



Publish Faster. Publish Smarter.

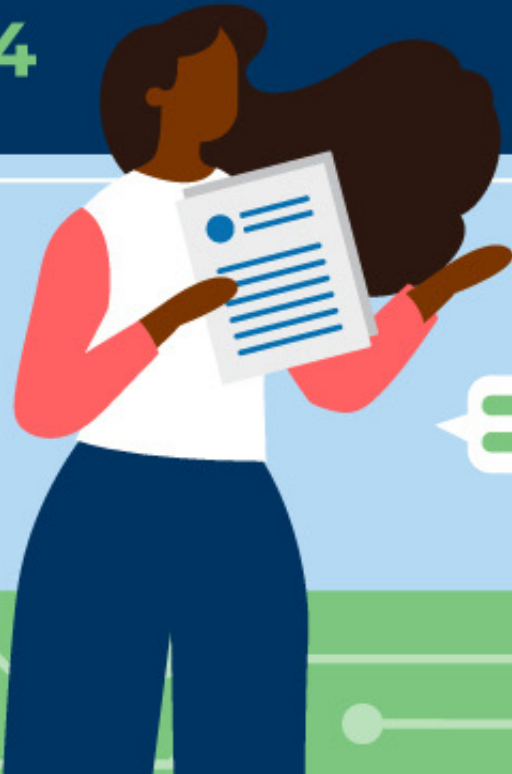
www.ariessys.com

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EMUG 2024

Revere Hotel Boston Common

June 12-13, 2024



EMUG 2024

UI/UX Design Enhancements

Nick Paolini

Product Manager

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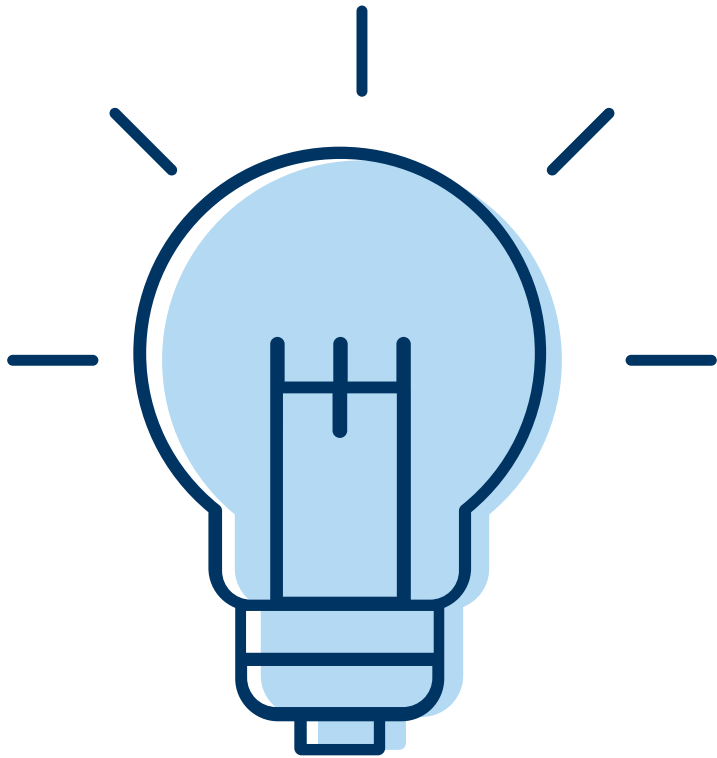
Agenda

Welcome to EMUG: Day 1

- Aries' Redesign Initiative
 - UI/UX Defined
 - Our Mission
 - Accessibility Standards
- User Research
 - Methodology & Channels
 - 2023 Feedback Collection
 - Uncovering Opportunities: A Case Study
- Recent/Upcoming Focus Areas
 - Editor Main Menus
 - Login Frame
 - Reviewer Invitation Response Workflow
 - Home Page
- Get Involved
 - Volunteer your feedback!
 - Resources

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Aries' UI/UX Initiative

What is UI/UX Design?

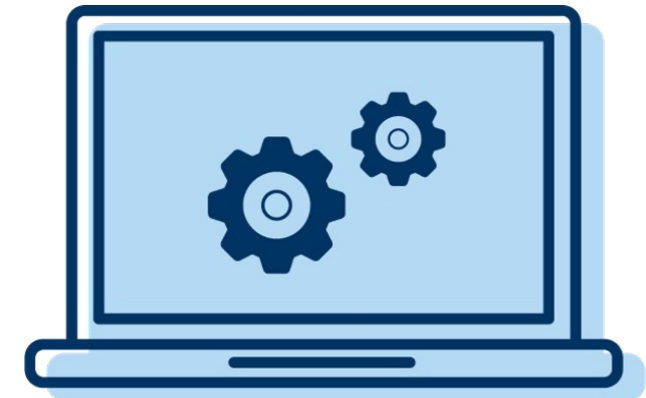
User Interface (UI):

- Appearance and aesthetics of a product
- Colors, fonts, styles
- Surface level interaction



User Experience (UX):

- User journey when engaging with a product
- Structure and framework of the system
- Effectiveness of layouts and underlying code



Our Mission

Enhance and simplify the usability of the system while modernizing its interface and better adhering to **accessibility standards**



Our Accessibility Commitment

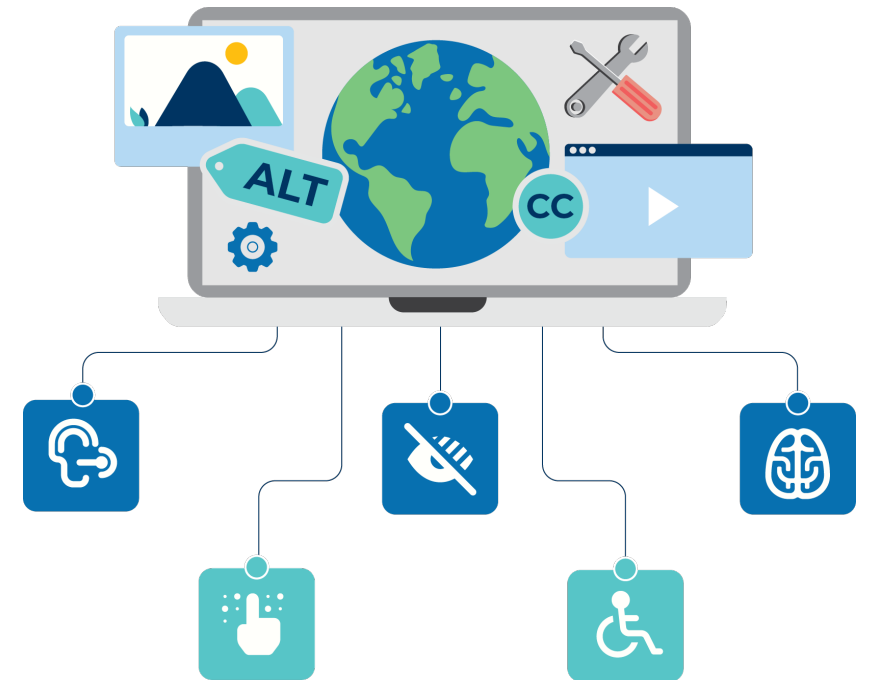


We strive to:

- Adhere to WCAG 2.2 guidelines
- Train internal champions
- Collaborate through an accessibility guild
- Solicit user feedback for data-driven enhancements

European Accessibility Act

- We're committed to **meeting or exceeding** the requirements set forth in the EU European Accessibility Act
- European Accessibility act impacts publisher content, like alternate text for images
- Design for all (DfA) concept: not just the majority of users

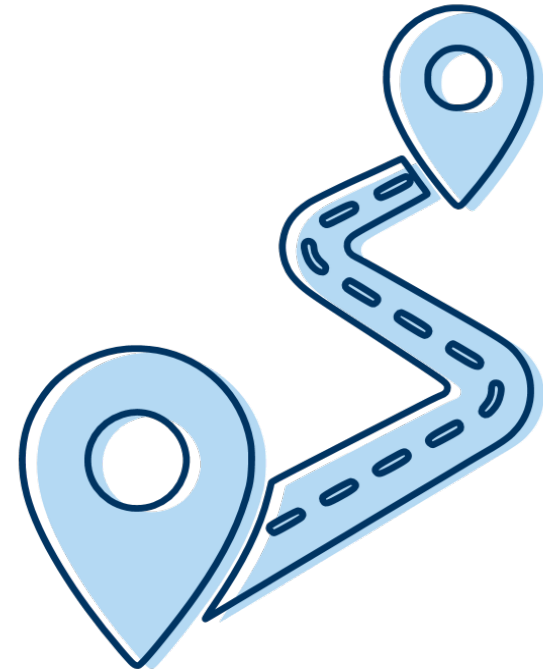


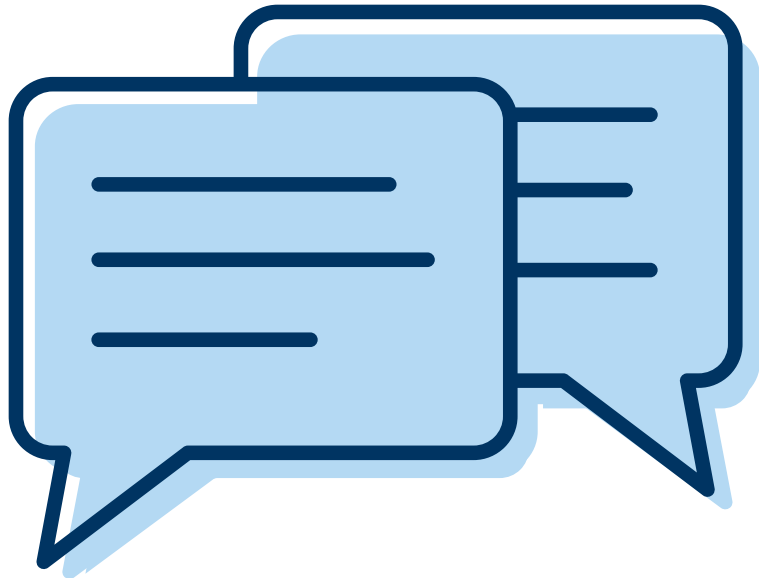
Current Areas of Focus

Our focus: high traffic workflows that receive the most feedback

Upcoming & in progress:

- **Login Frame** interface refresh to be released soon
- **Reviewer Accept/Decline** workflow optimization underway
- **Registration & Home pages** interface, accessibility, and customization enhancements discovery in progress





User Research

User-driven enhancements

UX Research: Essential for Success

Begin with **research goals**

Things to consider:

- What do we know about this problem already?
- What decisions do we plan to make based on the findings?
- What participants are involved? Who would this impact?
- Are there accessibility needs? Where can we do better?
- If we started from scratch, what would this look like in an "ideal" world?



Our Process: Research at the Forefront



Research Outreach Activities

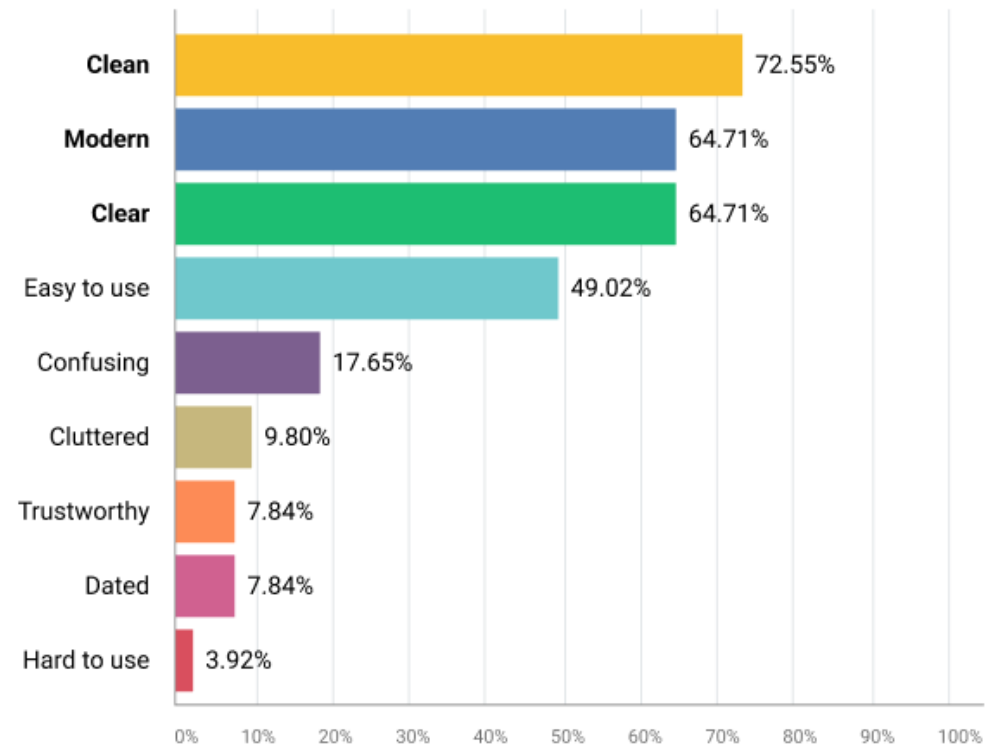
- Surveys
- A/B tests
- 1:1 user interviews
- Prototyping
- Events & webinars




Surveys

Q1 What 3 words would you use to describe the image above?

51 answered, 1 skipped



A/B Tests

Sticking to new years resolutions: 2024 

MATTBDEV170-D-21-00005

Due date: April 1, 2024
14 days until due

[Additional actions](#)

Submission information

Actions	Sticking to resolutions: 2024 MATTBDEV170-D-21-00005
----------------	---

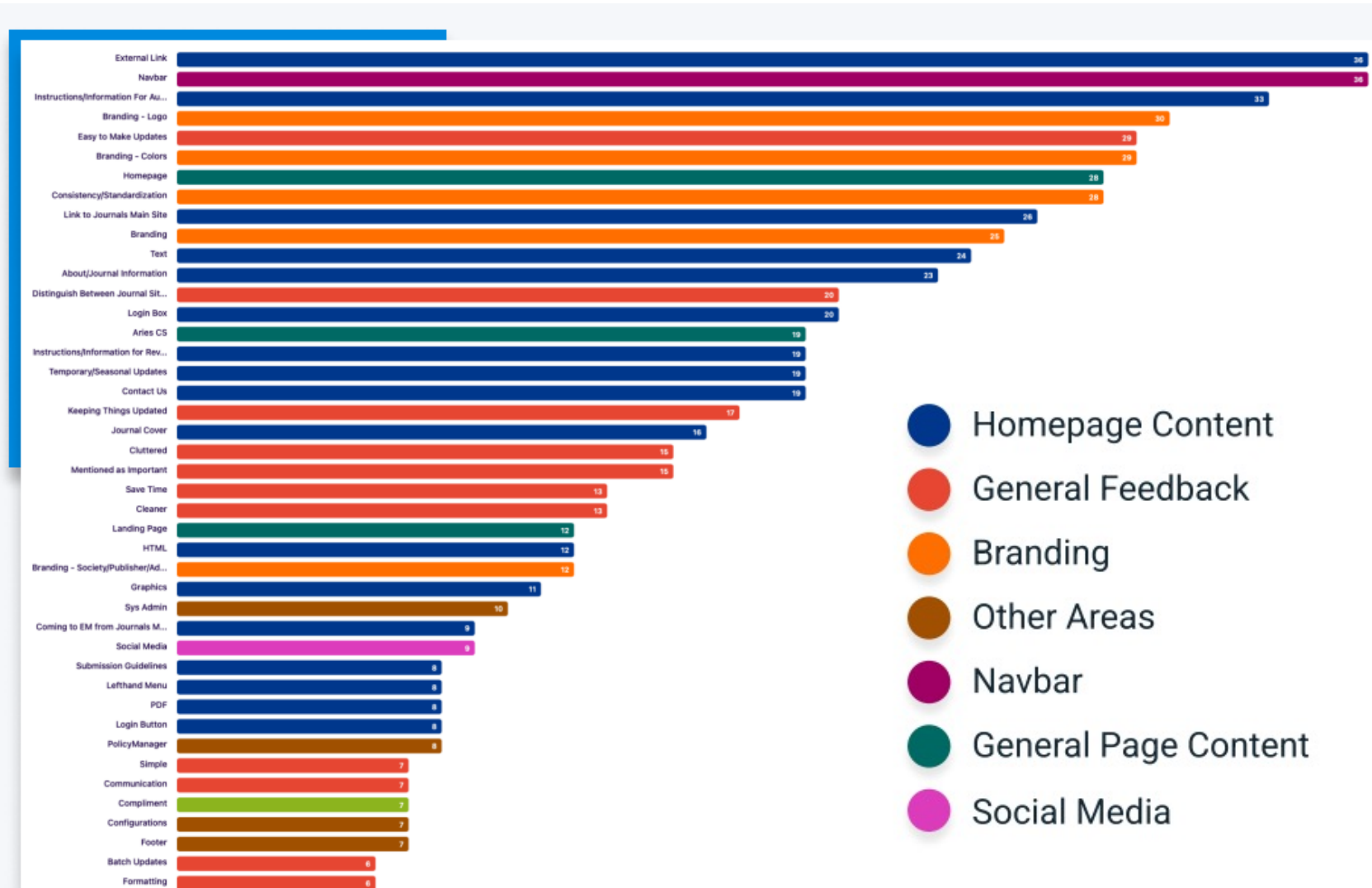


User Testing

- Studying users' actual behavior facilitates insights to improve the user experience
- Prompting users: "What do you expect to happen here?"



User Testing Outcomes



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Consistency in Design

Reviewer

Rebecca Reviewer

Valentino McAuthor

Willa Henderson

Editor decision phrases

- Phrase 1
- Phrase 2

Registration Instructions

Use the Editorial Manager system, please enter your email address and password information or use your ORCID record if this information is available.

[View default instructions](#) [Revert to default instructions](#)

Cancel



Design System

- Reusable components and patterns
- Easier for users to onboard
- Improve accessibility



Design System

Submission action links

Submission action links

[Details](#)

[History](#)

[Similar articles in MEDLINE](#)

[Attachments \(0\)](#)

[Assign editor](#)

[Invite reviewers](#)

[Send email](#)

[Editor main menu](#) / [Submissions with required reviews complete](#) / [Submit editor decision and comments](#)

Decision and Comments

Submission DEMO131-D-17-00001

Reviewer	Recommendation
Rebecca Reviewer	Accept pending minor revision
Valentino McAuthor	Accept
Willa Henderson	Accept

Comments to author

Comments added here will be merged into your final email to the author.

Placeholder

Editor decision phrases

Phrase 1

Phrase 2

Phrase 3

[Continue to compose letter >](#)



EMUG 2023 Recap: We spoke to *you!*

Managing editor

Publications Assistant

Journal Production Manager

Manager of Review

Assistant Publications Coordinator

Senior Partner

Assistant Managing Editor

Pubs Assistant

Assistant Managing Editor

Managing Editor

Editorial Assistant

People and client manager

Production Editor

Senior Publications Coordinator

Sr. Editorial Operations Supervisor

EIC



2023 Feedback: Areas of Interest

2023: **3x increase** in the number of users we spoke to

User Guidance
& Instructions

Responsive
Design

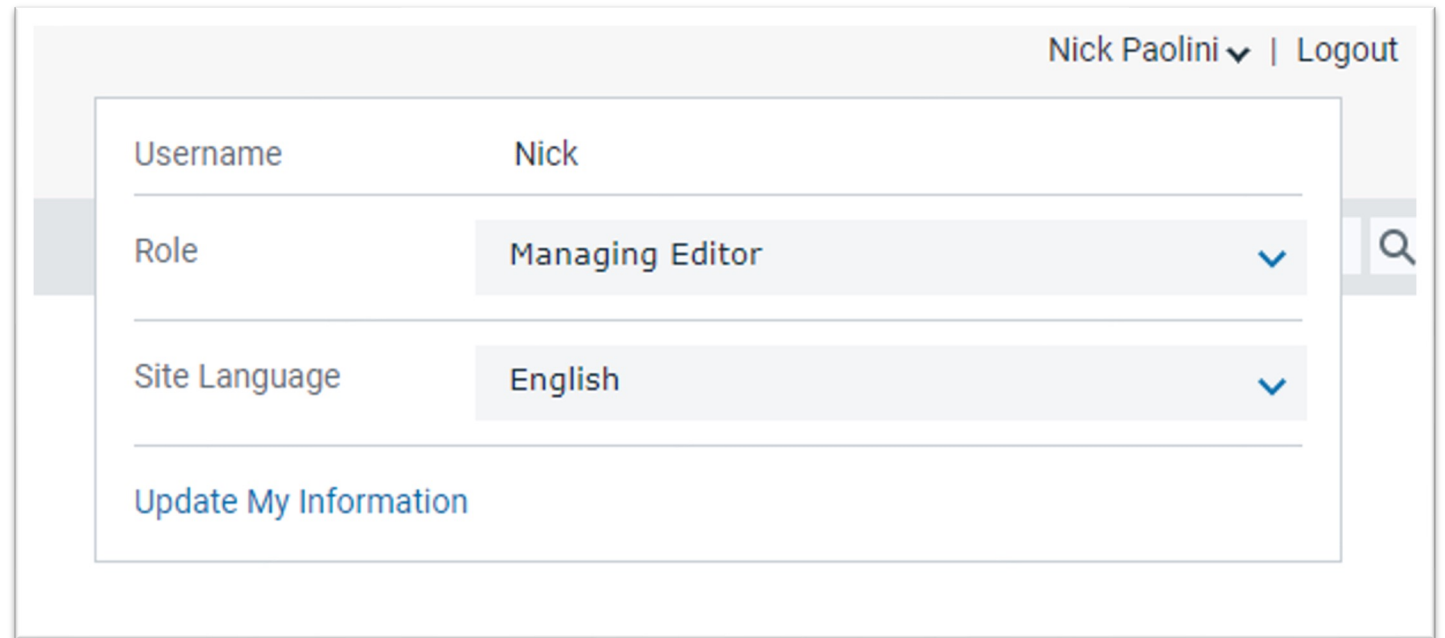
Consistent
Design & Ease
of Use

Accepting/
Declining
Reviews



Uncovering Opportunities in Research

Role Switching Case Study



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"I get questions about the assumption that there are multiple accounts ... "how do I access my reviewer account, how do I access my author account?"

I don't even think I've ever seen the word role used in an inquiry like that."

- Editor on roles in EM

Uncovering Opportunities in Research

Default Login Role Selection

The default login role is the user role that will be used if you strike the enter key when logging in and you have not made a specific selection.

Default Login Role: ▼

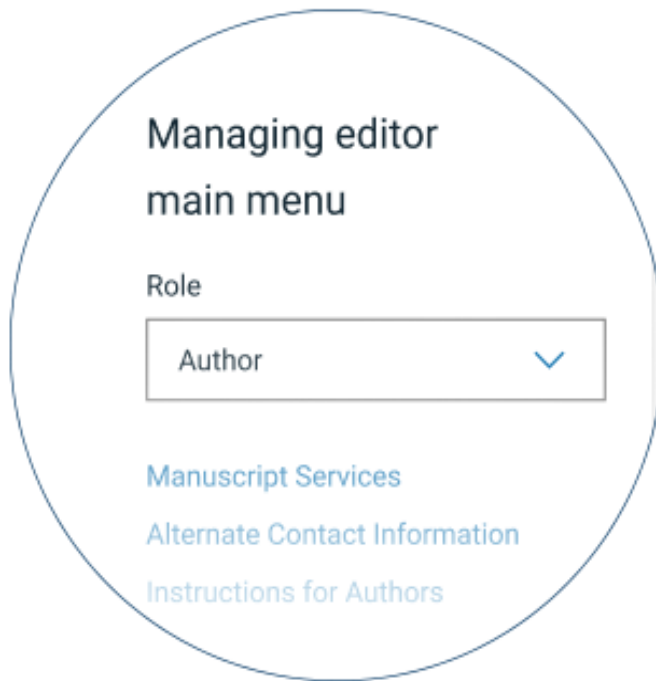
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Exploring Different Concepts

Design subject to change

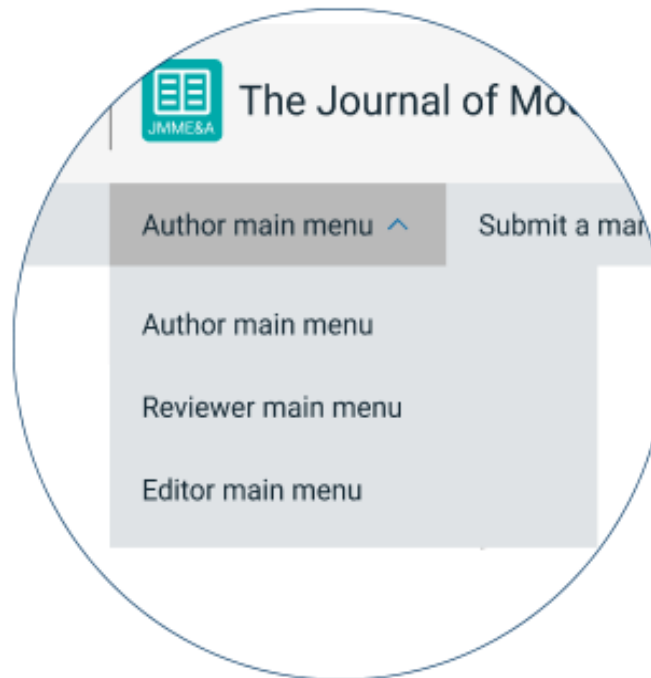
Concept 1



"Somewhat straightforward"

"Perhaps too hidden"

Concept 2



*"Not intuitive enough
for users to find"*

Concept 3



*"The blue color and icon make it
stand out here where new users
would be able to find it"*



Thinking Outside the Box!


Role Selection Case Study

Your account has multiple user roles


It looks like your account has multiple user roles associated with it.
Select what role you want to log in as today.
You can use the dropdown next to your name, upper right, to:

- Switch your user role
- Change your default role from the *Update My Information* page


Select your role



Author



Reviewer



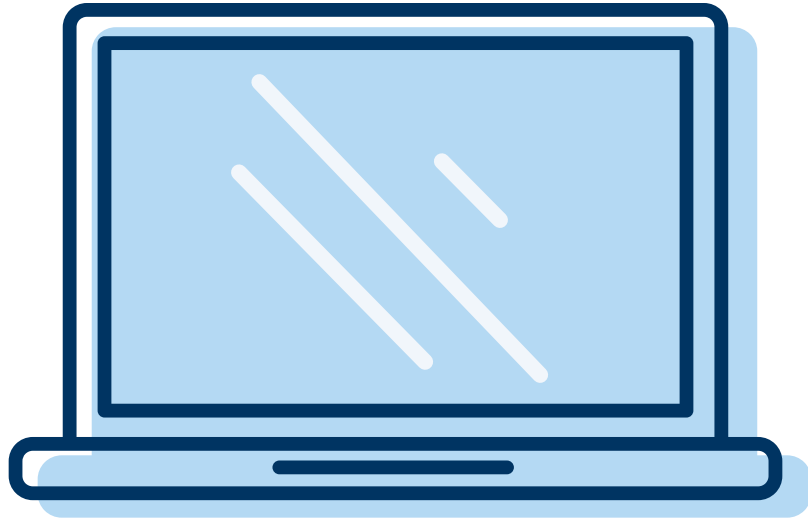
Editor

Save as my default role

Select role

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Editor Main Menus

Metrics & Outcomes

Recent Updates: The Results



29%

Increase in Customer Satisfaction



27%

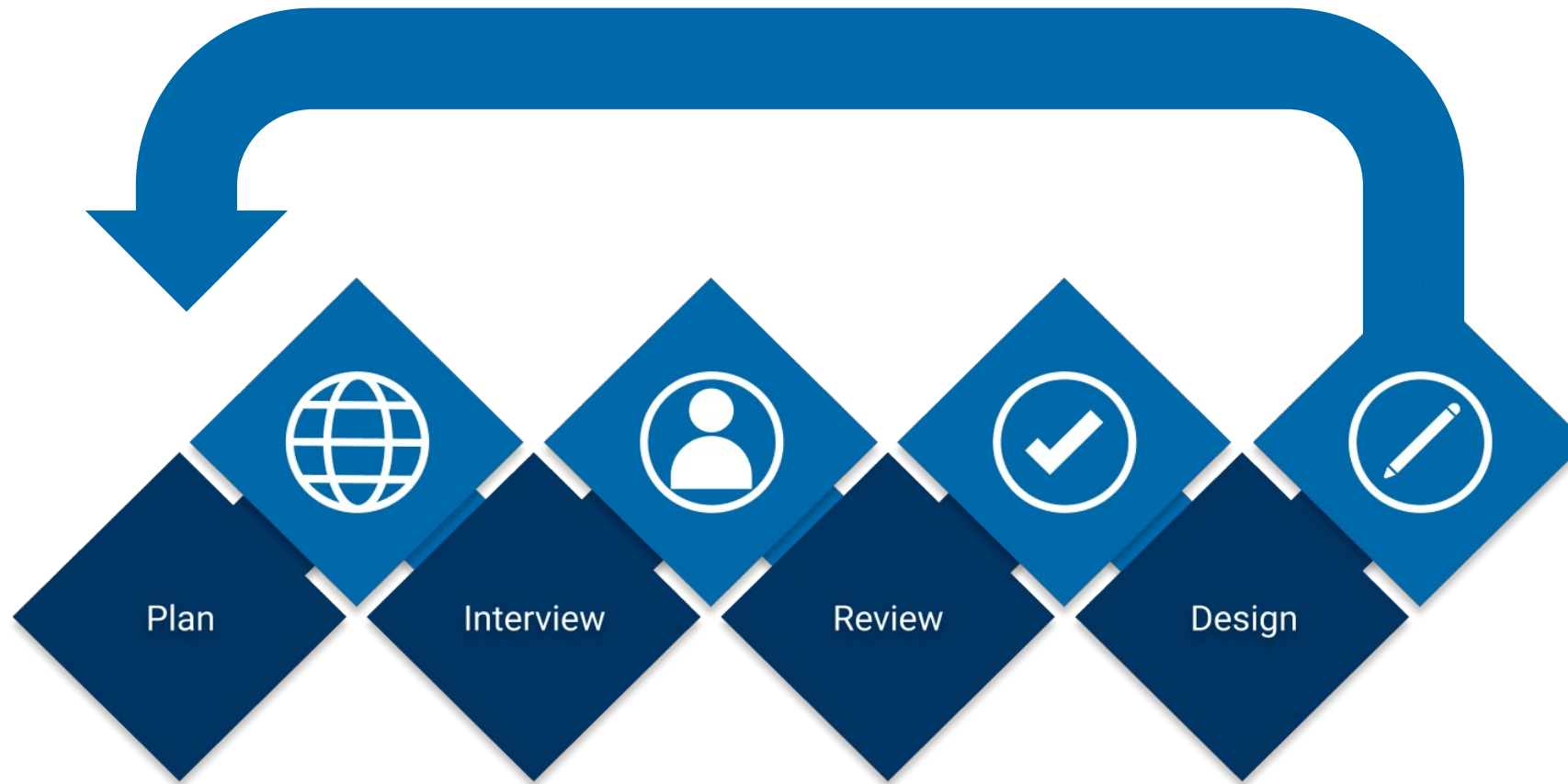
Increase in ease of monitoring submissions



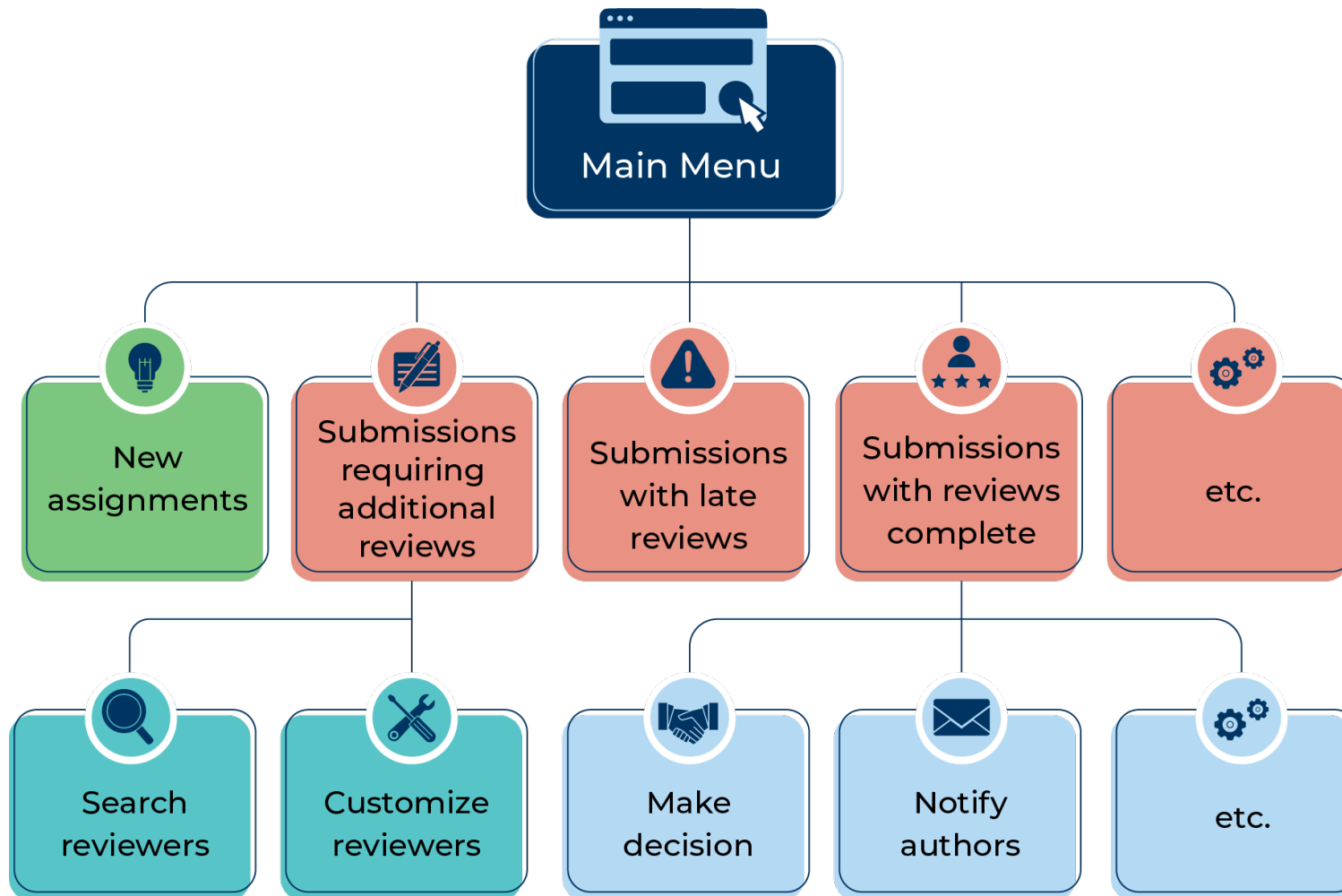
10

Major accessibility errors solved

Editor Main Menu Design: Iterative Process



Editor Workflow Hierarchy: Where Can We Optimize?



Starting point of all sessions

Different overview pages of manuscripts (acting as folders)

Actions for each manuscript



Think Differently! Exploring Options

Submissions board



Q Search...

New submissions (7) ... Awaiting assignment (2) ... Being evaluated (4) ... In peer-review (9) ... In revision (3) ... Published (8) ...

Submission ID	Title	Status	Time	Comments	Revisions
YJAUT-D-22-00844	Spatial patterns and hotspots of plant invasion in China	New submissions	Yesterday	0	1
YJAUT-D-22-00844	Ecological impacts of (electrically assisted) mountain biking	Awaiting assignment	2 days ago	1	3
YJAUT-D-22-00844	Encouraging the reconversion of rubber plantations by developing ...	Being evaluated	1 week ago	2	2
YJAUT-D-22-00844	Adaptational responses of leaf functional traits of Dicranopteris ...	In peer-review	2 days ago	2	3
YJAUT-D-22-00844	Habitat selection by an avian predator of insect pests on ...	In revision	Yesterday	8	1
YJAUT-D-22-00844	Endangered Bogong moths (Agrotis infusa) forage from local flowers ...	Published	Yesterday	3	2
YJAUT-D-22-00844	The use of solar farms by bats in mosaic landscapes: Implications ...	New submissions	Yesterday	0	4
YJAUT-D-22-00844	Long-term data indicates positive effects of habitat size and ...	Awaiting assignment	2 days ago	1	1
YJAUT-D-22-00844	Predicting the effect of global warming on the distribution of a ...	Being evaluated	2 days ago	5	1
YJAUT-D-22-00844	Does the social status of farmers determine the sustainable ...	In peer-review	3 days ago	4	3
YJAUT-D-22-00844	Individual and population effects of entanglement mortality on...	In revision	Yesterday	0	4
YJAUT-D-22-00844	Assessment of crop foraging by hamadryas baboons (Papio ...	Published	2 days ago	3	2
YJAUT-D-22-00844	Mesophytic and less-disturbed mountainous habitats are ...	New submissions	1 day ago	0	2
YJAUT-D-22-00844	Does the social status of farmers determine the sustainable ...	Being evaluated	3 days ago	4	1
YJAUT-D-22-00844	The role of olive groves in the conservation of Mediterranean ...	In peer-review	2 weeks ago	4	1
YJAUT-D-22-00844	Distribution range contractions and identifications of conservation ...	In revision	1 day ago	0	2
YJAUT-D-22-00844	Facets of the nesting ecology of a ground-nesting bird, the Spotted ...	Published	2 days ago	3	2



Submissions Folders Research Concept

Submissions		
New assignments 6	New assignments	
In review 4 2		
In revision 2 1		
Review concluded		
	<hr/>	
	YJAUT-D-22-00846	Submitted: 29/07/2022
	Pathogen spectrum and immunotherapy in patients with anti-IFN- γ autoantibodies	Actions
	Stepper, S 	
	<hr/>	
	YJAUT-D-22-00844	Submitted: 29/07/2022
	Adjuvant immunotherapy in NSCLC	Actions
	Elainie Alenkær Madsen 	
	<hr/>	





Login Frame

Coming soon!

What's Next: Login Form UI Refresh

Welcome to Editorial Manager for
The Journal of Modern Medical Examples and Advancement



Login

Username

Password

[Forgot password?](#)

Author login

Reviewer login

Publisher login

Editor login

Don't have an account? [Create one](#)

Software copyright © 2021 Aries Systems Corporation.
[Aries privacy policy](#) | [Publisher's data use privacy policy](#)

[Instructions
for Authors](#)

[Instructions
for Reviewers](#)

[About
the Journal](#)

[Contact
Editorial Office](#)

What's Next: Login Form UI Refresh

- Updated UI, more approachable for new users
- Improved accessibility
- Retain custom login/footer instructions for publishers, if configured

Login

Username

Password

[Forgot password?](#)

[Author login](#) [Reviewer login](#)

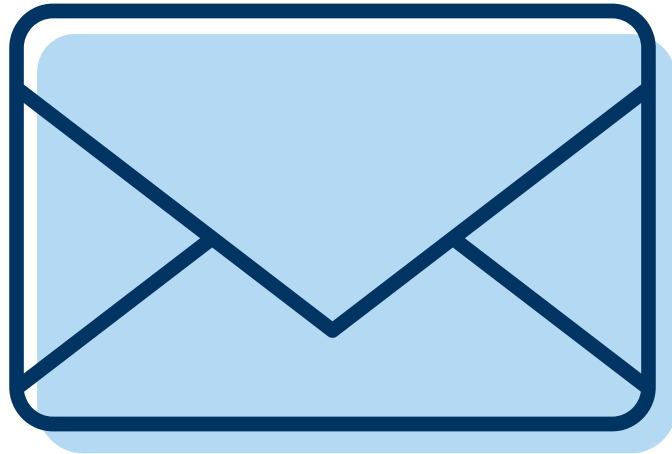
[Publisher login](#) [Editor login](#)

Or login with: [ORCID ID](#)

Don't have an account? [Create one](#)

Software copyright © 2021 Aries Systems Corporation.
[Aries privacy policy](#) | [Publisher's data use privacy policy](#)





Reviewer Invitation Response Workflow

Streamlining Accept & Decline

Reviewer Workflow: What Are the Pain Points?



- At EMUG 2023, we asked for feedback on the Reviewer process
- Your response? Make accepting/declining a review in EM as simple as possible!
- Outside of improving the user experience, why is this important?

Early-Concepts: Streamlining the Process

Design subject to change

Agree to review

Would you like to review

Sticking to new years resolutions: 2024

To accept this invitation to review, click **Accept review** below.

Decline review

Agree to review

✔ **Success**

Thank you for agreeing to review

Sticking to new years resolutions: 2024

Dismiss

← My Reviewer Assignments

Page: 1 of 1 (4 total assignments)

Action	My Reviewer Number
View Submission	
Submit Recommendation	
View Linked References	
History	
Similar Articles in MEDLINE	
Search in Google.com	



What is Most Important?

"At a glance, I want to see when my review is due and how many days I have until the due date."



"The deadline is important for tracking my projects. The title for a quick reminder of what the papers is about and the manuscript number for any communications I need..."



← My P
Page: 1 of 1
Results per page 10

Current Status	Date Reviewer Invited	Date Reviewer Agreed	Date Review Due	Days Until Review Due	Editor's Name	Corr. Author
View Submission Submit Recommendation View Linked References History Similar Articles in MEDLINE Search in Google.com Search in Pubmed Google Scholar - Title ScholarUniverse Title Search Send E-mail	5	NICKDEV170-D-23-00004	Original Article	Another Submission	Mar 8 2024 10:20AM	Un Pe Re



'My Reviewer Assignments' Folder

Design subject to change

← My Reviewer Assignments

Page: 1 of 1 (4 total assignments)

Action	My Reviewer Number	Manuscript Number
View Submission Submit Review View Linked References History		

Agree to review

Would you like to review

Sticking to new years resolutions: 2024

To accept this invitation to review, click **Accept review** below.

Decline review

Agree to review



Decline Page Concept

Design subject to change

Decline to review

Thank you for considering this invitation.

If you wish, use the box below to tell us why you are declining, to help us improve the publication's review process.

If possible, please suggest one or more colleagues or others you know (along with contact details) who we could contact to review this

Would you like to suggest other people to review (optional)

[Add more](#)

Any additional information (optional)

Cancel

Decline to review



← My reviewer assignments

Submissions	Due	Actions
<p>^ Sticking to new years resolutions: 2024 MATTBDEV170-D-21-00005</p> <p>My reviewer number: 1 Article type: Original article Corresponding author: Arthur Authorton Editor's name: Edith Editorson Current Status: In Peer-review Status date: Sept 01, 2024 Date reviewer invited: Aug 28, 2024 Date reviewer agreed: Aug 31, 2024</p>	<p>Mar 22, 2024 15 days until due</p>	<p>Submit review</p> <p>⋮</p>
<p>^ Understanding the role of digital technologies in education: A review MATTBDEV170-D-21-00005</p> <p>My reviewer number: Article type: Original article Corresponding author: Dr. Dementor Doolittle Editor's name: Edith Editorson Current Status: In Peer-review Status date: Sept 01, 2024 Date reviewer invited: Aug 28, 2024 Date reviewer agreed: Aug 31, 2024</p>	<p>Sept 22, 2024 30 days until due</p>	<p>Submit review</p> <p>⋮</p> <ul style="list-style-type: none">Download PDF (View Submission)View linked referencesHistorySimilar articles in MEDLINESearchSend Email



Reviewer Experience Improvements

- ~50% reduction in clicks
- Reduced cognitive load for all paths (review, decline, error)
- Evaluating additional streamlining opportunities such as not requiring an account to decline



Decision Process Prototype

Design subject to change

[Editor main menu](#) / [Submissions with required reviews complete](#) / [Submit editor decision and comments](#)

Decision and Comments

Submission DEMO131-D-17-00001

Decision*


Select 

Reviewer	Recommendation
<div data-bbox="524 775 2079 1001" data-label="Text"><p>Visit the UX Station!</p></div>	

Comments to author

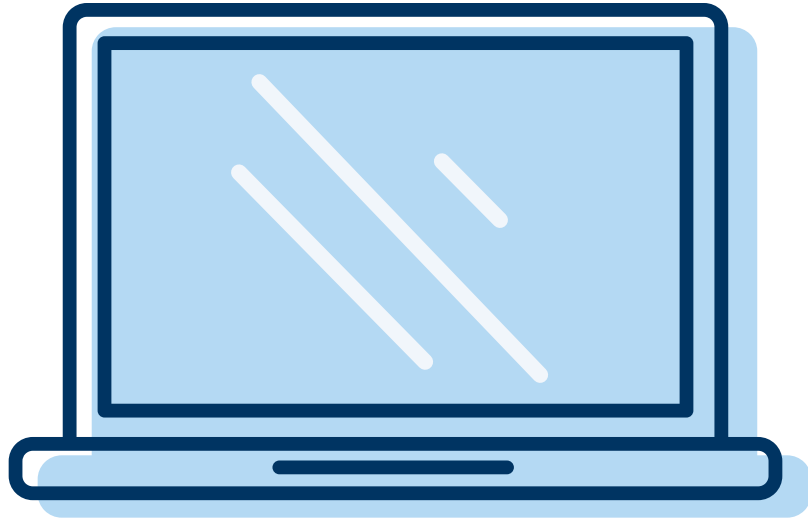
Comments added here will be merged into your final email to the author.

Placeholder

 **Outstanding assignments removed**
You have successfully removed the outstanding assignments from this submission.
[Dismiss](#)

Design subject to change

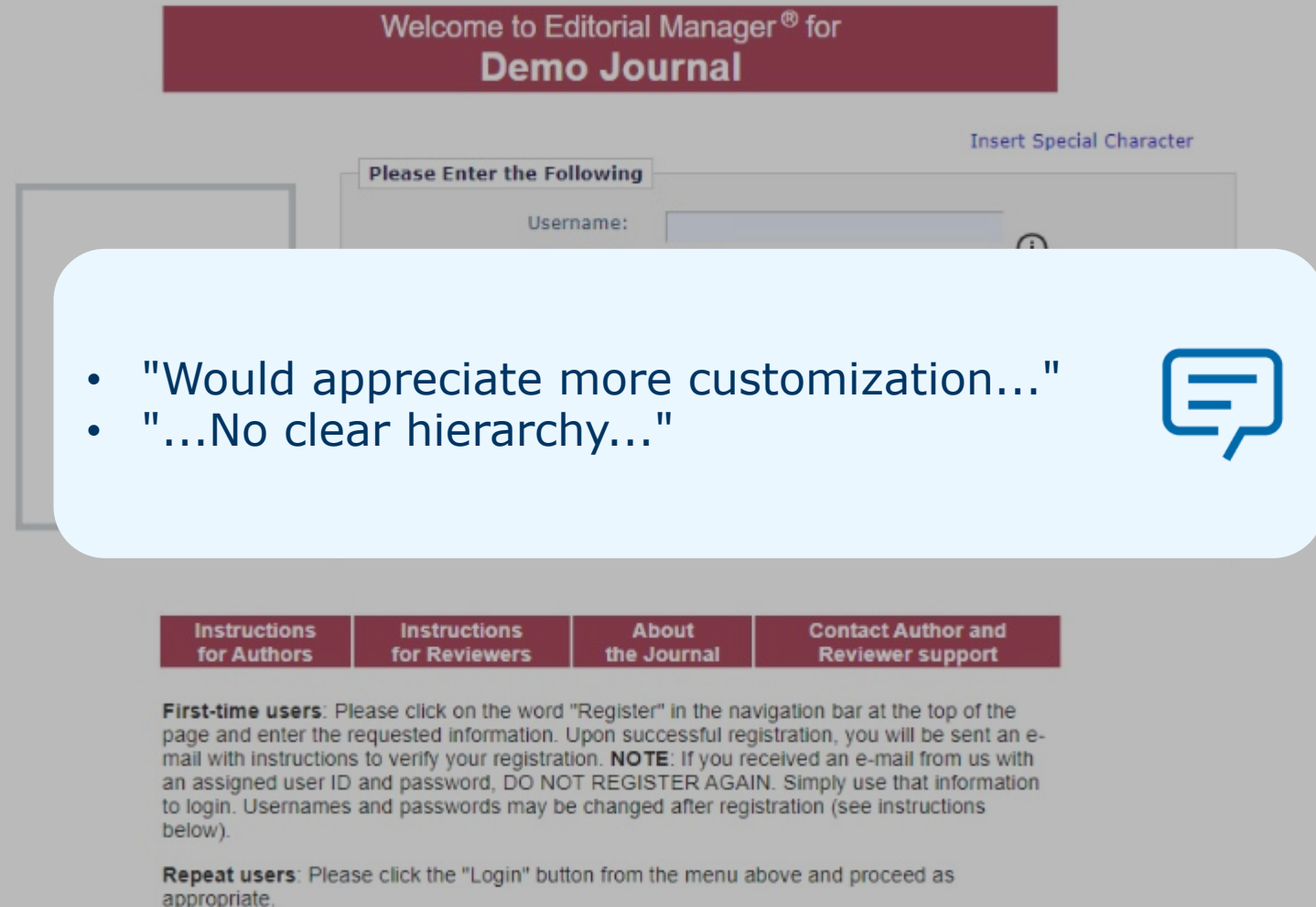




Home Page

More than a Welcome screen

Journal Home Page: Ready for a Change



The screenshot shows the top of the Editorial Manager interface for a demo journal. A dark red banner at the top reads "Welcome to Editorial Manager® for Demo Journal". Below it, a navigation bar contains links for "Instructions for Authors", "Instructions for Reviewers", "About the Journal", and "Contact Author and Reviewer support". A login form is visible with the heading "Please Enter the Following" and a "Username:" label. A light blue callout box with rounded corners and a speech bubble icon contains two bullet points: "• 'Would appreciate more customization...'" and "• '...No clear hierarchy...'".

Welcome to Editorial Manager® for
Demo Journal

Insert Special Character

Please Enter the Following

Username:

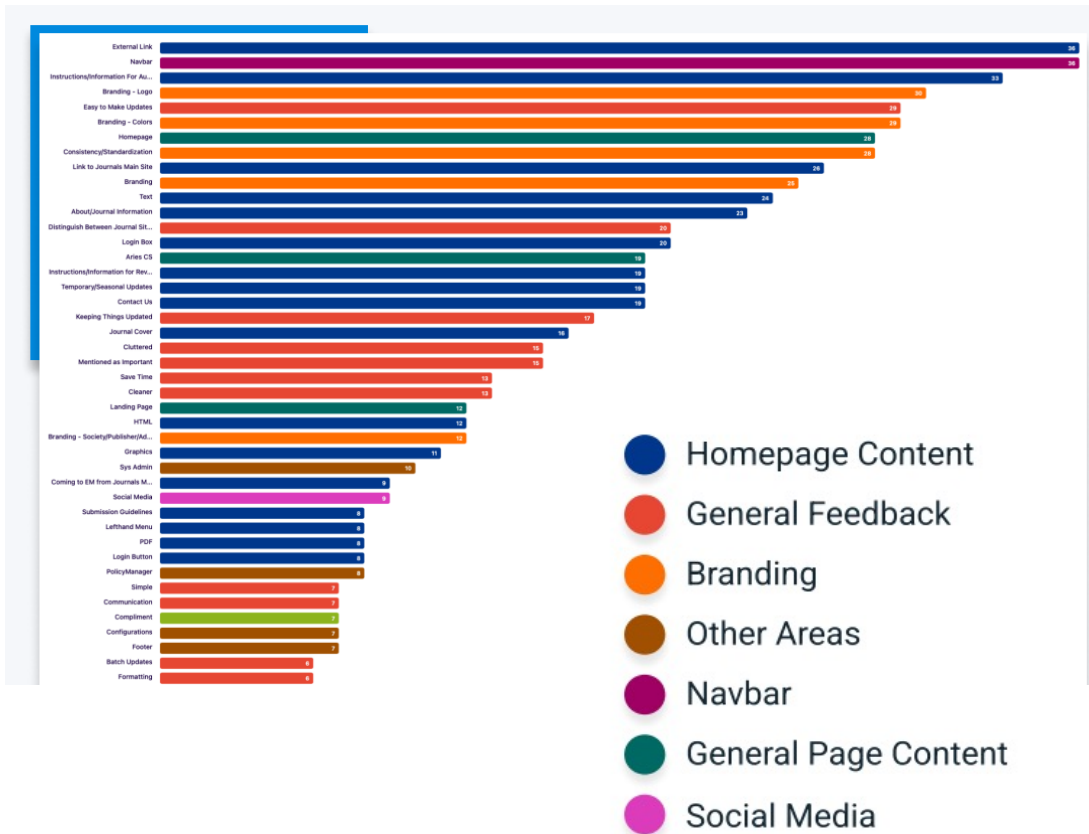
- "Would appreciate more customization..."
- "...No clear hierarchy..."

Instructions for Authors | Instructions for Reviewers | About the Journal | Contact Author and Reviewer support

First-time users: Please click on the word "Register" in the navigation bar at the top of the page and enter the requested information. Upon successful registration, you will be sent an e-mail with instructions to verify your registration. **NOTE:** If you received an e-mail from us with an assigned user ID and password, DO NOT REGISTER AGAIN. Simply use that information to login. Usernames and passwords may be changed after registration (see instructions below).

Repeat users: Please click the "Login" button from the menu above and proceed as appropriate.

Home Page: Discovery Outcomes

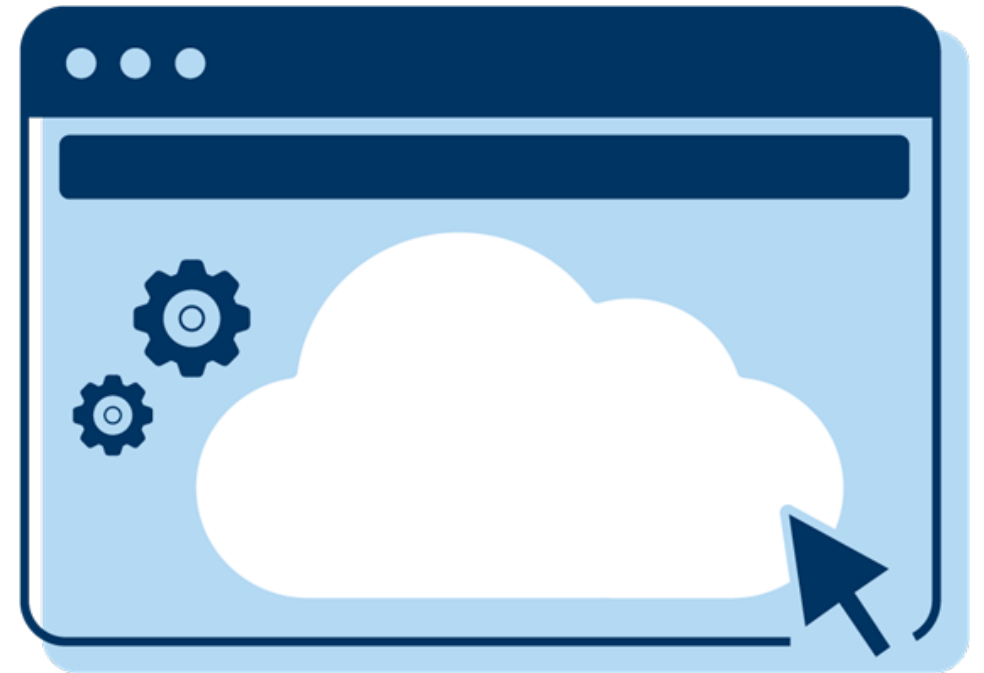


- Understand how customers utilize their Home pages
- Ensure pages are useful for all roles
- Discover what customization and new features can be offered to improve the experience



EMUG '23 Home Page User Feedback

- Valued customization, branding, custom HTML (EMUG '23)
- Easier to make more frequent updates
- Modernize the look, but keep elements useful
- Distinguish journals for staff and researchers



Home Page Design Concept

The screenshot displays a web page layout for 'The Journal of Modern Medical Examples and Advancements'. At the top, there is a header with the journal's logo and name, and navigation links for 'Language', 'Login', and 'Register'. Below the header is a teal banner with the journal's title and a decorative graphic. The main content area is divided into two columns. The left column contains an 'About' section with a brief description and a link to 'View full aims & scope', followed by a 'Journal Resources' section with links for 'About the Journal', 'Instructions for Authors', 'Instructions for Reviewers', 'Instructions for Editors', and 'Contact Us'. The right column features a 'Login' form with input fields for 'Username' and 'Password', a 'Forgot password?' link, and buttons for 'Author login', 'Reviewer login', 'Publisher login', and 'Editor login'. Below the login form are options to login with 'ORCID' or 'ASCO', and a link to 'Create one' if the user doesn't have an account. At the bottom, there is a footer with social media icons for Twitter, Facebook, and LinkedIn, and a copyright notice for Aries Systems Corporation.

- Customized content & enhanced layout
- Additional branding opportunities
- Self-serve changes
- Accessibility compliance & responsive design

Design subject to change



"...it's nice that we can customize parts of the home page without having to re-upload a completely new html [file]. That's quite nice, and therefore we also use it more frequently..."

- Editor in Chief speaking on their EM Home page

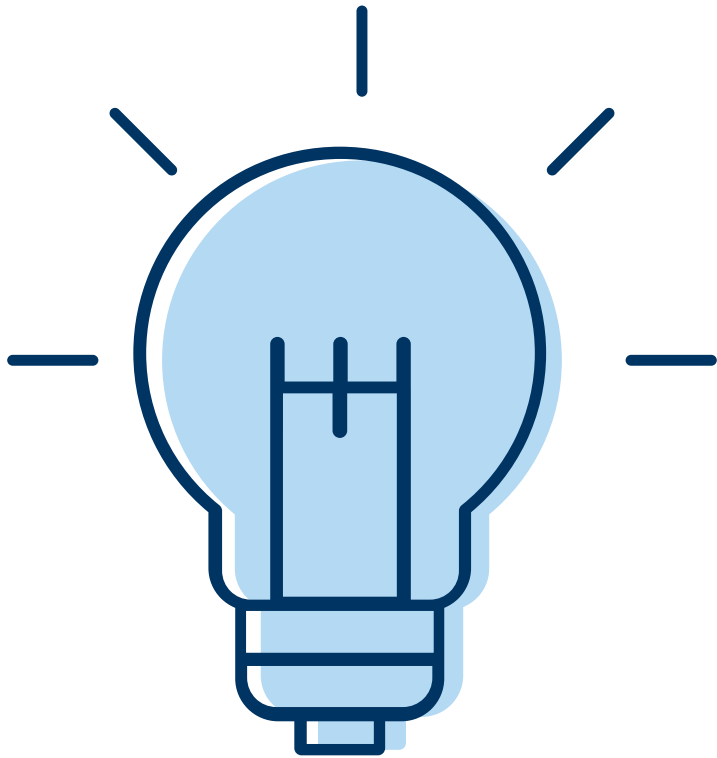
Provide Feedback on the Home Page Concept!



Visit the UX Station

Speak with our team and vote on interactive posters!

What are the 3 most valued features of an "ideal" Home page to you?



In-Product Messaging

Integrated solutions

In-Product Help and Messaging

- Contextual, in-product help coming soon
- Place help **where it needs to be**
- Collect feedback on areas requiring improvement
- Call out new features based on configuration



In-Product Help: Tooltips

Managing Editor
Main Menu

Search

Search Submissions

Search People

Saved searches

contains 'test'

Submissions with

0 Reviews Completed: 15

1 Reviews Completed: 1

2 Reviews Completed: 0

3 Reviews Completed: 0

Editorial

Enable Editor Signposts to see which folders contain submissions that require attention most urgently.

Editor 'To-Do' List

My Pending Assignments (46)

Transferred Submissions (1)

New Submissions (12)

Revised Submissions (0)

New Submissions Requiring Assignment (14)

Revised Submissions Requiring Assignment (0)

Direct-to-Editor New Submissions (1)

Direct-to-Editor Revised Submissions (0)

Submissions Sent Back to Author for Approval (2)



In-Product Help: Feedback

Design subject to change

Managing Editor

Main Menu

Search

Search Submissions

Search People

Saved searches

contains 'test'

contains test shared

Manuscript Number in 2007

test 051723

Submissions with

0 Reviews Completed: 15

1 Reviews Completed: 1

2 Reviews Completed: 0

3 Reviews Completed: 0

4 Reviews Completed: 0

Administrative functions

System Administrator Functions

Register New User

Reports

Send Reminder Letters

Send Batch E-mail

Editorial Proposal Menu Tasks

Expand All Collapse All

Editor 'To-Do' List

My Pending Assignments (46)

Transferred Submissions (1)

New Submissions

Revised Submissions

New Submissions

Revised Submissions

Direct-to-Editor New

Direct-to-Editor Rev

Submissions Sent

Incomplete Submis

New Invitations (0)

New Assignments

Submissions with f

Submissions Requiring Additional Reviewers (2)

Submissions with One or More Late Reviews (10)

We are improving the user interface of the Editor main menu and value your feedback with this brief 2-question poll.

Happy to help

Not this time

Happy to help

Not this time



In-Product Help: Feedback

Share insights with **you** through webinars, EMUG, and more!



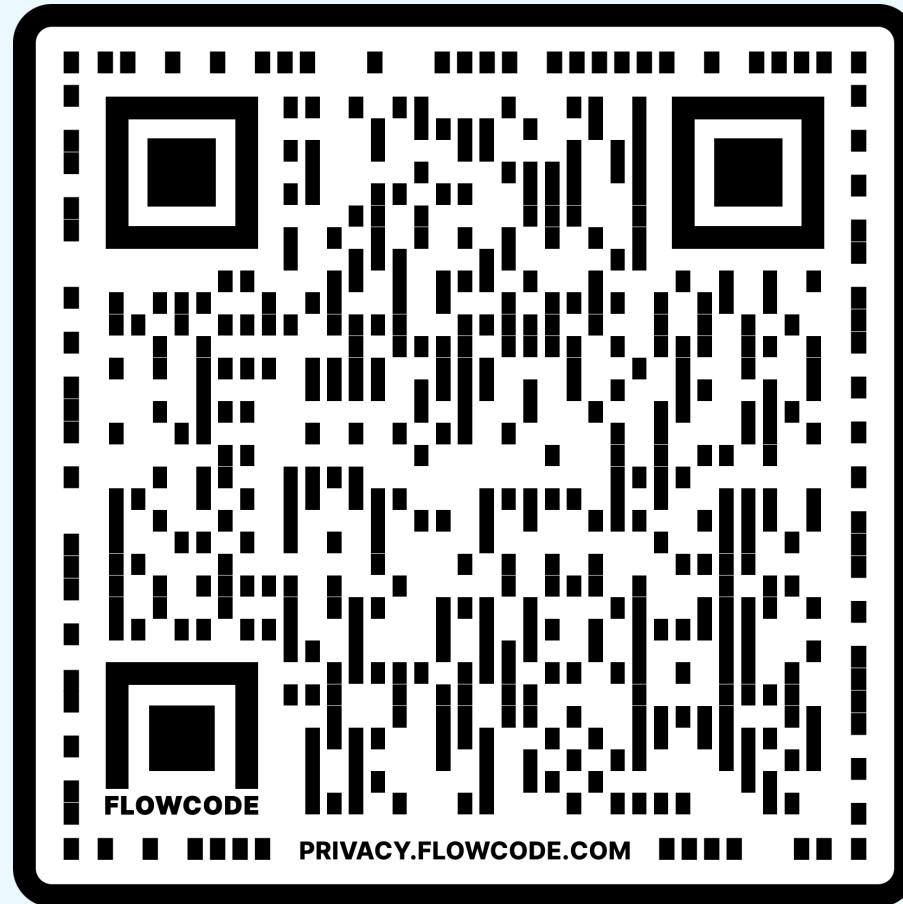
Resources

The screenshot shows the Aries Systems website's UI/UX Resource Library. At the top, there is a navigation bar with the Aries Systems logo, a 'REQUEST A DEMO' button, and a 'CONTACT US' button. Below the navigation bar, the page title is 'UI/UX Resource Library' with the subtitle 'Support materials for EM/PM redesign enhancements'. A 'SIGN UP: UX RESEARCH SESSIONS' button is visible. There are toggle switches for 'View all Resources' and 'View by Update'. A search bar is present with the text 'Enter keywords' and a magnifying glass icon. Below the search bar, there are filter dropdowns for 'RESOURCE TYPE' and 'USER ROLE', and a 'RESET FILTERS' button. The main content area displays a grid of nine resource cards, each with an illustration and a title: 'Editor Main Menu FAQs', 'Editor Main Menu Announcement', 'Reviewer Selection Summary FAQs', 'Reviewer Selection Summary Announcement', 'Reviewer Selection Summary Documentation', 'Author/Reviewer Main Menu FAQs', 'Author/Reviewer Main Menu Documentation', 'Author/Reviewer Main Menu Announcement', and 'NavBar Announcement'. A 'LOAD MORE' button is located at the bottom of the grid.

- UI/UX Resource Library – [Aries Website](#)
 - FAQ sheets, documentation, video tutorials, etc
- Your Aries Account Coordinator
- UI/UX Updates Newsletter - [Subscribe](#)

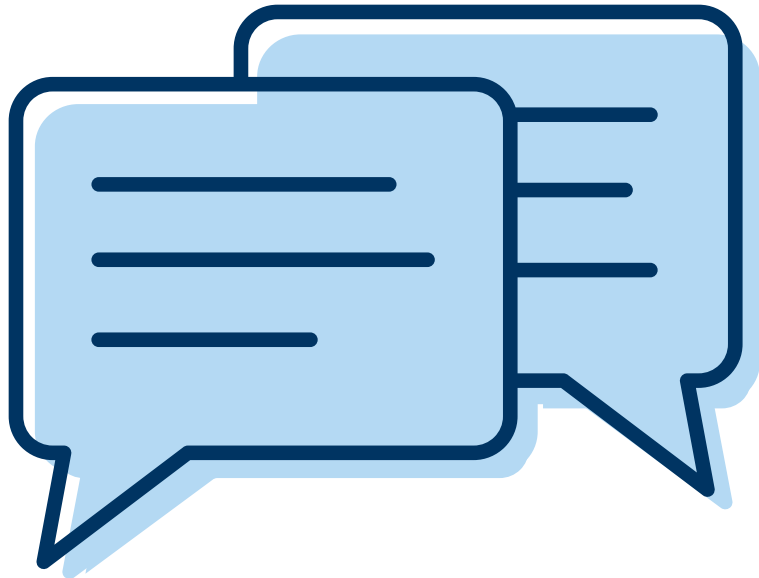


Sign Up for the UX Feedback Program!



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Questions?

Thank you!

Stay Connected

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