to keep projects organized. However, Track-it was expanded to add, create, and update information within the organization. So while the organization has gone through many changes; Track-it too has had its fair share of updates, which have felt more like a downgrade.

The Usability Issue

On the daily, my position requires me to interact with Track-it. As previously mentioned, Track-it is used to track the stages of projects, and its use goes beyond that. Much of my interaction with the program is in creating, updating, and adding data. These functions are used as unique markers for the manufacturing floor to identify and create the product.

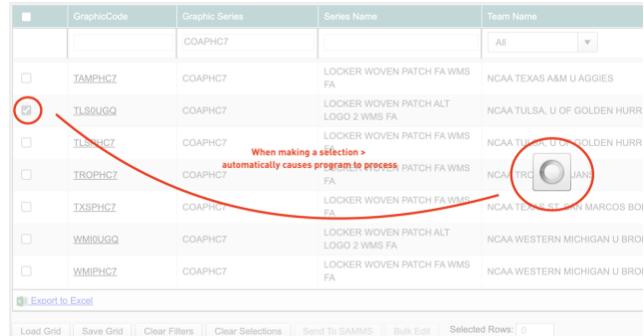


As a production developer, part of my responsibilities is creating these unique identifiers in graphic codes. Although graphic codes are created on a separate tab within Track-it called "Graphic (beta)," usability issues occur in multiple ways in this section. Below are a few pain points:

Track-it automatically runs queries in written fields. So, for example, users may type a graphic code to update, without any trigger, track-it automatically

searches for the information. Likewise, each filter a user adds causes the system to process as if the user intended to make command after every change.

Multiple selections within the same graphic series are often needed; however, each selection causes a run query. Making individual selections takes longer than necessary, causing the website to process the selection. Search only comes up to 20 initially, and if you try to widen results to add more selections, you risk losing all selections and starting over, or selections are not processed.



	GraphicCode	Graphic Series	Series Name	Team Name
<input type="checkbox"/>	TAMPHC7	COAPHC7	LOCKER WOVEN PATCH FA WMS FA	NCAA TEXAS A&M U AGGIES
<input checked="" type="checkbox"/>	TL50LQ0	COAPHC7	LOCKER WOVEN PATCH ALT LOGO 2 WMS FA	NCAA TULSA, U OF GOLDEN HURR
<input type="checkbox"/>	TL50HC7	COAPHC7	LOCKER WOVEN PATCH FA WMS FA	NCAA TULSA, U OF GOLDEN HURR
<input type="checkbox"/>	TROPHC7	COAPHC7	LOCKER WOVEN PATCH FA WMS FA	NCAA TRD ST MARCOS BOI
<input type="checkbox"/>	TXSPHC7	COAPHC7	LOCKER WOVEN PATCH FA WMS FA	NCAA WESTERN MICHIGAN U BROI
<input type="checkbox"/>	WM50LQ0	COAPHC7	LOCKER WOVEN PATCH ALT LOGO 2 WMS FA	NCAA WESTERN MICHIGAN U BROI
<input type="checkbox"/>	WM50HC7	COAPHC7	LOCKER WOVEN PATCH FA WMS FA	NCAA WESTERN MICHIGAN U BROI

Export to Excel

Load Grid | Save Grid | Clear Filters | Clear Selections | Send to SAMMS | Bulk Edit | Selected Rows: 0

Track-it may just completely error when updating and saving mass selections or individual graphic codes. For example, a user may add and update fields within a graphic code or codes without issue, only to save all data.

Impact on Users

Track-it is known across the production art department for its performance issues. Spanning from teams within Indianapolis to the North American headquarters in Portland, Oregon. Many of the usability issues affect teams' performance and patience without affecting many stakeholders negatively. Primarily the teams affected by Track-it most are production art, production development, and the quick response team.

Production art, which uses the program to see processes, placements, series, and licensing. Production art will withhold graphics depending on license holds, missing placements or processes, and track projects. While most of their art is distributed by the design team in Portland, Track-it is still crucial in helping artists know graphic expectations.

Second, production development or PD. Production development uses track-it in many ways, creating graphic codes, updating graphic codes, updating or creating teams and player codes, and inputting color codes in order for articles to flow downstream into SAMMS.

Track-it impacts many stakeholders within the company, but another user directly impacted by Track-it has been the Quick Response team or QR. QR uses track-it similarly to production development as they create graphic codes and series. For

example, QR works on chase projects directly tied with consumer demands, creating an alternative graphic code within a series or an entirely new series. QR also works in Time Track to move projects along to each department.

Between these three users, PD and QR interact most with track-it. PD works on higher-level projects (seasonal and planned), whereas QR has worked across merchandisers for customer orders. The failures of track-it nearly come as a frustrating joke to both departments, citing when the program failed the user and passing along work to another user.

Possible Reasons

Unlike most programs that a company may use, like Microsoft Office, Adobe CC, or Cisco, Track-it was contracted and created for the company; its issues can be documented and fixed. However, after two years since this "upgrade," many colleagues have accepted these shortcomings and have found ways to workaroud.

Since small teams created Track-it, it is possible to assume that issues come from poor coding and design. Due to the "run query" after every interaction, processing each separate interaction may cause the program to overload and crash.

When searching graphics in the Graphic (beta) tab, users have no "enter" or "search" button and when widening search results or adding filters causes an unexpected run query. Assuming that the program's issue lies due to processing every user interaction, it may be possible that adding a command key could help.

Aside from this design failure, it may lie entirely within the program's coding. For example, it is possible that track-it's programming is not large enough to handle the expected workload or that the programming is bugged.

The screenshot shows a search interface with the following elements:

- Division: ALL (dropdown)
- Status: Active (dropdown)
- Season: ALL (dropdown)
- Style Number: (text input)
- Working #: (text input)
- Model: (text input)
- Graphic Series: (text input)
- Graphic Code: (text input)
- Article: (text input)
- League: ALL (dropdown)
- Team: ALL (dropdown)
- Player: ALL (dropdown)
- Date Created: (text input)
- Brand: ALL (dropdown)
- Color Code: (text input)
- Include Archived Season:
- Select page size: 25
- Select result size: 500
- Search (button, highlighted with a red circle)
- Clear (button)
- Selected: 0
- Clear Selections (button)
- Search Button Example (text)

Insights

The most feasible to address is adding an enter command; adding an enter command when searching would stop issues before they occur. Many of the problems arise because of the automatic run query. Coding to add an enter button may be less invasive than fixing many of the other issues.

Solutions

In order to fix the issues above, the program will need an update. Predominantly suspending the automatic search for a command to search once fields have been entered and filtered. As shown below, a search or enter button would allow the user to make selections without automatic processing, add in filters if needed, or widen the page size to select all items to bulk update.



The track-it team needs to fix bugs and ensure each filter can work; a possible workaround, update the process/subprocess filter to function with a drop-down menu.

	GraphicCode	Graphic Series	Series Name	Team Name	Process/SubProcess	Status	
		CB21		All	1/E073	active	
<input type="checkbox"/>	ASU19YT	CB2119YT	CFP22 SEMI CHAMPS GOLDEN TICKET	NCAA ARIZONA ST U SUN DEVILS	15/S015	THIS FILTER DOES NOT WORK	Copy
<input type="checkbox"/>	ASU1MR0	CB211MR0	CFP21 HERE FOR THE RING WMNS	NCAA ARIZONA ST U SUN DEVILS	15/S007	Active	Copy
<input type="checkbox"/>	ASU1NKB	CB211NKB	NEW YEARS BOWL CELEBRATION	NCAA ARIZONA ST U SUN DEVILS	15/S007	Active	Copy
<input type="checkbox"/>	ASU3D2D	CB213D2D	CFP21 PARADE YTH	NCAA ARIZONA ST U SUN DEVILS	15/M101	Active	Copy
<input type="checkbox"/>	ASU3LW	CB213LW	NO PHRASE NEEDED	NCAA ARIZONA ST U SUN DEVILS	15/S007	Active	Copy
<input type="checkbox"/>	ASU3Y5N	CB213Y5N	CORE BOWL PARTICIPANT	NCAA ARIZONA ST U SUN DEVILS	1/E073	Active	Copy
<input type="checkbox"/>	ASU536U	CB21536U	SEMI FINAL CHAMPS FA	NCAA ARIZONA ST U SUN DEVILS	1/E073	Active	Copy
<input type="checkbox"/>	ASU5XKG	CB215XKG	CORE BOWL CHAMPS 2021 WMNS	NCAA ARIZONA ST U SUN DEVILS	15/S015	Active	Copy

As previously stated, Track-it is an excellent idea for its business, primarily when it works fluidly and efficiently. Unfortunately, there are many issues with timing when processing selections, updating fields and adding in filters that cause issues. Small things that humans do to be as efficient as possible, Track-it falls short and often errors out. Most solutions to these issues rely on program developers to fix, but hopefully, the suggested fixes above can offer solutions to many of track-it's pain points and issues.