



LINK3 webservice

Usability for contributed modules

DrupalCon Szeged, 2008

Erik Stielstra





- Introduction
- What is usability
- Usability in practice
 - Documentation
 - Forms
- Wrap up



LINK3webservice

Who am I



LINK3webservice





LINK3webservice





Erik Stielstra

- Arnhem, the Netherlands
- 20+ years experience field between human and technology
- Involved in Drupal since August 2006
- Modules: Simplenews, Header Image
- Co-ordinator of Dutch translation



LINK3webservice

What is Usability?



LINK3webservice



usability flaw



LINK3webservice





LINK3webservice



“Don’t make me think”



LINK3webservice



“Don’t make me think”

(Steve Krug)



LINK3 webservice

Usability in practice

Contributed module usability



LINK3 webservice

Example: Simplenews



Introduction

- What is simplenews? (Purpose)
- Who uses simplenews? (Users)
- How does simplenews work? (Implementation)



LINK3 webservice

Documentation



LINK3web service





LINK3webservice

Simplenews Documentation

- Project page
- README.txt
- Module help
- Handbook page



Simplenews Documentation

- Project page Promotion & overview
- README.txt (pre-)installation info
- Module help On-site installation, first-aid
- Handbook page Extensive info



Project page

Promotion & overview

- Module promotion: What, Why, When
- Related modules
- Alternative modules
- Link to README.txt (pre-install instructions)
- Link to handbook page
- Remarks, credits



Project page

The screenshot shows a Drupal-based project page for the 'Simplenews' module. The header includes the Drupal logo and navigation links for Documentation, Download, Support, and Feedback.

Simplenews
Version: 1.0.2 | Last updated: 2010-07-20 | Maintainer: [josef](#) | Modules

Description:
Simplenews is a simple newsletter module which allows both anonymous as well as registered users to subscribe to different newsletters.

Features:
Registration:

- Subscription to the newsletters is managed through forms, either a subscription form or integrated in user's own manage their subscriptions in their account settings.
- Anonimous subscribers are offered a confirmation email.
- Registers, logged-in users can subscribe directly.

Contributors:

- Newsletter can be sent as attachments or inline, newsletter results via [Mail Mail module](#).
- Subscribers can be managed through the taxonomy system.
- Newsletters are stored in a "sent" folder or "trashy" folder.
- Sending of mailings to foreign mailing lists is handled by other [ListProcessor](#).
- If you have your own module you can use this module also newsletter as mail to the mailing list.



Mail projects overview

Simplenews

Description
Simplenews is a simple newsletter module which allows both anonymous as well as registered users to subscribe to different newsletters.

Version	Date	Links	Status
6.x-1.0-beta3	2008-Jun-25	Download · Release notes · Edit	Recommended for 6.x
5.x-1.4	2008-Jul-13	Download · Release notes · Edit	Recommended for 5.x

[Find out more](#) · [Bugs and feature requests](#)



LINK3webservice

drupalmodules.com

Screenshot of the drupalmodules.com interface showing a module page.

Ratings

Attribute	Average
Features	4.24 / 5
Reliability	4.23 / 5
User Interface	4 / 5
Documentation	3.9 / 5
Code Quality	4

Module Overview

Description: Newsletter Subscriptions is a simple newsletter module which allows users to subscribe to newsletters and to register their email address to different newsletters. Newsletter subscription information is managed through profiles, while a newsletter form is used to create and manage newsletters. (Module)

Details

Written by: [josephm](#)
Updated: [2010-01-12](#)

Related Modules

- Newsletter Subscriptions
- Newsletter View
- Newsletter Unsubscribe
- Newsletter Statistics
- Newsletter Stats
- Newsletter
- Newsletter
- Newsletter
- Newsletter
- Newsletter



Simplenews

Published: 1 July 2007 - 09:27

Mail · Modules

Simplenews publishes and sends newsletters to lists of subscribers, both anonymous and authenticated users can opt-in to different mailing lists. HTML email can be send by adding [Mime mail module](#).

Simplenews 6.x supports multilingual newsletters (I18n) and actions/triggers.

Questionnaire

To determine how Simplenews is used and what new functionality is desired a **Questionnaire** is set up for existing Simplenews users. Please spend five minutes of your time to help develop Simplenews further.

More information

Full documentation: [Simplenews handbook page](#)

Installation instructions: [readme.txt](#) (Drupal 5), [readme.txt](#) (Drupal 6)

Drupal 6 development

The [Beta 3 version](#) is now available. We can still use more testing. Especially testing with large mailing volumes (> 5000 subscribers) is requested.

Before reporting an issue [please](#) check the [previously reported bugs](#) if your is already reported.

Known bugs

Simplenews and Category module are currently not compatible. See the [this issue](#) in the Category module issue queue for the current status.

Credits



README.txt

(pre-)installation info

- Summary
- (Pre-)installation instructions
- Specifications, limitations
- Links to other information sources



README.txt



- Description
- Requirements
- Installation
- Send newsletter with cron
- Collaboration with other modules
- Credits



README.txt

new and improved

This file contains information about the LINK3webservice module. It includes requirements and instructions for installing and using the module.

Requirements:

- Standard module.
- PHP 5.2+ running MySQL 5.0+ required.
- MySQL database with access rights to the accounts module table.

Installation:

1. Download module:
Please go to directory "modules" in your Drupal installation directory and download the module "link3webservice".
2. Extract module:
Extract the module in the "modules" directory.
Module folder name: link3webservice
3. Enable module:
Please go to "admin/settings/modules" page.
Enable the module "link3webservice".
4. Configure module:
Configure module in the "admin/settings/module" page.
Module configuration + requirements:
Select the correct user interface user you want to use.
Select the correct file formats user to receive attachments.
5. Create account page:
Please the "Registration" block (with an administrator) to a sidebar. For each registration type, add:
- User ID
- User Name
- User Email
- User Password
- User Password Confirmation
6. Create account module:
Configure your application based on your chosen configuration page. You can use this field from drupal user configuration + user account + module.
From the "User" tab on the configuration configuration screen.
7. Configuration "module":
Configure "module" to "disabled". To enable the user for registration, please go to the "configuration" option in the user's list in the "user" configuration screen. In the "configuration" section, select "enabled" and click "Save".
Configure "module" to "disabled". To enable the user for login, please go to the "configuration" section in the "user" configuration screen. In the "configuration" section, select "enabled" and click "Save".
8. Configuration "account" module:

- Description
- Requirements
- Installation
- Documentation



Help page `hook_help()`

On-site installation, first-aid

- Module concept
- Installation instructions
- Dynamic help
- Links to drupal.org handbook page
- Links to all sections (automatic by core)



Drupal

admin

- My blog
- Node editor
- Create content
- Comments options
- Media library
- Recent posts
- My account
- Administrative
 - Content management
 - Site building
 - Site configuration

Simplenews

Subscribers can add or remove themselves to the subscription list. Subscription and unsubscribe are managed through a block, a form or by the newsletter administrator.

Individual newsletters are grouped by a newsletter taxonomy term. Newsletters can have a block with the list of subscribers, listing of recent newsletters and an associated file field.

Booking of large meetings can be managed by a tool.

For more information please read the configuration and administration [Administrator's handbook](#) page.

Simplenews administration pages

- > Configuration pages
- > Newsletters



new
and
improved

Simplenews

Simplenews publishes and sends newsletters to lists of subscribers. Both anonymous and authenticated users can opt-in to different mailing lists.

Simplenews uses nodes for newsletter issues. Each newsletter issue is assigned to one newsletter by a taxonomy term. Node type and vocabulary are selectable. A newsletter is sent to all email addresses which are subscribed to the newsletter. Newsletter issues can be sent only once. Large mailings should be sent by cron to spread the load of the mailing.

Simplenews adds elements to the newsletter node add/edit form to manage newsletter format and sending of the newsletter issue. A newsletter issue can be sent for test before sending officially.

Both anonymous and authenticated users can opt-in and opt-out to a newsletter. A confirmation message is sent to anonymous users at subscription and unsubscription. Users can (un)subscribe using a form and a block. A subscription block is available for each newsletter offering a subscription form, a link to recent newsletters and RSS feed. Email addresses can also be imported and exported via the subscription administration pages.

Configuration

- Configure permissions
- Configure Simplenews
- Enable a newsletter subscription block.
- Manage your newsletters, send newsletters and subscriptions.

For more information, see the online handbook entry for Simplenews.

Simplenews administration pages

- Configure permissions
- Newsletters
- Simplenews



Header Image help

Header Image

Header Images allows you to display an image on multiple pages. It can always refer back to the front page, or different lists of files across the entire site of all other pages. Instead of each image, instead of a static, can be personalized by node ID, path, template, date, node title or various other node image variables.

Multiple header images can be assigned to one block, with each image having its own conditions, using a weight per node in order of preference.

Configuration

- [Set up permissions](#)
- [Select a node type to be used as Header Images or choose any if your Header Images](#)
- [Create a Header Image block](#)
- [Create Header Image nodes with own display conditions](#)
- [Manage a Header Image node or a region](#)

For more information, please visit the [link3webservice documentation](#) on Header Images.

Header Image administration page

- [Content pages](#)
- [Header Images](#)

- Dynamic configuration



LINK3webservice

Header Image help



Header Image help

Configuration

- ⚠ Set up permissions.
- ⚠ Select a node type to be used as Header Image or create one if you haven't already.
- ⚠ Create a Header Image block.
- ⚠ Create Header Image nodes and set display conditions.
- ⚠ Assign a Header Image block to a region.



Header Image help

Configuration

- ⚠ Set up permissions.
- ⚠ Select a node type to be used as Header Image or create one if you haven't already.
- ⚠ Create a Header Image block.
- ⚠ Create Header Image nodes and set display conditions.
- ⚠ Assign a Header Image block to a region.

Configuration

- Set up permissions.
- ⚠ Select a node type to be used as Header Image or create one if you haven't already.
- ⚠ Create a Header Image block.
- ⚠ Create Header Image nodes and set display conditions.
- ⚠ Assign a Header Image block to a region.



Header Image help

Configuration

- Set up permissions.
- Select a node type to be used as Header Image or [create one](#) if you haven't already.
- Create a Header Image block.
- Create Header Image nodes and set display conditions.
- Assign a Header Image block to a region.

Configuration

- Set up permissions.
- Select a node type to be used as Header Image or [create one](#) if you haven't already.
- Create a Header Image block.
- Create Header Image nodes and set display conditions.
- Assign a Header Image block to a region.

Configuration

- Set up permissions.
- Select a node type to be used as Header Image or [create one](#) if you haven't already.
- Create a Header Image block.
- Create Header Image nodes and set display conditions.
- Assign a Header Image block to a region.



Header Image help

Configuration

- Set up permissions.
- Select a node type to be used as Header Image or [create one](#) if you haven't already.
- Create a Header Image block.
- Create Header Image nodes and set display conditions.
- Assign a Header Image block to a region.

Configuration

- Set up permissions.
- Select a node type to be used as Header Image or [create one](#) if you haven't already.
- Create a Header Image block.
- Create Header Image nodes and set display conditions.
- Assign a Header Image block to a region.

Configuration

- Set up permissions.
- Select a node type to be used as Header Image or [create one](#) if you haven't already.
- Create a Header Image block.
- Create Header Image nodes and set display conditions.
- Assign a Header Image block to a region.

Configuration

- Set up permissions.
- Select a node type to be used as Header Image or [create one](#) if you haven't already.
- Create a Header Image block.
- Create Header Image nodes and set display conditions.
- Assign a Header Image block to a region.



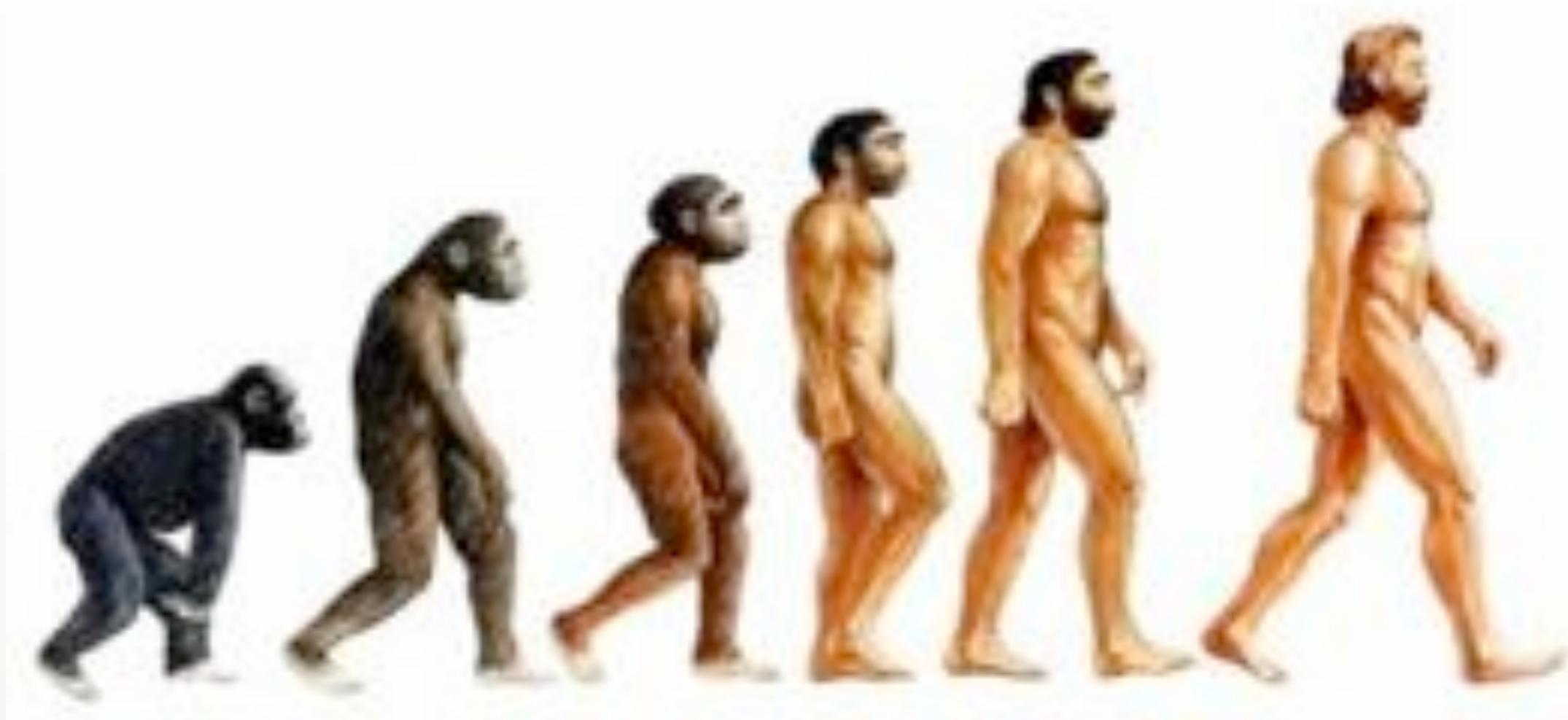
LINK3webservice

Missing link



LINK3webservice

Missing link





Missing link

Modules

List

Installed

The configuration screen for the `list` module.

Modules are plugins that extend Drupal's core functionality. Enable modules by selecting the `Enabled` checkbox below and clicking the Save configuration button. Once a module is enabled, new permissions may be available. To prevent spammed, modules with their `Throttle` checkbox selected are temporarily disabled when they see too many requests. (Note that the Throttle checkbox is only available if the Throttle module is present.)

It is important that you click the `Save configuration` button every time a module is updated to a newer version.

You can find all administration tasks belonging to a particular module on the [Administration by module page](#).

To extend the functionality of your site, a number of contributed modules are available.



Missing link

The missing link

This module adds links to your site's core functionality. Enable modules by selecting them from the list below and clicking the 'Install module' button. You can also enable or disable modules from the 'Status' column.

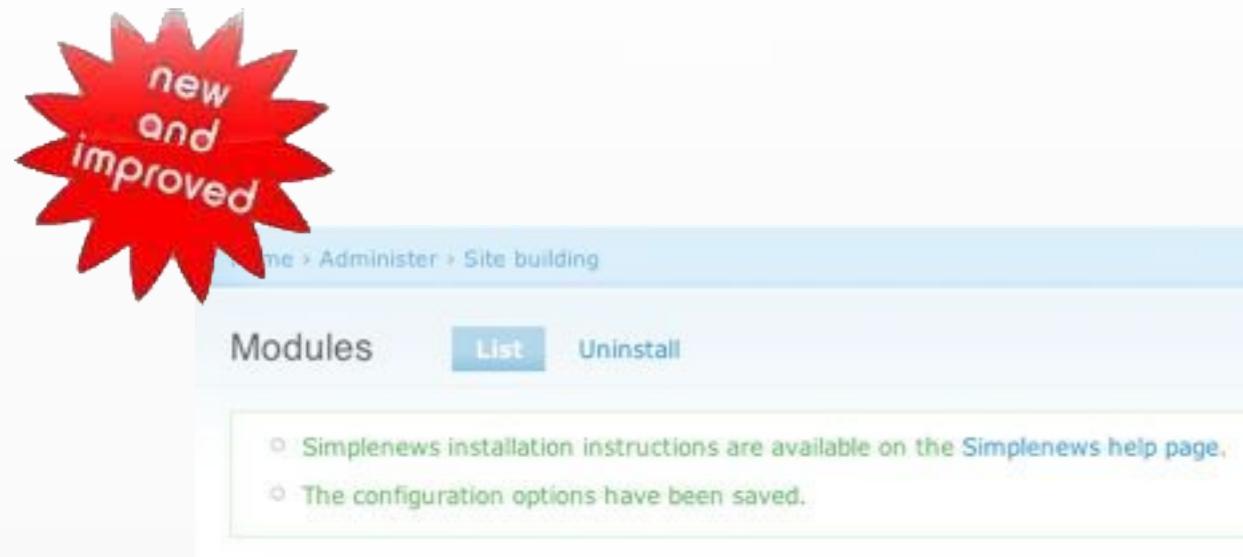
[View module details](#)

You can find all administration tasks belonging to a specific module on the [administration for module page](#).

To extend the functionality of your site, a number of contributed modules are available.



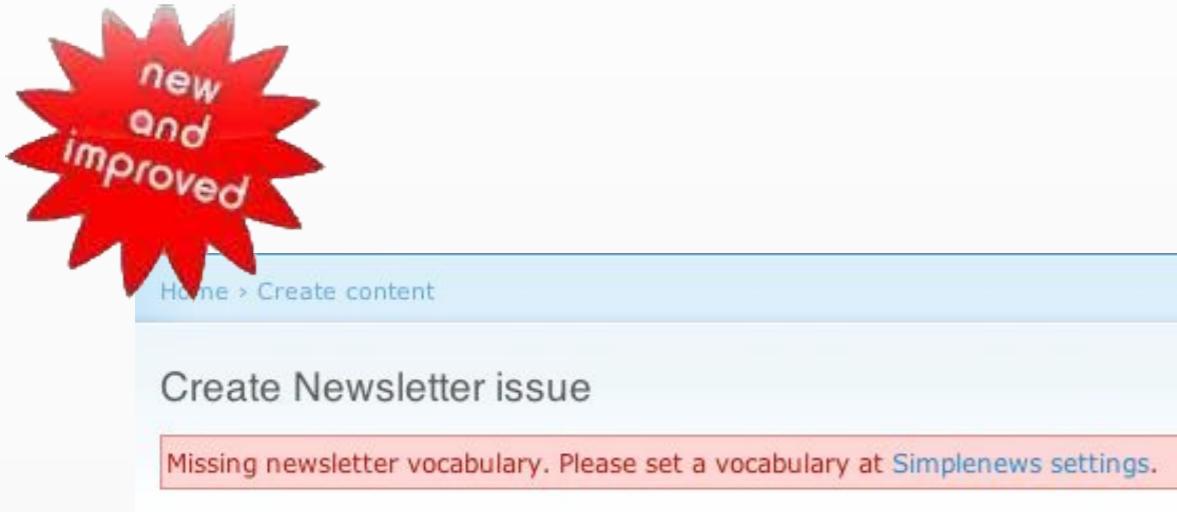
Missing link



- Use install message
- Link to module help
- Requires a better solution in core



Messages drupal_set_message()



The screenshot shows a Drupal interface. At the top left is a red starburst icon with the text "new and improved". Below it is a breadcrumb trail: "Home > Create content". The main content area has a heading "Create Newsletter issue". A red error message box contains the text "Missing newsletter vocabulary. Please set a vocabulary at [Simplenews settings](#)".

- Describe problem
- Give a solution
- Link to the solution



Handbook page

Extensive info

- Module concept
- Related modules
- Alternative modules
- Recipes
- Snippets
- Theming
- Link to project page



Documentation summary

- Project page Promotion & overview
- README.txt (pre-)installation info
- Module help On-site installation, first-aid
- Handbook page Extensive info



LINK3 webservice

Forms

How to improve form usability?



Forms: common faults

- Long pages, many collapsed field sets
- Complex decisions
- Long titles
- Description adds no information
- Wrong use of form elements



Long pages



Helps

Dashboard Newsletters Subscriptions Settings

Compose newsletter

Initial newsletter settings

Please provide just the few details for your newsletter and we will take care of the rest for you.

Format:

HTML

Send by email newsletter immediately

Priority:

Normal

Send this newsletter immediately or schedule it for a later time.

Resend message

Resend to subscribers who didn't receive a confirmation of their initial newsletter subscription due to a problem with their email client or connection.

Default selection for sending newsletters:

User's email news

Send this newsletter by long term archive

Send newsletter

Newsletter content types:

Categories

Images

Text news

Newsletter news

Tags

File

Video

Newsletter content types can be combined.

Newsletter scheduling:

Newsletter

Resend newsletters and confirm subscriptions after their confirmation and before delivery to subscribers.

Next newsletter | Next to archive

Save configuration | Reset to default

Components settings

Dashboard Newsletters Subscriptions Settings

Newsletter content types:

Categories

Images

Text news

Newsletter news

Tags

File

Video

Newsletter content types can be combined.

Newsletter scheduling:

Newsletter

Resend newsletters and confirm subscriptions after their confirmation and before delivery to subscribers.

Next newsletter | Next to archive





Collapsible field sets

The screenshot shows a sidebar on the left containing a large black square with a pink question mark icon. Below the icon is a list of field sets, each preceded by a small blue arrow icon:

- About service
- Information
- FAQ
- Summary
- New content
- New request
- Requests
- Responses
- Help
- Management - DB
- Other
- Questions
- Submissions
- News
- [New configuration]

The screenshot shows a search interface with a light blue header bar labeled "Home". Below it is a search form with the word "Search" and a text input field labeled "Enter your keywords:". To the right of the input field is a "Search" button. Below the search form is a link labeled "Advanced search".



Form elements

?

Default state:
enabled

Default editor state for users in this profile. Users w

Allow users to choose default:
false

false users will be able to choose their own Ti
true

Show disable/enable rich text editor tog
false

- Use the simplest input type



Element titles

?

Bad behavior

Administrator Email: [redacted]
[edit]

Administrator API
[redacted]
[edit] Om een API te maken voor deel van je website op een speciale manier.

Enable Strict Mode:
 Disabled
 Enabled
[edit] Wanneer deze instelling is ingeschakeld dan moet elke lijn een valide regel zijn.

Enable Watchdog Logging:
 Disabled
 Enabled
[edit] Wanneer dit vinkje is ingeschakeld dan gaan er meldingen over fouten en waarschuwingen naar de logboeken.

[Save configuration](#) | [Reset to defaults](#)

- Short titles
- Include keywords for scanning



Element description

View information about these node types:

Blog entry
 Koor
 Pagina
 Verhaal

The about this node block will appear when viewing these node types.

[Save configuration](#) [Reset to defaults](#)

- Do not duplicate the title
- Describe the consequences of the selection



Use conventions

The screenshot shows a user profile page with a large red question mark icon in the top-left corner. The page includes sections for 'Status' and 'Subscribed to'. Under 'Status', there are two checkboxes: 'Active users' and 'Inactive users'. Under 'Subscribed to', there are two checkboxes: 'Drupal newsletter' and 'Weekly newsletter'. Each checkbox has a faint text label below it: 'Select at least 1 status' for the status section and 'Select at least 1 newsletter' for the newsletter section.

- Users like conventions
- Use the wheel (don't re-invent it)



Use conventions

**new
and
improved**

Status: *

Active users
 Inactive users

Subscriptions matching the selected states will be exported.

Subscribed to: *

Drupal newsletter
 Weekly newsletter

Subscriptions matching the selected newsletters will be exported.

- Users like conventions
- Use the wheel (don't re-invent it)



Complex decisions

The image shows two side-by-side screenshots from a Drupal-based website.

Left Screenshot: A newsletter subscription form titled "Drupal newsletter". It contains the text "Stay informed on our latest news!", an "E-mail:" input field, and two radio buttons: "Subscribe" and "Unsubscribe". Below these is a "Submit" button. At the bottom, there is a link "Previous issues" and a small orange RSS feed icon.

Right Screenshot: A configuration page for a "Block newsletter". It includes sections for "Block title", "Block message", "Block message", "Number of issues to display", and "Display this block on previous issues". There are also checkboxes for "Create process issue" and "Display this issue". A dropdown menu for "Number of issues to display" shows values 1, 2, 5, and 10.

Four black arrows point from the right edge of the left screenshot towards the corresponding fields and sections on the right screenshot, highlighting the complex integration between the two pages.



Improvements



Block settings

Block title:

Enter the block title for this block. This will appear in the title bar of the block when it is displayed on your site.

Block message

Block message:

You received an e-mail from [site]

[site] has sent you an e-mail. Click here to view the message.

[site] has sent you an e-mail.

Block link to previous issue

Block link to previous issue
This option adds a link to the previous issue of the newsletter. This link can be used in the newsletter or in other parts of the website.

Block previous issue

Number of issues to display:

10

Display RSS feed icon



Block settings

Block title:

Enter the block title for this block. This will appear in the title bar of the block when it is displayed on your site.

Block message

You received an e-mail from [site]

Block previous issue

Block previous issue

Last 10 issues

Block previous issue
This option adds a link to the previous issue of the newsletter. This link can be used in the newsletter or in other parts of the website.

Display link to previous issue

[site] has sent you an e-mail. Click here to view the message.

Display previous issue

[site] has sent you an e-mail. Click here to view the message.

Number of issues to display:

10

Display RSS feed icon



Forms summary

- Short pages
- Simplest form elements
- Scannable titles
- Descriptions that add concept and actions
- Minimize complexity



LINK3webservice





Highlights

- Documentation: Introduction & installation
- Draw the bigger picture first
- Conventions are your friend
- Omit needless words
- Reduce the noise
- User testing



References

- Books
 - Don't make me Think - Steve Krug
- Web
 - Presentation: <http://link3.nl>
 - Module documentation:
<http://drupal.org/node/161085>



LINK3webservice

Thank you



LINK3webservice



This work is licensed under a
*Creative Commons Attribution-
Noncommercial-Share Alike 3.0
Unported License*

[http://creativecommons.org/
licenses/by-nc-sa/3.0/](http://creativecommons.org/licenses/by-nc-sa/3.0/)