

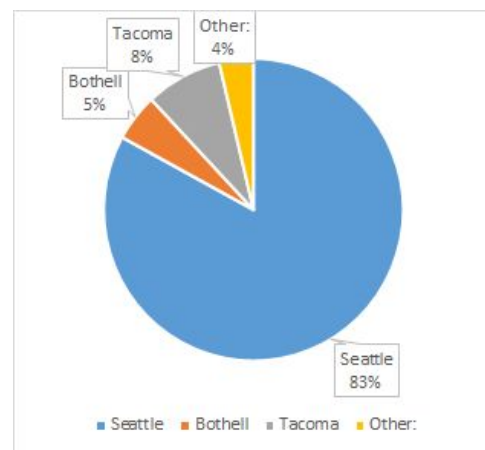
The 2017 Survey of Trumba editors

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The goal of the UW Trumba Campus Event Calendar 2017 survey was to learn about satisfaction levels, impediments to use, and ways to improve the Trumba service at the University of Washington. This report reviews the survey findings and summarizes the most requested recommendations for Trumba features.

Participants: Trumba editors

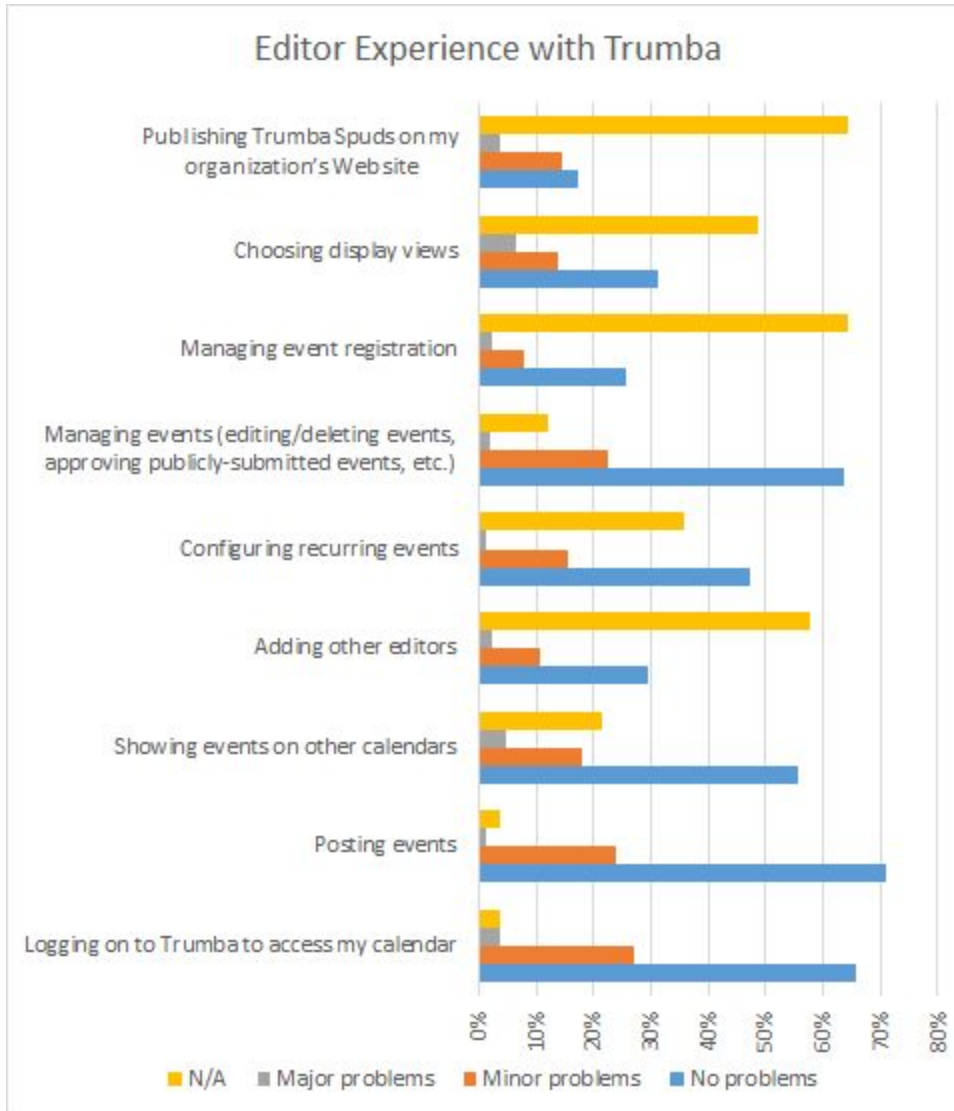
In spring quarter 2017, 218 editors completed the UW Trumba Campus Event Calendar survey. UW-IT emailed the survey invitation to 953 editors who had edited a calendar in the past. Twenty-three percent of recipients responded. Most were from the Seattle campus (83%).



Findings

Editors were asked to rate their experience with certain tasks. Over 60% of participants reported no problems with logging in and posting and managing events. Over 50% responded “N/A” when asked about adding editors, publishing Trumba spuds, and managing event registration; they most likely have not performed those tasks. Very few editors reported major problems.

However, logging in to Trumba caused problems for some editors: 27% reported minor problems, and 4% reported major problems. In addition, 24% reported minor problems with posting events; 1% reported major problems with this task. Twenty-three percent reported minor issues with managing events such as editing, deleting, and approving events that are submitted publically, and nearly two percent reported major problems.



Major problems

We asked editors to describe the major problems they reported. Fifty-six editors (26%) responded. Fourteen (6%) described issues with logging in to Trumba; 12 (6%) wrote that Trumba is cumbersome to use and mentioned issues with the user interface. Nine (4%) have issues with spuds (widgets); six (3%) had problems with showing events on other calendars; and five (2%) complained about Trumba being slow.

Editors described issues with being able to bookmark Trumba, UW NetIDs not working, some browsers not working well, and endless authentication loops. Below are selected comments:

Login error: “Trumba login has caused incredible frustration for myself and all of my colleagues who use the system. Some days it seems to work without issue on my standard browser (Chrome), other days I have to switch to another browser to get login to work, and, in the worst

case, i have to clear all my browser history and cookies to be able to use Trumba. When the login system fails, I am simply presented a black, or flashing black screen...”

Event Registration: “When someone registers for an event and didn’t actually attend, they can’t retroactively change their RSVP, I have to do it manually.”

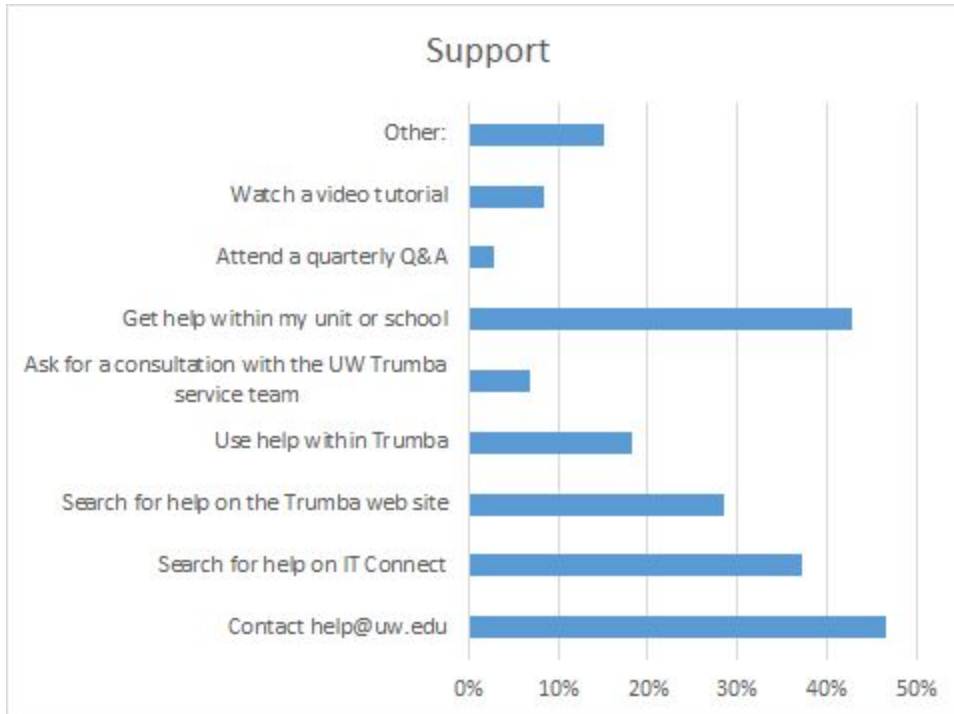
Displaying events on other calendars is cumbersome: “It is a difficult and convoluted process to get access to other calendars so our events will show there; it seems very difficult to know who is the calendar owner for each department, and then it is somewhat discouraged to give other departments access to post, even if work is meant to reach multiple students across majors (ex: career services, advising).”

Lack of customization and display issues: “Several editors would like an API; others asked for more formatting and branding options; others had issues with losing formatting, and others asked for more options with spuds and printing.”

- “...We get a lot of requests to change the font, color, size, etc. of the text. We know there are ways to do that, but not for the individual users and not on individual calendars. I don’t think folks are wanting to do anything too wild and crazy, but rather just more on brand or matching the brand applications of their sites.”
- “There is no way to customize the registration forms, such as adding in custom fields. The templates provided are inadequate.”
- “Working with spuds is a pain, there is no easy/quick embed code to add to a webpage, a la Youtube. This needs to be simplified...”
- “As for recurring events, they display in Spuds only on their closing date, or they display every day, so it looks like we have nothing else happening... It would be great if there is a way to have recurring events appear somewhere in the middle of my listings.”
- “Trumba display takes too long”
- “There was quite a bit of lag time from when I posted events to when they show up — which leads to duplicate posting, and if I want to edit, i have to wait too long for events to post before i can edit”

Support

Editors are availing themselves of UW-IT support. When they need help with Trumba, many send messages to help@uw.edu (47%) and use UW-IT documentation (37%). Editors also often ask a colleague for help (42%) or use Trumba’s documentation (18%).



Video Tutorials

UW-IT recently released 11 video tutorials to help Trumba users with common tasks. Editors were asked if they have viewed any of these videos. Most (72%) were not aware of them. Of the few people who had watched them, 32% said they were very helpful, and 64% said they were somewhat helpful.

Question & Answer Sessions

At UW Trumba Q&A sessions, offered quarterly, UW-IT and Trumba Tech Support demonstrate new or existing features and then answer questions. The survey asked editors to list topics they would like to learn about in future Q&A sessions. The most requested topics were:

1. Help with event registration (six requests)
2. Showing events on other calendars (five)
3. Configuring and displaying spuds (four)
4. Help with notifications (four)
5. Working with images (three)

One editor recommended holding webinars since it is difficult to get to the Q&As, and another editor suggested holding one in Tacoma.

Feature requests for Trumba

Seventy-four editors described tasks they would like to be able to do with Trumba. The most requested feature (11 requests) was better integration with other products — ranging from

Facebook and WordPress to Canvas and Outlook. Four editors would like to collect event registration fees, and a few people had requests for more customization of events and registrations. Some editors requested more training and a way to share events without first having to email help@uw.edu to set it up. A couple of editors also asked for an API with documentation. UW-IT recommends that Trumba address the following issues first:

1. Simplify the login by creating a bookmarkable login URL
2. Reduce the delay between updating an event on Trumba and the changes appearing in all the spuds
3. Display recurring events once and give a range instead of displaying everyday
4. Allow calendar owners to customize their event registration form
5. Display an hourly grid in editor's week view, similar to three-day view but display the entire week so that they could look at the work week in grid view.

Overall experience

The survey asked editors if there is anything more they wanted to share about their experience with Trumba. Twenty-one responded, nine of them left positive comments, eight offered suggestions of how Trumba could be better, and four wrote other comments. Comments ranged from, "Love it!" to "I really dislike Trumba and wish that we could find a more robust, simple, modern, well-documented and better UX-designed tool. No amount of 'videos' can ameliorate the underlying issues." Several editors thanked us for bringing Trumba to the UW, saying it is a great product that they use a lot.

Summary

Most editors were glad that Trumba is available at the UW, and reported that it has helped them inform people about events. However, several expressed frustration with the complexities of using it along with the lack of integration of Trumba with other tools. One comment captures a lot of what others seemed to feel, "Trumba is kind of complicated to use, but events are surprisingly complicated to manage, so that may be inevitable. Trumba seems like it does what it is supposed to do."