



User Testing in Drupal



Why?

With whom?

How?



What do you see?

Why?

- Limited to our own perspective

Why?

- Limited to our own perspective
- We can only see what matters to us
(Go for a walk with your dog)

Why?

- Limited to our own perspective
- We can only see what matters to us
(Go for a walk with your dog)
- How to find out, what other people see?

Why?

- Limited to our own perspective
- We can only see what matters to us
(Go for a walk with your dog)
- How to find out, what other people see?
- Ask, observe



User Test Baltimore

User Test Baltimore

Testing Persons:

People with experience in other CMS systems, but not in Drupal

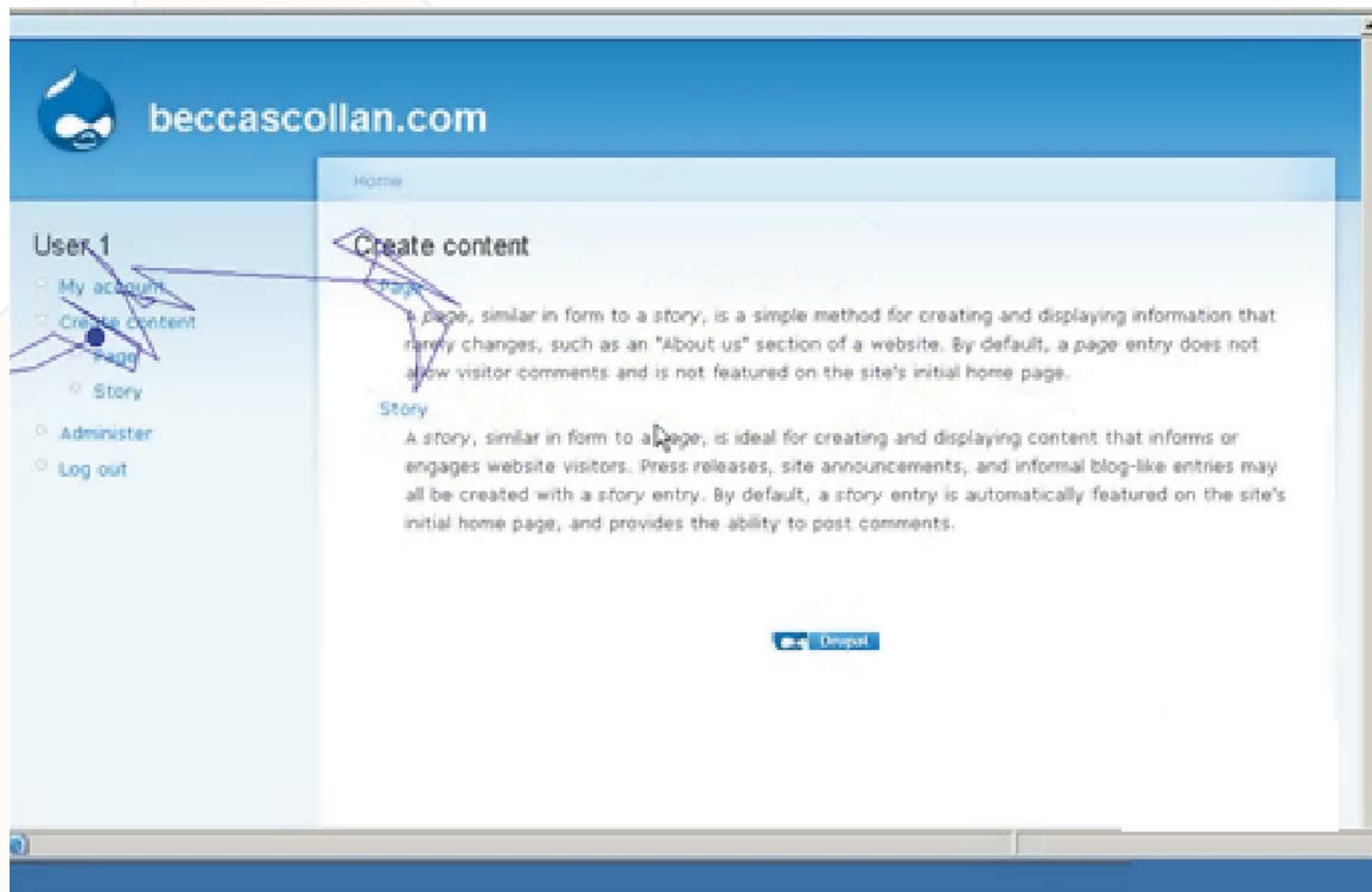
Fairly basic tasks

(Create Content, Create Navigation, assign user rights)



Where is my home page?

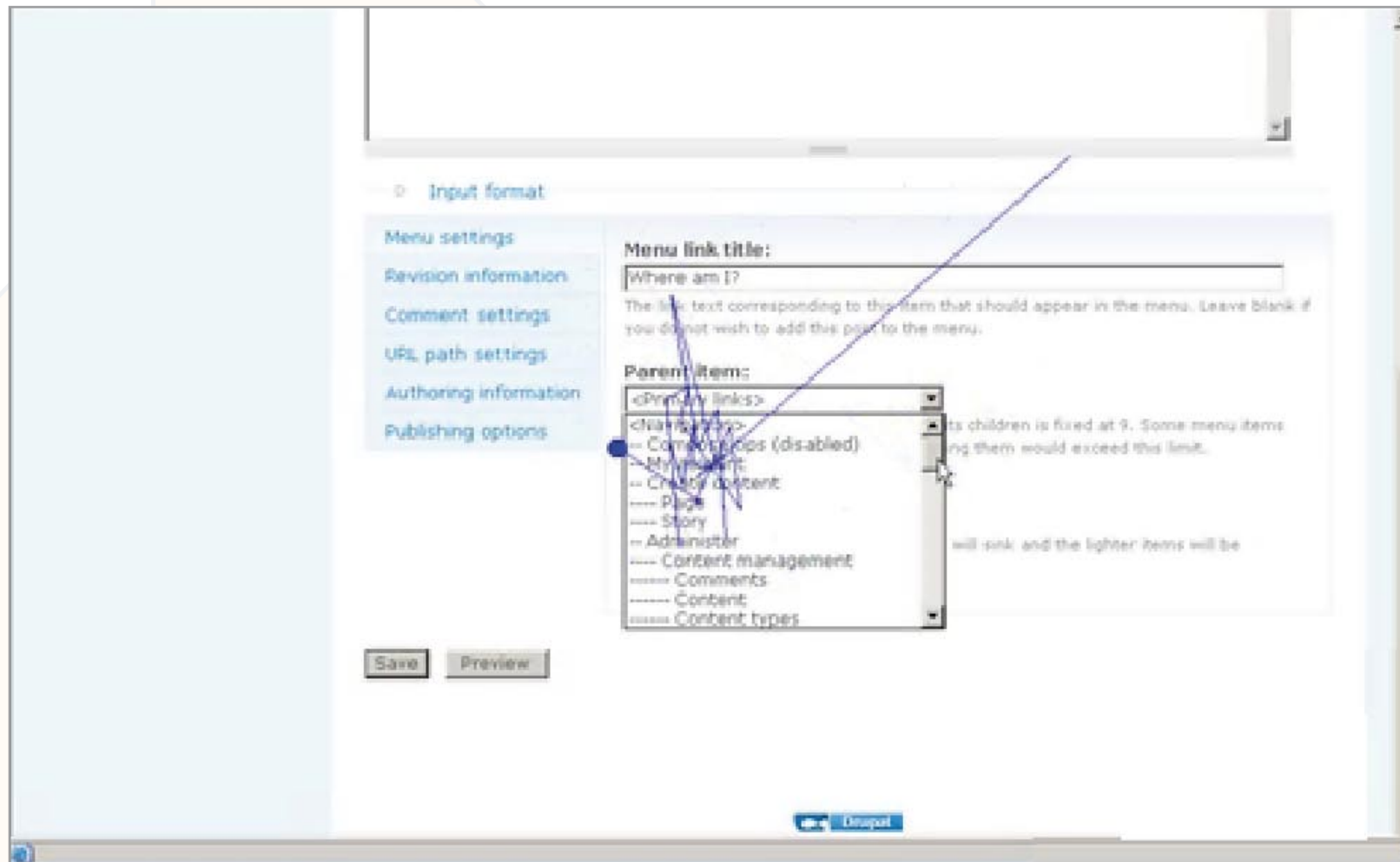
Admin section looks the same as
content of site





What are all these links for?

Menu select dropdown is confusing





User Test Minnesota

User Test Minnesota

Testing persons:

Experience in Website administration

Tasks :

Administrative Tasks

(create content type, create Taxonomy)



User Test Minnesota

Task: add a new content type
and add some fields to it



User Test Minnesota

Task: add a new content type
and add some fields to it

Only one person succeeded.



Why?

- You might find out things that surprise you



Why?

- You might find out things that surprise you
- Acquire objectivity



Why?

- You might find out things that surprise you
- Acquire objectivity
- What are the main issues?



Why?

- You might find out things that surprise you
- Acquire objectivity
- What are the main issues?
- Learn to see through the eyes of the user

Why?

- You might find out things that surprise you
- Acquire objectivity
- What are the main issues?
- Learn to see through the eyes of the user
- First step in Usability improvement



With Whom:

The User

There is not „the“ User

- Personas
<http://groups.drupal.org/node/3761>



The User

More simple



The User

More simple

- Beginner
- Power user



The User

More simple

- Beginner
- Power user

Where to start?



Beginner

- Crucial for the growth of Drupal
- Has biggest problems
- Little or no knowledge in Drupal



Keep in mind the power user

- Beginner: learnability
- Power user: efficiency



How?



How?

Let's get real



How?

Let's get real

Test Administrator hates it



How?

Let's get real

Test Administrator hates it

Testing person hates it



How?

Let's get real

Test Administrator hates it

Testing person hates it

Analyzing Person hates it



Problem No.1

Motivation

Incentives



Incentives for Developer

- Module Popularity
- Respect in the Community
- Success of Drupal as a whole



Matthew Paul Thomas

„Why Free Software has poor usability, and how to improve it.“

So we are motivated now...



What Data do you need?

- Conscious User feedback
- Unconscious User feedback



Conscious Feedback

- User tells you what he thinks
- User names Problem
- User performs task
- User writes comments



Unconscious

Mouse movements

Tone of voice

Expression in face



Data capture

- Screen Capture
- Audio capture
- Webcam video capture
- Time needed
- (Eye tracking)



Two kinds

Large Scale

Small Scale



Large Scale

- Usability Lab
- Morae



Large Scale

- Availability of Lab restricted
- Lots of effort
- expensive
- everybody must be on location



Small scale

- little effort: exact target
- Quick and easy testing



Easiest start

- Ask for a review
- Look somebody over the shoulder



Having a nice tool

- Reusable data
- More objective



Usability Testing Suite

- Jimmy Berry (Boombatower)
- SoC Project
- Framework ready for Plugins



Usability Testing Suite

- Quick setup
- Drupal module: online
- Single User can be tested
- Little hassle for the Testing Person:
short + sweet



Create a study

Create UTS Study [List](#) [Add](#)

Title: *

Type:

The type of study that is to be offered.

Number of participants: *

The maximum number of participants that can participate in the study.

Description:



Create a task

Create UTS Task for *Menu Creating*

ListAdd

Title: *

Parent study:

Menu Creating

Description:

Set max. time for each task

Maximum time: *

The maximum time a participant will be allowed for the task

(in seconds)

Set status to active

Status:

Active

In development

Active

Closed

When it is ready for
specified then it will



Participating

Participate

Take part in the current study.

Code:

Enter the code you were given to resume a previous testing session, otherwise leave this field empty.

Data collection

Check data collection requirements and resolve any issues.

Status	Name	Description
✓	Form submission	All requirements met, data collection enabled.
⚠	Live feedback	Please make sure you have JavaScript enabled. To confirm, click the button below.
✓	User path	All requirements met, data collection enabled.

Start

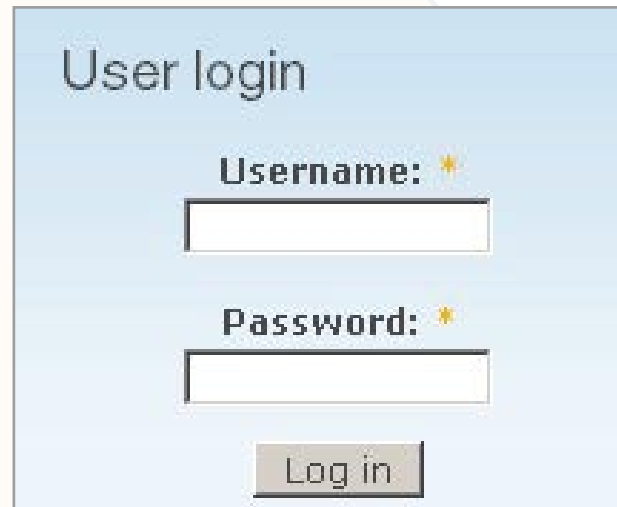
When user clicks Start...

New Database is created

```
uts432026access
uts432026actions
uts432026actions_aid
uts432026authmap
uts432026batch
uts432026blocks
uts432026blocks_roles
uts432026boxes
uts432026cache
uts432026cache_block
uts432026cache_filter
uts432026cache_form
uts432026cache_menu
uts432026cache_page
uts432026comments
uts432026files
```

- This makes sure every new user does find a clean install and no data
- tables copied, with prefix

User logs in...

A screenshot of a 'User login' form. The form has a light blue background and a thin black border. It contains the title 'User login' at the top. Below it are two input fields: 'Username:' followed by a text box, and 'Password:' followed by a text box. Both labels have a small yellow star icon to their right. At the bottom of the form is a 'Log in' button with a black border and a light gray background.

User login

Username: *

Password: *

Log in

Access data from Test-Administrator

Remember: this is an online Website



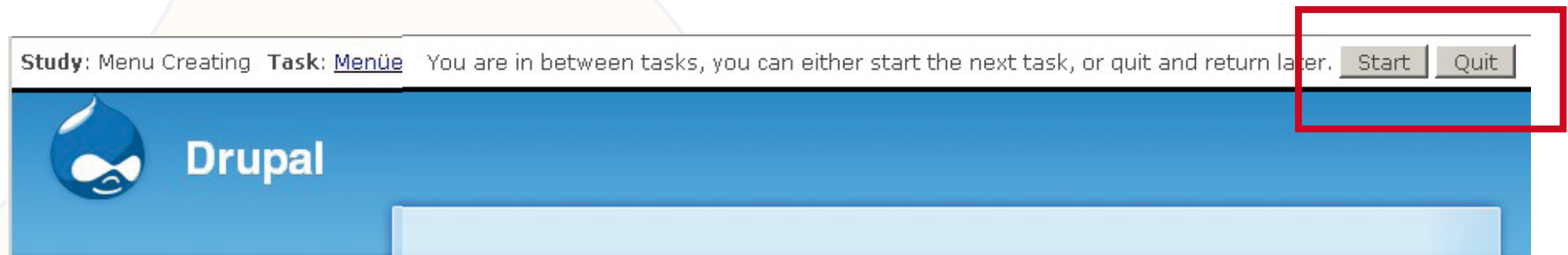
Explanation of task

designer
feel" of
themes
content for
refer to
able.

Menüeinträge in Primary Links erzeugen ✕
suscipit! Proin eu quam? Nunc sodales consequat lectus.
Curabitur lectus mauris, euismod a, sodales pellentesque,
facilisis id, orci. Ut rutrum feugiat sapien. Nulla facilisi. Aliquam
erat volutpat. Mauris felis nisi, bibendum ut, cursus eu,
lobortis eget; eros. Sed bibendum aliquet orci? Pellentesque
bibendum interdum leo. suscipit! Proin eu quam? Nunc
sodales consequat lectus. Curabitur lectus mauris, euismod a,
sodales pellentesque, facilisis id, orci. Ut rutrum feugiat
sapien. Nulla facilisi. Aliquam erat volutpat. Mauris felis nisi,
bibendum ut, cursus eu, lobortis eget; eros. Sed bibendum
aliquet orci? Pellentesque bibendum interdum leo.

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post at the [Drupal for](#)

Start/stop controls



User can start/stop each task.

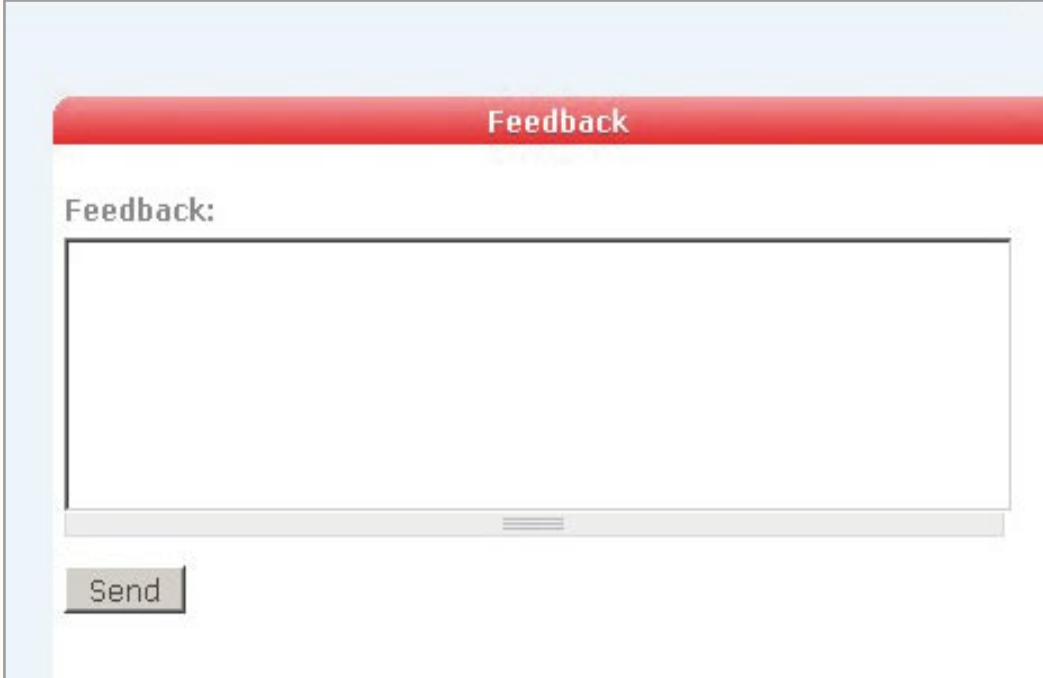
When stopping, he can return later



Perform Task

And if he has something to say...

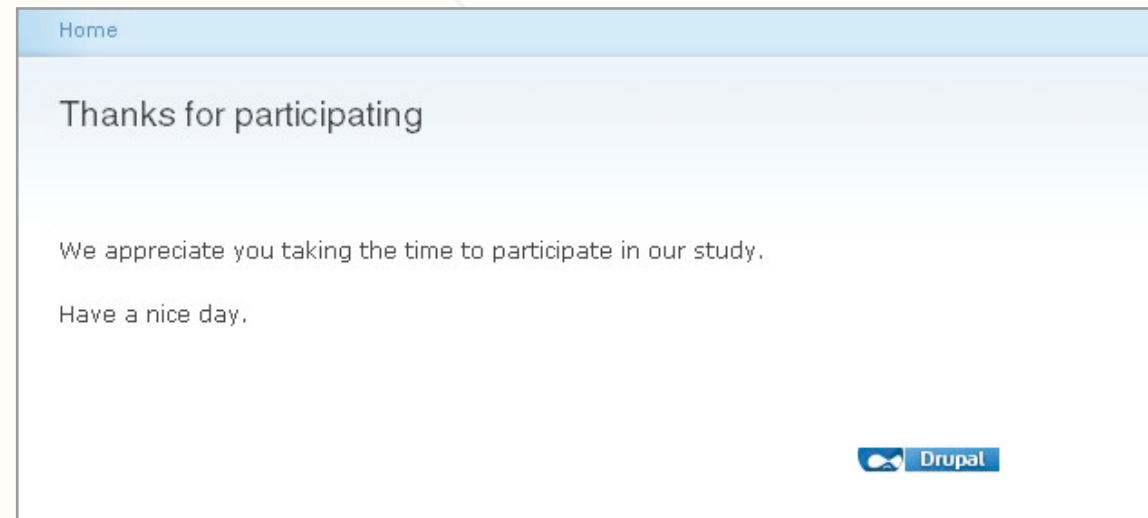
Leave live comments



The image shows a screenshot of a Drupal Feedback form. The form is contained within a light blue border. At the top of the form is a red header bar with the word "Feedback" in white text. Below the header, the label "Feedback:" is positioned to the left of a large, empty text input area. At the bottom left of the form, there is a "Send" button. The form is set against a background with abstract orange and yellow shapes on the left side.



When time is up:





Administrator: Analyze

Analyze Menu Creating

Sessions

Form submission

Live feedback

User path

Use the analysis tabs to view overall study analysis, or select an individual session from the list below for analysis for analysis.

Name	Status	Total time	Operations
uts432026	complete	2 min 30 sec	analyze destroy
uts745855	incomplete	38 sec	destroy



Form submission

Analyze Menu Creating: uts432026			
<div>SessionsDetailsForm submissionLive feedbackUser path</div>			
Session id	Timestamp	Form ID	Form Data
uts432026	Mon, 08/25/2008 - 04:47	user-login-form	<pre><?php array ('name' => 'admin', 'pass' => 'utsadmin', 'op' => 'Log in', 'submit' => 'Log in', 'form_build_id' => 'form-caef07elf39d13690e57e3a6564262e7', 'form_id' => 'user_login_block',) ?></pre>
uts432026	Mon, 08/25/2008 - 04:50	menu-edit-menu	<pre><?php array ('menu_name' => 'homepage', 'title' => 'Homepage', 'description' => '', 'op' => 'Save', 'submit' => 'Save', 'form_build_id' => 'form-58f4e889a219415b500dc0090f53ba13', 'form_token' => 'bc42083e618cc337195f40c70c589bf9', 'form_id' => 'menu_edit_menu',) ?></pre>
<div>Export</div>			



Live Feedback

Analyze *Menu Creating: uts432026*

Sessions

Details

Form submission

Live feedback

Session id	Timestamp	Message
uts432026	Mon, 08/25/2008 - 04:48	aha, so this is admin screen
uts432026	Mon, 08/25/2008 - 04:48	gosh, this does not work
uts432026	Mon, 08/25/2008 - 04:49	Where was the menu admin screen again?

Export



User path

Session id	Timestamp	Path	Breadcrumb	Title
uts432026	Mon, 08/25/2008 - 04:47	node		Content
uts432026	Mon, 08/25/2008 - 04:47	admin	Home	Administer
uts432026	Mon, 08/25/2008 - 04:48	admin/build/menu	Home > Administer > Site building	Menus
uts432026	Mon, 08/25/2008 - 04:48	admin/build/menu-customize/primary-links	Home > Administer > Site building > Menus	Primary links

What is needed

Data capture plugins

- Screen capture
- Audio capture
- Testing and feedback



Screen capture

- Video capture: too data-heavy
- Javascript
- www.robotreplay.com
- www.clicktale.com



Audio capture

- Testing Person using headset
- Flash?
- Skype?

Testing and feedback

- UTS needs better Usability
- Install, create studies and tasks, participate yourself
- Write feedback in issue queue
- Mockups, wireframes



Make UTS better

Your help is greatly appreciated!



Interested in discussion?

BoF at 15.00

Cisco BoF Room



Thank you