

LAND INFORMATION SEARCH - USABILITY FEEDBACK

Theme	Usability feedback	Action
Mobile responsiveness	- Can the tool be used and all info viewed clearly on mobile device? - How do you draw a polygon without a mouse to click?	Rebuild will be mobile first, using established SEWeb mobile responsive templates
Intro text	This page will disappear - to reduce number of clicks to get to LIS tool https://beta.environment.gov.scot/maps/land-information-search/lis-agri-environment-and-forestry/ Update intro text on https://beta.environment.gov.scot/maps/land-information-search/ Check accuracy of text ref AECS - lots of grant options under AECS, might not be relevant for all - should be clearer which specific AECS grants this tool relates to. Also think about further iterations of LIS to support other AECS grants - https://www.ruralpayments.org/publicsite/futures/topics/all-schemes/agri-environment-climate-scheme/management-options-and-capital-items/capital-items/ - https://www.ruralpayments.org/publicsite/futures/topics/all-schemes/agri-environment-climate-scheme/management-options-and-capital-items/	Will reformat layout on intro to the tool and help text to make it more accessible / easier to read and reference Will review content with the LIS group
Welcome screen of tool	Not necessary - just want to use tool	
Help text / User guidance	Noted that a lot of users didn't bother reading such a lot of small help text - too much, too small, too detailed (multiple users) - Help info needs to be shorter and clearer and easier to read - Better to have summary of key instructions - more detail if required. - Some steps in the intro are stating the obvious even to the most basic of map users, and therefore not needed e.g. zoom in and out of map Short user guidance / intro video would be easier to digest than lots of text - There is an element of learning cycle - after first use, know where buttons etc are. - BUT.... most user of this tool are not frequent user e.g. once per year when making application and so more likely to forget how to use it when they start again each year. (multiple users) Struggled to read the detail in help text - Couldn't find info about buffer zone (multiple users) - Good to know detailed help info is available if need help - Maybe better to click to get more detail rather than seeing it all when first open map - Useful to disentangle the 4 RHS expandable tabs - default open tab is intro/help - as go through search, each relevant tab should become the default open tab. - Information at the side/help prompts should be more context sensitive - display relate to what you are doing at the time	Will review format/layout of help text and user guidance to make it more accessible and easier to reference when needed. Develop a short user guidance video

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Search location	- If searched for a specific place, could the map include pin on the location (e.g. google maps) - hard to find location on the map once run location search. - But presume user would know what looking for - better for anyone not know the area. (multiple users)	Using the same search as SEWeb map tool, that zooms into to the extent of searched area, location, feature. Usability testing on the map tool was positive that it worked well.
	- Map not zoomed in enough to see specific location that has been searched for - on google chrome, zoomed out further on initial search - Map needs to zoom into closer extent to area/location entered into search (multiple users - all)	
	<u>Future LIS for planning</u> - Planning applications will be site specific. - Call for sites - more strategic screening of parcels of land - being able to search by pre-defined administrative boundaries might be useful - Useful if the tool could link to the relevant local authority supplementary guidance / local development plan - Could the search area/location pick up the associated local authority area - one of the RHS tabs - local development plan (link to LA info) - would provide supplementary guidance on how important/relevant the search results are	Will review these for future iterations of LIS
	- Once typed in place you want to find, there is nothing to tell you it's been found. Just says 'select a result' - not very clear. - Have to know to click on the arrow to reveal options	
Buffer zone	- Users didn't know what the yellow highlighted area was (buffer zone) - not obvious. Could it be more clearly labelled? - Most users didn't bother to read help text to find out what it was (multiple users)	User guidance and video to explain buffer zone
	Shape of buffer should be same as shape of polygon	
Run search	Too many clicks - some actions should be automated e.g. When click on “new search” at location search box, the tool should automatically clear search area (multiple users)	Using same as SEWeb map tool search
	Should have loading timer indicator when loading results - in clearer view on the map, lost in top RHS corner. Thought that application had crashed.	
Search results	If confirmed search would expect search results to appear - run search is an unnecessary additional click	Search results - Where there are multiple results under the same data label e.g. listed buildings, forest felling licences, scheduled monuments etc group the search results and user open up to view the information they are interested in loading indicator timer - using the same search as SEWeb map tool reduce number of clicks - when double click to confirm search area/search point/search line - pop up message - e.g. are you ready to search? / run search - for user to click that shape is ready, click to confirm then runs the search. LIS group to confirm data sets to be included in LIS AE&F, and to agree standard set of information to be provided for each search result/data set. Can the year of the data be provided or a link to where the user can find this?
	Lots of information to scroll through - missed that there are two lists of information (in area and in proximity). Should be titled more clearly (hidden in small text)	
	- How important is knowing the felling licence activity ? Can only find info in the legend - not in the search results or full report - No information the status of the applications listed in search results - are these approved? has action been taken? - Not sure how important is this information for users of LIS?(FCS to confirm) - <i>Relates to inclusion of any info relating to licences, applications, grants - what is their status? hard to update</i> (multiple users)	
	- Labels of data - hard to understand. Not obvious what they mean. - Need to be clearer/simplify for some users e.g. farmers.	
	Current Year - Y (2) Assume this means 2017 - misleading. Currency of data very important to planning decision making (multiple users)	
	Useful to have search results in alphabetical order (multiple users)	
	Useful if “more info” hyperlink was a different colour to indicate hyperlink (as you see in word docs) (multiple users)	

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	- Overwhelming when see long list, a lot of detail in the search results. Hard to view info with a lot of scrolling down, easy to miss information - Could group similar search results - and then user opens up and chooses to view more detail (reduce initial search list) (multiple users)	
	For users working between the two SEWeb maps - it would be useful to have consistent functionality e.g. click on map to get more info (as you can do on SEWeb map - identify results). Then would not need so much detail in the search list	
	Search results bring back a lot of information and if you are only interested in one feature it would be useful to be able to specify these before running the search.	
	Useful to link to "more info" against more / all data to help with interpreting importance/relevance to search area <i>(dependent on data publisher including link in metadata)</i>	
	good to only view 1 data layer at a time - user might miss something if alot of search results, open up too many layers (multiple users)	
	Terminology relevant to non-specialist user E,g, type of ancient woodland = Antiquity - plain English	
	A lot of information in search results - depending on size of search area - a lot of info to scroll through. Is it possible to list data to show on map, and then detail is provided when click on map/data layer (identify results - like the SEWeb map tool, and SEPA gis interactive map tool)	
	Is it possible to group search results (where there are multiple results of a similar theme)- so user can open up groups of info they are most interested in (to simplify initials search results)	
	Future LIS for planning - Current search results - too many data sets coming up, too much scrolling. For planning - identify core/critical data - open up first (10-12) and the list other “recommended” data - maybe group by theme - user opens up the ones they are interested in. - Data licence info useful and link to the data to download - some developers/applicants will want to use the data in further assessments - important info for planning - Currency of data is extremely important - need to know the year of the data. If data is old (even by a couple of years) then likely that the planning authority will require a small scale site investigation plan - useful for developer/applicant to be aware that this will be a likely request, as well as useful for the planning authority. - Licence that the data is published under is important to know - after screening, developer/applicant might need to use the data for more detailed environmental impacts assessments. - Not all data is relevant to very specific search area e.g. some data in search results - fill who screen (e.g. ground water, some forestry data) - what data are more relevant to specific areas, and how to interpret relevance/importance to those data that are more relevant to bigger scale. - Not necessary to include info on planning at early stage of development - Need to avoid land “blighting”	Will review these for future iterations of LIS
Legend	Search results / legend duplicate info? do you need the legend if all info is detailed in search results?	same format at SEWeb map - make functional buttons easier to see e.g. run report, clear and start new search etc
	Users missing the legend tab as so much info already on search results - is it needed? (multiple users - most users)	
	Would expect to see the legend as expandable underneath each search result, rather than different tab	
	Ref forest felling licences - Forestry - same legend pattern applied to 2 different activities - which one is it? (conditional/unconditional?)	

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Full report	Really useful information , to submit as evidence of data searched and availability of data (multiple users)	rename "show and save full report" include the size of search area in the full report info can more specific data enquiries contact email be provided in full report, if the user has any questions about the data/data point on the map in relation to their search area
	- Although, the full report gives an NGR it doesn't indicate the size of the area searched, etc. - It would be useful to have a map in the report indicating the shape and size of the search area.	
	- Full report - extremely useful for planning - Proof/evidence that data has been looked at and considered by applicant/developer - List of data available for the site - useful for planning authorities - don't always know what data is available and should be considered.	
	Link list of available data with available supplementary guidance / development plan	
	Include more specific contact info for data publishing organisation rather than just home page website e.g. dataenquiries@sepa.org.uk	
Save report	Change button -"show full report" to "Show and Save full report"	
	Move Show and Save full report to top RHS - currently hidden within may functionality relating to drawing area	
	Check - is save search linked to cookies? some computers are set up to automatically delete all cookies.	
	Not obvious that you can save and print search unless know to look under 'show full report'	
Clear search	Too many clicks - some actions should be automated e.g. run search as soon as are of interest in confirmed. Alot of users not using the clear search start again button - going straight to new location search - says "new search" - presume it clears old search results Error message - can't draw more than one area - make it clearer that user needs to clear search first. Just says what can;t do, not what user should do to fix (multiple users)	same format at SEWeb map - make functional buttons easier to see e.g. run report, clear and start new search etc