My Sac State Employee Portal: User Research & Updated Design

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Business Partners Roundtable Meeting

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Background & Progress

- The My Sac State portal was transitioned onto a new platform May 2024.
    - The Student portal was redesigned based on user research during Spring 2024.
    - The Employee portal's content was moved over as-is, with the intent to redesign it during Spring 2025.
- During the Fall 2024 and Spring 2025 semesters, the IRT Web & Mobile Services team conducted user research with employees (faculty and staff) to acquire feedback and identify areas for improvement to the My Sac State employee portal.
- A redesigned My Sac State employee portal has been completed based on that feedback. We are looking to launch this update soon.

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User Research: Methodology and Participants

- ## Participants
  - Sacramento State faculty and staff
  - 26 participants (22 staff; 4 faculty)
- ## Methodology
  - Diary study: 1 prompt per day for 10 days
  - Prompts delivered through the My Sac State portal
  - Response collection through Airtable
- ## Sampling method
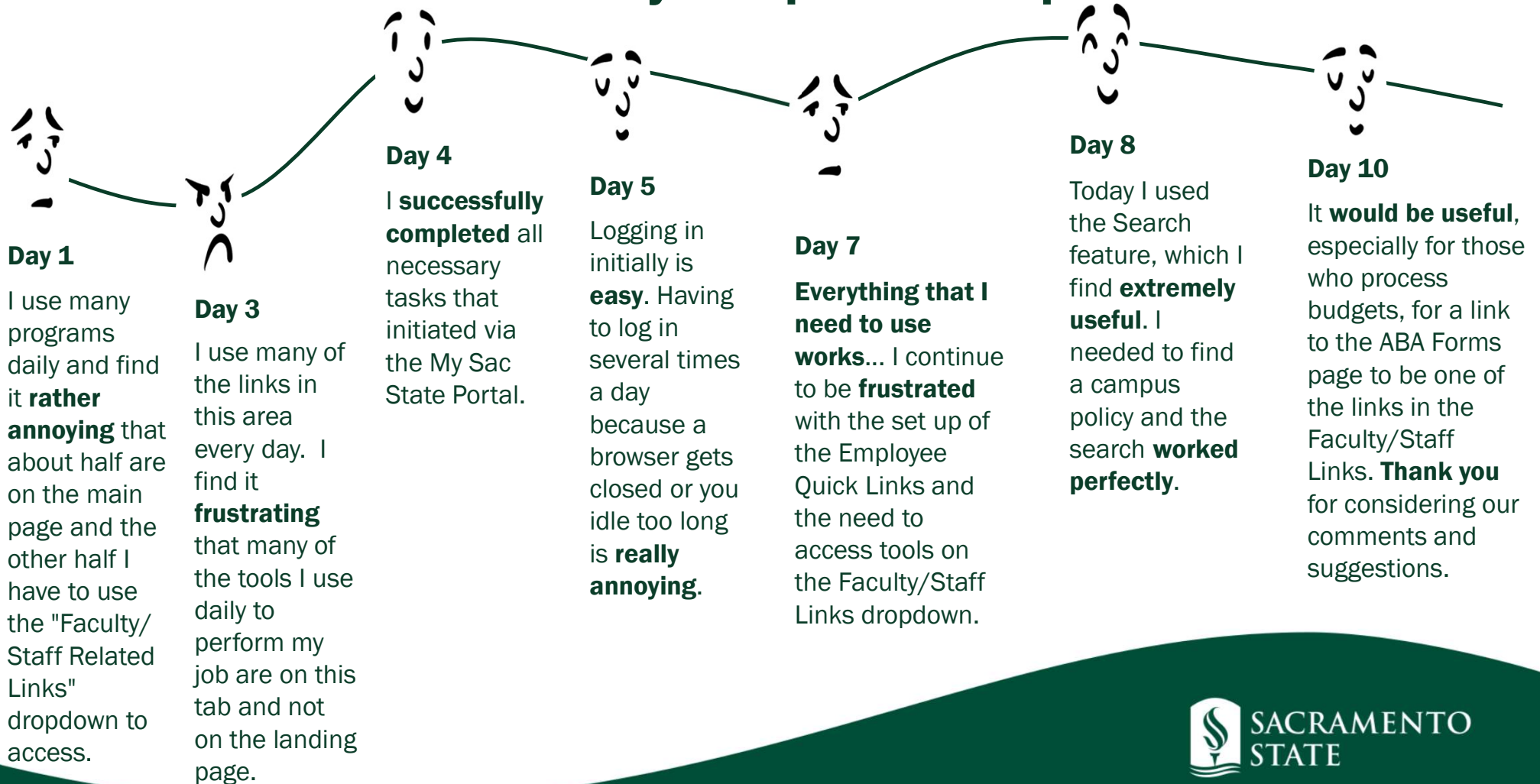 - Employee opt-ins via service tickets and Qualtrics survey responses

- ## Research Question
  - How do participants experience, navigate, and perceive the usability of the new My Sac State Employee Portal, including its features, content, challenges, and areas for improvement?

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Major Findings

1. Employees find that the organization of links within "Faculty/Staff Related Links" and the page body to be suboptimal.

2. Employees regularly face barriers with portal session timeouts and logging back in to the system.

3. Employees experience issues with CMS that negatively impact their portal experience.

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User Journey Map: Participant #4

Day 1

I use many programs daily and find it **rather annoying** that about half are on the main page and the other half I have to use the "Faculty/Staff Related Links" dropdown to access.

Day 3

I use many of the links in this area every day. I find it **frustrating** that many of the tools I use daily to perform my job are on this tab and not on the landing page.

Day 4

I **successfully completed** all necessary tasks that initiated via the My Sac State Portal.

Day 5

Logging in initially is **easy**. Having to log in several times a day because a browser gets closed or you idle too long is **really annoying**.

Day 7

Everything that I need to use works... I continue to be **frustrated** with the set up of the Employee Quick Links and the need to access tools on the Faculty/Staff Links dropdown.

Day 8

Today I used the Search feature, which I find **extremely useful**. I needed to find a campus policy and the search **worked perfectly**.

Day 10

It **would be useful**, especially for those who process budgets, for a link to the ABA Forms page to be one of the links in the Faculty/Staff Links. **Thank you** for considering our comments and suggestions.

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Proposed Updates to the Employee Portal

1. Combine links within "Faculty/Staff Related Links" and the page body into a single list within the middle column;
2. Add a customization option for Quick Links.
3. Add the Employee's Sac State ID for quick reference.
4. Increase the size of the Popular Tools and Resources icons for easier identification.
5. Replace the OneCard icon with the Software & Training Catalog.
6. Remove the hero image and other extraneous features (e.g., "Latest News") to prioritize resource access.
7. The new CHRS link has replaced the CMS links, so we will monitor if the issue associated with CMS persists.

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