How can content management systems be customized for better user experience?

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Introduction

PLAAY (Participation in Leisure Allowing Access for everyOne) on the Move is a program promoting independence, mobility, and access for young children with sensory and mobility impairments. This program is a local extension from the already existing GoBabyGo program at Cleveland State University. They provide an emphasis on collaboration as faculty and students from multiple departments, such as education, occupational therapy, and physical therapy, work together to improve and volunteer within the program and the program's events.

Methods

Determining the Best Content Management System: The first goal of finding the best CMS to suit their needs requires:

- Extensive information collection on Content Management Systems
- Empathy interviews with the faculty involved in PLAAY on the Move to gather information on their goals and necessities for the website

Testing the Website: Once the content management system was decided and used, the website requires testing to prove

"In order for a webpage to be accessible, it should accommodate different technological limitations as well as any impairments and limitations of the individual."

Results

With the user testing, more time is spent considering the personal impairments of the individual. Common concerns noted included:

- Colliding text
- The main visual on the home page not loading at all for mobile devices
- A sensitivity to the movement within the main visual on the home page

Figure 3: Determining the Best Content Management System - by collecting all of the features of the various content management systems along with their cost. By combining this information with the information gathered in primary interviews, it was decided

Conclusion

To suit the needs of all individuals involved in the PLAAY on the Move program, Squarespace proved to be the best content management system. Allowing for a simplified interface and easy editing allows them to have an effective platform in the long run.

The primary and secondary research showed that Squarespace accommodated the program most successfully. After formatting the site, surveys and user testing were utilized to make sure the site was accessible to all people and all devices.

This project gave them a base to grow from while remaining accessible to all users and providing the best user experience. As this program is such an valuable and inclusive program for families and children, it is important for them to have a platform to be able to share what they are doing as well as allowing families and community members to discover more about what they are providing.

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Acknowledgments

Many thanks to the faculty and staff involved in PLAAY on the Move, including Madalynn Wendland, John Schaefer, Kelle DeBoth, Cigem Slankard, and Anne Berry for assisting with my research. I also express my gratitude to the Office of Research and the Office of the Provost for providing this opportunity.

Resources