

CUNY Academic Commons - Design/UX #3012

Create automated nudges for people who have not filled in profiles

2014-02-01 01:57 PM - Matt Gold

Status:	Resolved	Start date:	2014-02-01
Priority name:	Low	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:	Public Portfolio	Estimated time:	0.00 hour
Target version:	1.7		
Description			
<p>At our meeting yesterday, we heard a suggestion, which was seconded, that it might be useful to create an automated nudge to get people to fill out their profile information. This will be useful to individual members looking to find others to connect to, and it will also benefit our system as a whole by increasing its importance as a data hub and by making our faceted searches more robust.</p> <p>We should look at how LinkedIn does this (I think they say something like, "you have filled out 50% of your profile info; fill out the rest!") and also, of course, give people a dismiss option that says something like "Never show me this notification again."</p>			

History

#1 - 2014-02-01 02:10 PM - Boone Gorges

- Target version set to 1.6

#2 - 2014-02-05 10:46 AM - Boone Gorges

- Category name changed from BuddyPress (misc) to Public Portfolio

#3 - 2014-02-13 02:04 PM - Boone Gorges

- Tracker changed from Feature to Design/UX

- Assignee changed from Boone Gorges to Chris Stein

I'm going to turn this over to Chris for the moment. I can do some of the internal logic for determining "doneness", but I'd like to hear his thoughts about what the nudges are like. Are we talking a banner or overlay on profiles? Email notifications? Some persistent piece of UI (like a progress bar)? Chris, no need for heavy-duty concept art, but maybe you have some preliminary thoughts.

#4 - 2014-03-30 02:41 PM - Chris Stein

- File profile-completeness-no-bar.png added

- File profile-completeness.png added

I think in the short term for simplicity sake this would be easiest to add to the portfolio page when you are viewing your own profile.

Simplest

Just add some text that says something like "Your profile is 40% complete."

See profile-completeness-no-bar.png for an example

Visual

Here we add a simple progress bar under the text above.

See profile-completeness.png for an example

Interactive

Here we could add the progress bar to the edit screen and update it dynamically as people fill in their profiles. This is probably more a project for a rainy day than something we need right now.

Completion Rubric

Boone you already said you had an idea about this. I'm offering my take in case it helps. If you have other ideas I'm fine with that (maybe you could give the basic logic here so we could see?). My rubric basically puts 50% in the black area and 50% in the sections. They're all roughly equal.

If we want to skew more to one item than another (like Academic Interest being 15% or whatever), I'm OK with the idea, but then we should also have a way to communicate that emphasis to users so that would mean by also displaying the breakdown of what completeness means. Maybe wait on deciding that until v2.

0% Name: this is required and everyone has so no points

10% Brief Descriptor

10% About You

10% Any 1 of (Phone, Email IM)

- alternate: phone 3%, email 4%, IM 3%

10% Any 1 of: Web site, blog

- alternate: web site 5%, blog 5%

10% Any Social media

SECTIONS

10% Academic Interests

10% Positions

10% Publications

10% Education

10% Any 1 of the other sections (Free Text, RSS, Twitter)

#5 - 2014-03-30 02:49 PM - Chris Stein

- Status changed from Assigned to Reporter Feedback

#6 - 2014-03-31 09:14 AM - Boone Gorges

Thanks, Chris. Your rubric looks fine to me. I don't have any additional ideas. My only UX question is that, with a pct-complete marker, people are going to wonder how they get the full points, but there won't be any way to see how the calculations are made. Would it be helpful to have some sort of hover description etc?

Please reassign to me when this is ready to implement.

#7 - 2014-03-31 11:36 PM - Matt Gold

The rubric looks good to me. Good point about the need for a hover; though I don't know how much helpful info we could fit in there; maybe something like "Fill out additional fields in your profile to reach 100%"?

#8 - 2014-04-01 12:11 PM - Chris Stein

- Status changed from Reporter Feedback to Assigned

- Assignee changed from Chris Stein to Boone Gorges

I agree that not knowing why their profile isn't complete isn't ideal for ux. I also had a hard time figuring out a good way to show it on the profile page which is already so packed.

The hover is interesting, and Matt I agree putting the full rubric there is too much. Your sentence is OK, although not too much more info than can be inferred.

If we do want to show what's missing on the hover we could give them an slightly shortened version like

Missing Fields

- Brief Descriptor

- About You

- Any 1 of (Phone, Email IM)

- Any 1 of: Web site, blog

- Any Social Media

- Academic Interests

- Positions

- Publications

- Education

- Any 1 of (Free Text, RSS, Twitter)

or

Missing Fields

- Brief Descriptor

- About You

- Any 1 of (Phone, Email IM)

- Any 1 of: Web site, blog

- Any Social Media

- Sections: Academic Interests, Positions, Publications, Education, Free Text, RSS, Twitter

or more generic on sections

- Sections: 2/5 completed

If an area was complete it would not appear so only those with almost no information would see a long list.

For 1.6 I am OK with you (Boone) implementing or not whatever hover you're capable of.

In a future release I can think about it a bit more and I also want to add some of this information on the My Commons [#2945](#) area

#9 - 2014-04-01 01:53 PM - Matt Gold

For 1.6 I am OK with you (Boone) implementing or not whatever hover you're capable of.

Agreed!

#10 - 2014-04-01 03:50 PM - Boone Gorges

- Target version changed from 1.6 to 1.7

I'm afraid this has all gotten a bit complicated. Given that we are already past the point at which we were supposed to have finished development and begun testing, I'm going to move this item to 1.7.

#11 - 2014-04-01 03:56 PM - Matt Gold

Makes sense, and this can definitely wait. We should give more attention to the UI here, anyway.

#12 - 2014-09-24 03:13 PM - Boone Gorges

- Status changed from Assigned to Testing Required

I've implemented Chris's recommended formula from <http://redmine.gc.cuny.edu/issues/3012#note-4>. Changeset: <https://github.com/cuny-academic-commons/cac/commit/c851b90f7b140032c06a4f2bf9b2880d6153813c>

There's a little question mark next to the message. Hovering over it gives you a summary of what you need to complete.

Ready to test on cdev.

#13 - 2014-09-30 01:50 PM - Boone Gorges

Adding Chris and Samantha as watchers. Chris and Samantha, can I ask you to have a look at the current implementation on cdev? Log in and head to your own account. (Samantha, let me know if you don't have a cdev account.) I'm primarily looking for feedback on whether this is viable for 1.7; small changes (ie to language) are possible now, but we're too late for major design or functionality changes (they'd get put into a future milestone). Thanks!

#14 - 2014-10-01 10:02 AM - Chris Stein

Thanks for this Boone. I think the placement is good, it's visible and the edit button is right by it. We can revisit this in future milestones for alternate or graphical ways of showing the completeness.

I was trying to get some wording that kept it all on one line but didn't find anything I liked.

The ? button didn't work for me. Does that show you what how it got the the % complete?

#15 - 2014-10-01 10:06 AM - Boone Gorges

Thanks, Chris.

The ? button didn't work for me. Does that show you what how it got the the % complete?

Yes. It's not a button - just a hover tooltip. Make sure you hover there for a second or two. If it doesn't work, try in another browser (and give me details on the browser it's failing in). It's just an HTML 'alt' attribute - wanted to go with something lofi - but if it's not working across browsers I guess I'll have to do something with JS.

#16 - 2014-10-01 12:20 PM - Chris Stein

Ah, OK. A quick test showed it does work (FF and Chrome on OSX) but with a caveat. If you click on it before the hover it doesn't show the hover. The same thing happened on both browsers. I never thought about that. Chrome is slow to show the hover for me (OSX 37.0.2062.124) which is why I clicked on it and didn't see the tip.

If you want to close this and do a separate ticket for alternatives for a dot release I'm OK.

If you are addressing it one non-JS subtle change that may make a difference is to add a CSS transition to the background color change that slows it that change down and may slow down anxious clickers like myself.

#17 - 2014-10-02 03:32 PM - Boone Gorges

Thanks for the additional tests, Chris, and especially for the diagnosis that clicks cause the problem. This seems to me to be too big a problem to ignore, so I rewrite this bit to be a div hidden by CSS rather than an alt attr.

<https://github.com/cuny-academic-commons/cac/commit/53849c952f1ae001fd9e58b9c5f2e17907ac79e8> Ready to test on cdev.

#18 - 2014-10-09 10:59 AM - Chris Stein

Great! Works for me. You can mark resolved.

#19 - 2014-10-09 02:51 PM - Boone Gorges

- *Status changed from Testing Required to Resolved*

Cool - thanks for your help, Chris!

Files

profile-completeness-no-bar.png	58 KB	2014-03-30	Chris Stein
profile-completeness.png	230 KB	2014-03-30	Chris Stein