

# Heuristic Review

## Oracle Fusion – PAREXEL HR Talent Acquisition

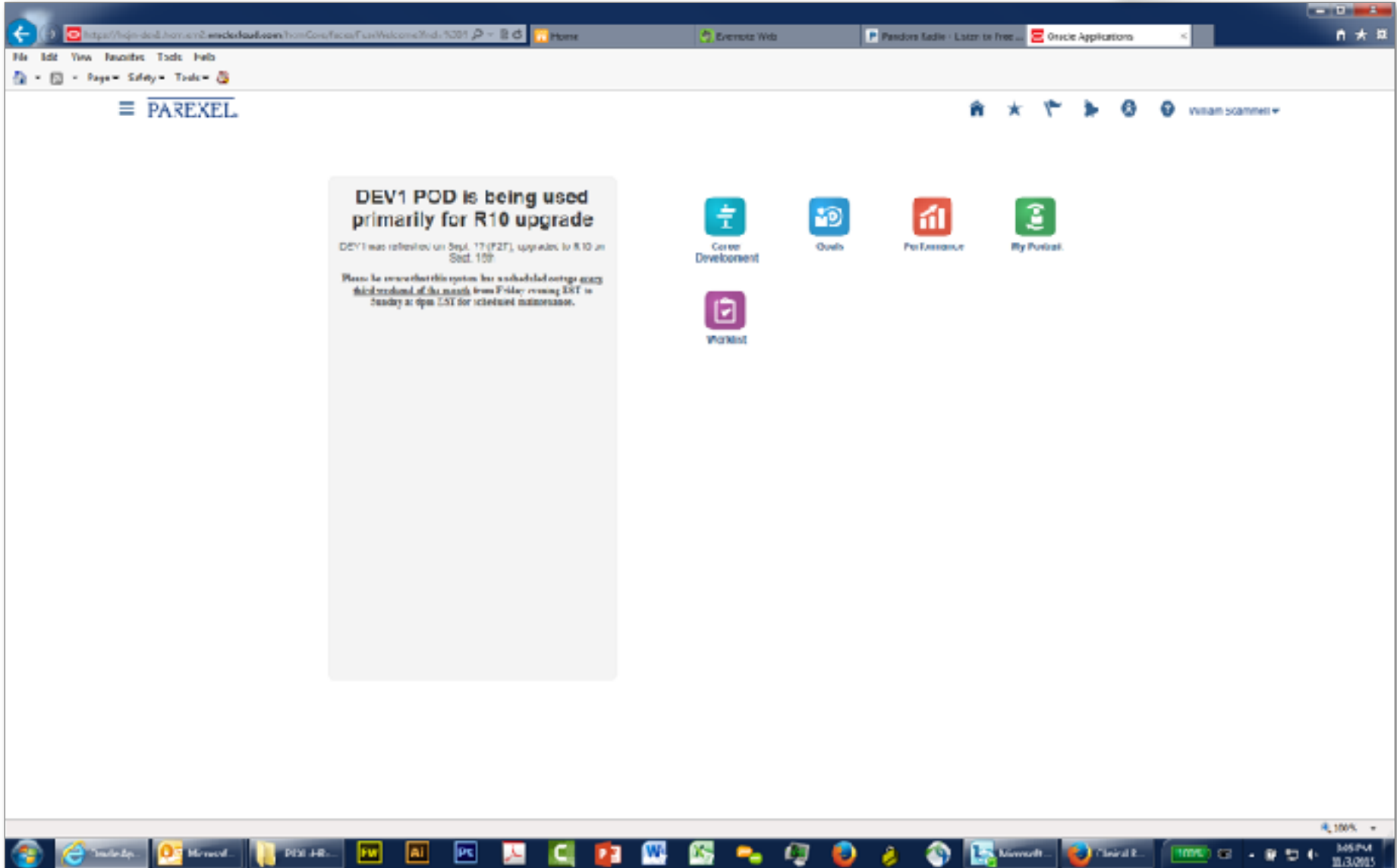
IT Human Factors Engineering User Experience (HFEUX)

November, 2015

This is a heuristic review of the Talent Acquisition module of Oracle Fusion (r10) for PAREXEL's Human Resources Dept.

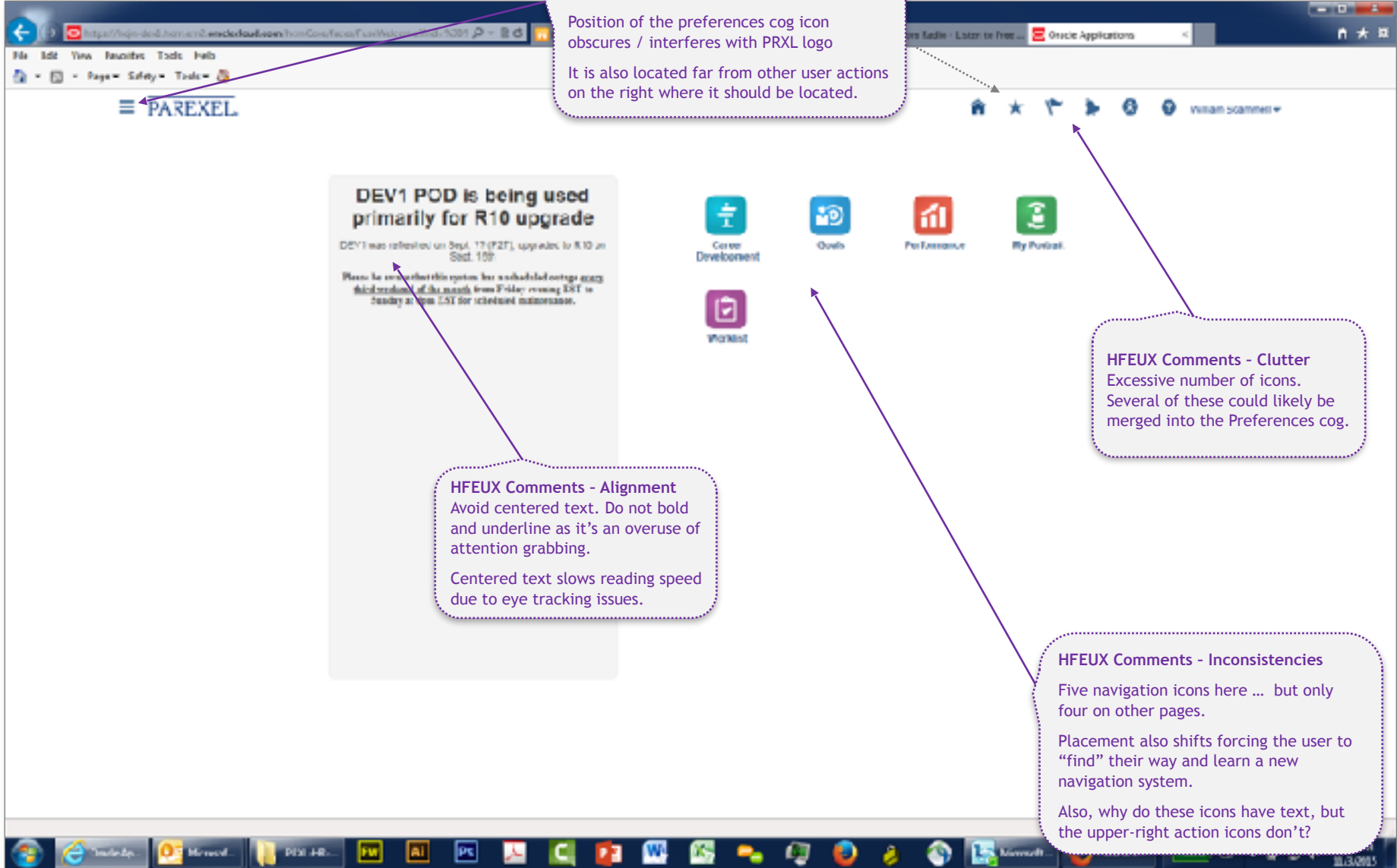
Because Fusion is a SaaS product, it was virtually impossible to have any of these recommendations implemented to improve this product's UX (e.g., the product is "highly configurable, but not customizable.").

Note: See next page for UX comments.

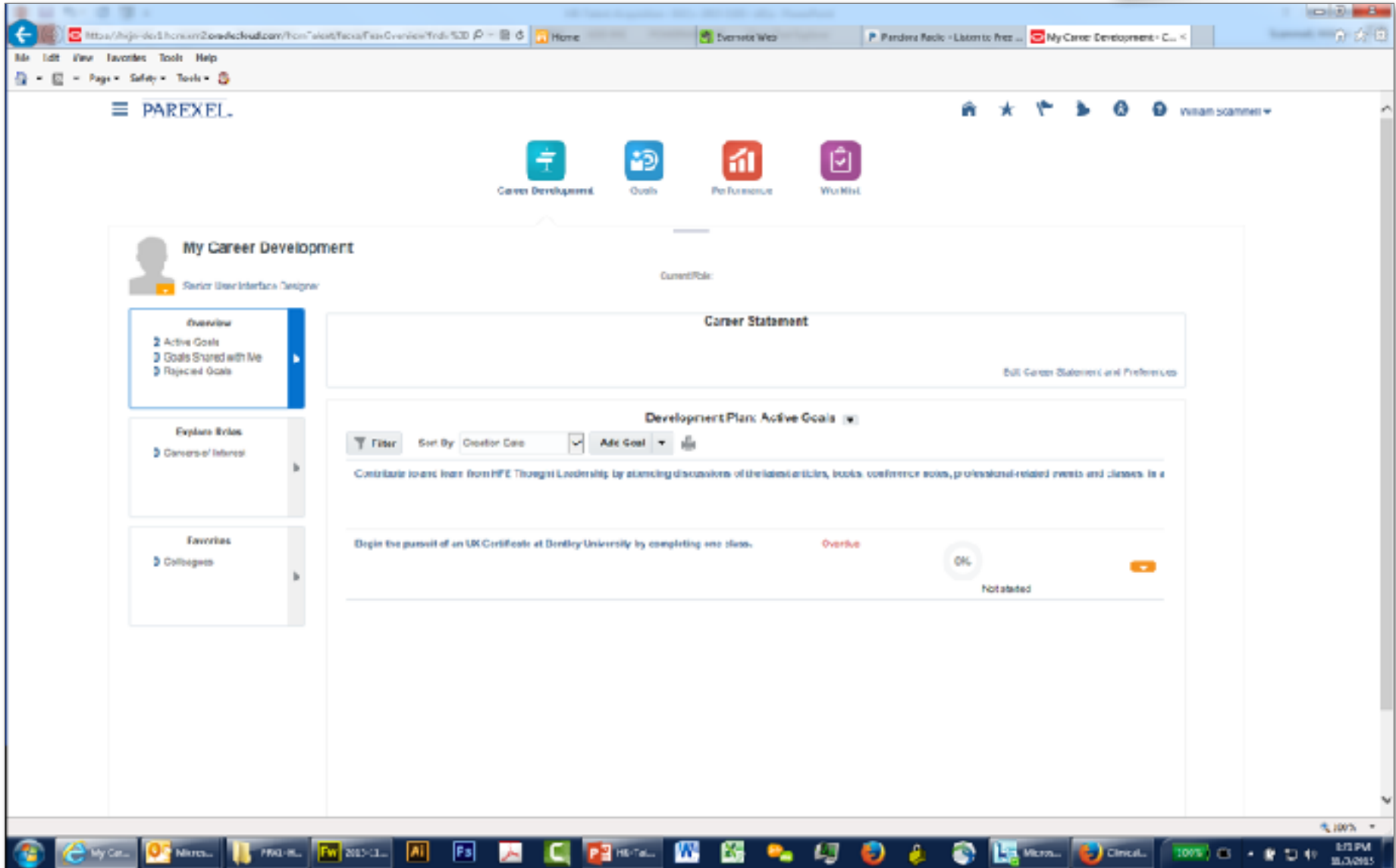


# PRXL HR Talent Acquisition – Heuristic Review – 01 Front Page

HFEUX – November, 2015



Note: See next page for UX comments.



# Development 1

**HFEUX Comments - Active / Inactive Text Color**  
 The text color (medium blue) and use of bold for the active "Career Development" icon is insufficiently different from the other 3 inactive icon text colors (light blue).  
 Inactive text color should be a medium grey and not bold. The icons may as well be grey to emphasize that they're inactive.

**HFEUX Comments - Navigation**  
 Never hide navigation elements from the user.

**HFEUX Comments - Placement**  
 Odd visual placement of this header obfuscates functional hierarchy of page elements / purpose.

**HFEUX Comments - Navigation**  
 Missing "My Portrait" navigation icon.  
 Better yet, merge the portrait function into the user preferences cog (yes, even on the front page) as it's not something that a user is going to change frequently.

**HFEUX Comments - Dead End**  
 Blue (linked) text takes user to a useless page. See next page of this PPT.

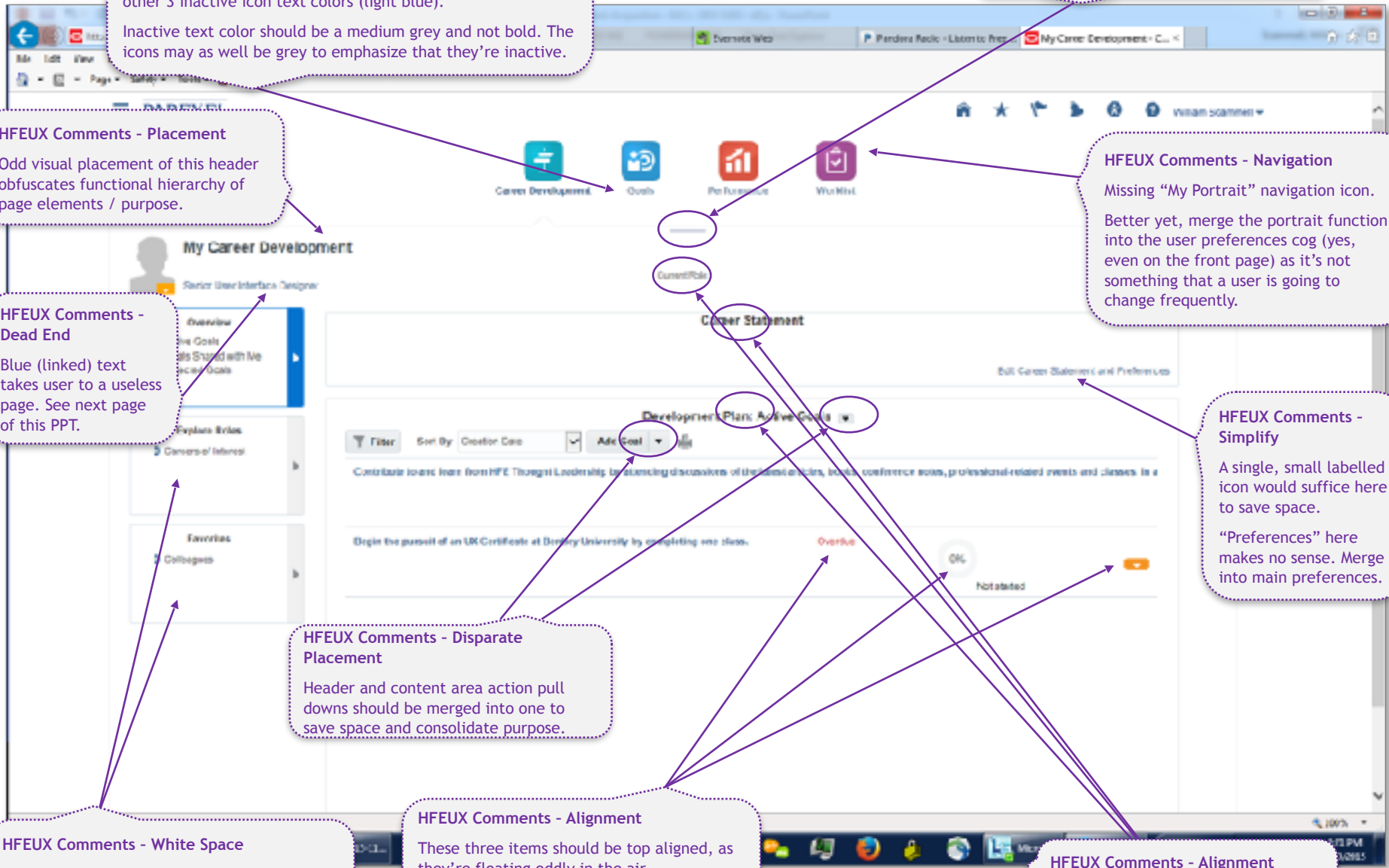
**HFEUX Comments - Simplify**  
 A single, small labelled icon would suffice here to save space.  
 "Preferences" here makes no sense. Merge into main preferences.

**HFEUX Comments - Disparate Placement**  
 Header and content area action pull downs should be merged into one to save space and consolidate purpose.

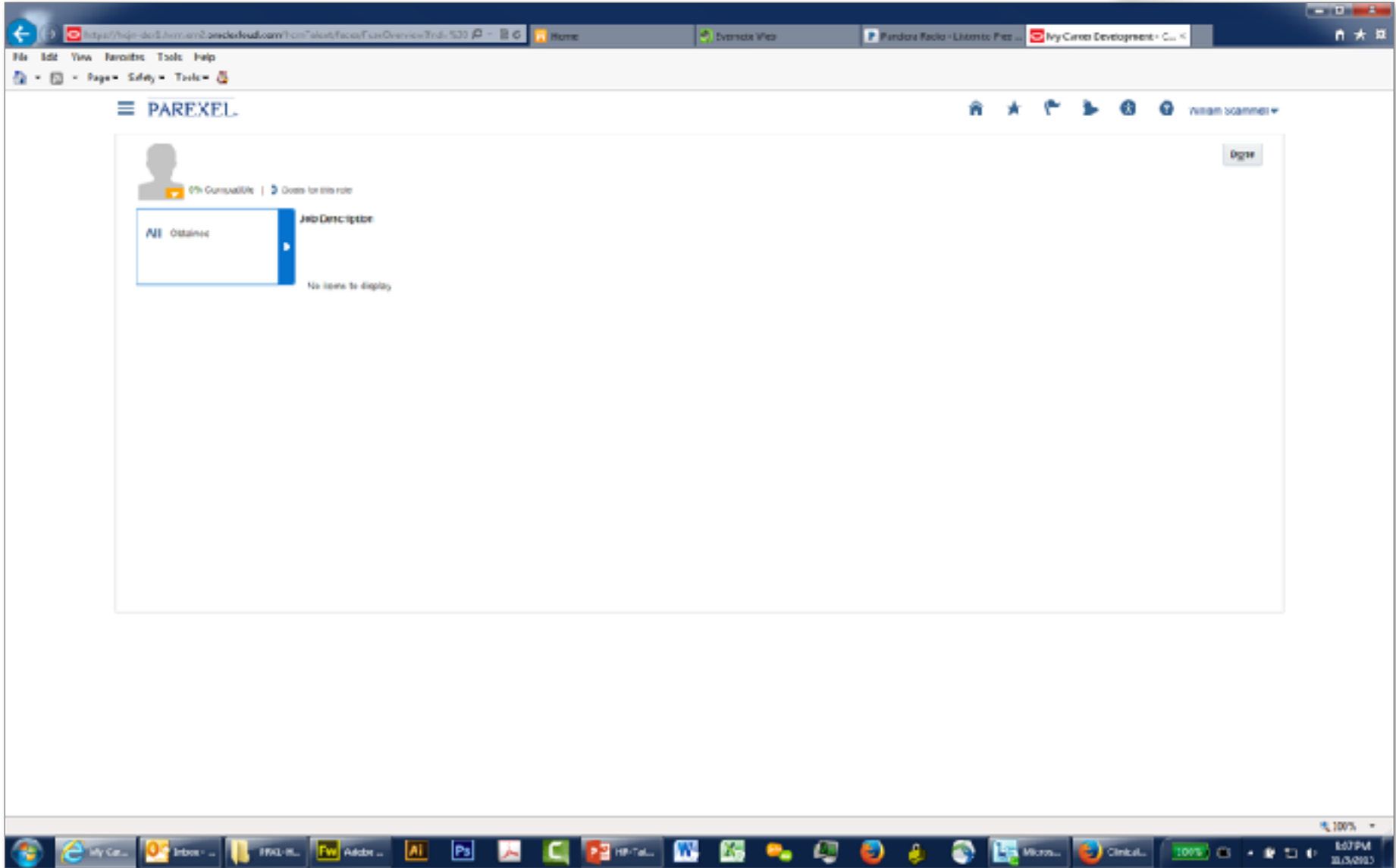
**HFEUX Comments - White Space**  
 Excessive white space wastes visual space for no other purpose than superficial consistency. Boxes could be shorter. Left align titles. Better use of inactive state coloring.

**HFEUX Comments - Alignment**  
 These three items should be top aligned, as they're floating oddly in the air.  
 The third icon (just an orange pull down indicator) is not labelled so its purpose is hidden to the user.

**HFEUX Comments - Alignment**  
 Do not center headers or place holder text. They are floating rather than anchored to emphasize their purpose.



Note: See next page for UX comments.



## PRXL HR Talent Acquisition – Heuristic Review – 03 Career Development 2

HFEUX – November, 2015

The screenshot shows a web browser window displaying a user profile page on PAREXEL.com. The page features a user profile card with a silhouette icon, a 'Compatible' status, and a 'Job Description' section. The 'Job Description' section contains the text 'All Obtained' and 'No items to display'. A vertical dashed line is drawn between the profile card and the job description section. The browser's address bar shows the URL 'http://hr.talentacquisition.com'. The Windows taskbar at the bottom includes icons for My Computer, Internet Explorer, Outlook, Firefox, Adobe, and various applications.

**HFEUX Comments - Hidden Actions / Info**  
Why are various functions and information hidden via the orange pull down menu on this sparse page?

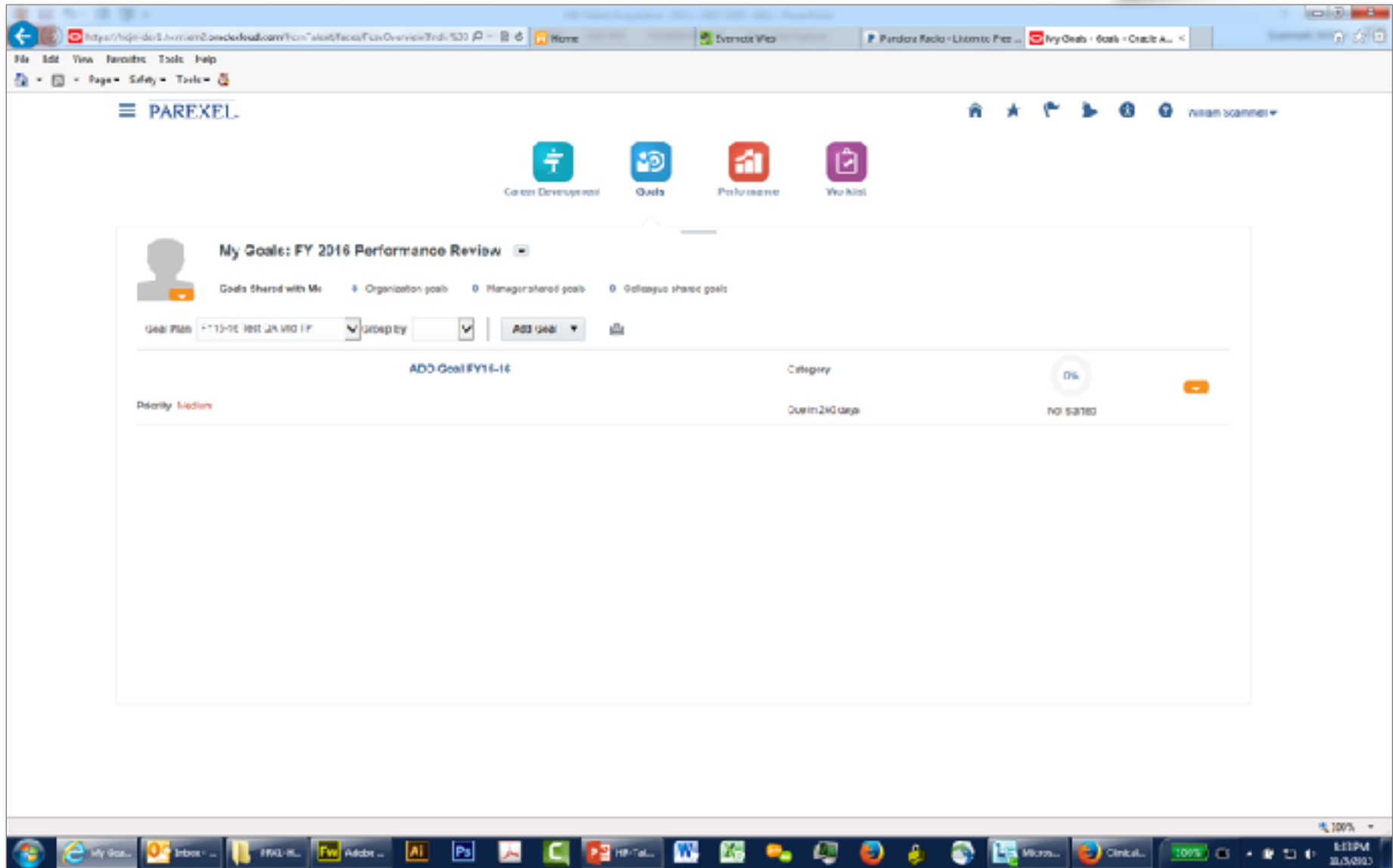
**HFEUX Comments - Misaligned Text**  
If this page must be kept, can we fix this misalignment?

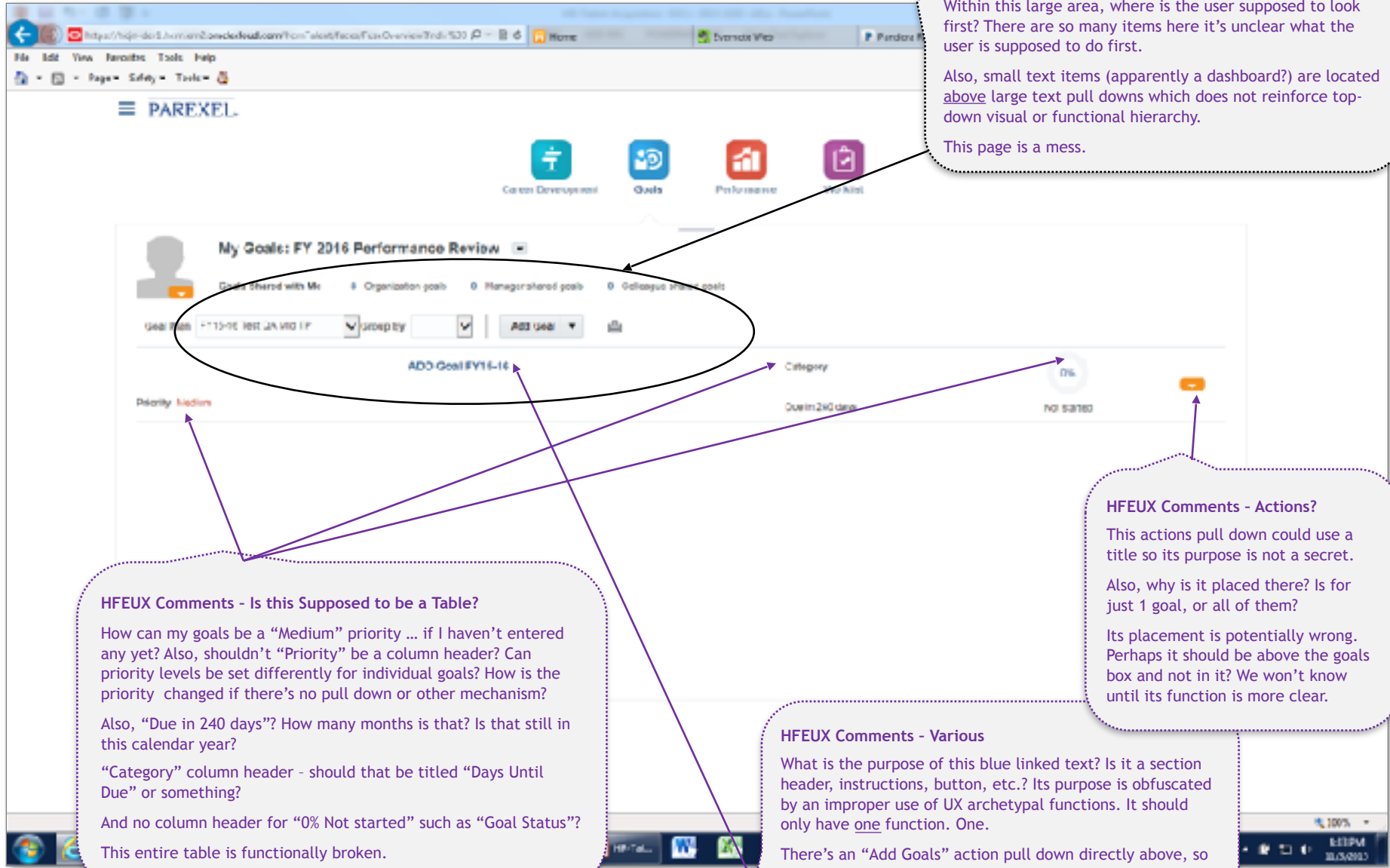
**HFEUX Comments - Dead End / Wasted Page**  
There is nothing for the user to here - nothing to edit, add, delete, etc.  
Delete the link that takes the user here and delete this page.  
**UPDATE:** just found some **hidden** stuff ... follow black arrow.

**HFEUX Comments - Useless Info**  
"Compatible" what?  
"All" what?  
"Obtained" what?  
Meaningless info. More reasons to delete this page.



Note: See next page for UX comments.





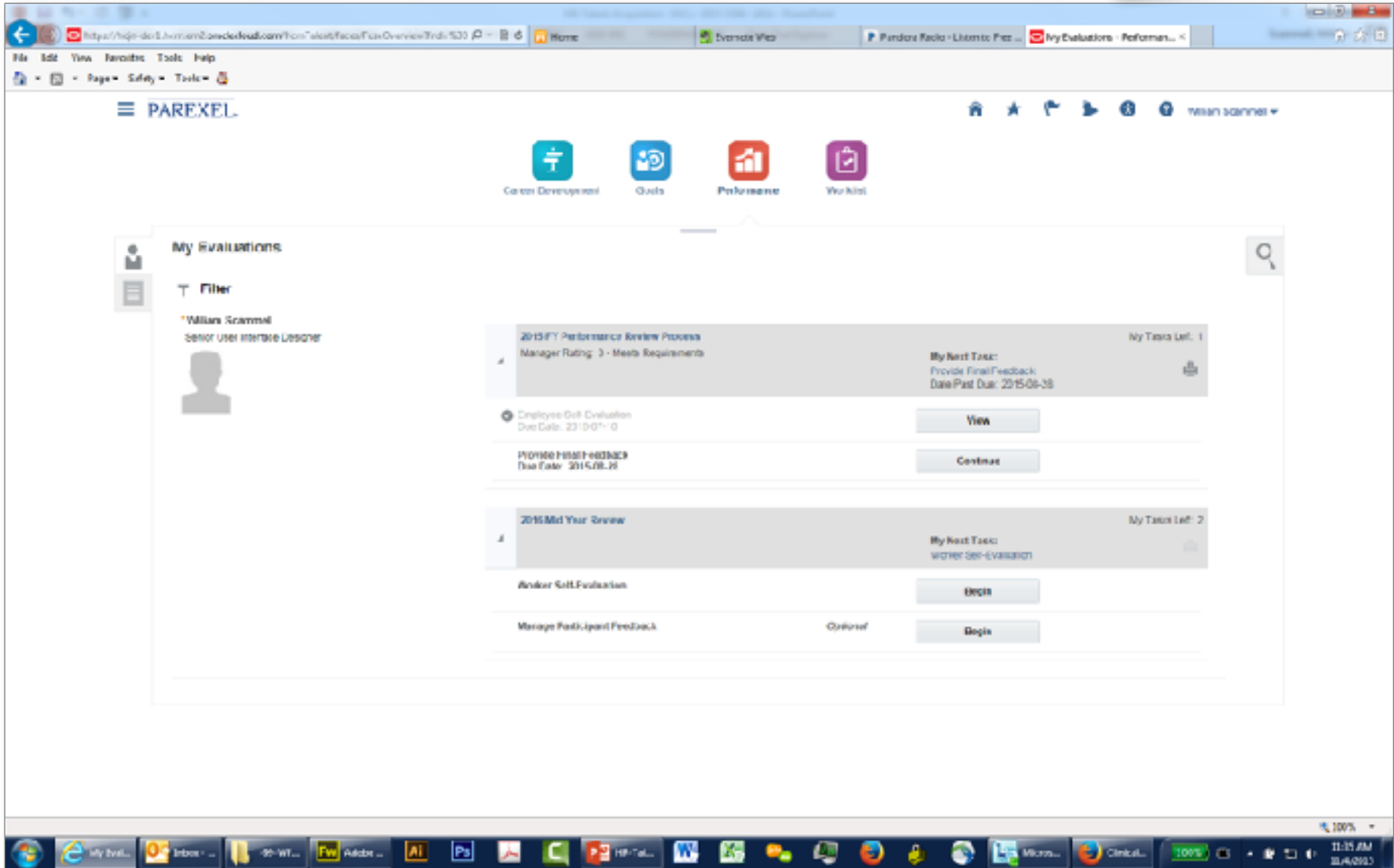
**HFEUX Comments - What is the User Supposed to do First?**  
 Within this large area, where is the user supposed to look first? There are so many items here it's unclear what the user is supposed to do first.  
 Also, small text items (apparently a dashboard?) are located above large text pull downs which does not reinforce top-down visual or functional hierarchy.  
 This page is a mess.

**HFEUX Comments - Is this Supposed to be a Table?**  
 How can my goals be a "Medium" priority ... if I haven't entered any yet? Also, shouldn't "Priority" be a column header? Can priority levels be set differently for individual goals? How is the priority changed if there's no pull down or other mechanism?  
 Also, "Due in 240 days"? How many months is that? Is that still in this calendar year?  
 "Category" column header - should that be titled "Days Until Due" or something?  
 And no column header for "0% Not started" such as "Goal Status"?  
 This entire table is functionally broken.

**HFEUX Comments - Actions?**  
 This actions pull down could use a title so its purpose is not a secret.  
 Also, why is it placed there? Is for just 1 goal, or all of them?  
 Its placement is potentially wrong. Perhaps it should be above the goals box and not in it? We won't know until its function is more clear.

**HFEUX Comments - Various**  
 What is the purpose of this blue linked text? Is it a section header, instructions, button, etc.? Its purpose is obfuscated by an improper use of UX archetypal functions. It should only have one function. One.  
 There's an "Add Goals" action pull down directly above, so this header / text link / button / action item is clearly redundant.  
 If it's a header, it should be left aligned and **black and bold**.

Note: See next page for UX comments.



HFEUX Comments - Search

This is the first search mechanism I've noticed in this app. Why isn't this on all pages?

Why doesn't this icon have text like the 4 colored navigation icons?

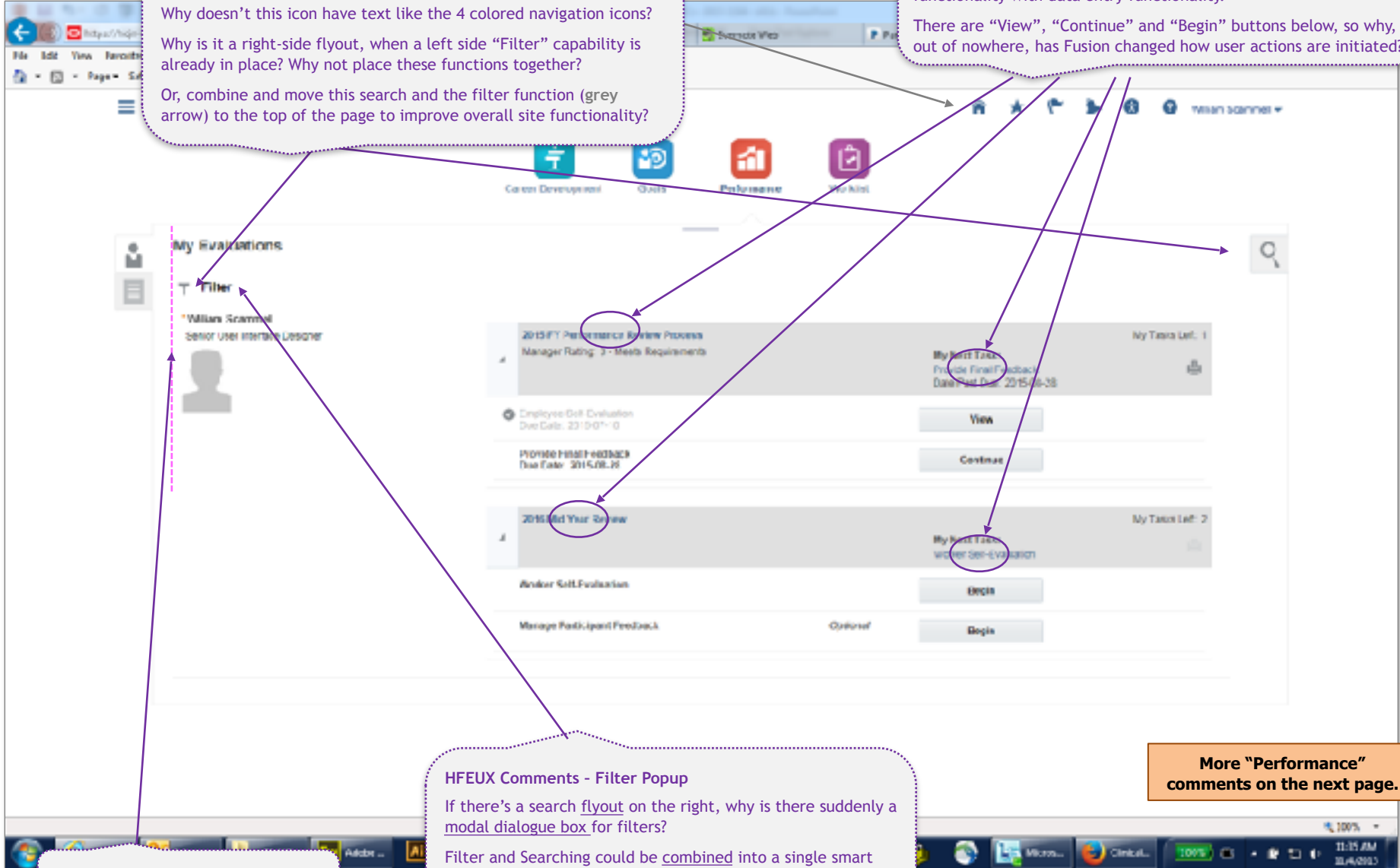
Why is it a right-side flyout, when a left side "Filter" capability is already in place? Why not place these functions together?

Or, combine and move this search and the filter function (grey arrow) to the top of the page to improve overall site functionality?

HFEUX Comments - Mixed Functions

These should be **black**, non-linked text headers with separate "edit" buttons. This is mixing hierarchical information functionality with data entry functionality.

There are "View", "Continue" and "Begin" buttons below, so why, out of nowhere, has Fusion changed how user actions are initiated?



HFEUX Comments - Misaligned Items

Can these item be aligned properly?

HFEUX Comments - Filter Popup

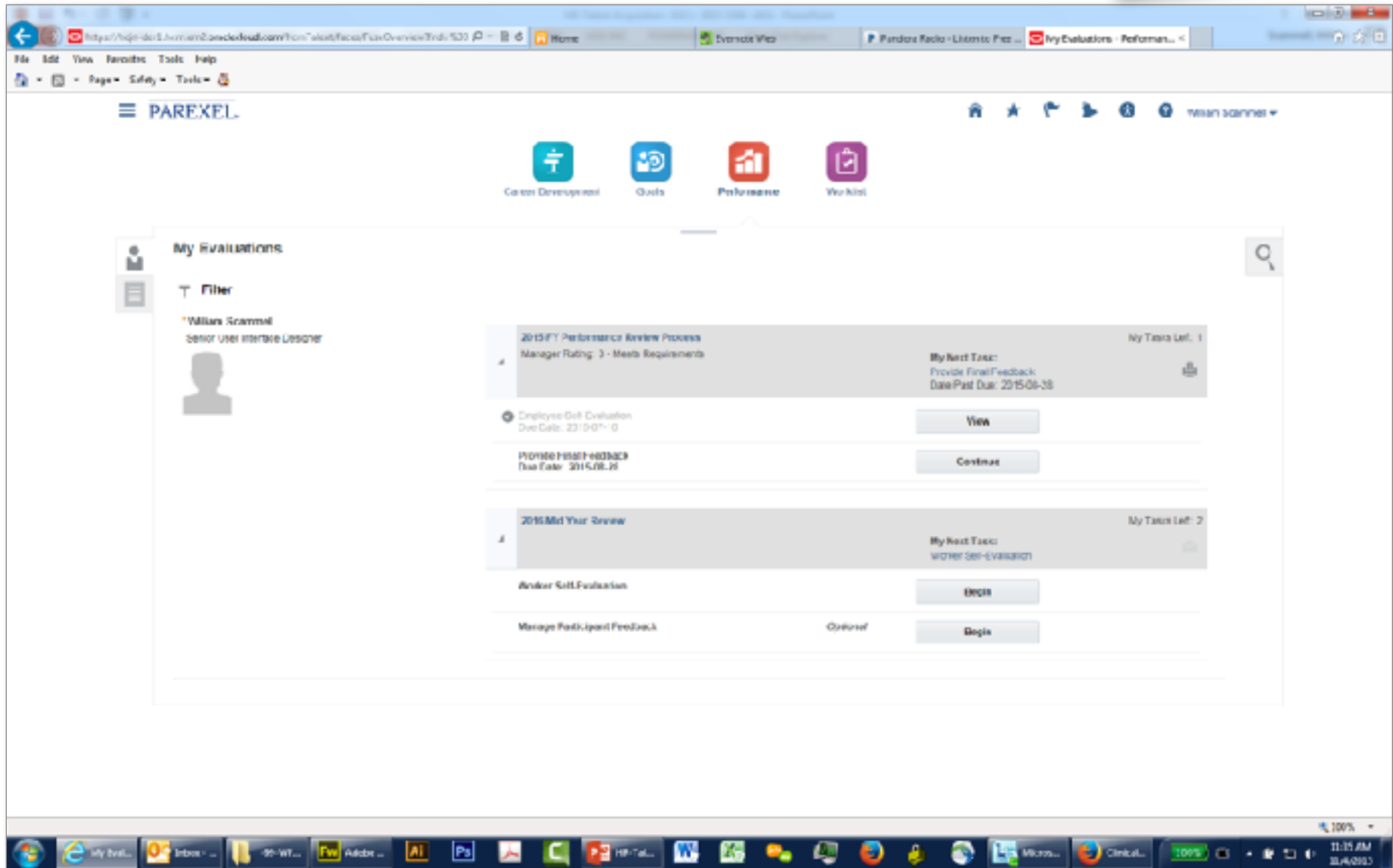
If there's a search flyout on the right, why is there suddenly a modal dialogue box for filters?

Filter and Searching could be combined into a single smart search with filters to reduce returned values. This would save space and improve the user's control over the information returned to them.

Having these functions split across the page is not optimal.

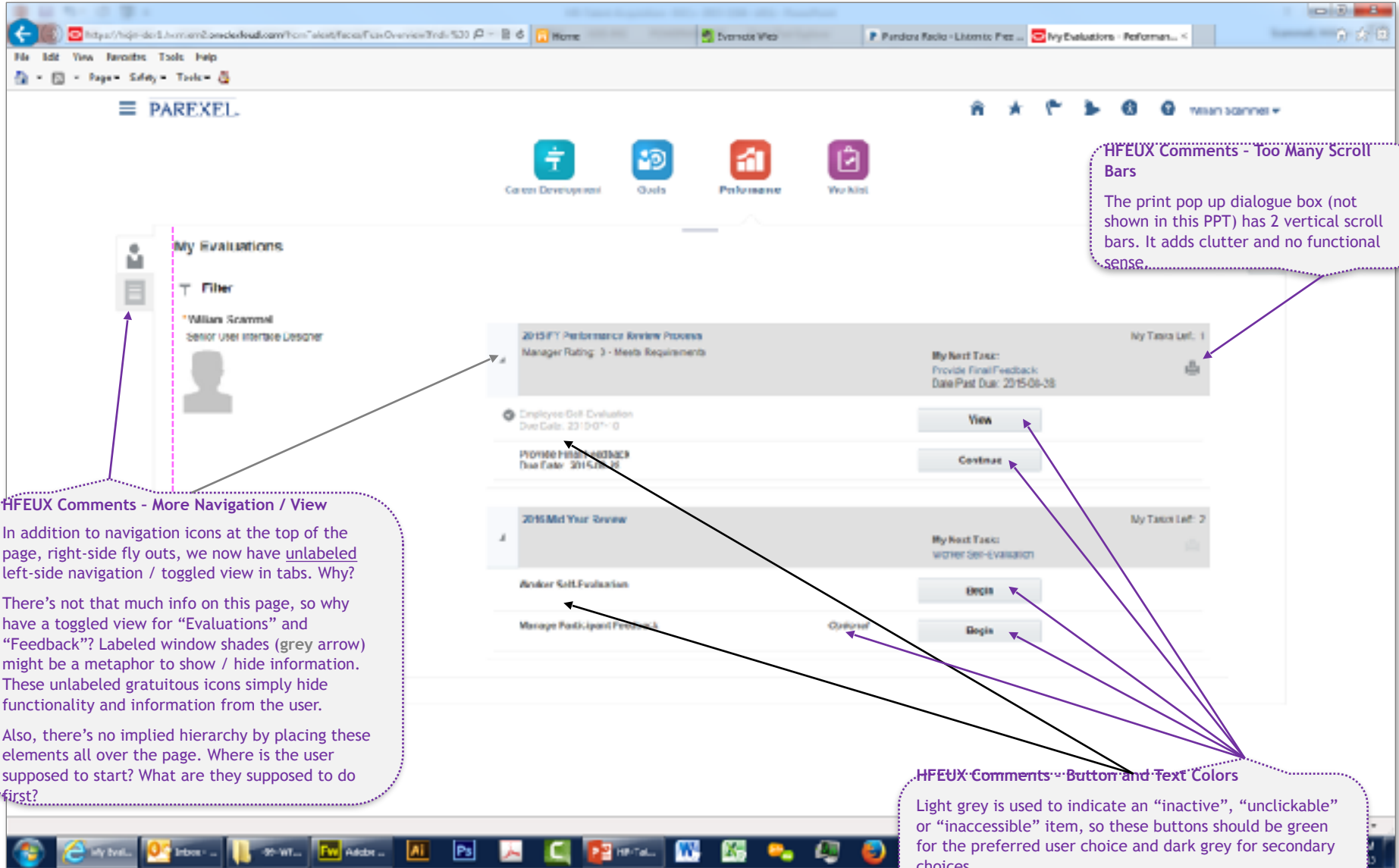
More "Performance" comments on the next page.

Note: See next page for UX comments.



# PRXL HR Talent Acquisition – Heuristic Review – 05b Performance

HFEUX – November, 2015

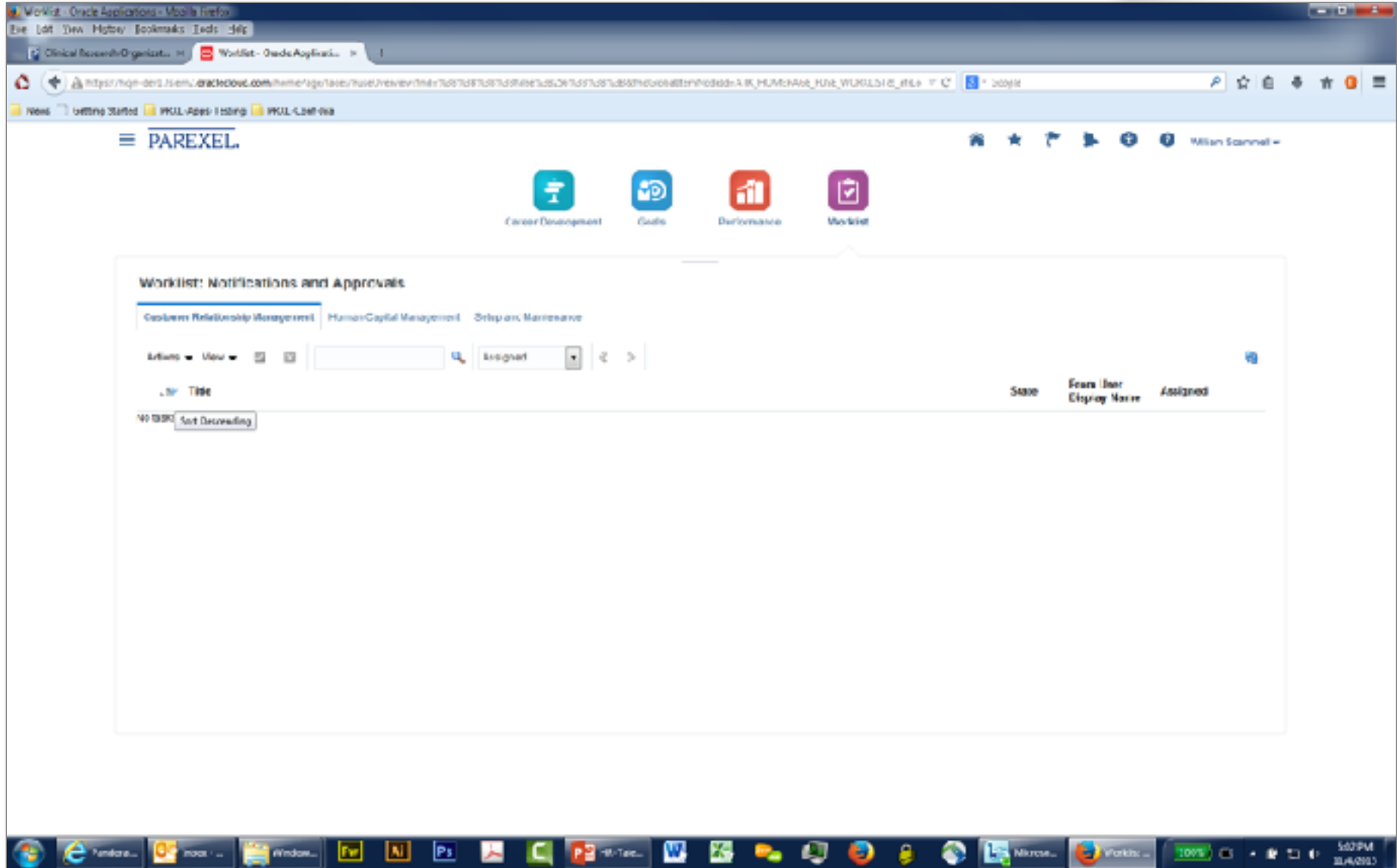


**HFEUX Comments - Too Many Scroll Bars**  
The print pop up dialogue box (not shown in this PPT) has 2 vertical scroll bars. It adds clutter and no functional sense.

**HFEUX Comments - More Navigation / View**  
In addition to navigation icons at the top of the page, right-side fly outs, we now have unlabeled left-side navigation / toggled view in tabs. Why?  
There's not that much info on this page, so why have a toggled view for "Evaluations" and "Feedback"? Labeled window shades (grey arrow) might be a metaphor to show / hide information. These unlabeled gratuitous icons simply hide functionality and information from the user.  
Also, there's no implied hierarchy by placing these elements all over the page. Where is the user supposed to start? What are they supposed to do first?

**HFEUX Comments - Button and Text Colors**  
Light grey is used to indicate an "inactive", "unclickable" or "inaccessible" item, so these buttons should be green for the preferred user choice and dark grey for secondary choices.  
Button widths are excessive.  
Body text (black arrow) should always be black for legibility. The grey check icon is sufficient to imply a completed action.

Note: See next page for UX comments.



HFEUX Comments - Verbiage

We're already on the "Worklist" page so please delete this redundancy. If this is supposed to be a breadcrumb, then the format is does not follow typical convention in size, color, format, location, etc.

HFEUX Comments - [Tabs]

The use of these level 2, or sub-tabs is highly encouraged. They would improve both the look and process functionality for the user on the "Performance" page and possibly on other pages.

However, do not use blue text nor links as that confuses navigation vs. view metaphor.

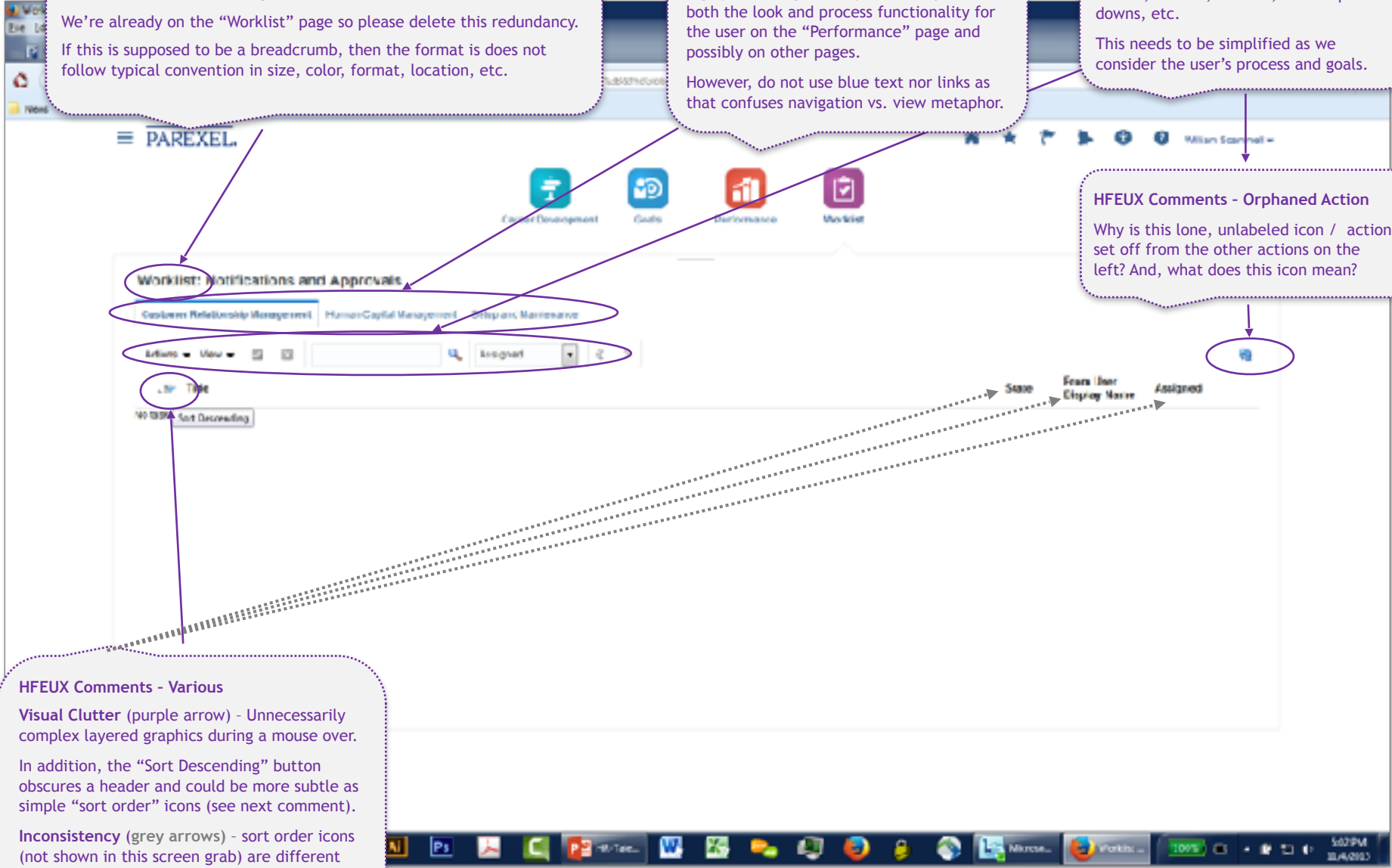
HFEUX Comments - Grouping / Purpose

Confusing grouping of search, views and arrows, actions, buttons, various pull downs, etc.

This needs to be simplified as we consider the user's process and goals.

HFEUX Comments - Orphaned Action

Why is this lone, unlabeled icon / action set off from the other actions on the left? And, what does this icon mean?



HFEUX Comments - Various

**Visual Clutter** (purple arrow) - Unnecessarily complex layered graphics during a mouse over.

In addition, the "Sort Descending" button obscures a header and could be more subtle as simple "sort order" icons (see next comment).

**Inconsistency** (grey arrows) - sort order icons (not shown in this screen grab) are different and they change locations. This inconsistency would likely be fixed if the columns headers were bottom aligned per PRXL UX guidelines.