

# Summary of Suggestions Diamant Usability Phase 1

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for Mindjet  
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# Long Term Goals

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- Users want to feel successful when they use MindManager. It should be very hard to make something look ugly in MindManager.
- To that end, MindManager should borrow more and more methods from diagram and drafting programs to make the map symmetrical, balanced, aligned and precise
- Continue our relationship with good quality test participants to return and do another usability test after we've made improvements.

# Suggestions - Map Navigation

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- Allow users to move the central topic just like they are able to move the map by clicking on the background. The behavior for clicking on the background and clicking on the map should be the same and MindManager should be able to respond to those changes the same way.
- Switch the topic dragging mode on each topic so that the default behavior is what the behavior currently is on the tiny circle grip on each topic. The amount of frustration with moving topics easily was very high.
- It is not obvious how to quickly and powerfully zoom in and out. Most users had lots of trouble with this. No user noticed the zoom factor in the lower left hand corner, and no one used the keyboard shortcuts, even 25 year veterans.

# Map Navigation

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- Either add a preference that allows users to insert images at a proportionate size to the map or true to life size. OR ask the user what they want at the time they insert. OR offer no preference and simply decide what the size will be inserted, no matter what the image size and then let users resize within MM.
- Make the grips bigger and brighter. Hardly any user was able to distinguish find and manipulate the grips easily. Perhaps white squares with black outline, like in Keynote. Size is more important than color.
- Make the grip region larger and less sensitive. The grip region for images is so sensitive, most users are not able to successfully resize the image quickly because the resize cursor only appears in the tiniest of parameters.

# Map Navigation

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- Display the resize grips right when the image is inserted as a visual cue that tells users the image is indeed resizable.
- If the user first clicks on the image in a topic, the topic should immediately be selected instead of selecting the topic first.
- Add a blinking cursor to the floating topic prompt, since no user guessed what the grey box with blue triangle does. It was a constant annoyance to users.

# Suggestions - Menus, Dialogs, Panels and Toolbar Buttons

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- Make the Attachment toolbar button go straight to the Open dialog so that users can more easily understand how to add attachments. Going to the Inspector Panel moves users' attention straight to Hyperlinks, which is at the top of that screen.
- When user goes to Notes window, bring up the Notes Inspector.
- Reorder the Export options so that the graphics options are first.
- Split up the Hyperlink and Attachment options into two panels.

# Menus, Dialogs, Panels and Toolbar Buttons

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- Make the text markers editable in the map, updating the Inspector automatically with the new text.
- Add a Format->Topic command in the Menu that would take the user to the Format panel in the Inspector. Users are for the most part at a loss as to how to begin formatting topics.
- Make each template preview image bigger. Make each template label bigger.
- Rename Add toolbar button to Insert to create parity with the menu.

# Menus, Dialogs, Panels and Toolbar Buttons

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- New Blank Map in the Template Chooser Dialog should only display a Central Topic, so that users see exactly what they will get.
- Drop the two varieties of templates and just show map templates with various styles, still keeping the option to save a style template in the future, for a more advanced user.

# Suggestions - Wording

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- Either rename the Main Topic to Subtopic or add a command that expressly indicates users will add a Main Topic vs. any other subtopic. OR simply disable Subtopic when users select the Central Topic so that users are only able to add a topic (ie Main Topic)
- Offer more suggestions to users that explain they must select an object in order to enable certain commands. There are too many instances when users don't understand why they can't do something (the only reason being they haven't selected anything).
- Rename Summary Elbow to something more like Bracket

# Miscellaneous

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- Ensure that the PDF export is true to the size of the map and not significantly smaller.