

Card Sort Results (Document Version)

[CardSort Results Slides](#)

Overview

- Activity to Sort [Outcomes from the Fall](#) into Categories
- 16 people completed it
- Participants created a total of 280 categories, with a median of 16 categories each.

Organising Information: Information Architecture

- There will be no perfect structure
- It is about best match
- An grouping based on averages is the worst, we're trying to understand people's mental model
- We have started bottom up, now we iterate from top-down
- Tagging will help, but a good default structure will help organise our work
- Related: [Silver Research Summary](#)
 - From [Bentley Study](#): Organize the material in the ways that people who use them think about them in the context of the development lifecycle. "Could they be organized in a way that you could determine when to think about them? For example we marked them by role (content, design, developer, tester) so the role who needs to learn it can focus on the guideline but if someone is a content writer they don't need to learn the design and developer guidelines."

Categories

Things user's can/should be able to do:

- Content resize
- Task completion
- Text manipulation

Type of interaction:

- Input
- Keyboard /agnostic modality
- Layout and approach
- Memory

- Motor needs
- Physical interaction
- Perception / visibility
- Pointer
- Processes & Data entry
- Workflow sequence

Discipline:

- Interaction design

Type of content/interface targeted:

- Accessible forms
- Audio and visual
- Content on hover
- Content meaning
- Control and focus appearance
- Design, layout and Hierarchy
- External content
- Errors and feedback
- Focus states
- UI elements
- Images
- Input types
- Interactive elements
- Manage distractions
- Media accessibility
- Motion
- Navigation
- Cognitive tests
- Non-text content
- States and updates
- Status and purpose info
- Images text alternatives
- Text presentation
- Timing and interruptions
- Video
- Visual design
- Tasks and processes
- Timing
- UI controls
- Use of colour
- Video
- Visual layout

- Wording and terminology

What to provide, or not provide:

- Accessible AI
- Accommodations
- Affordances and consistency
- Alternatives
- AT Support
- Content alternatives
- Content structure
- Content writing
- Understandable content
- Design minimums
- Enough time
- Input support
- Keyboard accessibility
- Manage distractions
- No cognitive tests
- No manipulation
- Non-visual alternatives
- Organisation of content/interface
- Prevent distractions
- Prevent harm
- Privacy
- Protect from harm / exploitative behaviours
- Provide help
- Readability
- Safety
- Structure & meaning / semantics / organisation
- (User) Support
- Support input devices
- Text alternatives
- Text clarity / presentation
- Undo
- Usability aids
- (User) control & freedom
- (User) Personalisation

Dendrogram View 1

- Prevent Harm & Deception
 - 3rd party content presentation
 - Social media algorithms
 - Feedback

- Privacy
- Controls
 - Control Location
 - Controls distinguishable
 - Controls vs Non-controls
 - Indicate interactive
 - Visually Distinguishable Controls
- Consistent Control Design & Interaction / Navigation & Orientation
 - Behaviour of controls
 - Clear starting point
 - Consistent navigation
 - Control names (accuracy)
 - Visual indicator for change of context
- Processes and data-entry
 - Adequate time
 - Contextual help
 - Input instructions provided
 - No cognitive tests
 - Reduced task distractions
- Clear Language / Wording and Terminology
 - Ambiguous terminology
 - Paragraph length
 - Uncommon words
 - Verb tense
- Non-text content / Media Alternatives
 - Audio and text descriptions
 - Captions
 - Image text alternatives
 - Decorative / informative equivalent
- Structure & Meaning / Organization
 - Descriptive section headers
 - Order supports understanding
 - Related content
 - Subsections
- Design, Layout, & Hierarchy (low score, close to Color/typography/contrast)
 - Visually distinguished sections
 - Programmatically distinguished section
 - Clear relationships
- Support Input Devices
 - Control states
 - Change focus with pointer input
 - Gestures and dragging
 - Keyboard only
 - Target size
 - Focus indicator
- Color, Typography & Contrast
 - Adaptable line length
 - Contrast of visual information

- Maximum text contrast
- Minimum-sized text
- Reflow
- Virtual cursor
- Adaptability & Customization
 - Adjust color
 - Control distractions
 - Motor fatigue
 - Notify on change
 - Text orientation
 - User settings

Dendrogram View 2

- Prevent Harm & Deception
 - Algorithm bias
 - 3rd party content
 - Privacy
 - Avoid Manipulation
 - Sourcing
- Controls
 - Consistent control design
 - UI elements
 - UI Controls
- Orientation
 - Current location
 - Focus retention
 - Consistent Purpose
 - Relationship of labels & controls
- Process and Task Completion
 - Process & Date Entry
 - Cognitive Load
 - Task Completion
- Clear Language/Content
 - Clear Language
 - Default Content
 - Wording & Terminology
- Alternatives
 - Non-text content
 - Alternatives
 - Media alternatives
- Structure & Organization
 - Structure & Meaning
 - Structure & Organization
 - Design, Layout & Hierarchy
 - Content Organization and Navigation
- Input Support
 - Support Input Devices
 - Input types
- Color, Contrast & Typography
 - Visual needs

- User Control/Adaptability/Customization
 - Adjust color
 - AT Control
 - Customization
 - Control Distractions
- Help & Documentation
 - Help & Documentation
 - User Support
 - Provide Instructions

Initial Comparison

This compares the top level of the two previous options.

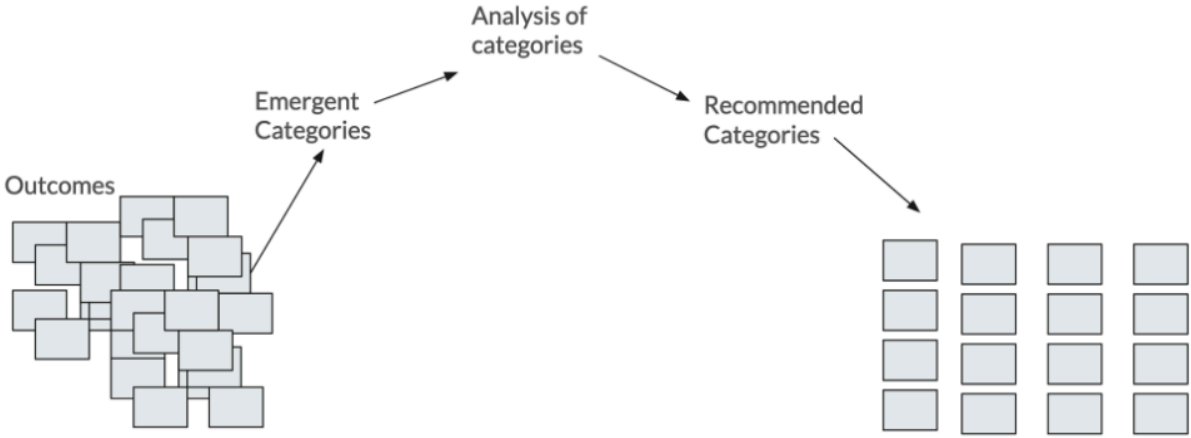
Option 1	Option 2
Prevent Harm & Deception	Prevent Harm & Deception
Controls	Controls
Consistent Control Design & Interaction / Navigation & Orientation	Orientation
Processes and data-entry	Process and Task Completion
Clear Language / Wording and Terminology	Clear Language/Content
Non-text content / Media Alternatives	Alternatives
Structure & Meaning / Organization	Structure & Organization
Design, Layout, & Hierarchy	[Included in Structure & Organization]
Support Input Devices	Input Support
Color, Typography & Contrast	Color, Contrast & Typography
Adaptability & Customization	User Control/Adaptability/Customization
	Help & Documentation

Revised Comparison

Option 1 (Type of Content)	Option 2 (What to Provide)
(Prevent Harm & Deception)	Prevent Harm & Deception

Controls	Provide usable controls
Consistent Interaction / Navigation & Orientation	Help user orient
Processes and data-entry	Support Processes and Task Completion
Clear Language / Wording and Terminology	Provide Clear Language/Content
Non-text content / Media Alternatives	Provide alternative formats
Structure & Meaning	Organize and structure content
Design, Layout, & Hierarchy	[Included in Structure & Organization]
Input Agnostic	Support Input
Color, Typography & Contrast	Distinguish content through contrast & clear typography
Adaptability & Customization	Support adaptability & customization
	Provide help & documentation

Next Steps



We have created initial outcome and used an open cardsort to create emergent categories. The two categories that seem to have emerged as possible default organizations are Interface Oriented and