

Card Sorting Report

Washtenaw County Intranet

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Table of Contents

EXECUTIVE SUMMARY	3
DESCRIPTION OF CARD SORT	4
FINDINGS AND RECOMMENDATIONS	5
CONCERNS	5
ALTERNATE INTERPRETATIONS OF LABELS.....	5
CONTENT DIFFICULT TO CATEGORIZE; POTENTIAL LABELING CONCERNS	6
CONTENT EXPANSION.....	ERROR! BOOKMARK NOT DEFINED.
CROSS LINKING/CONTENT INTEGRATION	6
GROUPINGS ESTABLISHED FOR CONTENT; POTENTIAL GLOBAL NAVIGATION	7
SEPARATE (NON-GROUPED) HIGH-LEVEL PAGES; POTENTIAL GLOBAL NAVIGATION.....	7
CARD SORTING DATA	8
CONVENTIONS.....	8
CARD SORT 1.....	8
CARD SORT 2.....	10
CARD SORT 3.....	12
CARD SORT 4.....	14
CARD SORT 5.....	16
CARD SORT 6.....	18
LIST OF CARDS.....	20

Executive Summary

An Exploratory Card Sort was done as part of the Washtenaw County Intranet website redesign. The primary goals of the card sort were to understand how users grouped content from the site into a hierarchical structure and how they interpreted labels.

The findings of the card sort are organized based on:

- *Alternate Interpretation of Labels*
These labels need to be revised or content relocated to reduce ambiguity.
- *Content Difficult to Categorize; Potential Labeling Concerns*
These need to be assigned to a different label to reduce user confusion.
- *Content Expansion*
Users sometimes suggest additional content to the card sort, i.e. pages they expect to find but did not see. Sometimes this can be traced to confusion about the page label and other times the content has not been included.
- *Cross Linking/Content Integration*
Building links between related areas is essential for site navigation. Card sorts are good at finding these relationships.
- *Groupings Established for Content; Potential Global Navigation*
These group labels are useful as candidates for the site architecture.
- *Separate (Non-Grouped) High-Level Pages; Potential Global Navigation*
These pages are located at the top of the site architecture and are not grouped together or with the other content. They typically serve a utility function.

Of the six users who did the card sort, only one had been a Washtenaw County employee.

Card sorting identified “2010 Workplans: Deadline to Save Information from 2009 Workplans is Friday,” “Employee Security ID Badges,” “Probationary Periods,” and “Safety Concern Report Form” as having the most labeling concerns. Changing these labels is recommended to reduce confusion.

Analysis of the recommended categories suggests content groupings relevant to the Union, Managers and Supervisors and all employees.

There was a lot of variability in the groupings for most of the cards. This suggests that the card sort should have been done with Washtenaw County employees who are familiar with the site.

It is not recommended to do a redesign of the Washtenaw County Intranet from the results of this card sort.

Description of Card Sort

Card sorting conducted:	March 2, 2010; March 5, 2010; March 6, 2010; March 11, 2010; March 13, 2010
Testing occurred at:	Tim Horton's, Great Oaks Cohousing clubhouse, Borders, facilitator's residence
Number of tests:	6
Participants per test:	One user per card sort
Test duration:	Ranged from 30 minutes to 90 minutes
Number of cards:	60
Type of card sort:	Exploratory (user sorted cards into related groups and created labels for each group)

Findings and Recommendations

Concerns

- There is a concern with how one user sorted the cards (Card Sort 2). He told me just before he started the card sort that he had never used a computer and didn't know how to turn one on. He was told to think of how he'd want to have the content appear in an employee handbook. He did not talk during the card sort. His sort does not make sense. It looks like most of the cards were sorted randomly. It also looks like he looked at the top card in each pile and used a word or two on that card as his label. This card sort was not used in the analysis
- There were very few clear patterns. The only patterns across four or five of the six card sorts were "Computers" and "Union." This may be because only one ex-Washtenaw County employee did the card sort; all the others had never seen the site before.

Alternate Interpretations of Labels

In the card sorts, these cards were categorized to be under two or more different labels:

2009 W-2s and 1099Rs
2010 HR/Payroll Calendar
2010 Travel Reimbursement
2010 Workplans: Deadline to Save Information from 2009 Workplans is Friday
Bloodborne Infectious Diseases Training Dates
Board Action Requests
Bob's Update - February 22, 2010
Comings and Goings
Core Competencies
County Management and Support Group
County Reads
County Travel Policy
Crystal Reports
Curb Your Car
Electronic Payment Request
Employee Assistance Program
Employee Security ID Badges
Energy and Recycling
Events in Washtenaw County
Grievance Guide
Group of 180
Guiding Principles
Health Care
Holiday and Designated Furlough Day Schedule
Leadership Academy Comprehensive Course
Leadership Academy Transcript
Living Wage Ordinance
Mileage Between County Buildings

Money Purchase Pension Plan
Non-Union Classification Employment Guide
Non-Union Performance Impact Quick Tips
Online Timesheet FAQ
Orientation
Payroll News
Personnel Action Request
Probationary Periods
Professional Development Standing Committee
Professional Development Workplan
Regular & Temporary Employee Policy
Safety Concern Report Form
Sap to Syrup - "Doing It Yourself" - 2010
See Who Wore Red on Friday
Taking Part in Local Meetings
Tax Information and Forms
The ABCs of Labor Relations
The Board This Week - February 19, 2010
Transfers and Promotions
Understanding Your Pay Stub
Union Employee Performance Evaluation Manual
Union Groups
Union Non-Supervisory Evaluation
Union Office List March 2009
United Way
Wages
Washtenaw County Employee Retirement System
Weather and Office Closing Information

Content Difficult to Categorize; Potential Labeling Concerns

- 2010 Workplans: Deadline to Save Information from 2009 Workplans is Friday (1)
- Employee Security ID Badges (1)
- Probationary Periods (1)
- Safety Concern Report Form (1)

Cross Linking/Content Integration

Two users suggested integrating content under a section. One user suggested HR Policies & Procedures and the other suggested New Employee Information.

HR Policies & Procedures

2009 W-2s and 1099Rs
2010 HR/Payroll Calendar
2010 Workplans: Deadline to Save
Information from 2009 Workplans is Friday
Bloodborne Infectious Diseases Training
Dates
Electronic Payment Request

New Employee Information

2009 W-2s and 1099Rs
2010 Travel Reimbursement
Bloodborne Infectious Diseases Training
Dates
Core Competencies
County Travel Policy

Employee Assistance Program
Employee Security ID Badges
Grievance Guide
Holiday and Designated Furlough Day
Schedule
Living Wage Ordinance
Money Purchase Pension Plan

Non-Union Classification Employment Guide
Online Timesheet FAQ
Orientation
Personnel Action Request
Probationary Periods
Professional Development Standing
Committee
Professional Development Workplan
Regular & Temporary Employee Policy
Taking Part in Local Meetings
Tax Information and Forms
The ABCs of Labor Relations
Transfers and Promotions
Understanding Your Pay Stub
Union Employee Performance Evaluation
Manual
Union Groups
Union Non-Supervisory Evaluation

Union Office List March 2009
Wages
Washtenaw County Employee Retirement
System

Curb Your Car
Electronic Payment Request
Employee Assistance Program
Employee Security ID Badges

Health Care
Holiday and Designated Furlough Day
Schedule
Mileage Between County Buildings
Money Purchase Pension Plan
Non-Union Classification Employment Guide
Non-Union Performance Impact Quick Tips
Online Timesheet FAQ
Orientation

Payroll News
Personnel Action Request
Probationary Periods
Safety Concern Report Form
Tax Information and Forms
Transfers and Promotions
Understanding Your Pay Stub
Union Non-Supervisory Evaluation

Wages
Washtenaw County Employee Retirement
System

Groupings Established for Content; Potential Global Navigation

- Computer Needs / Computer Software and Computer Needs / Computer Systems / Geek Page
- Union Activities / Labor Unions / Union Info

These had similar content from two or more users and could be possible global navigation:

- Payroll/Living Wage / Payroll / Payroll Info
- Travel & Commute / Travel Information
- Employee Tax Info / Taxes
- Management & Leadership / Supervisors & Management

Separate (Non-Grouped) High-Level Pages; Potential Global Navigation

No user recommended this.

Card Sorting Data

Conventions

Boldface text indicates a potential global navigation area. Italic text indicates a potential local navigation area. Numbering indicates the order the user thought the pages should be in on a drop down in the global navigation area.

Card Sort 1

Suggested Label

Computer Needs

Cards in Group

PC Replacement
 Standard Software
 Premium Software
 Request New Software
 Crystal Reports

General Information re: County

Bob's Update - February 22, 2010
 Sap to Syrup - "Doing It Yourself" - 2010
 See Who Wore Red on Friday
 Comings and Goings
 Weather and Office Closing Information
 Energy and Recycling
 County Management and Support Group
 Group of 180
 Events in Washtenaw County
 United Way
 County Reads

Leadership Academy

Leadership Academy Transcript
 Leadership Academy Comprehensive Course

New Employee Information

2009 W-2s and 1099Rs
 Washtenaw County Employee Retirement System
 Health Care
 Wages
 Money Purchase Pension Plan
 Employee Security ID Badges
 Employee Assistance Program
 Holiday and Designated Furlough Day Schedule
 Payroll News
 Understanding Your Pay Stub
 Online Timesheet FAQ
 Non-Union Performance Impact Quick Tips

Union Non-Supervisory Evaluation
Safety Concern Report Form
Tax Information and Forms
County Travel Policy
2010 Travel Reimbursement
Mileage Between County Buildings
Electronic Payment Request
Personnel Action Request
Non-Union Classification Employment Guide
Curb Your Car
Core Competencies
Orientation
Bloodborne Infectious Diseases Training Dates
Probationary Periods
Transfers and Promotions

Payroll/Living Wage

2010 HR/Payroll Calendar
Regular & Temporary Employee Policy
Living Wage Ordinance

Professional Info

The Board This Week - February 19, 2010
Professional Development Workplan
Board Action Requests
Professional Development Standing Committee
Guiding Principles

Union Activities

Union Employee Performance Evaluation Manual
The ABCs of Labor Relations
Grievance Guide
Union Groups
Union Office List March 2009
Taking Part in Local Meetings

User Comments:

- "I used to do new employee orientation. Everything under New Employee Information is what a new employee needs to know."
- User did not know where to put "2010 Workplans: Deadline to Save Information from 2009 Workplans is Friday." The card was not put in the categories above.

Card Sort 2

<i>Suggested Label</i>	<i>Cards in Group</i>
Computer	See Who Wore Red on Friday Understanding Your Pay Stub Online Timesheet FAQ
County Helps	Events in Washtenaw County Premium Software
County Info	County Travel Policy County Reads
Employee Info	The Board This Week - February 19, 2010 Sap to Syrup - "Doing It Yourself" - 2010 Employee Security ID Badges Non-Union Performance Impact Quick Tips Professional Development Workplan Safety Concern Report Form Tax Information and Forms Mileage Between County Buildings Standard Software Taking Part in Local Meetings Money Purchase Pension Plan Comings and Goings Employee Assistance Program Living Wage Ordinance Energy and Recycling Curb Your Car Transfers and Promotions PC Replacement Request New Software
Health Training	2009 W-2s and 1099Rs Orientation Bloodborne Infectious Diseases Training Dates
Labor Unions	Union Non-Supervisory Evaluation Probationary Periods Union Groups Union Office List March 2009
One Way	2010 Workplans: Deadline to Save Information from 2009 Workplans is Friday Union Employee Performance Evaluation Manual

County Management and Support Group
United Way

Payroll Washtenaw County Employee Retirement System
 Wages
 2010 HR/Payroll Calendar
 Payroll News
 Personnel Action Request

Reimbursement 2010 Travel Reimbursement

Reports Holiday and Designated Furlough Day Schedule
 Electronic Payment Request
 Weather and Office Closing Information
 Board Action Requests
 Core Competencies
 The ABCs of Labor Relations
 Crystal Reports

Tax Forms Non-Union Classification Employment Guide
 Group of 180
 Professional Development Standing Committee
 Grievance Guide

Update Bob's Update - February 22, 2010
 Regular & Temporary Employee Policy
 Leadership Academy Transcript
 Leadership Academy Comprehensive Course
 Guiding Principles

User Comments:

- "I have never used a computer before. I don't know how to turn one on."
- User did not want to talk during card sort.
- User did not know where to put "Health Care." The card was not put in the categories above.

Card Sort 3

Suggested Label

Company Software and Computer Needs

Cards in Group

PC Replacement
Standard Software
Premium Software
Request New Software
Crystal Reports

Do It Yourself Network

Bob's Update - February 22, 2010
The Board This Week - February 19, 2010
Sap to Syrup - "Doing It Yourself" - 2010
See Who Wore Red on Friday
2010 Workplans: Deadline to Save Information
from 2009 Workplans is Friday
Holiday and Designated Furlough Day Schedule
Curb Your Car

Employee Health Care Needs

Health Care
Comings and Goings
Regular & Temporary Employee Policy
Safety Concern Report Form
Personnel Action Request
Energy and Recycling
County Management and Support Group
Bloodborne Infectious Diseases Training Dates

Employee Info

Wages
Employee Security ID Badges
Payroll News
Understanding Your Pay Stub
Electronic Payment Request
Guiding Principles
Orientation
Grievance Guide
Transfers and Promotions

Employee Tax Info

2009 W-2s and 1099Rs
Tax Information and Forms
United Way

Guidelines/Probation Periods

Money Purchase Pension Plan
Online Timesheet FAQ
Board Action Requests
Group of 180

Leadership Academy Transcript
Leadership Academy Comprehensive Course
Core Competencies
Probationary Periods

Local News and Events

Employee Assistance Program
2010 HR/Payroll Calendar
County Travel Policy
2010 Travel Reimbursement
Mileage Between County Buildings
Weather and Office Closing Information
Events in Washtenaw County
Taking Part in Local Meetings

Professional Union Info

Professional Development Workplan
Union Employee Performance Evaluation
Manual
Professional Development Standing Committee

Union Info

Washtenaw County Employee Retirement
System
Non-Union Performance Impact Quick Tips
Union Non-Supervisory Evaluation
Living Wage Ordinance
Non-Union Classification Employment Guide
County Reads
The ABCs of Labor Relations
Union Groups
Union Office List March 2009

User comments:

- User did not want to talk during card sort.

Card Sort 4

Suggested Label

Left Sidebar

1
2
3
4
5
6

Cards in Group

Events in Washtenaw County
Weather and Office Closing Information
The Board This Week - February 19, 2010
Board Action Requests
Bob's Update - February 22, 2010
United Way

Human Resources Info

Wage Info

Wages

Tax Information and Forms
Personnel Action Request

Human Resources

Health Care
Employee Assistance Program
Safety Concern Report Form
Transfers and Promotions

Travel

County Travel Policy
2010 Travel Reimbursement
Mileage Between County Buildings

Payroll

Holiday and Designated Furlough Day Schedule
2010 HR/Payroll Calendar
Regular & Temporary Employee Policy
Payroll News
Understanding Your Pay Stub
Online Timesheet FAQ

Professional Development

Professional Development Workplan

Professional Development Standing Committee
Core Competencies
Bloodborne Infectious Diseases Training Dates

Right Sidebar

IT & Tech Support/Requests

PC Replacement

Standard Software
Premium Software
Request New Software
Crystal Reports

<i>HR Action Needed or Updated Regularly</i>	2010 Workplans: Deadline to Save Information from 2009 Workplans is Friday 2009 W-2s and 1099Rs Washtenaw County Employee Retirement System Money Purchase Pension Plan Employee Security ID Badges Comings and Goings
<i>Employee Engagement Initiatives</i>	Sap to Syrup -"Doing It Yourself" - 2010 See Who Wore Red on Friday Energy and Recycling Curb Your Car County Reads
<i>Union Info</i>	Union Non-Supervisory Evaluation Union Employee Performance Evaluation Manual The ABCs of Labor Relations Union Groups Union Office List March 2009 Taking Part in Local Meetings
<i>Supervisors & Management</i>	Non-Union Performance Impact Quick Tips Non-Union Classification Employment Guide County Management and Support Group Group of 180 Leadership Academy Transcript Leadership Academy Comprehensive Course
HR Action Needed or Updated Regularly	Electronic Payment Request
Orientation for New Employees	Living Wage Ordinance Guiding Principles Orientation Grievance Guide Probationary Periods

Card Sort 5

Suggested Label

Board Info

Cards in Group

Bob's Update - February 22, 2010
The Board This Week - February 19, 2010
Sap to Syrup - "Doing It Yourself" - 2010
2010 Workplans: Deadline to Save Information from
2009 Workplans is Friday
Board Action Requests

Community

See Who Wore Red on Friday
Comings and Goings
Events in Washtenaw County
County Reads

Community Growth & Opportunity

Regular & Temporary Employee Policy
Professional Development Workplan
Personnel Action Request
Transfers and Promotions

Company Perks

Employee Assistance Program
Holiday and Designated Furlough Day Schedule
Energy and Recycling

Computer Systems

PC Replacement
Standard Software
Premium Software
Request New Software
Crystal Reports

Health Care

Health Care
United Way
Bloodborne Infectious Diseases Training Dates

Management & Leadership

Non-Union Performance Impact Quick Tips
Non-Union Classification Employment Guide
County Management and Support Group
Group of 180
Leadership Academy Transcript
Leadership Academy Comprehensive Course
Professional Development Standing Committee

Orientation & Education

Core Competencies
Guiding Principles
Orientation

Payroll Info

2010 HR/Payroll Calendar
Payroll News
Understanding Your Pay Stub
Online Timesheet FAQ
Electronic Payment Request

Pension

Washtenaw County Employee Retirement System
Money Purchase Pension Plan

Taxes

2009 W-2s and 1099Rs
Tax Information and Forms

Travel & Commute

County Travel Policy
2010 Travel Reimbursement
Mileage Between County Buildings
Weather and Office Closing Information
Curb Your Car

Union Info

Union Non-Supervisory Evaluation
Union Employee Performance Evaluation Manual
The ABCs of Labor Relations
Grievance Guide
Union Groups
Union Office List March 2009
Taking Part in Local Meetings
Wages
Living Wage Ordinance

User comments:

- User did not know where to put "Probationary Periods," "Employee Security ID Badges," "Safety Concern Report Form." The cards were not put in the categories above.

Card Sort 6

Suggested Label
County Leaders

Cards in Group
County Management and Support Group
Group of 180
Leadership Academy Comprehensive Course
Leadership Academy Transcript

Geek Page

PC Replacement
Premium Software
Request New Software
Standard Software

Health Related Issues

Health Care

HR Policies & Procedures

2009 W-2s and 1099Rs
2010 HR/Payroll Calendar
2010 Workplans: Deadline to Save Information from 2009 Workplans is Friday
Bloodborne Infectious Diseases Training Dates
Electronic Payment Request
Employee Assistance Program
Employee Security ID Badges
Grievance Guide
Holiday and Designated Furlough Day Schedule
Living Wage Ordinance
Money Purchase Pension Plan
Non-Union Classification Employment Guide
Online Timesheet FAQ
Orientation
Personnel Action Request
Probationary Periods
Professional Development Standing Committee
Professional Development Workplan
Regular & Temporary Employee Policy
Taking Part in Local Meetings
Tax Information and Forms
The ABCs of Labor Relations
Transfers and Promotions
Understanding Your Pay Stub
Union Employee Performance Evaluation Manual
Union Groups
Union Non-Supervisory Evaluation
Union Office List March 2009
Wages

Washtenaw County Employee Retirement System

News & Updates

Board Action Requests
Bob's Update - February 22, 2010
Comings and Goings
Core Competencies
Events in Washtenaw County
Guiding Principles
Payroll News
See Who Wore Red on Friday
The Board This Week - February 19, 2010
Weather and Office Closing Information

Odds & Ends

County Reads
Energy and Recycling
Non-Union Performance Impact Quick Tips
Safety Concern Report Form
Sap to Syrup - "Doing It Yourself" - 2010
United Way

Reports

Crystal Reports

Travel Information

2010 Travel Reimbursement
County Travel Policy
Curb Your Car
Mileage Between County Buildings

Note: This is the only user who has seen the website.

User Comments:

- "When I was an employee there I was always looking for HR information. I think it should go in one place, on a page with links to the pages."

List of Cards

1. Bob's Update - February 22, 2010
2. The Board This Week - February 19, 2010
3. Sap to Syrup - "Doing It Yourself" - 2010
4. See Who Wore Red on Friday
5. 2010 Workplans: Deadline to Save Information from 2009 Workplans is Friday
6. 2009 W-2s and 1099Rs
7. Washtenaw County Employee Retirement System
8. Health Care
9. Wages
10. Money Purchase Pension Plan
11. Employee Security ID Badges
12. Comings and Goings
13. Employee Assistance Program
14. Holiday and Designated Furlough Day Schedule
15. 2010 HR/Payroll Calendar
16. Regular & Temporary Employee Policy
17. Payroll News
18. Understanding Your Pay Stub
19. Online Timesheet FAQ
20. Non-Union Performance Impact Quick Tips
21. Professional Development Workplan
22. Union Non-Supervisory Evaluation
23. Union Employee Performance Evaluation Manual
24. Safety Concern Report Form
25. Living Wage Ordinance
26. Tax Information and Forms
27. County Travel Policy
28. 2010 Travel Reimbursement
29. Mileage Between County Buildings
30. Electronic Payment Request
31. Weather and Office Closing Information
32. Board Action Requests
33. Personnel Action Request
34. Non-Union Classification Employment Guide
35. Energy and Recycling
36. County Management and Support Group
37. Group of 180
38. Leadership Academy Transcript
39. Leadership Academy Comprehensive Course
40. Professional Development Standing Committee
41. Curb Your Car
42. Events in Washtenaw County
43. United Way
44. Core Competencies
45. County Reads
46. Guiding Principles
47. Orientation
48. Bloodborne Infectious Diseases Training Dates

49. The ABCs of Labor Relations
50. Grievance Guide
51. Probationary Periods
52. Transfers and Promotions
53. Union Groups
54. PC Replacement
55. Standard Software
56. Premium Software
57. Request New Software
58. Crystal Reports
59. Union Office List March 2009
60. Taking Part in Local Meetings