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
User Testing in Drupal
What are all these links for?

Menu select dropdown is confusing
User Testing in Drupal
User Test Minnesota
User Test Minnesota

Testing persons:
Experience in Website administration

Tasks:
Administrative Tasks
(create content type, create Taaxonomy)
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

<table>
<thead>
<tr>
<th><strong>Title:</strong></th>
<th>![Input Field]</th>
</tr>
</thead>
</table>

| **Type:** Task Completion | ![Select Option]
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The type of study that is to be offered.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Number of participants:</strong></th>
<th>![Input Field]</th>
</tr>
</thead>
<tbody>
<tr>
<td>The maximum number of participants that can participate in the study.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Description:</strong></th>
<th>![Input Field]</th>
</tr>
</thead>
</table>

Create a task

Create UTS Task for *Menu Creating*

**Title:** *

**Parent study:**

- Menu Creating

**Description:**
Set max. time for each task

(in seconds)
Set status to active
Participating

When user clicks Start...
New Database is created

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

- uts432026access
- uts432026actions
- uts432026actions_aid
- uts432026authmap
- uts432026batch
- uts432026blocks
- uts432026blocks_roles
- uts432026boxes
- uts432026cache
- uts432026cache_block
- uts432026cache_filter
- uts432026cache_form
- uts432026cache_menu
- uts432026cache_page
- uts432026comments
- uts432026files
User Testing in Drupal

User logs in...

Access data from Test-Administrator

Remember: this is an online Website
User Testing in Drupal

Explanation of task

Design a user testing scenario for Drupal's "Primary Links" menu module. The goal is to test the usability of the included them...
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
When time is up:

Thanks for participating

We appreciate you taking the time to participate in our study.

Have a nice day.
### Analyze Menu Creating

#### Sessions
- Form submission
- Live feedback
- User path

#### Administrator: Analyze

<table>
<thead>
<tr>
<th>Name</th>
<th>uts42026</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>complete</td>
</tr>
<tr>
<td>Total time</td>
<td>2 min 30 sec</td>
</tr>
<tr>
<td>Operations</td>
<td>analyze, destroy</td>
</tr>
<tr>
<td></td>
<td>uts74585</td>
</tr>
</tbody>
</table>

Use the analysis tab to view overall study analysis, or select an individual session from the list below for analysis for analysis.
## User Testing in Drupal

### Form submission

#### Analyze Menu Creating: uts432026

<table>
<thead>
<tr>
<th>Session ID</th>
<th>Timestamp</th>
<th>Form ID</th>
<th>Form Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>uts432026</td>
<td>Mon, 08/25/2008 - 04:47</td>
<td>user-login-form</td>
<td>`&lt;?php array</td>
</tr>
<tr>
<td>uts432026</td>
<td>Mon, 08/25/2008 - 04:50</td>
<td>menu-edit-menu</td>
<td>`&lt;?php array</td>
</tr>
</tbody>
</table>

### Export
## Live Feedback

**Analyze Menu Creating: uts432026**

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

[Export]
## User path

<table>
<thead>
<tr>
<th>Session id</th>
<th>Timestamp</th>
<th>Path</th>
<th>Breadcrumb</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>uts432026</td>
<td>Mon, 08/25/2008 - 04:47</td>
<td>node</td>
<td></td>
<td>Content</td>
</tr>
<tr>
<td>uts432026</td>
<td>Mon, 08/25/2008 - 04:47</td>
<td>admin</td>
<td></td>
<td>Administer</td>
</tr>
<tr>
<td>uts432026</td>
<td>Mon, 08/25/2008 - 04:48</td>
<td>admin/build/menu</td>
<td></td>
<td>Menus</td>
</tr>
<tr>
<td>uts432026</td>
<td>Mon, 08/25/2008 - 04:48</td>
<td>admin/build/menu-customize/primary-links</td>
<td></td>
<td>Primary links</td>
</tr>
</tbody>
</table>
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