About me
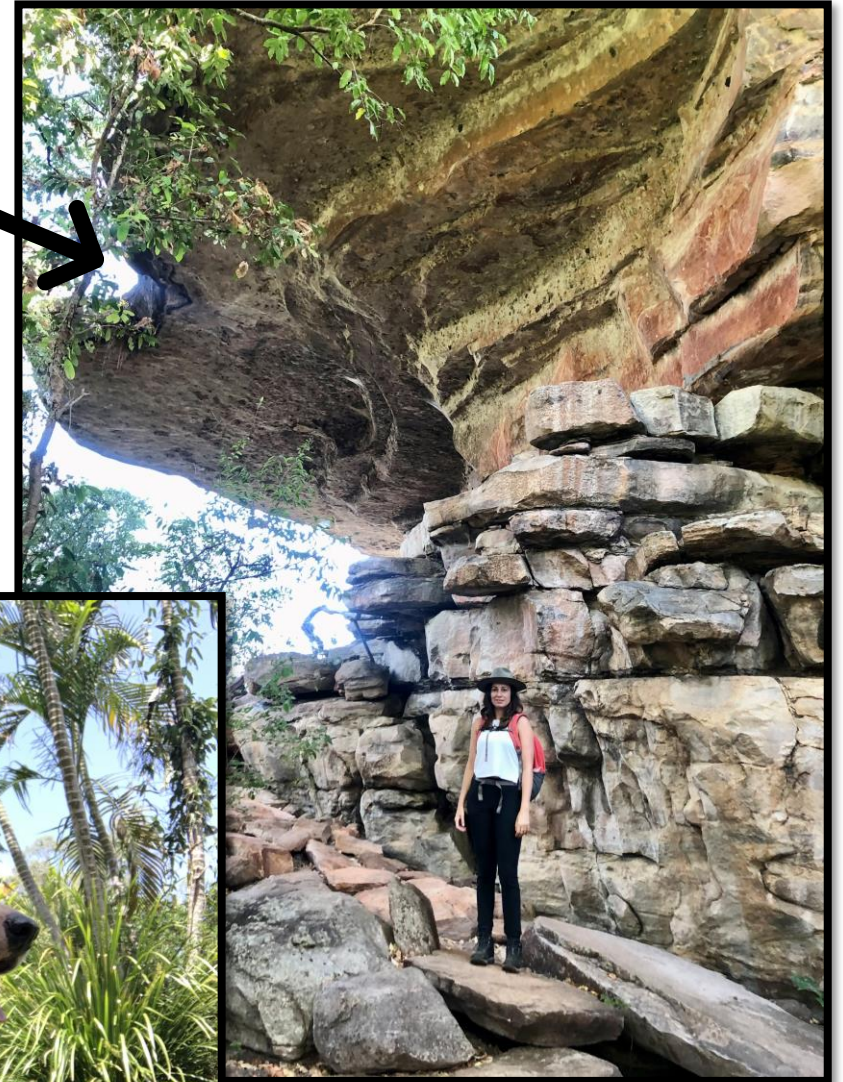
I'm Mariza.

I've worked in the digital space for 10 years, and as a content designer for 5 years.

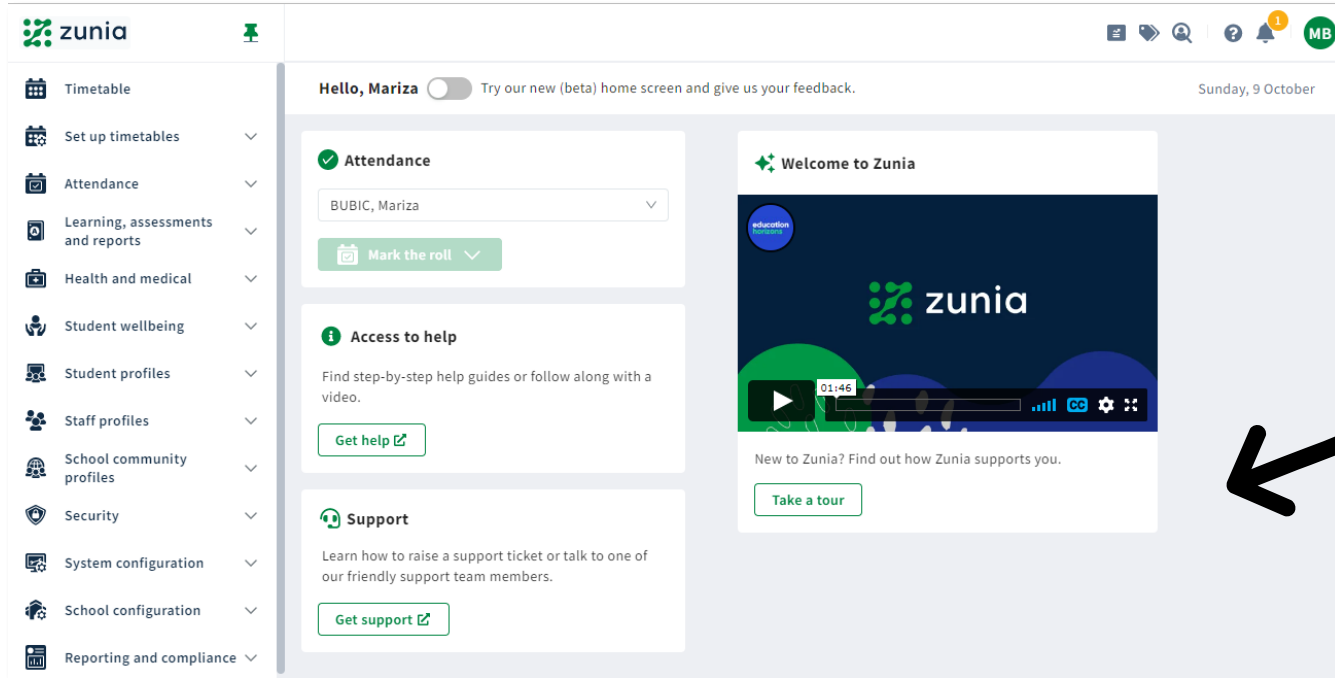Ubirr rock art walk, Kakadu

QLD

Miffy

Role Lead content designer

Product Zunia

6 agile teams

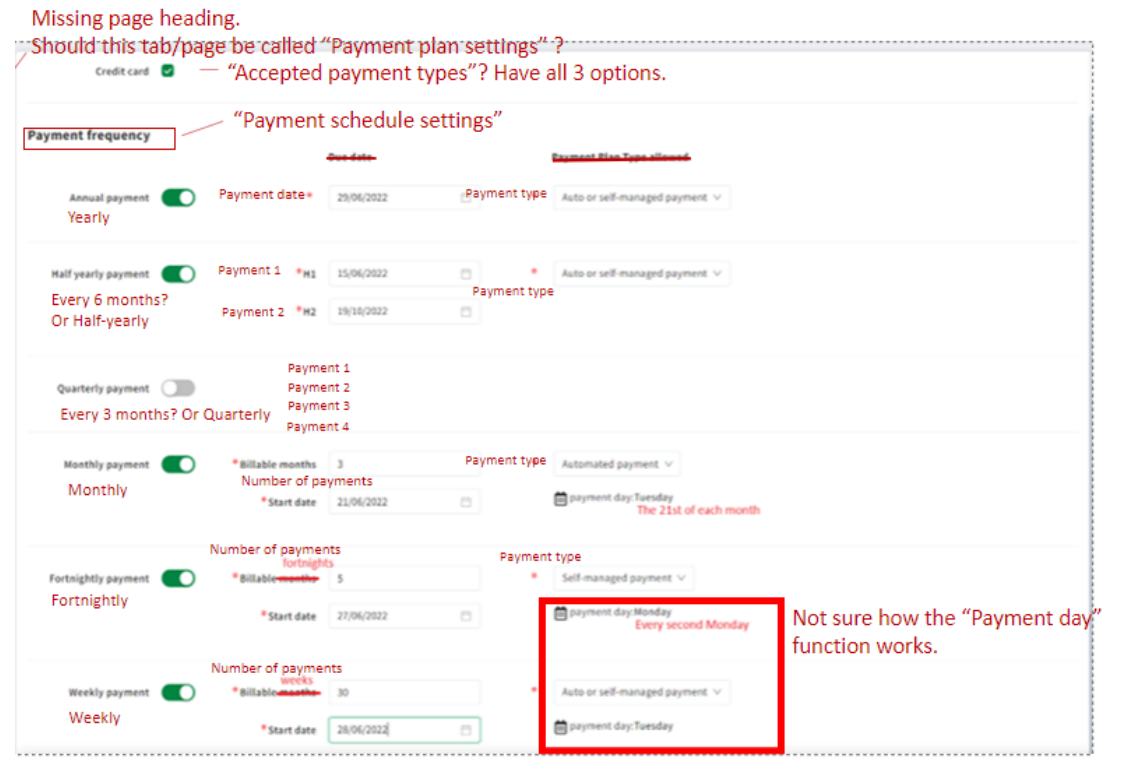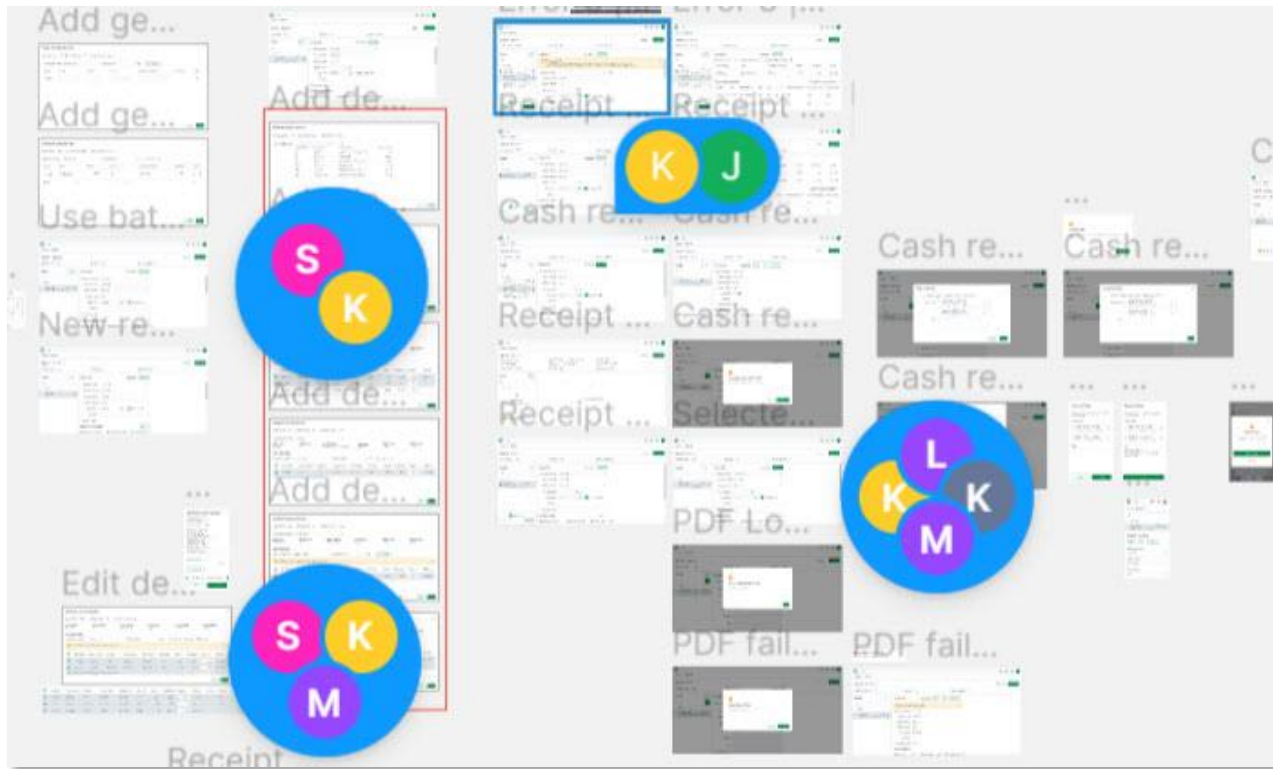**3** content designers

Supports school operations such as timetabling, academic planning, student wellbeing and school fee billing.

Case study 1

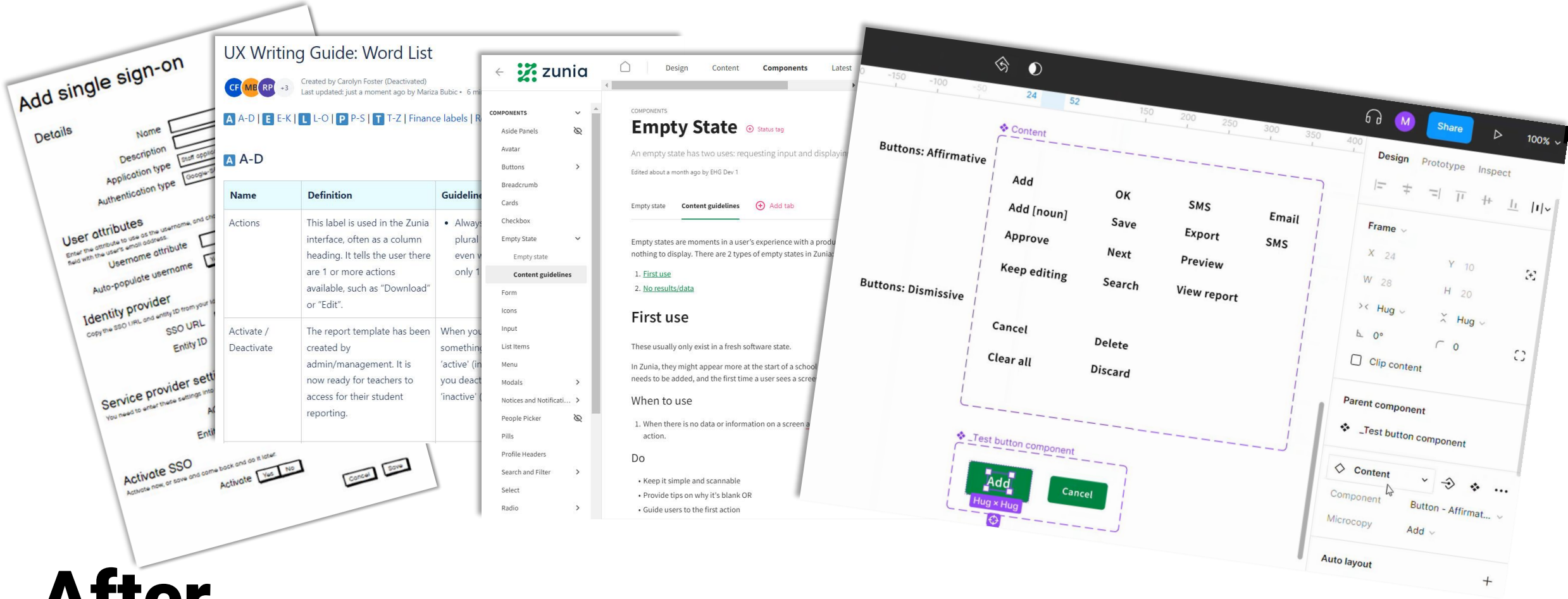Content design: ways of working

Problem statement

How do we integrate content design with design?

Before

- Mark-ups
- Copy decks
- Figma comments

- Not efficient
- Lots of double-handling
- Inconsistent language

After

- Content first + wireframes
- Content guidelines + wordlist
- Edit access to Figma
- Content design system

- More efficient
- Less double-handling
- Consistent language

SSO Authentication details

Details

*Name — `Loreum name 4`

Description — `Description here`

*Authentication type: — `SAML` ▾

*Application type: — `Collaborate application` ▾

*Client ID — `*******************`

*Client secret — `*******************`

You will need the following information to configure your IDP.

ACS URL — `https://zuniademo/sample/` ⧉

Entity ID — `https://zuniademo/sample/loreum/zuniademo/sampl...` ⧉

Loreum 1 — `Loreum` ⧉

Upload IDP metadata

*Identity provider name — `Google app`

Upload IDP metadata — ⬆ Upload   No file selected.

Or enter metadata URL — `Enter metadata URL of your IDP`

Activate

. [Yes | No]

[Cancel] [Save]

Add single sign-on

Details

Name — [   ]

Description — [   ]

Application type — `Staff application` ▾

Authentication type — `Google-SAML` ▾

User attributes

Enter the attribute to use as the username, and choose whether to auto-fill the username field with the user's email address.

Username attribute — [   ]

Auto-populate username — [Yes | No]

Identity provider

Copy the SSO URL and entity ID from your Identity provider and paste them here.

SSO URL — [   ]

Entity ID — [   ]

Service provider settings

You need to enter these settings into your IdP.

ACS — data from zunia here

Entity ID — data from zunia here

Activate SSO

Activate now, or save and come back and do it later.

Activate — [Yes | No]

[Cancel] [Save]

Content first approach

Validated with user-testing

zunia | education horizons

Zunia help

What can we help you with?

Search help articles and videos

Set up single sign-on

🕐 19/05/2022 · Knowledge

Set up single sign-on

Introduction

If your school uses Google workspace, the system administrator can set up single sign-on (SSO) using Google as your identity provider. This means staff can log in to Zunia using their Google accounts and won't need to remember another password.

First, you'll need to log in to your Google Workspace admin console and follow the instructions to set up Zunia as a custom SAML application.

Next, you can use that information to add Google as your single sign-on provider.

Add Google as your single sign-on (SSO) provider

To add Google as your single sign-on provider, go to **System configuration > Single sign-on.**

1. First, select **Add SSO.**
2. Next, in **Add single sign-on provider,** fill in your provider's details.

Details

*Provider name

Description

Authentication type   Google- SAML

Application type   Staff application

Provider name	Use the name of your provider, for example, "Google".
Description	This field is optional.
Authentication type	Leave this as Google-SAML.
Application type	Leave this as Staff application.

Outputs

Add single sign-on provider

Details

*Provider name

Description

Authentication type   Google-SAML

Application type   Staff application

User attributes

Enter the attribute to use as the username, and choose whether to auto-fill the username field with the user's email address.

*Username attribute ⓘ

Auto-fill username ⓘ ☐

Identity provider

Copy the SSO URL and entity ID from your identity provider and paste them here.

*SSO URL

*Certificate

Activate SSO

ⓘ You can only have 1 SSO active. If you activate this SSO, it will replace any SSOs that are currently active.

Activate now, or save and come back and do it later.

Yes   No

Cancel   Save

Content guidelines

UX Writing Guide: Word List

Created by Carolyn Foster (Deactivated)
Last updated: just a moment ago by Mariza Bubic • 6 min read • 14 people viewed

A A-D | **E** E-K | **L** L-O | **P** P-S | **T** T-Z | Finance labels | Reporting and compliance labels

A A-D

Name	Definition	Guidelines	Example	
Actions	This label is used in the Zunia interface, often as a column heading. It tells the user there are 1 or more actions available, such as "Download" or "Edit".	• Always use the plural "Actions" even when there is only 1 action	DO	Actions
			DO...	Action
Activate / Deactivate	The report template has been created by admin/management. It is now ready for teachers to access for their student reporting.	When you activate something, it becomes 'active' (in use). When you deactivate it, it is 'inactive' (not in use).	DO	Activate Deactivate
			DO...	Active flag Make active

← ⁙ zunia ⌂ Design Content **Components** Latest 🔍 🔗 💬 ⋯ **Share** E

COMPONENTS ⌄

Aside Panels 🚫
Avatar
Buttons ›
Breadcrumb
Cards
Checkbox
Empty State ⌄
  Empty state
  Content guidelines
Form
Icons
Input
List Items
Menu
Modals ›
Notices and Notificati... ›
People Picker 🚫
Pills
Profile Headers
Search and Filter ›
Select
Radio ›

COMPONENTS

Empty State ⊕ Status tag

An empty state has two uses: requesting input and displaying the output type

Edited about a month ago by EHG Dev 1

Empty state | **Content guidelines** | ⊕ Add tab

Empty states are moments in a user's experience with a product where there is nothing to display. There are 2 types of empty states in Zunia:

1. First use
2. No results/data

First use

These usually only exist in a fresh software state.

In Zunia, they might appear more at the start of a school year, when information still needs to be added, and the first time a user sees a screen.

When to use

1. When there is no data or information on a screen and to guide users to the first action.

Do

• Keep it simple and scannable
• Provide tips on why it's blank OR
• Guide users to the first action

≡ Outline

First use
  When to use
  Do
  Don't
  Examples
No results/data
  When to use
  Do
  Examples
Multiple empty states

Share ▷ 100% ⌄

Design   Prototype   Inspect

Background

FFFFFF   100%   👁

Export   +

❖ Content

Buttons: Affirmative

Add	OK	SMS	Email
Add [noun]	Save	Export	SMS
Approve	Next	Preview	
Keep editing	Search	View report	

Buttons: Dismissive

Cancel	Delete
Clear all	Discard

❖ _Test button component

Add   Cancel

Content design system

Outcomes

- Closer alignment between design and content design

- More efficient – more time to work on strategic goals

Case study 2

Navigation and Information Architecture (IA): Zunia Help Centre

Problem statement

How can we support user tasks in the moment by giving users the right content at the right time?

- No help centre in place for Zunia
- We needed to set one up so our users could self-service and reduce the workload of our support team

Topic	User need (the smallest component of a user journey)	User group	Frequency	Complexity	Criticality	Priority
Timetable	I want to find and view another staff member's calendar	All users	Weekly	Low	Low	TBC
Mark the roll	I want to know how to mark my roll	All users	Daily	Low	Medium	
Mark the roll	I want to know how to mark another teacher's roll	All users	Weekly	Low	Medium	High
Wellbeing	I want to know how to enter a pastoral care note	All users	Daily	Low	Medium	High
Wellbeing	I want to know how to view the pastoral care notes I or others have entered	Teacher, Wellbeing, Attendance	Weekly	Low	Low	Medium
Learning, assessments	I want to know how to create a programme	Teacher	Semester	Low	Medium	Medium
Learning, assessments	I want to know how to edit my programme's cover page	Teacher	Semester	Low	Low	Low
Learning, assessments	I want to know why I would create a programme	Teacher	Configuration	Medium	Medium	High
Learning, assessments	I want to set up an assessment	Teacher	Configuration	Medium	Medium	Medium
Learning, assessments	I want to set up my marks book	Teacher	Semester	High	High	Medium
Learning, assessments	I want to know how my marksbook works	Admin, Teacher	Configuration	High	High	High
Learning, assessments	I want to add a course type	Admin	Yearly	Medium	High	Low
Learning, assessments	I want to delete a course type	Admin	> yearly	Medium	High	Low
Learning, assessments	I want to understand how course types affect different things in Zunia	Admin, Teacher	Configuration	Medium	Medium	low
Learning, assessments	I want to create a cutoff template	Admin	Yearly	Medium	Medium	Low
Learning, assessments	I want to apply a cutoff template	Admin, Teacher	Semester	Low	Medium	low
Learning, assessments	I want to know how grade cutoff templates affect different things in Zunia	Admin, Teacher	Configuration	Medium	Medium	low
Learning, assessments	I want to change the programme cover photo	Teacher	Semester	Low	Low	low
Wellbeing	I want to edit a Pastoral Care note	Wellbeing, Teacher	Monthly	Low	Medium	Low
Community profiles	I want to know why my profile is important	All users	Configuration	Low	Low	Low
Community profiles	I want to know how to modify my profile	All users	Yearly	Low	Low	Low
Learning, assessments	I want to change the programme settings	Admin, Teacher	Semester	Medium	Medium	Low
Student profiles	I want to call a student's parents	Admin, Wellbeing, Teacher	Daily	Low	Medium	Medium
Student profiles	I want to email a student's parents	Wellbeing, Teacher	Daily	Low	Medium	Medium
Attendence	I want to view a student's attendance history for my class	Teacher	Daily	Low	Low	Low
Attendence	I want to view a student's attendance history for all their classes	Admin, Wellbeing, Teacher	Weekly	Medium	Low	Low
Support/Getting started	I want to be able to get help to complete a task	All Users	Daily	Low	Low	High
Support/Getting started	I want to be able to log out of Zunia	All Users	Daily	Low	Low	Low
Wellbeing	I want to be able to create a Pastoral Care note for more than one student	Admin, Wellbeing, Teacher	Daily	Low	Medium	Low

Approach

1. List of top tasks and most common support questions

2. Synthesised those into topics

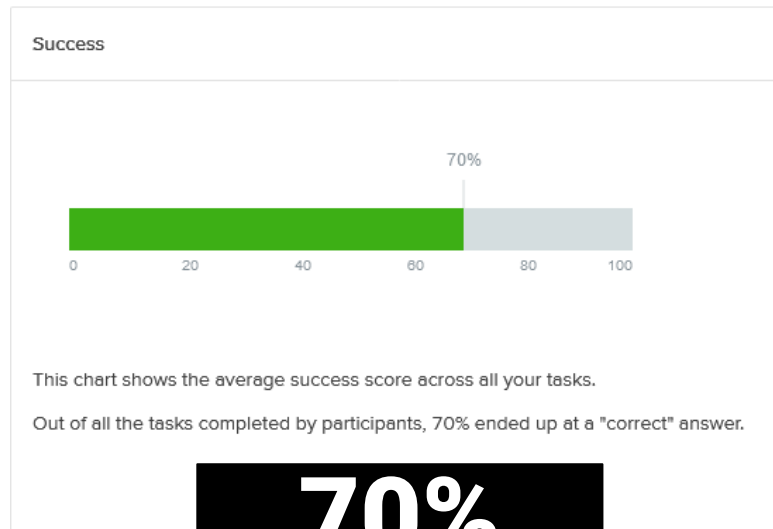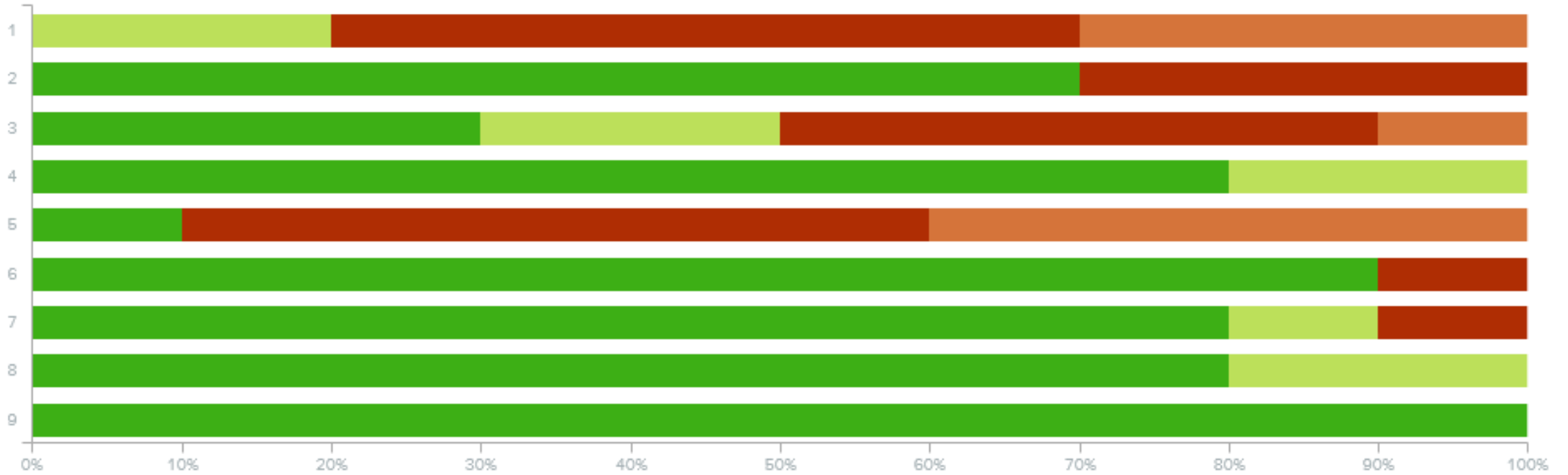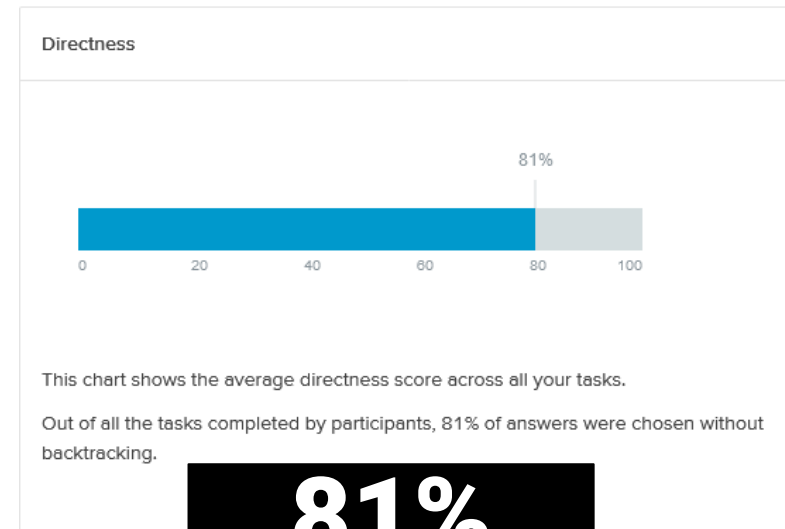| Help			
	Getting started with Zunia		
		Vimeo: Introduction to Zunia	
		Overview of Workspaces	
		Navigate around Zunia	
		Log out of Zunia	
		Get support	
		Templates: Data migration	
	Managing Zunia roles and permissions		
		Overview of permissions	
		Create a role	
		Change the staff list in a group	
		Add a staff member to a group	
		Add a role to a staff record	
		Apply a role to multiple staff members	
		Change the staff list in a role	
	Your profile		
		Overview of profiles	
		Change profile	
	Marking the roll		
		Mark the roll	
		Mark another user's roll	
		View a student's attendance record for a class	
		View all of a student's attendance records	
	Managing attendance records		
		Overview of attendance records	
		Create attendance types	
		Delete an attendance type	
		Set inactive attendance type	
		Un-do attendance record	
		Re-do attendance record	
		Attendance records for analytics and reporting	
		View a student's attendance record for a class	
		View all of a student's attendance records	
	Student well-being notes		
		Overview of student well-being records	
		Create a student well-being note	
		View a student's well-being record	
		Edit student well-being notes	
		View multiple student well-being records	

Level 1 & 2 IA mapped out for testing

Tasks

We asked people where they would find help for things like…

- Mark the roll for your class
- Record a medical incident
- Check if a student has any allergies
- Find a parent's phone number

Results

Success

70%

This chart shows the average success score across all your tasks.

Out of all the tasks completed by participants, 70% ended up at a "correct" answer.

70%
success

Directness

81%

This chart shows the average directness score across all your tasks.

Out of all the tasks completed by participants, 81% of answers were chosen without backtracking.

81%
direct

Recommendations

1. We saw that we needed to support multiple mental models - so find help for the same thing in different ways.

Example

For the task "Record a medical incident", participants navigated to both the "Medical" section and the "Student profile" section. So we needed to make sure the help guides for this topic can be found in both places.

Recommendations

2. Participants didn't find the guide with a long, complex name:

"Delete, deactivate or reactivate student wellbeing categories"

Changed to:

"Edit or delete student wellbeing categories"

3. People tend to notice the first and last items in a long list. So ideally, we would put high priority tasks first and last in a list.

Next steps

Work will be ongoing. We'll continue to optimise the IA and the help centre by…

- Listening to feedback from support team about findability of user guides and any gaps
- Test user guides with schools
- Review the CSAT ratings and comments and look for areas to improve
- Monitor number of "views"
- Finance features soon to launch with 30+ user guides. The IA and guides will need testing.

Thanks!