

UX Playbook for News and Content Sites

Collection of best practices to delight your users

News & content sites playbook at a glance

Creating frictionless experiences across the funnel

After looking at several news sites, we realized that there were certain universal UX elements that helped create a frictionless shopping experience. This list aims to expand on the 25 Mobile UX Principles and provide a checklist for improving your mobile site experience across 6 key site areas:



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Home / Landing page	Menu & Navigation	Search	Category Pages	News Article Pages	Sign Up/ In & Subscribe
Feature a single top story	Show consolidated menu	Include search	Display clear category title at the top	Add social share options	Enable social login
Include a selection of up-to-date news	Organize expanded menu by sections or categories	Make search visible & prominent	Highlight top story related to	Link to related content Ensure links are easily	Consider One Tap Sign Up & Sign In
Make news easily scannable	Login/ register easily accessible (follow	Make search useful	the category Allow user to switch easily	identifiable	Optimize forms
Organize news by section or category	conventions)	Enable auto-complete	between sub-categories	Add estimated reading time	Reduce number of fields
Display additional CTAs below the fold	Consider adding categories to the main menu	Add search suggestions Display number of search		Encourage to continue reading (switch between articles)	Add in-line real-time validation Enable auto-fill
Display ads non-intrusively	Consider secondary menu for less important content	results		Consider AMP technology for faster loading	Subscribe: Make it clear if
	Add key areas to homepage	Implement spelling correction		Consider combining AMP &	there's a premium option
	for quick access	Always return search results		PWA	Allow guest checkout Simplify payments with Google Pay



All recommendations should be A/B tested!

Homepage / Landing Page

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Home / Landing page	Menu & Navigation	Search Category Page	s Ne	ws Article Pages Sign Up/ In & Subscribe
Section	Homepage/Landing Page	Ease of implementation	Impact	Key Metric
Key suggestion	Feature a single top story and remove automatic carousels	Easy	High	Bounce rate
	Additional CTAs below the fold	Easy	Medium	CVR
	Display ads non-intrusively	Easy	High	Bounce Rate
	Make news easily scannable	Medium	High	Time on site, Page views
	Organize news by section	Medium	Medium	Time on site, Page views

Feature a top story or breaking news (remove carousels)

thequardian.com Make a ontribution News | Opinion | Sport | Culture | Lifestyle US World Environment World Cup 2018 More **Headlines** €\$ 61°F ∨ Nato summit / Trump says Germany is 'captive of Russians' Trump-Trudeau Leaders set for first face-to-face meeting since G7 Immigration / Trump forced to reinstate 'catch and release' after court defeats Thailand cave rescue / Water pumps failed just after last boy

abcnews.go.com ▼ ⊿ 📋 10:50 **obeNEWS** LOG IN Navy SEALs who rescued Thai soccer team from cave barely made it out, officials say TOP STORIES Judge orders Manafort to jail closer to trials President Trump pardons Oregon cattle ranchers All 11 on board survive plane crash in Alaska Woman found dead in condo's trash compactor Pfizer is 'rolling back price hikes': Trump

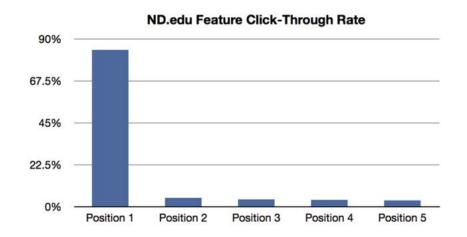
▼ / 10:50 Trump: Germany is a captive of Russia US President launches scathing attack on NATO ally LIVE: Drama at breakfast table as Trump attends NATO NATO leaders hope to 'avert disaster' during Trump What's the point of NATO? (>) ANALYSIS: Can the West withstand the Trump

presidency?

Top Stories

edition.cnn.com

Why to avoid carousels & sliders



Research:

- Conversion XL
- ClickZ
- Widerfunnel
- NN Group
- Erik Runyon

Pros for heavy content websites:

Multiple pieces of content within less space

Cons:

- Users often scroll past carousels (if you're using a carousel hoping that your users will see a variety of content, there's a high chance they'll only see the first frame)
- Not all content can be equally "important"

Include a selection of up-to-date news

cnn.com Live TV • Home Pentagon: China likely training pilots to target US Beijing is pursuing nuclear capability on its longrange bombers, report says CIA official: China wants to replace US as superpower China's new destroyers: 'Power, prestige and majesty' Hear US Navy plane warned off by Chinese military (>) China says hypersonic aircraft test a success (>)



▼⊿ 🗂 10:50 **FOX NEWS** Watch TV **INTEL STRIKES BACK** Petraeus, Clapper, other top officials slam Trump action vs. **Brennan** Rand Paul talks Brennan's security clearance, Russia Joke's on Brennan for failing to find humor in Trump's remark, 'Dilbert' cartoonist says Trump accuses Boston Globe of 'COLLUSION' with other papers as hundreds run editorials against him Retired US commander stands with Brennan: 'Revoke my clearance' too

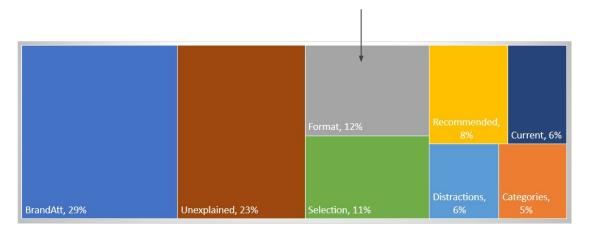
FOX NEWS FIRST: Trump could revoke

clearances of other ex-Obama officials soon; Hundreds of more Omarosa tapes?

Want to get these alorte cent to you directly? Click here

theblaze.com

The format and story selection matter most



Source: MeasuringU. Key drivers of the news website experience explaining 77% of SUPR-Q scores.

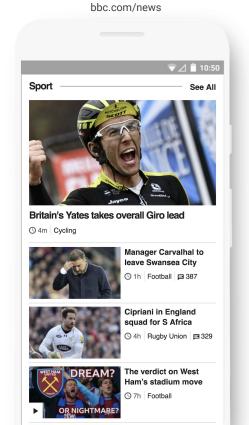
According to a study conducted by MeasuringU, the biggest drivers of the online news experience are the format of the articles and having a good selection of stories on the homepage.

Research:

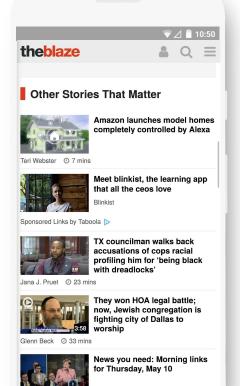
MeasuringU

Make news easily scannable (eg. list view)

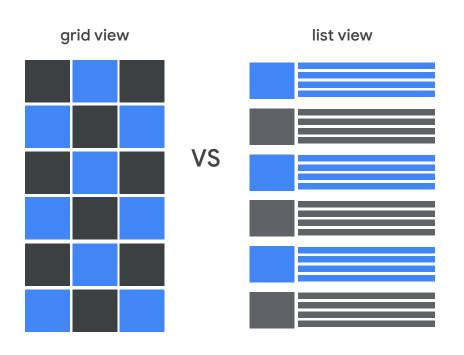
huffpost.com ▼⊿ 🗂 10:50 OPINION -Trump's Iran Decision Leaves Only 2 Likely Outcomes By Robert Creamer, Guest Writer An Open Letter From Hunters About Gun Reform By Daniel Ashe, Guest Writer Want To Change The Face Of Politics? Help Teens Register To Vote. By Emma Greenman, Guest Writer Insurance Companies Unfairly Discriminate Against Mental Illness By Brian Barnett, Guest Writer IN THE NEWS Israel Launches Airstrikes In Syria After Iranian Attacks By Dan Williams and Angus McDowall, Reuters U.S. NEWS



theblaze.com



Grid View vs List View



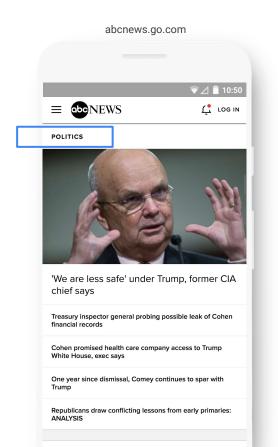
Choose the appropriate layout for the type of content you're displaying. Text-heavy content tends to perform better with list view.

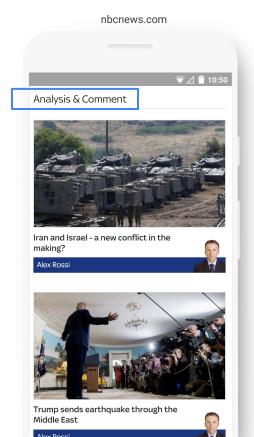
- List View: Attention decreases from top to bottom More relevant / recent news should come first
- Grid View: Attention spread more evenly best suited for visual content

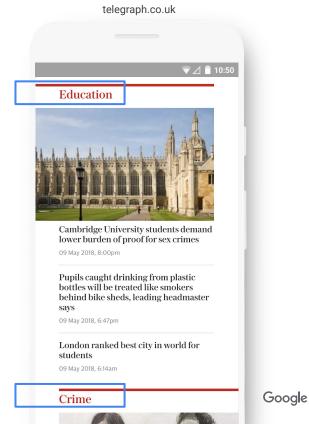
Research:

- <u>Fact-finder</u>
- Nielsen Norman Group

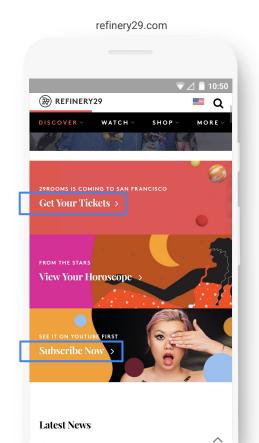
Organize news by section or category

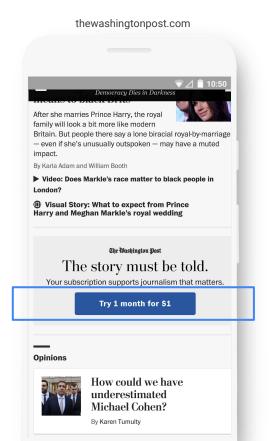


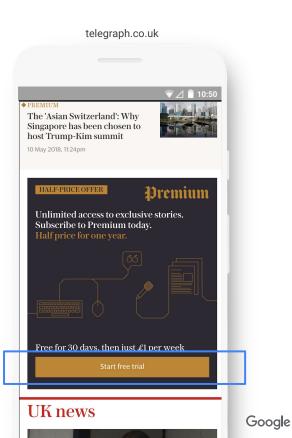




Display additional CTA(s) below the fold

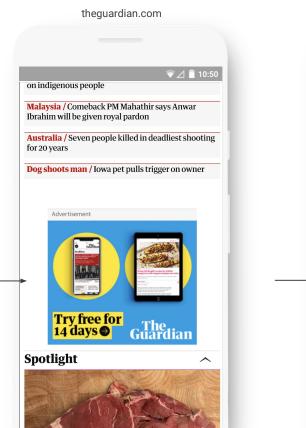


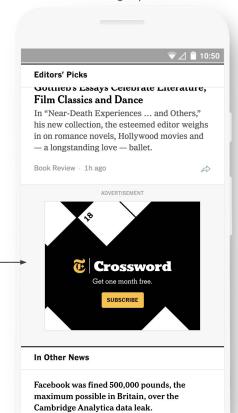




Display ads non-intrusively (don't interrupt experience)

thewashingtonpost.com







Menu & Navigation

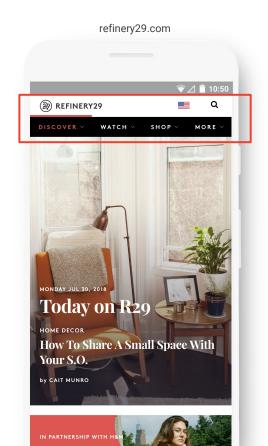
News & content sites playbook at a glance

Creating frictionless experiences across the funnel

Home / Landing page	Menu & Navigation	Gearch Category Page:	s Nev	vs Article Pages Sign Up/ In & Subscribe
Section	Menu & Navigation	Ease of implementation	Impact	Key Metric
Key suggestion	Show consolidated menu	Medium	High	Page views / depth
	Login / register easily accessible	Medium	High	Sign-up rate, returning visitors
	Add categories to main menu	Medium	Medium	Page views / depth
	Add secondary hidden menu	Medium	Medium	CTR
	Add key areas to homepage for quick access	Medium	Medium	Page views, CTR
	Organize expanded menu by sections or categories	Medium	Medium	Page views / depth

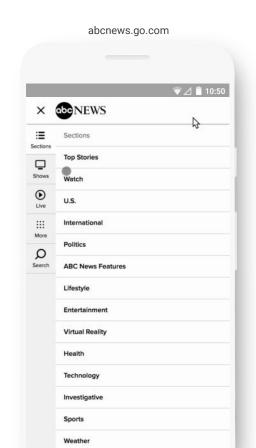
Show consolidated menu (less than 1/5 of page)

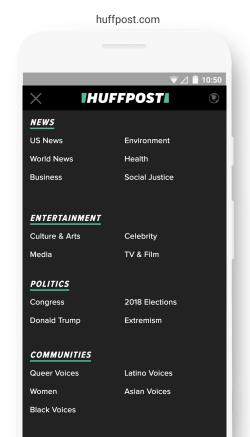


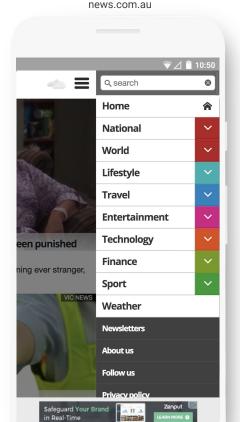




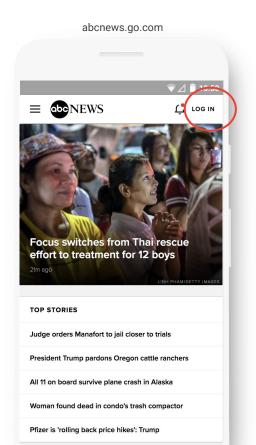
Organize expanded menu by sections or categories

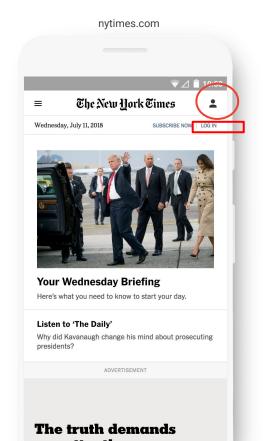






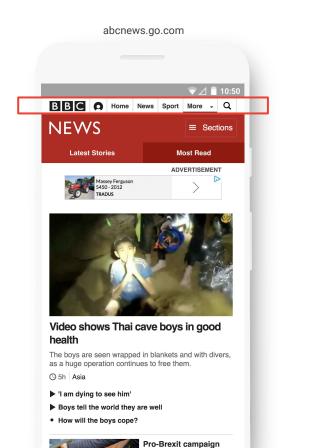
Login/ register easily accessible (follow conventions)







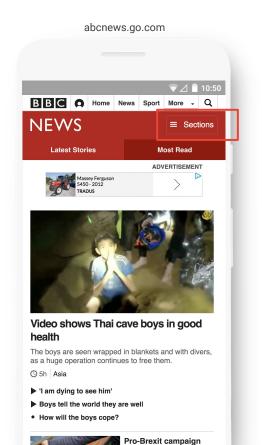
Consider adding categories to the main menu







Consider secondary menu for less important content



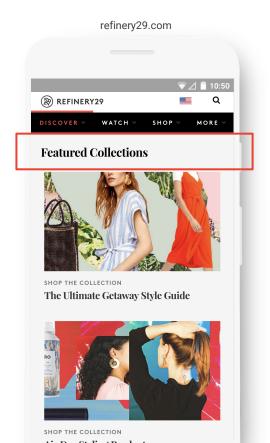




news.com.au

Add key areas to homepage for quick access







Search

News & content sites playbook at a glance

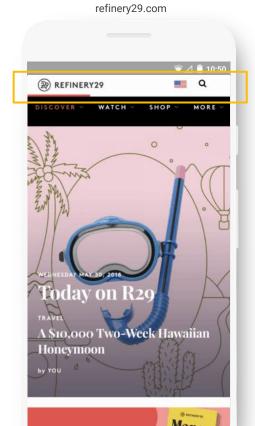
Creating frictionless experiences across the funnel

Home / Landing page	Menu & Navigation	earch Category Pages	News	Sign Up/ In & Subscribe
Section	Menu & Navigation	Ease of implementation	Impact	Key Metric
Key suggestion	Include search	Hard	High	% traffic w/ searches, CVR
	Make search visible	Easy	High	% traffic w/ searches, search depth
	Enable auto-complete (history-based search suggestions)	Easy	High	Bounce rate on traffic w/ searches, search depth
	Add search suggestions	Medium	High	Bounce rate on traffic w/ searches, search depth
	Display number of search results	Medium	Medium	Bounce rate on traffic w/ searches, search depth
	Implement spelling correction	Medium	Medium	Bounce rate on traffic w/ searches, search depth
	Always return search results	Medium	Medium	Bounce rate on traffic w/ searches, search depth
				G00a

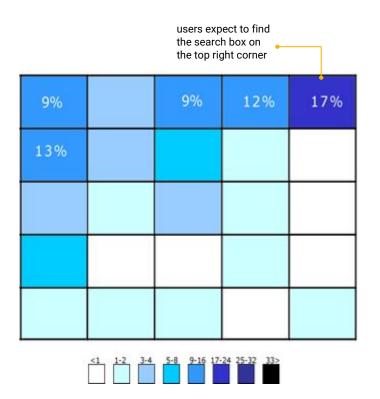
Make search visible & prominent (preferably at the top)







Search placement and visibility



If search is an important function on your mobile site, it should be displayed prominently. The more content you have, the more prominently you want to display your search feature.

When search is **hidden** behind menus or icons:

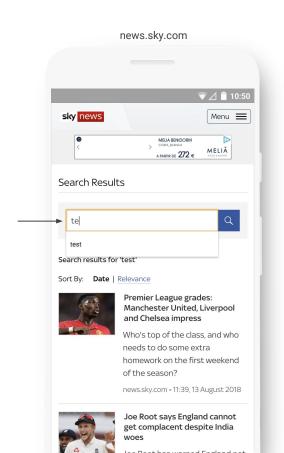
- Makes the search feature less noticeable.
- Increases the "cost" of interaction. Users need to take an extra action in order to access the search.
- Placing your search bar somewhere unexpected means your users will need extra effort to find it.

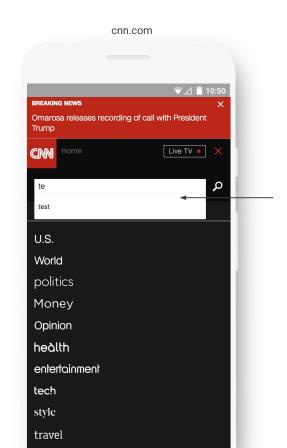
Research:

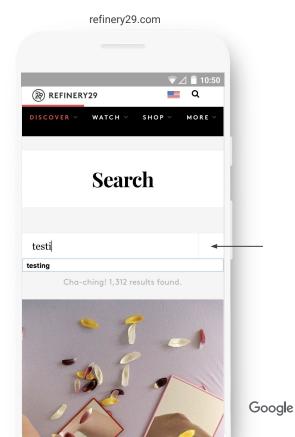
Users look first towards the upper-right corner for search. If they don't find the search box there, they start scanning the top of the page (F-shaped pattern).

- Dawn Shaikh and Keisi Lenz
- Nielsen Norman Group (F-Shaped pattern)

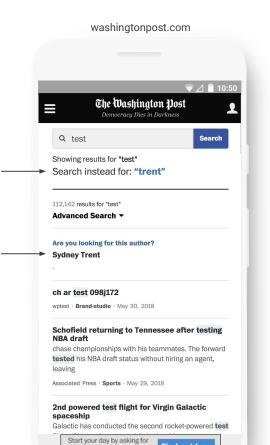
Make search useful: Enable auto-complete

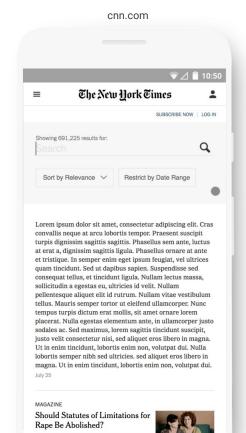




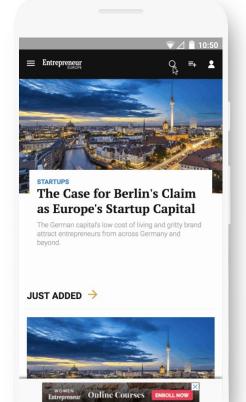


Make search useful: Search suggestions

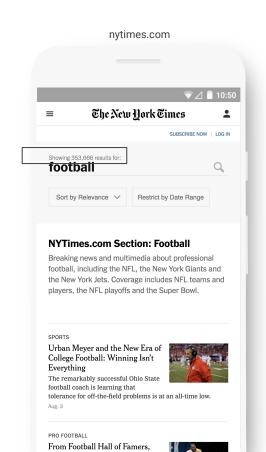


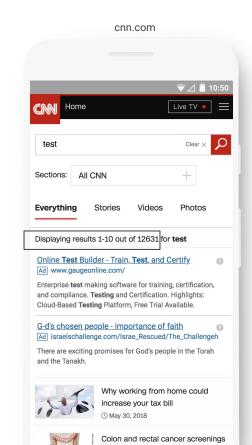


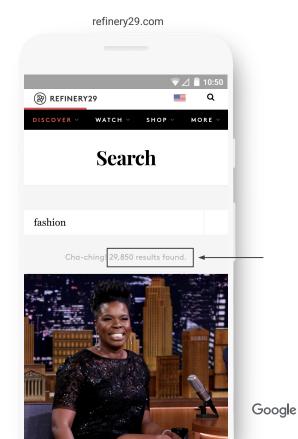
entrepreneur.com



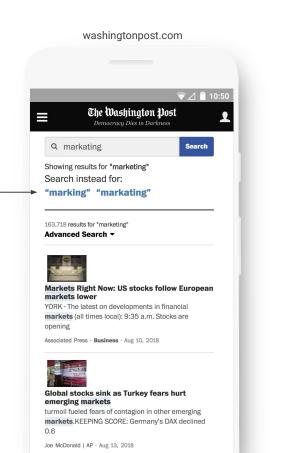
Make search useful: Display number of results

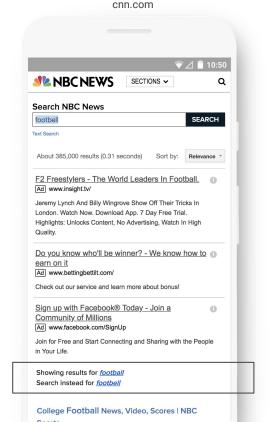






Make search useful: Spelling correction





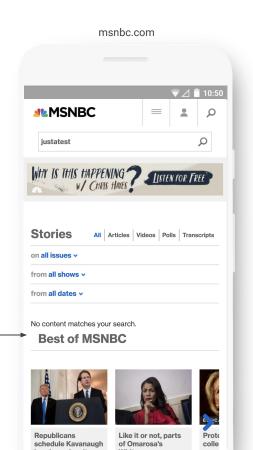
▼ / 10:50 Entrepreneur markating About 102,000 results (0.26 seconds) Sort by: Relevance * Showing results for marketing Search instead for markating **Marketing News & Topics** https://www.entrepreneur.com/topic/marketing The latest news, videos, and discussion topics on Marketing. Teach Yourself Online Marketing With https://www.entrepreneur.com/video/301186 Oct 3, 2017 ... Marketing is an essential part of any growing business. If you want to teach yourself the craft, either to implement marketing strategies yourself ... 4 Strategies to Use When Marketing to Google https://www.entrepreneur.com/article/312408

Entrepreneur
INSURANCE BETTER COVERAGE

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Make search useful: Always return results





refinery29.com ▼ / 10:50 VARIETY q footbell We found O results for "footbell". Showing results 1 -10 of 8.531 for football Inshallah. Football Alissa Simon Oct 25, 2011 Three story strands compete for attention in the sincere but unpolished human-rights docu "Inshallah, Football," from Indian helmer Ashvin Kumar, Filmed in 2009 in Srinigar, in Indiancontrolled Kashmir, pic centers on Basharat Baba, a talented teen ... FX to air college football in fall Stuart Levine Mar 28, 2011 Article

FX is letting the sports

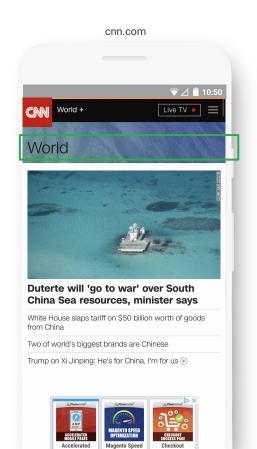
Category Pages

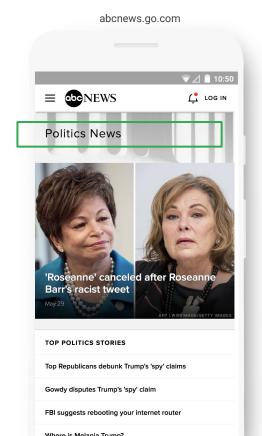
News & content sites playbook at a glance

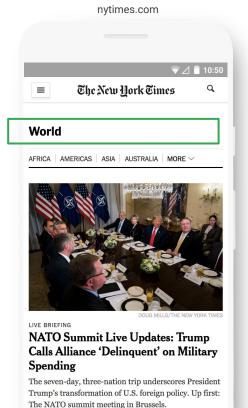
Creating frictionless experiences across the funnel

Home / Landing page	Menu & Navigation	Search Category Page	es Ne	ws Article Pages Sign Up/ In & Subscribe
Section	Menu & Navigation	Ease of implementation	Impact	Key Metric
Key suggestion	Display clear category title at the top	Easy	High	Time on site, Bounce rate
	Highlight top story related to the category	Easy	High	Time on site, Bounce rate
	Allow user to switch easily between sub-categories	Medium	Medium	Page views, CTR

Display clear category title at the top

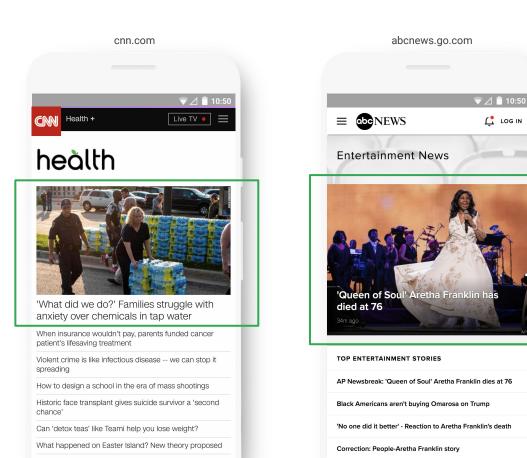


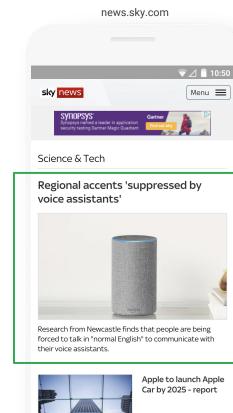




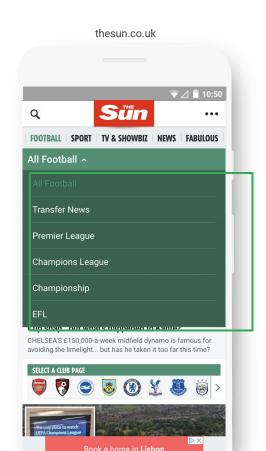
5h ago

Highlight top story related to the category

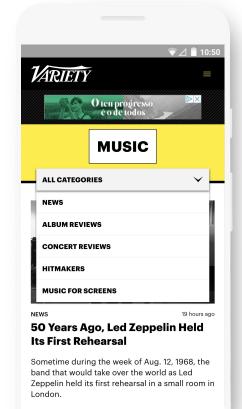




Allow user to switch easily between sub-categories







variety.com

Google

News / Article Pages

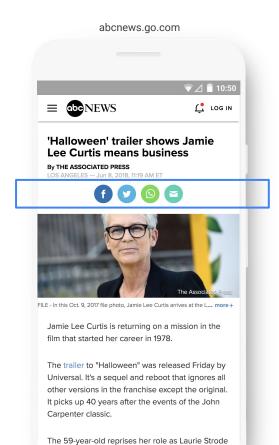
News & content sites playbook at a glance

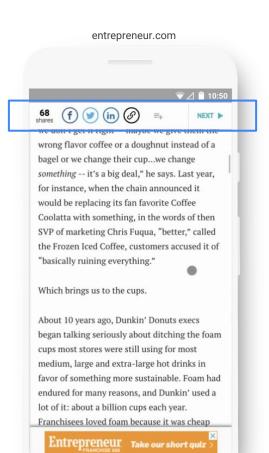
Creating frictionless experiences across the funnel

Home / Landing page	Menu & Navigation	Search Category Page	es Nev	ws Article Pages Sign Up/ In & Subscribe
Section	Menu & Navigation	Ease of implementation	Impact	Key Metric
Key suggestion	Add social share options	Easy	High	CTR
	Link to related content	Easy	High	CTR, Page views
	Make links easily identifiable	Easy	High	CTR, Page views
	Implement AMP technology	Medium	High	Bounce rate, time on site
	Consider AMP & PWA	Hard	High	Bounce rate, time on site
	Add estimated reading time	Medium	Medium	Time on site / page
	Easily switch between articles	Medium	Medium	CTR, Page views

Google

Add social share options





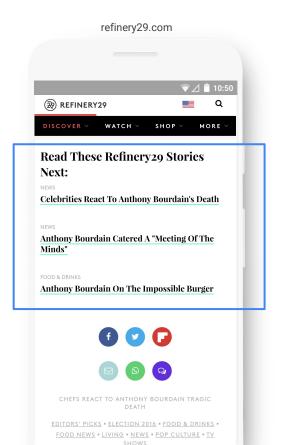
news.skv.com ▼⊿ 🗂 10:50 sky news Menu = Finding My Virginity: The New... Add to Basket Where are the women? BBC's 10 best-paid stars are still men 13:58, UK, Wednesday 11 July 2018 (Clockwise from top left) Fiona Bruce, Alex Jones, Sue Barker, Clare Balding, Victoria Derbyshire, Emily Maitlis

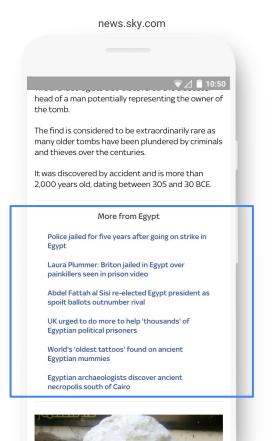
By Ashish Joshi, correspondent and Bethany

Minelle, entertainment reporter

Google

Link to related content





fastcompany.com ▼⊿ 🗂 10:50 You Might Also Like: 7 warning signs that you shouldn't accept a job offer Target has a secret app for superfans, and it looks like Instagram The emotionally intelligent way to give feedback to your boss Video: You have to see this zero-gravity beanbag **Ideas Newsletter** SIGN UP YOUR EMAIL ADDRESS Receive special Fast Company offers.

See All Newsletters

SPONSORED FINANCIAL CONTENT

▼ / 1 10:50

Make links easily identifiable (underline, color, ...)

huffpost.com ▼⊿ 🗂 10:50 reported Thursday. Wolfe was arrested and indicted on charges of lying to the FBI on Thursday as part of that investigation. The FBI said he gave false statements to agents "about his repeated contacts with three reporters, including through his use of encrypted messaging applications." "Mr. Wolfe's alleged conduct is a betrayal of the extraordinary public trust that had been placed in him," U.S. Attorney Jessie Liu said in a statement. "It is hoped that these charges will be a warning to those who might lie to law enforcement to the detriment of the United States." Attorney General Jeff Sessions said last year that investigations into leaks had tripled under President Donald Trump. The White House has publicly fumed about the ongoing deluge of information shared with reporters and at one point even floated the idea of jailing journalists to stop leaks.

cnn.com ▼⊿ 🗂 10:50 LIVE The Health and Human Services Secretary testifies on lowering drug prices. Watch now om politics $Q \equiv$ Singapore (CNN) — Nearly five hours of unprecedented and surreal talks between US President Donald Trump and North Korea's Kim Jong Un culminated on Tuesday with fulsome declarations of a new friendship but just vague pledges of nuclear disarmament. For Trump, that amounted to a triumphant outcome in his extraordinary gamble with the roque kingdom's despotic leader. But there were scant details on what new commitments had been secured from Kim, even as Trump announced he would end the regular military exercises the US conducts with South Korea. Whether nuclear disarmament is indeed the final outcome of Tuesday's summit won't be known for years, if not decades. But the dramatic act of extending his hand to one of

America's longtime adversaries will forever

telegraph.co.uk

The Queen has undergone eye surgery to remove a cataract, wearing sunglasses in public rather than cancel her long-planned engagements. The 92-year-old monarch underwent the successful procedure in May, Buckingham Palace confirmed on Friday afternoon. In recent weeks, the Queen has been seen wearing sunglasses at a number of events including the Royal Windsor Horse Show and Buckingham Palace garden parties. Promoted Stories Want to triple your leads? Leadformly Meet The Facial Everyone Is Obsessed With

It emerged on Friday that the Queen was treated

as a day patient at the private King Edward VII's

Whom annuagals ad a Dualvinalagus Dalaga

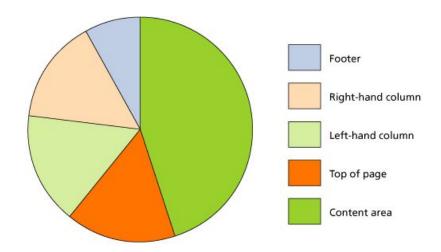
Find the best tours in

hospital in London.

Hanacure on Town and Country Magazine

Google

Interior Page Behavior

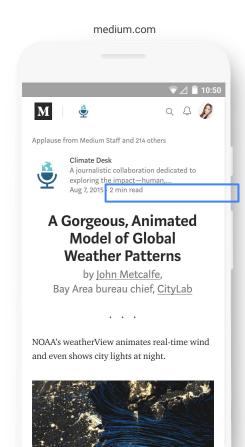


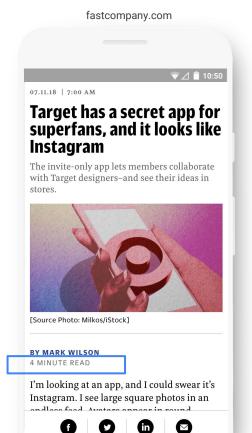
For interior pages, users usually spend more time in the content area than in areas that are used for navigation.

RESEARCH:

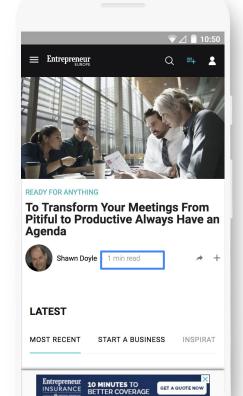
Nielsen Norman Group

Add estimated reading time



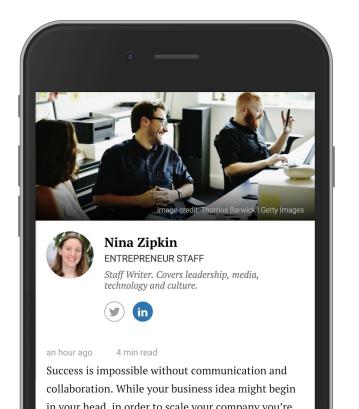


entrepreneur.com





How estimated reading time can Increase engagement



- The average adult in the United States spends 5 hours and 16 minutes with digital media, and only part of this will be spent reading your content.
- When someone sees an interesting headline, knowing in advance that it only takes a couple of minutes to read, they're more likely to engage.

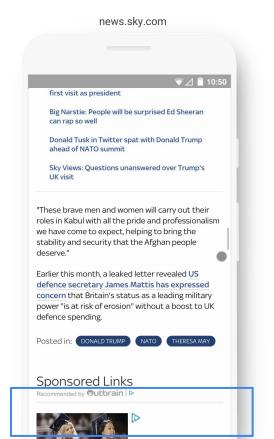
Research:

- <u>eMarketer</u>
- MarketingLand
- New Yorker

Google

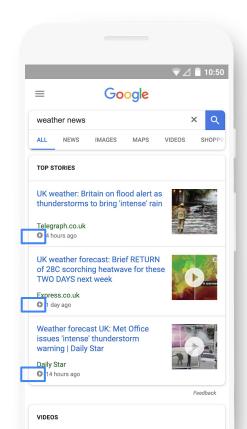
Encourage to continue reading (switch between articles)





glamour.com ▼ ⊿ 📋 10:50 **GLAMOUR** SUBSCRIBE (0) 1 MONTH AGO Siriano's efforts to be inclusive separate him from other couture designers, but as he told the executive director of the Council of Fashion Designers of America Fern Mallis at a recent panel at the 92nd St. Y, his personal mission and love for every single kind of woman has proven to be great for his brand. To the tune of: Dressing plus-size women has tripled yep, tripled-his business. (Now is a good time to add that the plus-size fashion market is worth \$21 billion.) **NEW AT** COSTGO

Consider AMP technology for faster loading









Publishers are seeing great results with AMP

RETENTION



3x more

time spent on AMP pages

AUDIENCE GROWTH

GIZMODO

80% of AMP traffic is new

RETENTION

The Washington Post

+23%

ENGAGEMENT

TIME

13% increase
in time spent on site

Consider combining technologies like AMP & PWA

1. **AMP** loads instantly, and silently installs Service Worker to "warm up" **PWA**



2. Once user navigates from AMP, content loads instantly



Advantages of PWA for Publishers



Add to Homescreen

Worthy of being on the home screen



Performance offline

Work reliably, no matter the network conditions



Push Notifications

Increased engagement, improved conversions



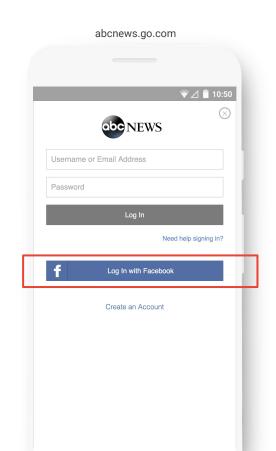
Sign Up / Sign In & Subscribe

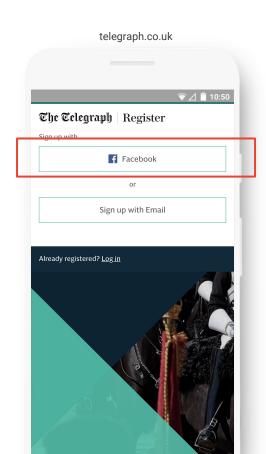
News & content sites playbook at a glance

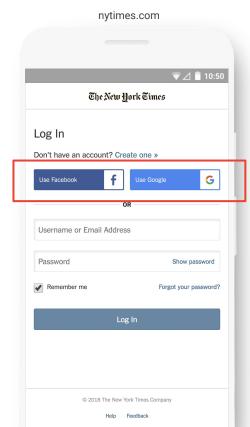
Creating frictionless experiences across the funnel

Home / Landing page	Menu & Navigation	Search Category Page	ns New	ws Article Pages	Sign Up/ In & Subscribe
Section	Menu & Navigation	Ease of implementation	Impact	Key Metric	
Key suggestion	Consider implementing One Tap Sign In & Sign Up	Medium	High	Sign-up rate	
	Allow guest checkout (premium subscriptions)	Medium	High	CVR, Exit rate	
	Simplify payments with Google Pay	Medium	High	CVR	
	Enable social login	Medium	Medium	CTR	
	Reduce number of fields	Medium	Medium	Form completion	
	In-line real time validation	Medium	Medium	Form completion	
	Enable auto-fill	Medium	Medium	Form completion	
	Make premium option visible	Medium	Medium	CVR, CTR	

Enable social login



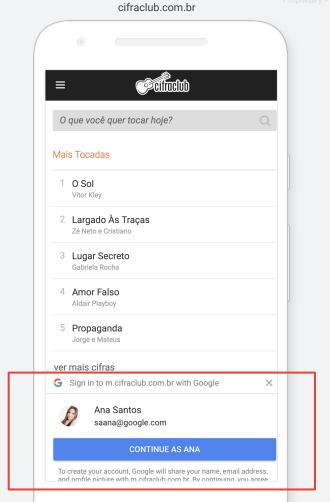




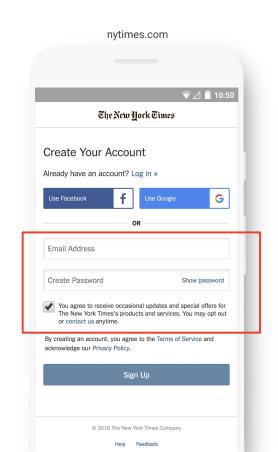


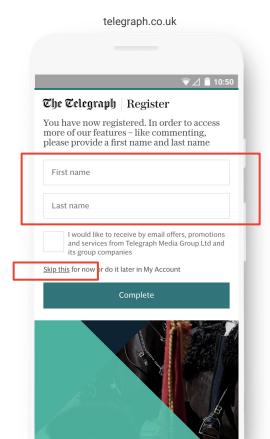
One Tap Sign Up & Sign In

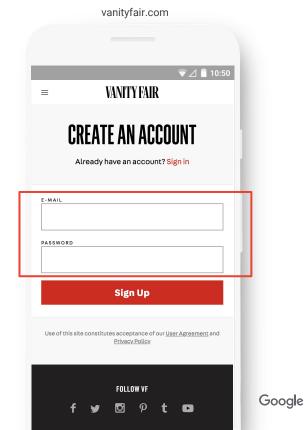
- Streamlined conversion UX no typing
- Enable instant personalization on load
- Passwordless account security
- Supported on all major browsers



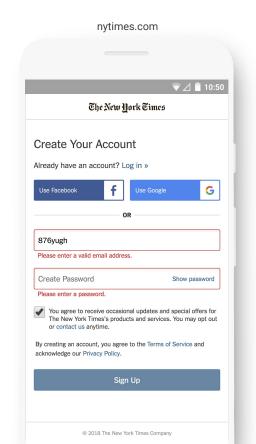
Optimize forms: Reduce number of fields





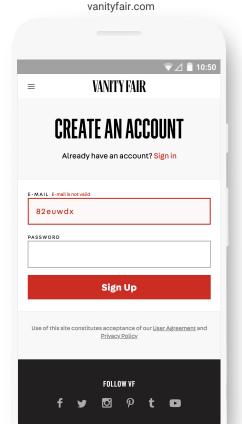


Optimize forms: Inline real-time validation



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	f Facebook
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You ne conten	ed to provide a password so you can access your Telegraph t.

telegraph.co.uk

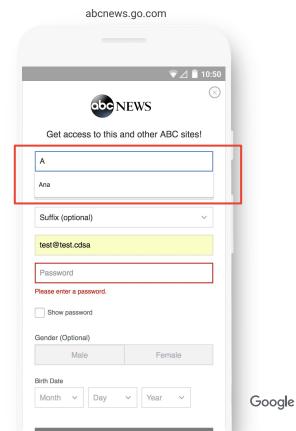


Google

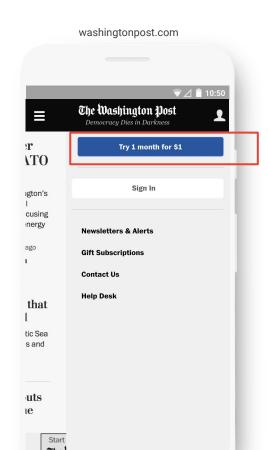
Optimize forms: Enable auto-fill



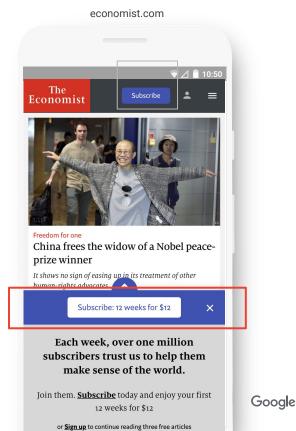




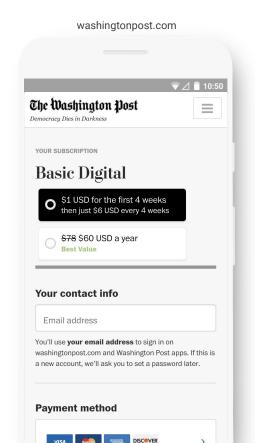
Subscribe: Make it clear if there's a premium option

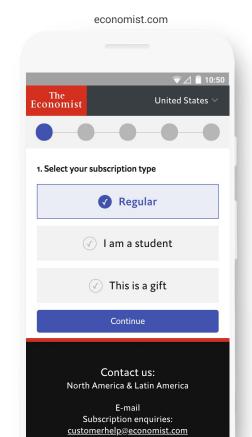






Guest checkout (no account required)



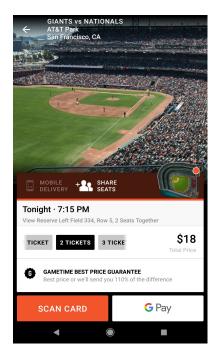


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Google

Simplify payments with G Pay

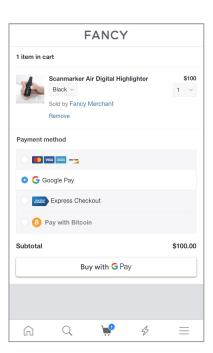




Have a profile? No profile? Sign in to enjoy faster easier checkout Checkout as a guest Email address Buy with G Pay Password Forgot Your Password? Don't have an account? Create one Checkout

Directly on product page

At guest checkout



At payment

Google

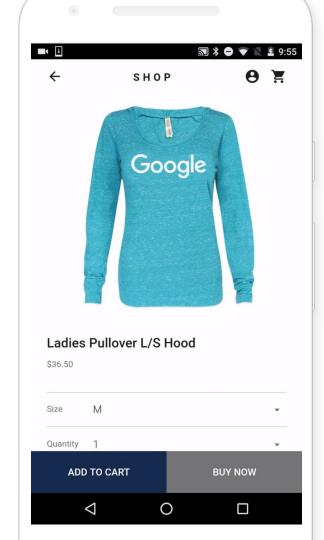
Simplify payments with Google Pay API

- Guest checkout
- Leverages autofill
- Eliminates forms
- One tap to check out

Introducing the Payment Request API

Deep dive

UX Considerations



Thank You