

**MINNESOTA **USABILITY** STUDY:  
WHAT DO USERS HAVE TO SAY  
ABOUT **DRUPAL 7** ?**

# The Team



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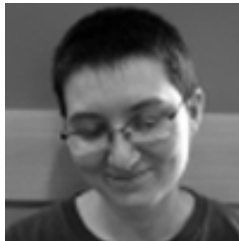
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Bitnik



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Acquia



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Gorton Studios

# What have we been up to?



# Why usability?



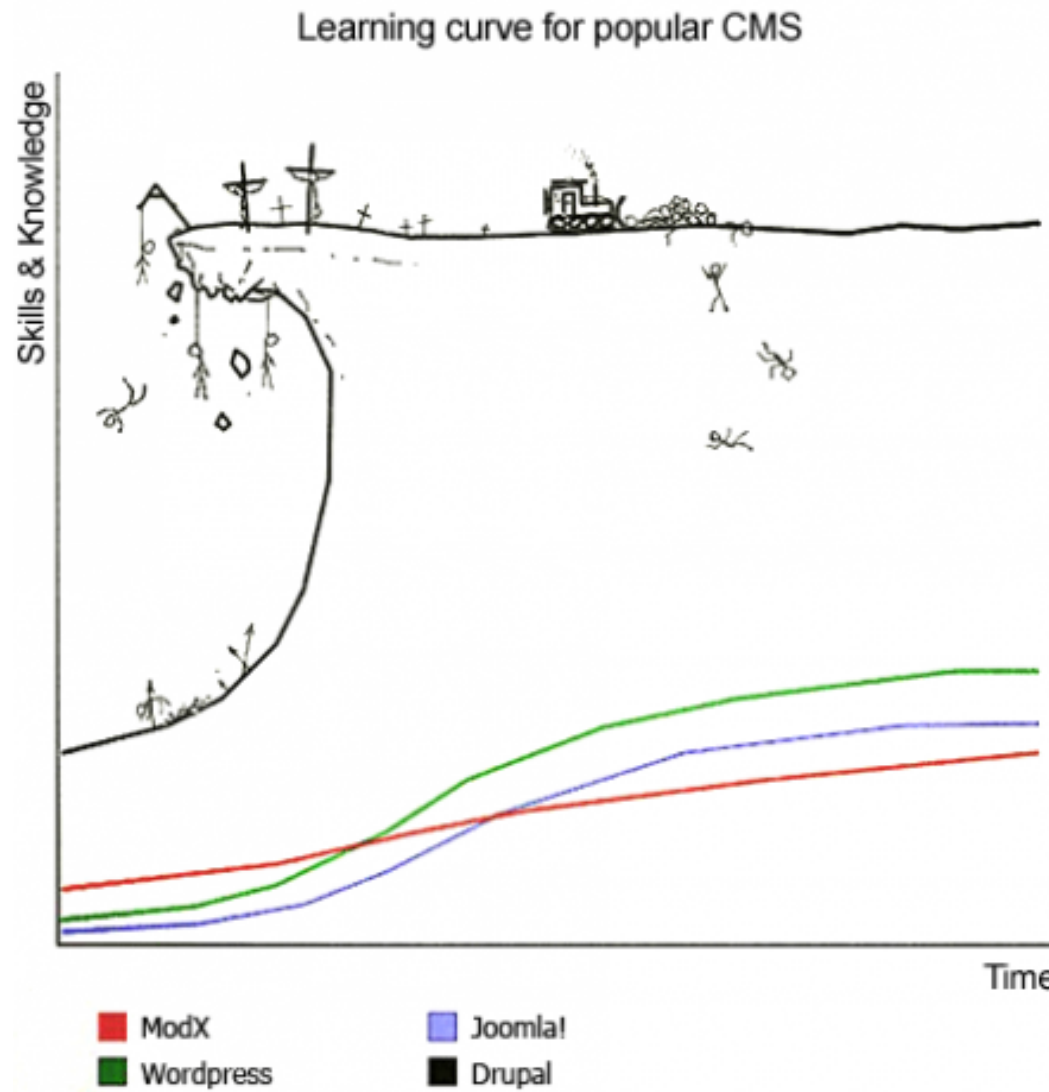
<insert chuckle here>

# Why usability?



- Makes it easier to use
- Participants represent “real” users, doing “real” tasks
- Observe, record and analyze what participants do and say
- Bringing **Design, Technology and Psychology** together

# Why should we care about it?



**It is important for ...**

**A more usable Drupal 8**  
**Emerging Drupal**  
**YOU**

# Goals

- To **validate** solutions to previous issues
- To **start early**
- To validate if participants **can use** new features
- To **discover** and communicate major usability issues

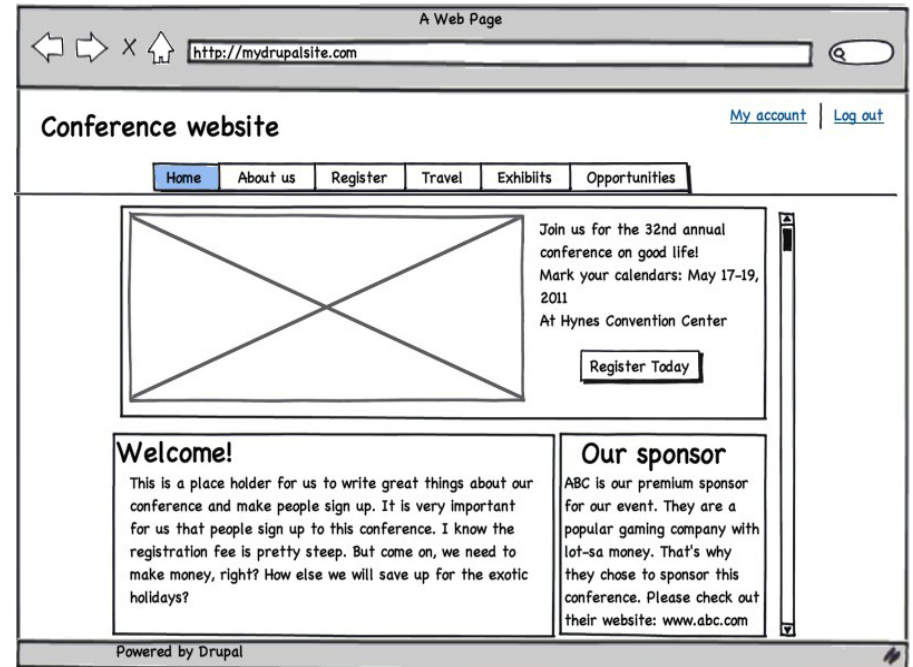


# Methodology and Demographics

- 8 participants
- May 17-18, 2011
- University of Minnesota
- 75 minute moderated sessions, \$45 compensation
- Think aloud protocol
- A help desk to call in
- Time to explore
- All sessions were recorded
- Site builders (Primary Persona)
- All but one with no experience in Drupal
- Recruited by University of Minnesota

# Tasks

1. Create an “About Us” **page** accessible from the header navigation
2. Change the **background** from blue to a different color
3. Create a text **block**
4. Install a “Webform” **module**
5. Create a **custom content type**
6. **Enable images** on the new content type



# Past Usability Studies

## University of Minnesota | 2008



- Admin interface
- CCK
- Users/Permissions
- Taxonomy

## University of Baltimore | 2009



- Content creation
- Taxonomy
- Search
- Menus

<http://drupal.org/node/1162000>

# Create Content

## Create content

### Page

A *page*, similar in form to a *story*, is a simple method for creating and displaying information that rarely changes, such as an "About us" section of a website. By default, a *page* entry does not allow visitor comments and is not featured on the site's initial home page.

### Story

A *story*, similar in form to a *page*, is ideal for creating and displaying content that informs or engages website visitors. Press releases, site announcements, and informal blog-like entries may all be created with a *story* entry. By default, a *story* entry is automatically featured on the site's initial home page, and provides the ability to post comments.

# Create Content

Create Story

Title: \*

—▷ Menu settings

Split summary at cursor

Body:

—▷ Input format

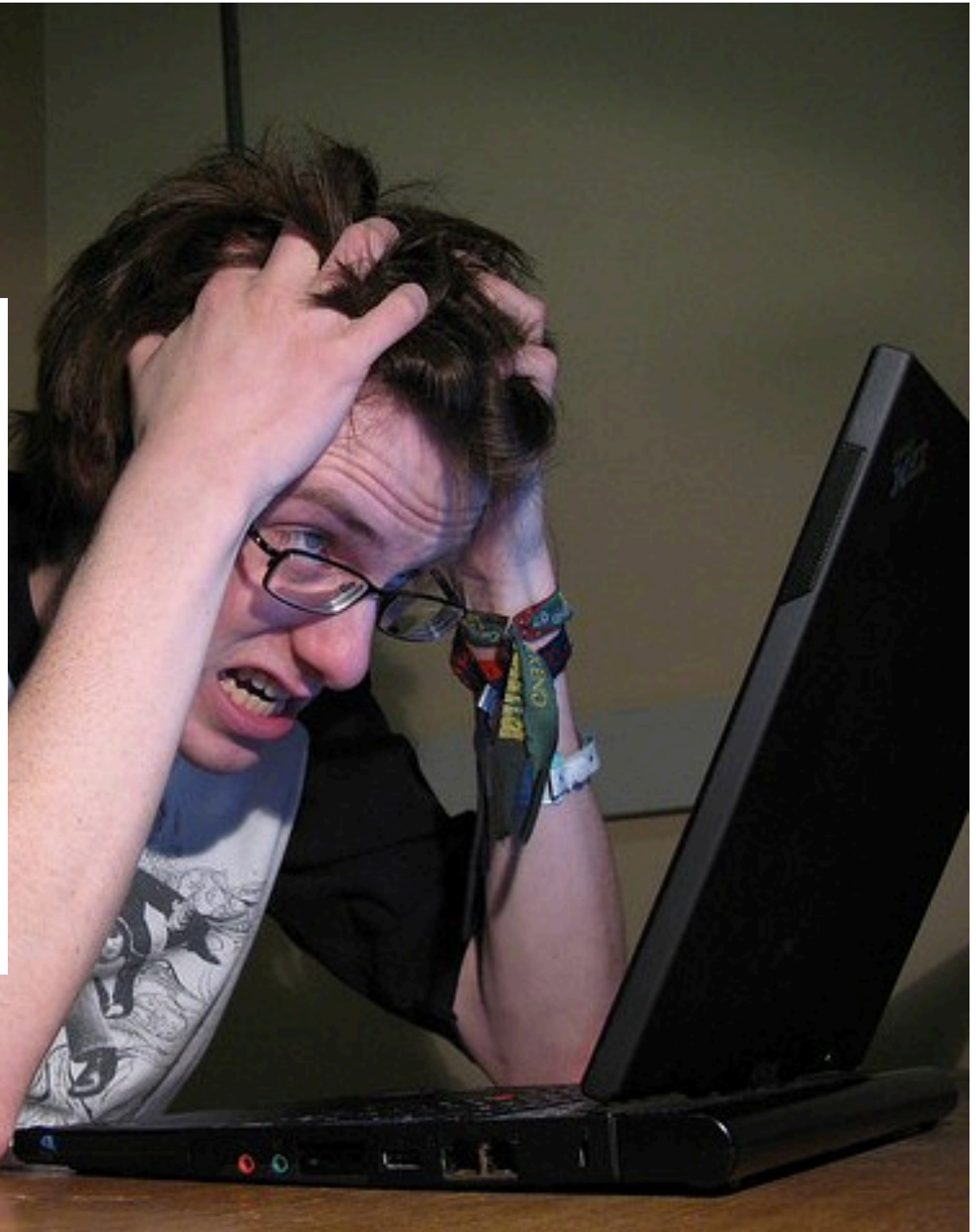
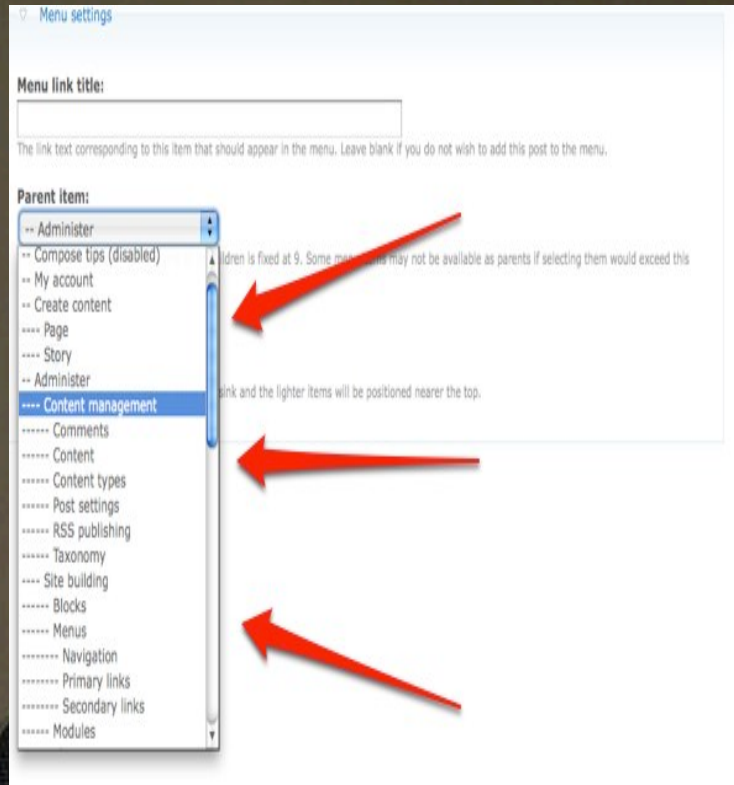
—▷ Revision information

—▷ Comment settings

—▷ Authoring information

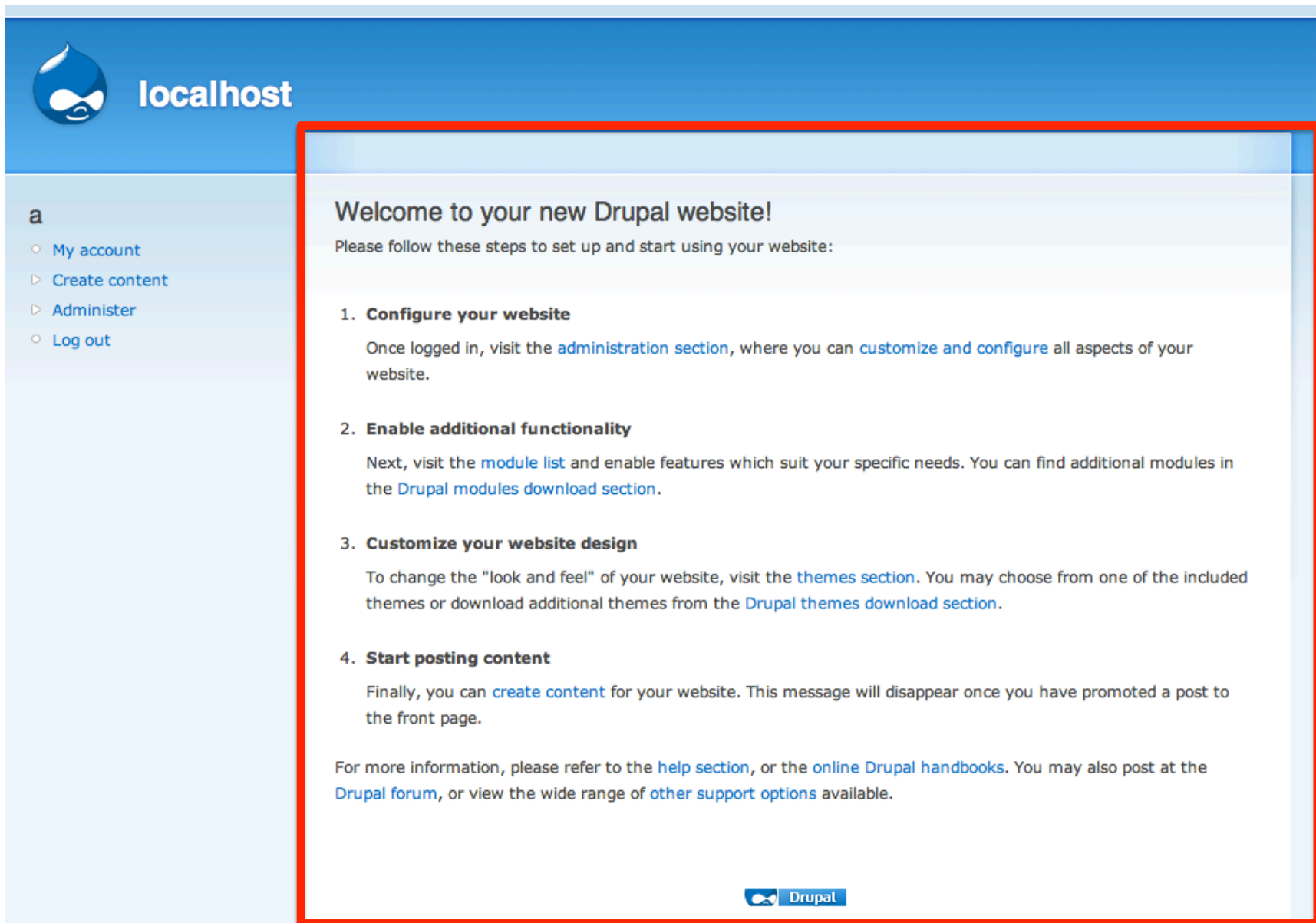
—▷ Publishing options


# Menu Horror





# Admin/ Front-end Separation



 **localhost**

**a**


- [My account](#)
- ▷ [Create content](#)
- ▷ [Administer](#)
- [Log out](#)

## Welcome to your new Drupal website!

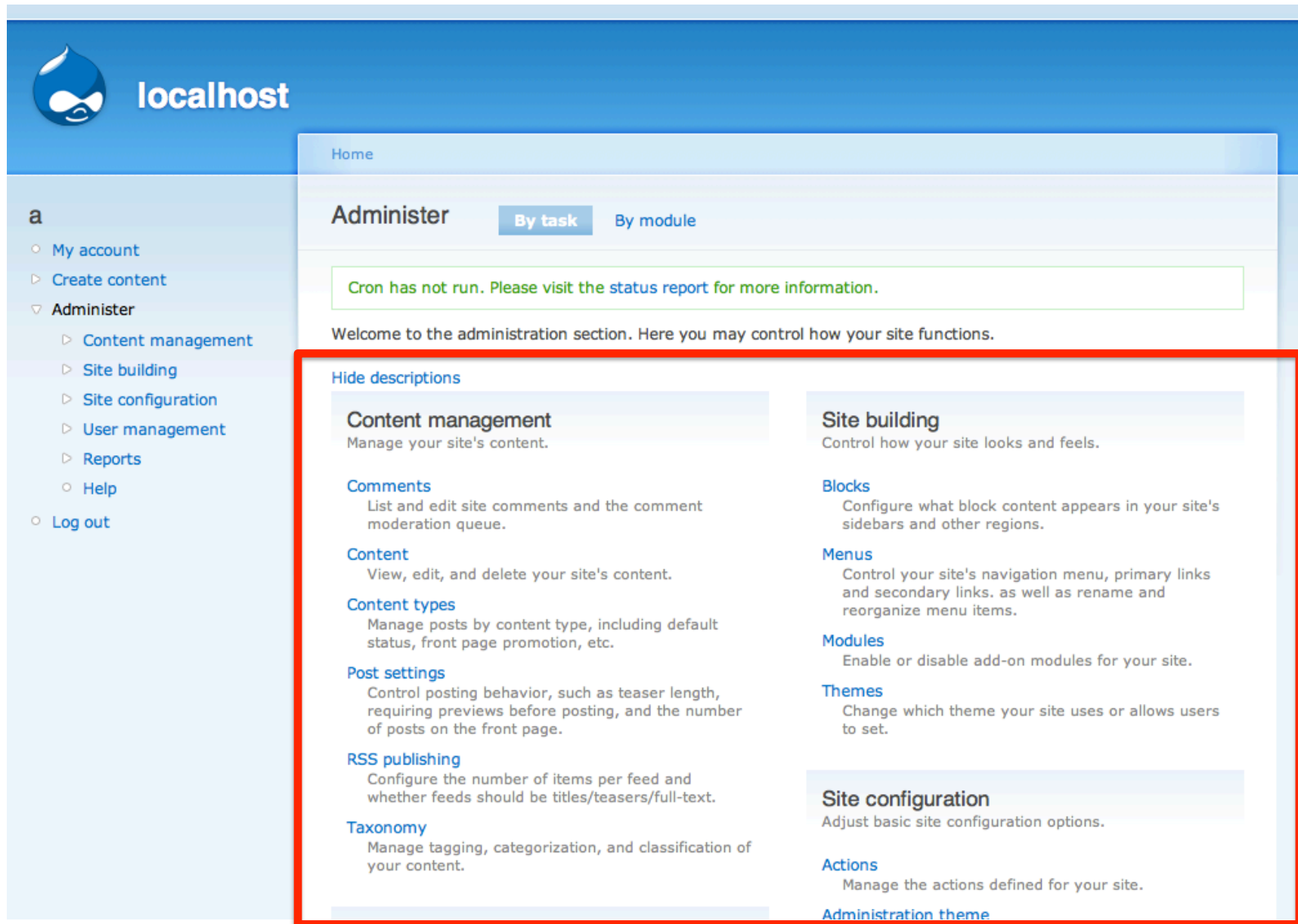
Please follow these steps to set up and start using your website:

- 1. Configure your website**  
Once logged in, visit the [administration section](#), where you can [customize and configure](#) all aspects of your website.
- 2. Enable additional functionality**  
Next, visit the [module list](#) and enable features which suit your specific needs. You can find additional modules in the [Drupal modules download section](#).
- 3. Customize your website design**  
To change the "look and feel" of your website, visit the [themes section](#). You may choose from one of the included themes or download additional themes from the [Drupal themes download section](#).
- 4. Start posting content**  
Finally, you can [create content](#) for your website. This message will disappear once you have promoted a post to the front page.

For more information, please refer to the [help section](#), or the [online Drupal handbooks](#). You may also post at the [Drupal forum](#), or view the wide range of [other support options](#) available.

 **Drupal**

# Admin/ Front-end Separation



The screenshot displays the Drupal 7 administration interface on a localhost. The top navigation bar is blue with the Drupal logo and the text "localhost". The sidebar on the left contains a list of links under the letter "a": "My account", "Create content", "Administer" (expanded), "Content management", "Site building", "Site configuration", "User management", "Reports", "Help", and "Log out". The main content area is titled "Administer" and has two tabs: "By task" (selected) and "By module". A green message box states: "Cron has not run. Please visit the [status report](#) for more information." Below this, a welcome message reads: "Welcome to the administration section. Here you may control how your site functions." A red border highlights the "Administer" section, which is organized into two columns. The left column includes: "Content management" (Manage your site's content), "Comments" (List and edit site comments and the comment moderation queue), "Content" (View, edit, and delete your site's content), "Content types" (Manage posts by content type, including default status, front page promotion, etc.), "Post settings" (Control posting behavior, such as teaser length, requiring previews before posting, and the number of posts on the front page), "RSS publishing" (Configure the number of items per feed and whether feeds should be titles/teasers/full-text), and "Taxonomy" (Manage tagging, categorization, and classification of your content). The right column includes: "Site building" (Control how your site looks and feels), "Blocks" (Configure what block content appears in your site's sidebars and other regions), "Menus" (Control your site's navigation menu, primary links and secondary links, as well as rename and reorganize menu items), "Modules" (Enable or disable add-on modules for your site), "Themes" (Change which theme your site uses or allows users to set), "Site configuration" (Adjust basic site configuration options), "Actions" (Manage the actions defined for your site), and "Administration theme".

localhost

Home

Administer **By task** By module

Cron has not run. Please visit the [status report](#) for more information.

Welcome to the administration section. Here you may control how your site functions.

Hide descriptions

**Content management**  
Manage your site's content.

**Comments**  
List and edit site comments and the comment moderation queue.

**Content**  
View, edit, and delete your site's content.

**Content types**  
Manage posts by content type, including default status, front page promotion, etc.

**Post settings**  
Control posting behavior, such as teaser length, requiring previews before posting, and the number of posts on the front page.

**RSS publishing**  
Configure the number of items per feed and whether feeds should be titles/teasers/full-text.

**Taxonomy**  
Manage tagging, categorization, and classification of your content.

**Site building**  
Control how your site looks and feels.

**Blocks**  
Configure what block content appears in your site's sidebars and other regions.

**Menus**  
Control your site's navigation menu, primary links and secondary links, as well as rename and reorganize menu items.

**Modules**  
Enable or disable add-on modules for your site.

**Themes**  
Change which theme your site uses or allows users to set.

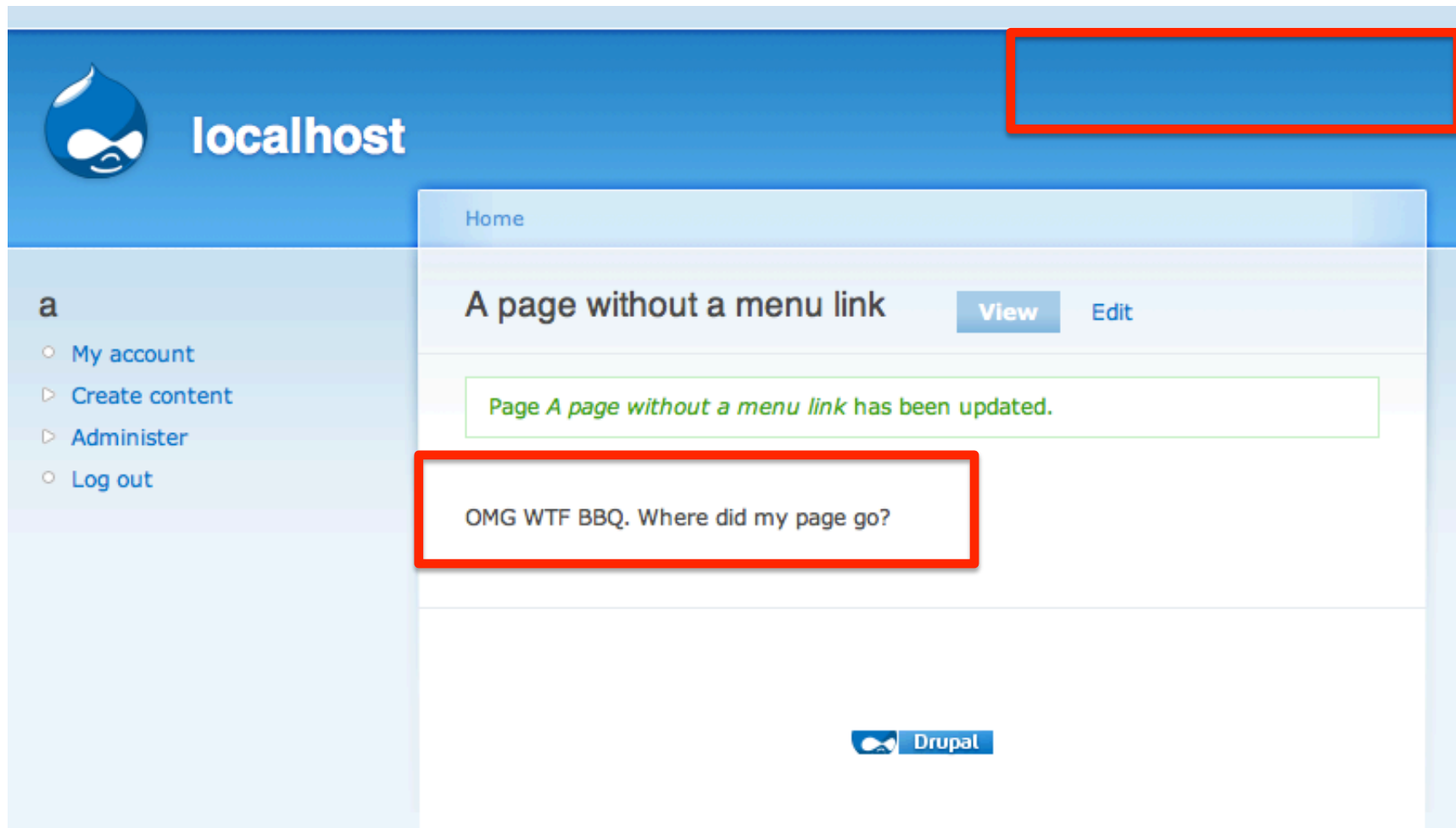
**Site configuration**  
Adjust basic site configuration options.

**Actions**  
Manage the actions defined for your site.

**Administration theme**



# “Node Orphanage”



The screenshot shows the Drupal 7 Node Orphanage interface. The top blue header bar contains the Drupal logo and the text "localhost". A red rectangle highlights an empty space in the top right of this header. Below the header, a left sidebar contains a user menu for "a" with links: "My account", "Create content", "Administer", and "Log out". The main content area has a breadcrumb "Home" and a title "A page without a menu link" with "View" and "Edit" buttons. A green message box states: "Page A page without a menu link has been updated." Below this, a red rectangle highlights a text box containing the message: "OMG WTF BBQ. Where did my page go?". The footer features the Drupal logo and the word "Drupal".

localhost

Home

A page without a menu link View Edit

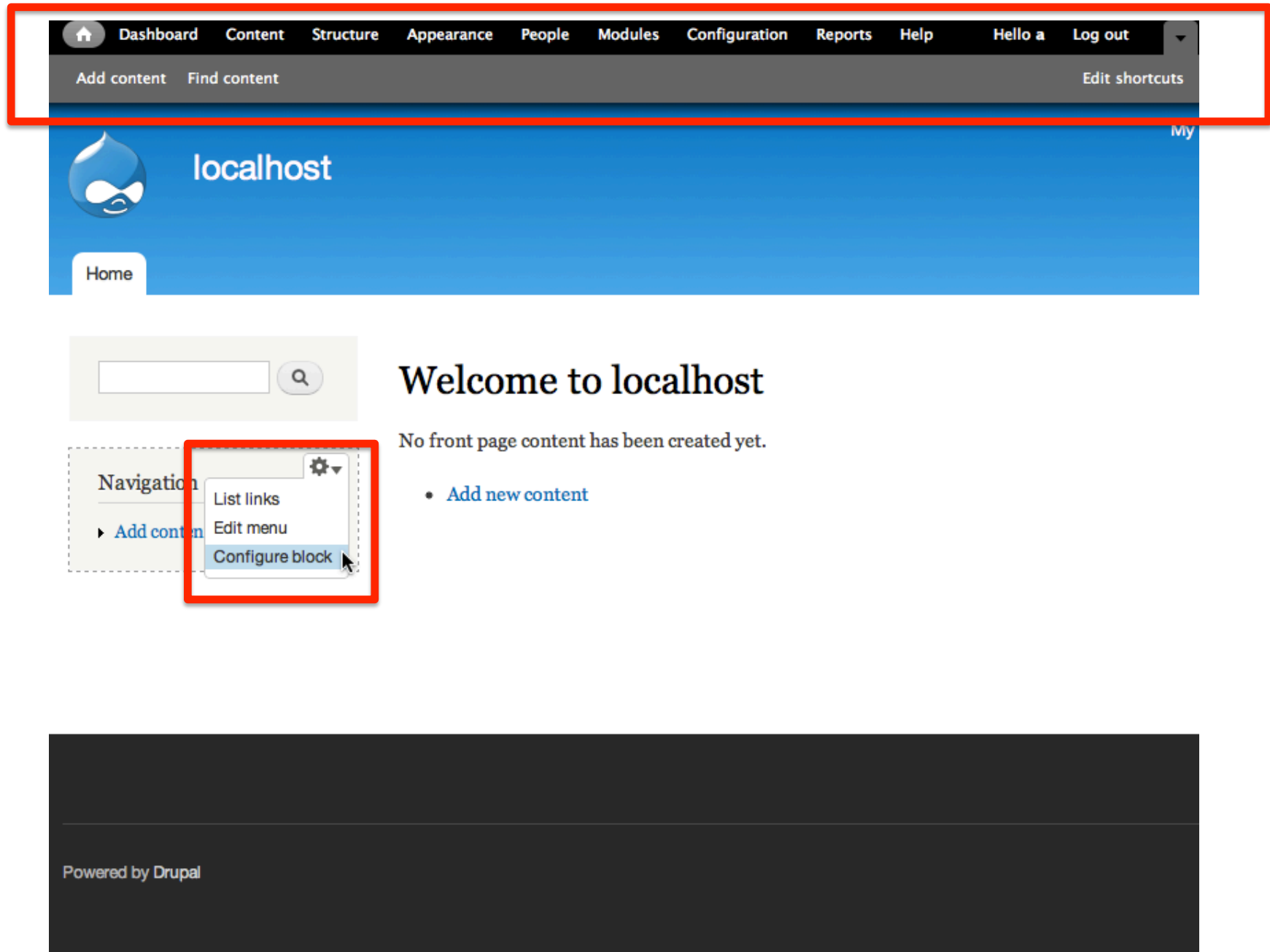
Page A page without a menu link has been updated.

OMG WTF BBQ. Where did my page go?

Drupal

# Fixes for Drupal 7

# D7: Front-end changes



# D7: Back-end changes

The screenshot shows the Drupal 7 'Create Article' form. The top navigation bar includes links for Dashboard, Content, Structure, Appearance, People, Modules, Configuration, Reports, Help, and a user profile 'Hello a' with a 'Log out' link. Below the navigation bar is a secondary bar with 'Add content' and 'Find content' buttons, and an 'Edit shortcuts' link on the right. The main content area is titled 'Create Article' with a plus icon. Below this is a breadcrumb 'Home » Add content'. The form fields are: 'Title' (required, marked with an asterisk), 'Tags' (with a search icon and a note to 'Enter a comma-separated list of words to describe your content.'), 'Body' (with an 'Edit summary' link), 'Text format' (set to 'Filtered HTML' with a help link), 'Image' (with 'Choose File' and 'Upload' buttons, and instructions: 'Upload an image to go with this article. Files must be less than 32 MB. Allowed file types: png gif jpg jpeg.'), 'Menu settings' (with 'Not in menu' selected and a 'Provide a menu link' checkbox), and 'Revision information'. A red box highlights the 'Create Article' button. Another red box highlights a notification icon in the top right corner. A third red box highlights the 'Tags' field. A fourth red box highlights the 'Body' text area. A fifth red box highlights the 'Menu settings' section.

Dashboard Content Structure Appearance People Modules Configuration Reports Help Hello a Log out

Add content Find content Edit shortcuts

Home » Add content

**Create Article** +

**Title \***

**Tags**

Enter a comma-separated list of words to describe your content.

**Body** ([Edit summary](#))

**Text format** Filtered HTML [More information about text formats](#) ?

- Web page addresses and e-mail addresses turn into links automatically.
- Allowed HTML tags: <a> <em> <strong> <cite> <blockquote> <code> <ul> <ol> <li> <dl> <dt> <dd>

- Lines and paragraphs break automatically.

**Image**

[Choose File](#) no file selected [Upload](#)

Upload an image to go with this article.  
Files must be less than 32 MB.  
Allowed file types: png gif jpg jpeg.

**Menu settings**

Not in menu ☐ Provide a menu link

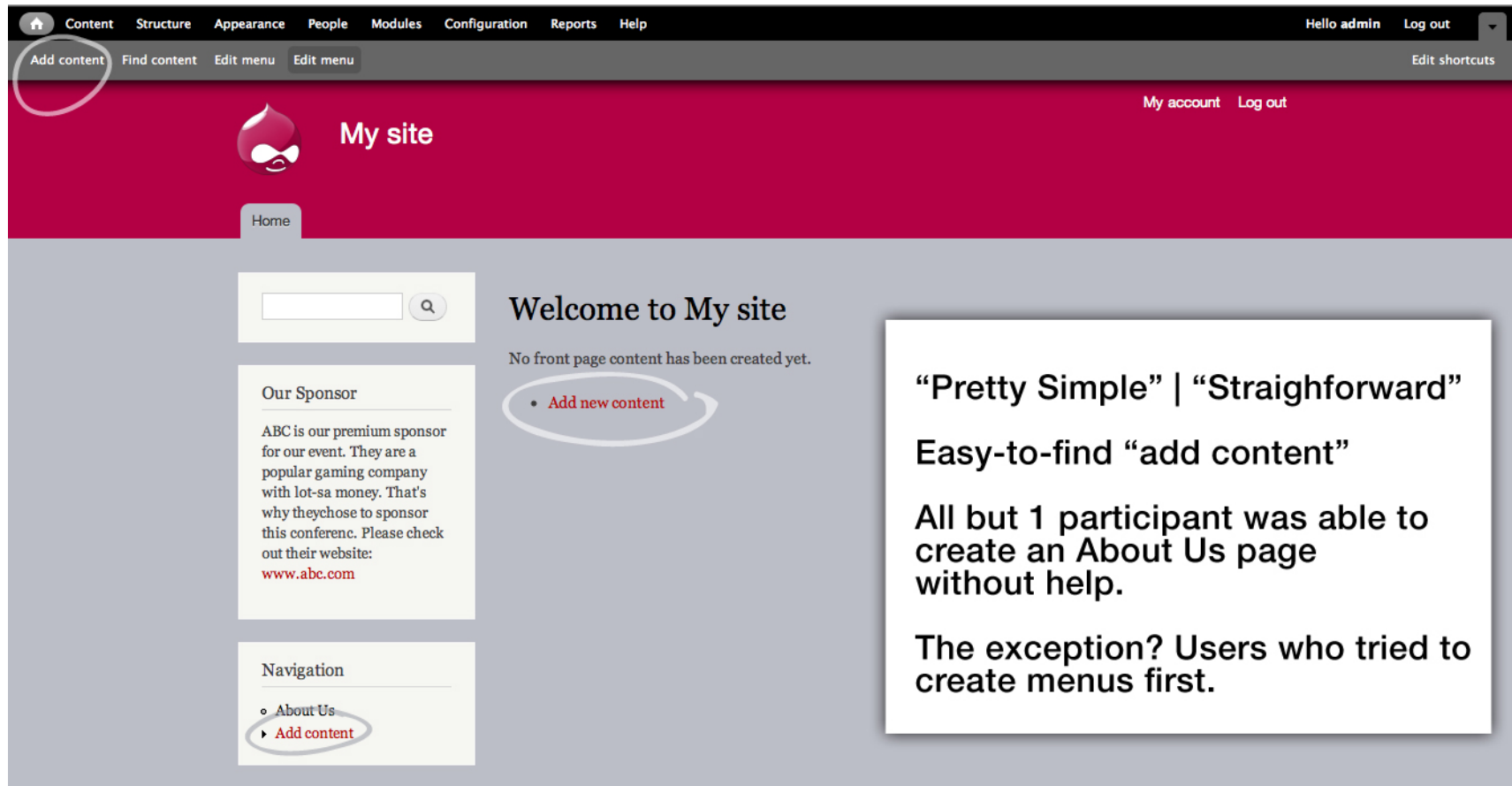
[Revision information](#)

# Positives



It's getting better

# Adding Content



The screenshot displays the Drupal 7 administrative interface. The top navigation bar includes links for Content, Structure, Appearance, People, Modules, Configuration, Reports, and Help. The 'Add content' link is circled in red. Below the navigation bar, the 'My site' header is visible. The main content area shows a 'Welcome to My site' message with a note that no front page content has been created yet. A red 'Add new content' link is circled in red. On the left sidebar, the 'Navigation' section shows a list of links, including 'About Us' and 'Add content', with 'Add content' circled in red.

Content Structure Appearance People Modules Configuration Reports Help

Hello admin Log out

Add content Find content Edit menu Edit menu

My account Log out

Home

Welcome to My site

No front page content has been created yet.

- Add new content

Our Sponsor

ABC is our premium sponsor for our event. They are a popular gaming company with lot-sa money. That's why they chose to sponsor this conferenc. Please check out their website: [www.abc.com](http://www.abc.com)

Navigation

- About Us
- Add content

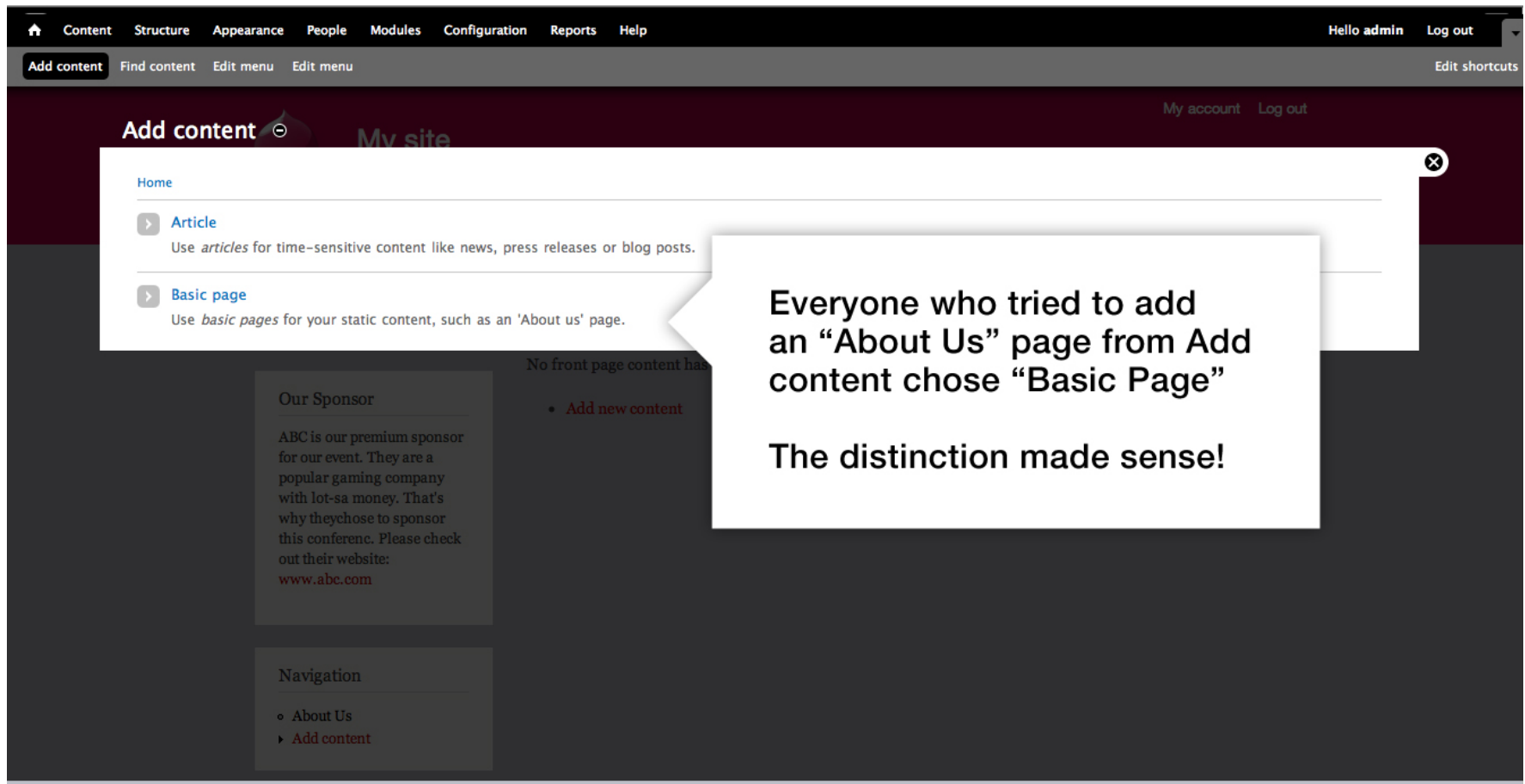
**“Pretty Simple” | “Straightforward”**

**Easy-to-find “add content”**

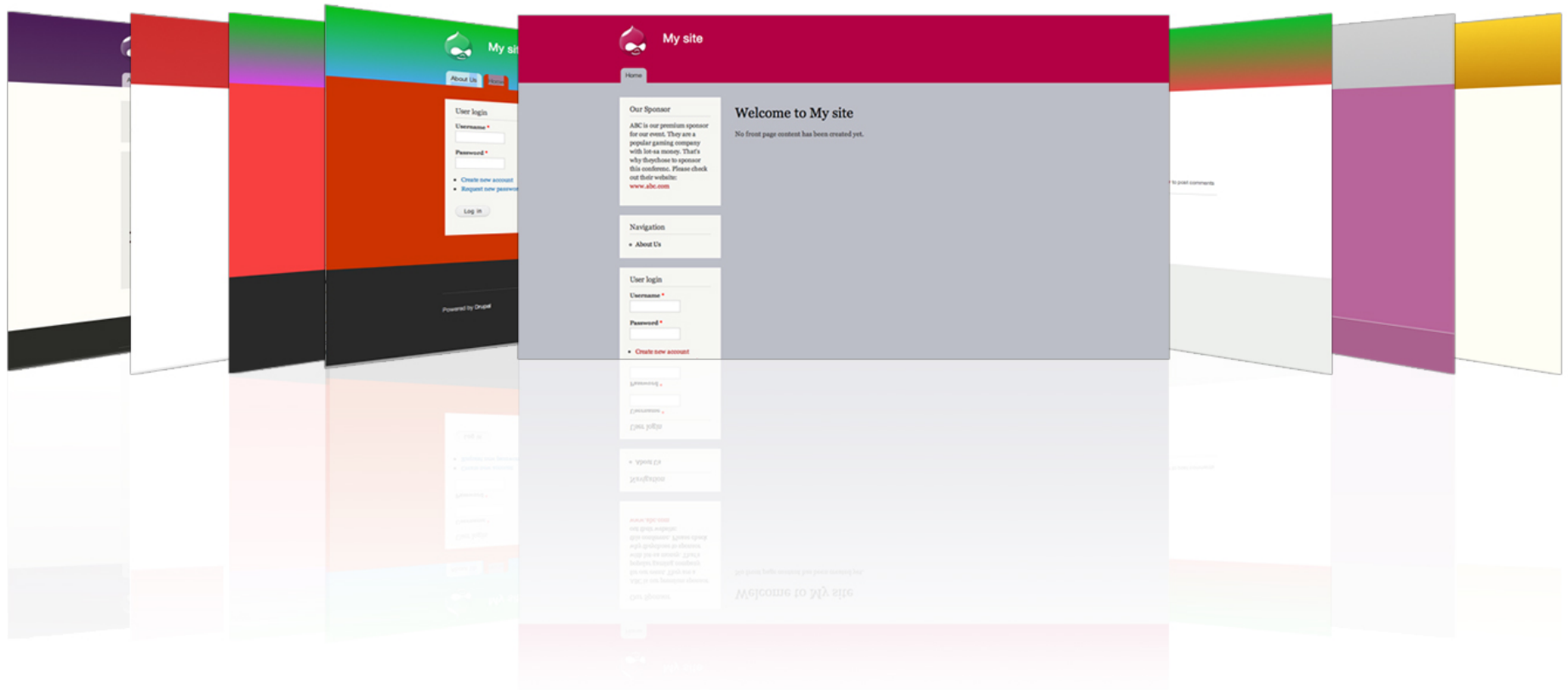
**All but 1 participant was able to create an About Us page without help.**

**The exception? Users who tried to create menus first.**

# Basic Page vs. Article

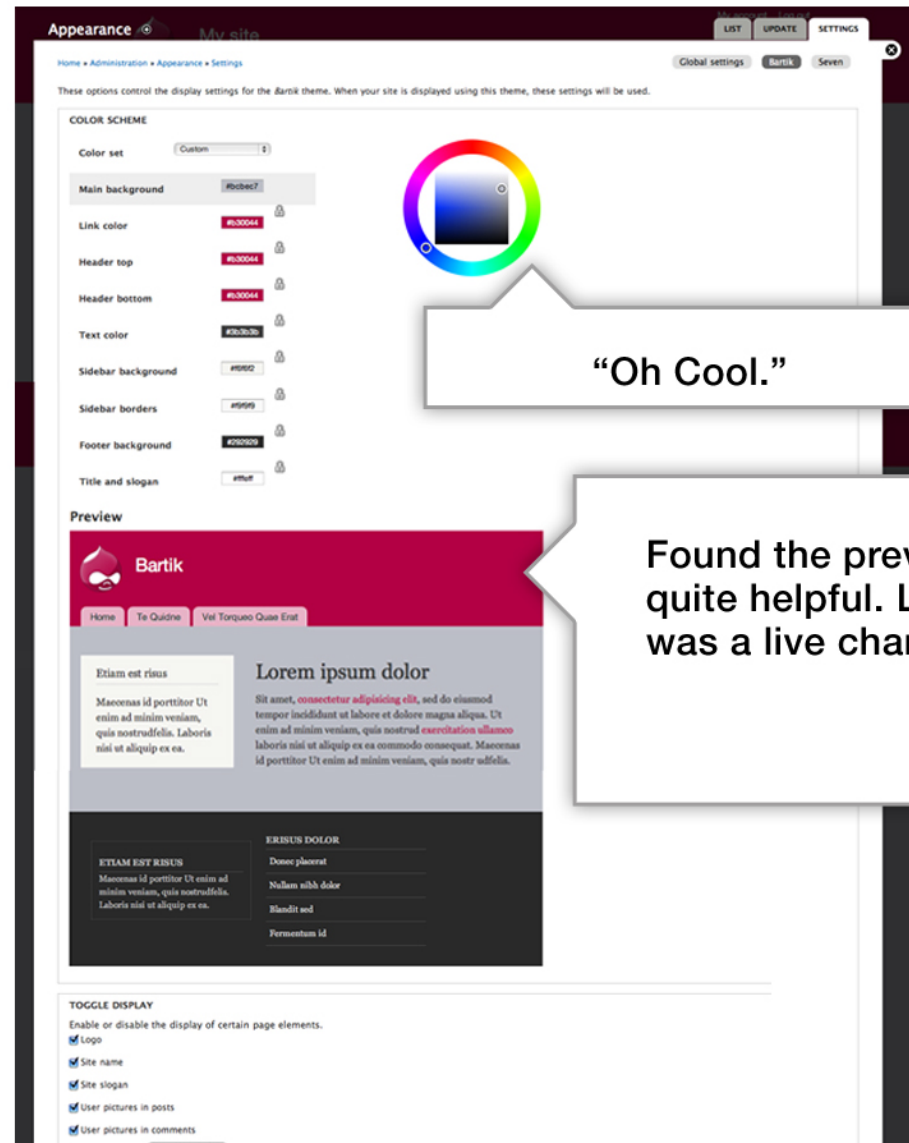


# Editing Colors





# Editing Colors



The screenshot shows the 'Appearance' settings page for the Bartik theme. The 'COLOR SCHEME' section is active, displaying a list of color settings with their corresponding hex codes. A color picker is visible next to the 'Main background' setting. Below the settings is a 'Preview' section showing a live preview of the site with the selected colors. The 'TOGGLE DISPLAY' section at the bottom allows enabling or disabling certain page elements.

Appearance **My site** LIST UPDATE SETTINGS

Home Administration Appearance Settings Global settings Bartik Seven

These options control the display settings for the Bartik theme. When your site is displayed using this theme, these settings will be used.

COLOR SCHEME

Color set Custom

Main background #008000

Link color #000000

Header top #000000

Header bottom #000000

Text color #000000

Sidebar background #000000

Sidebar borders #000000

Footer background #000000

Title and slogan #000000

Preview

Bartik

Home Te Quidne Vel Torqueo Quae Erat

Etiam est risus

Maecenas id porttitor Ut enim ad minim veniam, quis nostrud. Laboris nisi ut aliquip ex ea.

Lorem ipsum dolor

Sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Maecenas id porttitor Ut enim ad minim veniam, quis nostrud.

ETIAM EST RISUS

Maecenas id porttitor Ut enim ad minim veniam, quis nostrud. Laboris nisi ut aliquip ex ea.

ERISUS DOLOR

Donec placerat

Nullam nibh dolor

Randit sed

Fermentum id

TOGGLE DISPLAY

Enable or disable the display of certain page elements.

☒ Logo

☒ Site name

☒ Site slogan

☒ User pictures in posts

☒ User pictures in comments

“Oh Cool.”

Found the preview function quite helpful. Liked that it was a live change.

# Overlay + Toolbar

The screenshot shows a Drupal administration interface. At the top is a navigation bar with links: Dashboard, Content (active), Structure, Appearance, People, Modules, Configuration, Reports, Help. On the right of the navigation bar are 'Hello admin' and 'Log out'. Below the navigation bar is a secondary bar with 'Add content', 'Find content', and 'Blocks'. The main content area is titled 'Content' and includes a breadcrumb 'Home » Administration'. A callout bubble points to the 'Content' tab, stating 'Toolbar was found quickly.' The main content area contains a '+ Add content' link, a 'SHOW ONLY ITEMS WHERE' section with filters for 'status' and 'type' (both set to 'any') and a 'Filter' button, and an 'UPDATE OPTIONS' section with a 'Publish selected content' dropdown and an 'Update' button. Below these is a table of content items.

	TITLE	TYPE	AUTHOR	STATUS	UPDATED	OPERATIONS
<input type="checkbox"/>	<a href="#">kdjaoe</a>	Announcements	<a href="#">admin</a>	published	05/18/2011 - 15:48	<a href="#">edit</a> <a href="#">delete</a>
<input type="checkbox"/>	<a href="#">About Us</a>	Basic page	<a href="#">admin</a>	published	05/18/2011 - 15:12	<a href="#">edit</a> <a href="#">delete</a>

A second callout bubble at the bottom right states: 'All but 1 participant had a clear understanding of how to toggle between the overlay and site.'

# First Impressions

“very simple”

“clearly laid out”

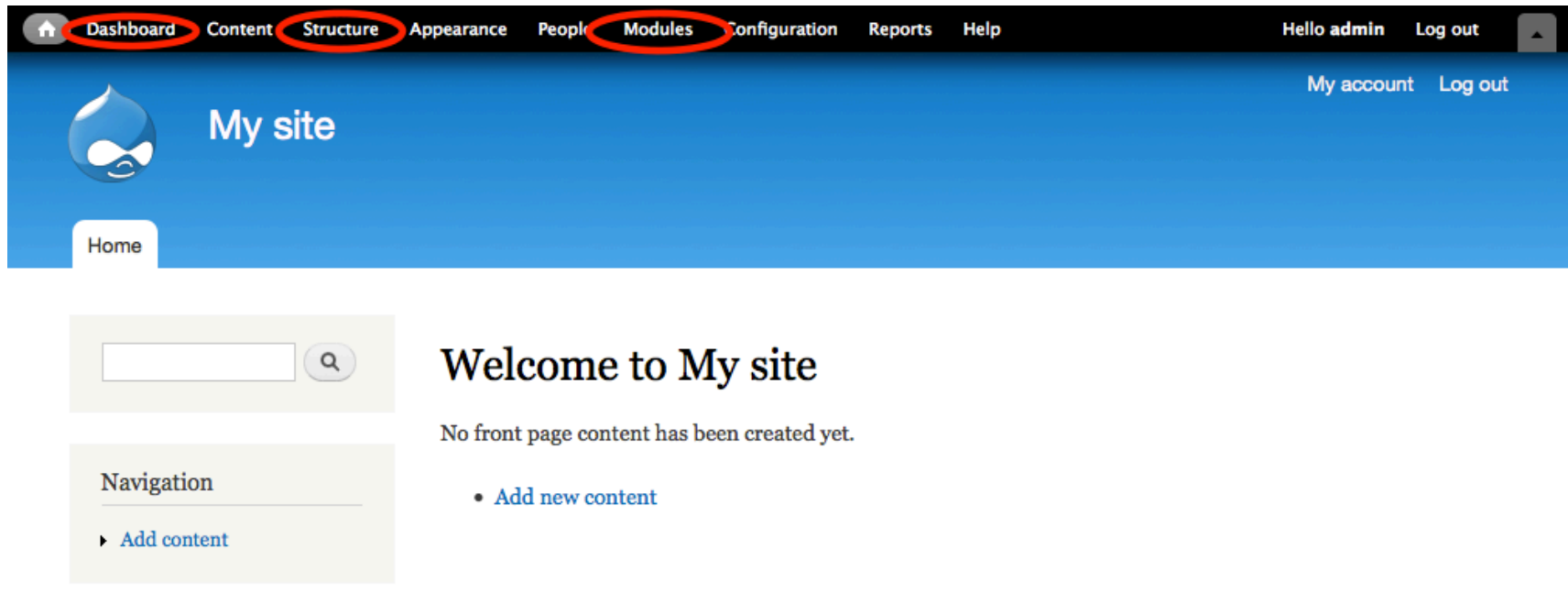
“there is a  
lot you can do”

“not very cluttered”

## Issues



# Terminology



# What is a module?

*"A module is something on the home page that I click on"*

*"Ha ha ha ... I don't know!"*

*"I don't even know what that means"*

# Theme and region names were confusing

The screenshot displays the 'REGION SETTINGS' interface in Drupal. It includes a section for specifying themes and regions. Two themes are listed: 'Bartik (default theme)' and 'Seven (administration theme)', both of which are circled in red. Below this, a list of regions is shown, including 'Content', 'Main page content', 'Sidebar first', 'Search form', 'Navigation', 'User login', 'Sidebar second', and 'No blocks in this region'. A dropdown menu is open for the 'Content' region, showing a list of available blocks. The 'Content' block is highlighted in the dropdown, and the 'Triptych first', 'Triptych middle', and 'Triptych last' blocks are also circled in red.

**REGION SETTINGS**  
Specify in which themes and regions this block is displayed.

**Bartik (default theme)**  
Content

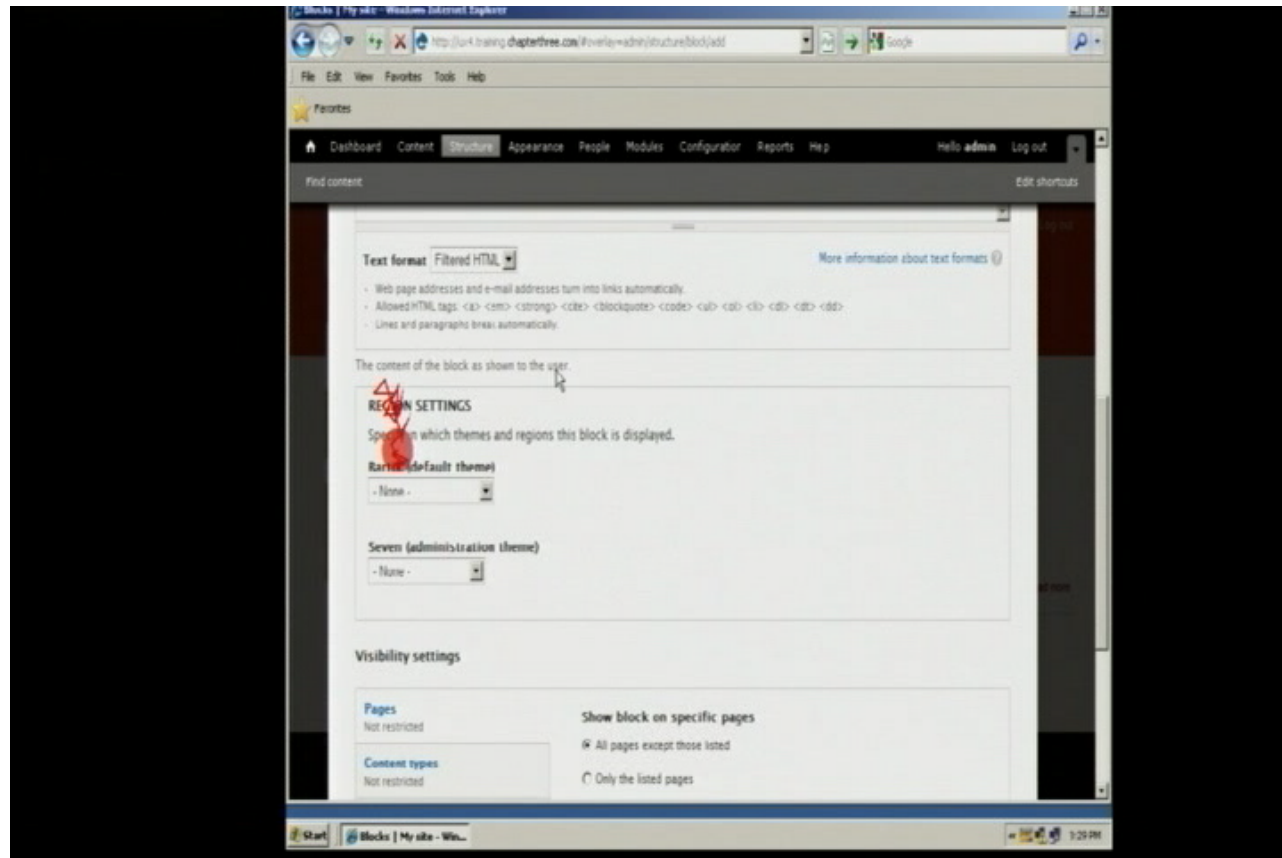
**Seven (administration theme)**  
Content

**Content**

- ⊕ Main page content
- Sidebar first**
- ⊕ Search form
- ⊕ Navigation
- ⊕ User login
- Sidebar second**
- No blocks in this region*

Content

- Select -
- Header
- Help
- Highlighted
- Featured
- Content
- Sidebar first
- Sidebar second
- Triptych first
- Triptych middle
- Triptych last
- Footer first column
- Footer second column
- Footer third column
- Footer fourth column
- Footer

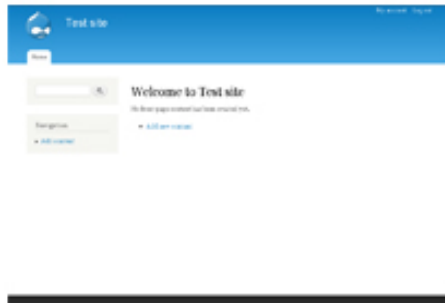







**Users expected immediate visual feedback during their site building tasks**

# Gap between context (site) and admin

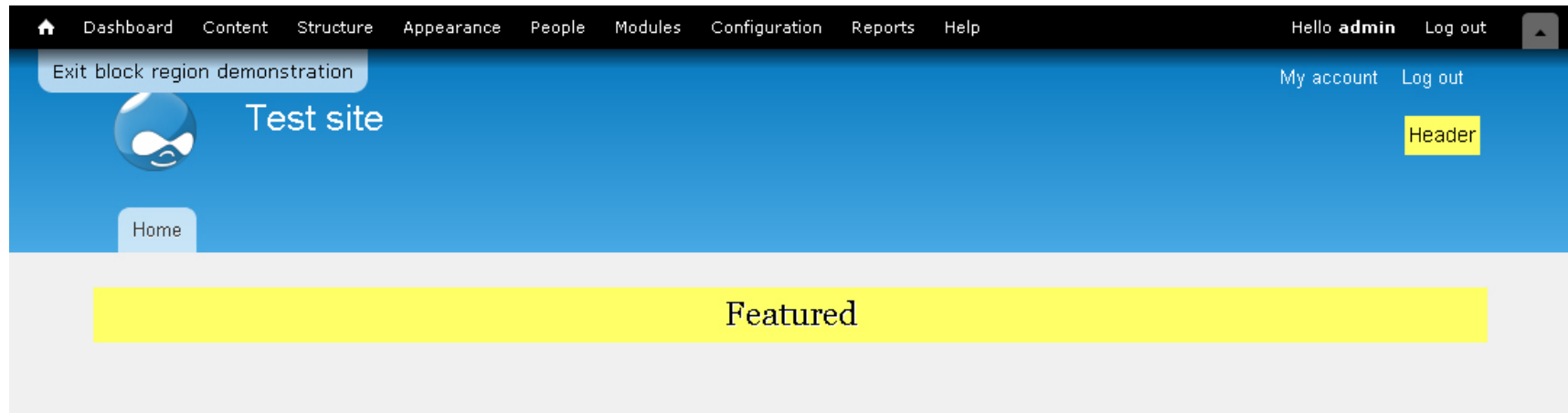
Context → Admin



# Where do these menu options go?

TITLE	OPERATIONS
<b>Main menu</b> The <i>Main</i> menu is used on many sites to show the major sections of the site, often in a top navigation bar.	<div>list links</div> <div>u</div> <div>add link</div>
<b>Management</b> The <i>Management</i> menu contains links for administrative tasks.	<div>list links</div> <div>edit menu</div> <div>add link</div>
<b>Navigation</b> The <i>Navigation</i> menu contains links intended for site visitors. Links are added to the <i>Navigation</i> menu automatically by some modules.	<div>ks</div> <div>u</div> <div>add link</div>
<b>User menu</b> The <i>User</i> menu contains links related to the user's account, as well as the 'Log out' link.	<div>list links</div> <div>edit menu</div> <div>add link</div>

# Can I add blocks here?



Home

Sidebar first

Highlighted

Sidebar second

Home

Help

Content

# Content preview

Preview  Test site

[Home](#) » [Add content](#)



The trimmed version of your post shows what your post looks like when promoted to the main page or when exported for syndication. You can insert the delimiter "<!--break-->" (without the quotes) to fine-tune where your post gets split.

## Preview trimmed version

### About us

This event will be awesome and will have a lot of great talks.

[Read more](#)

## Preview full version

### About us

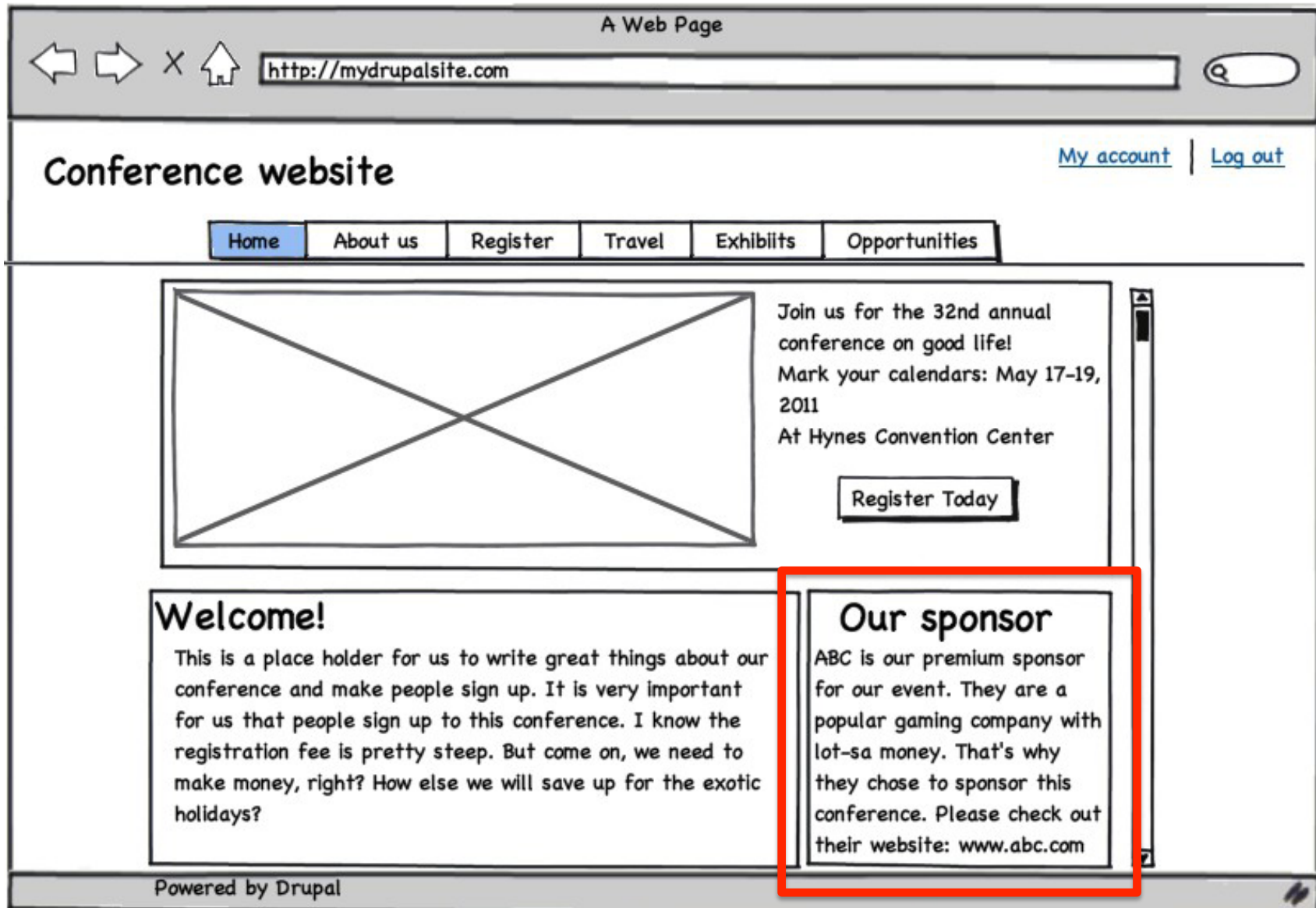
This event will be awesome and will have a lot of great talks.

**Title** \*

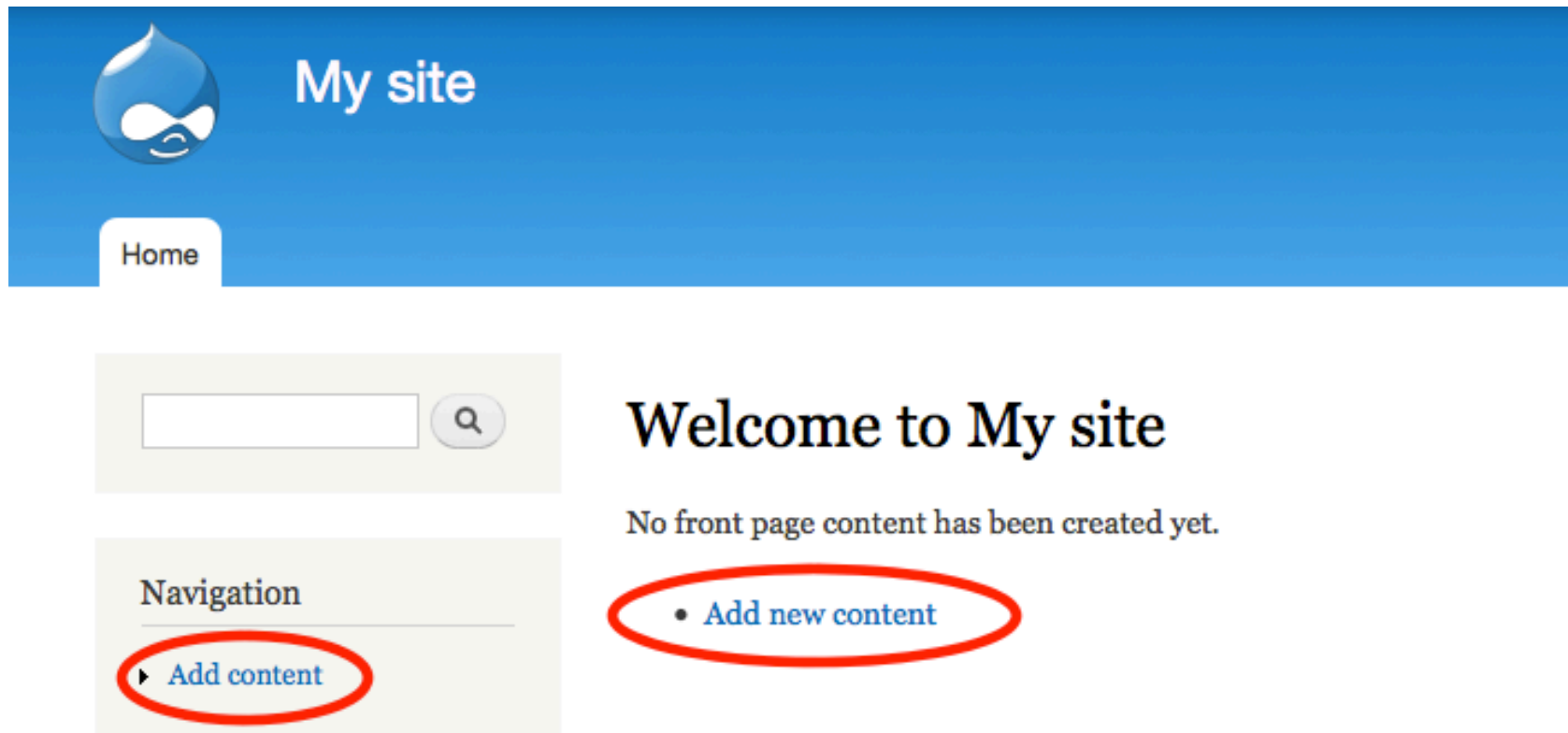
**Body** ([Edit summary](#))

This event will be awesome and will have a lot of great talks.

# Blocks are “Content”



Users **did not differentiate** between content that is a page and content that is placed in a block



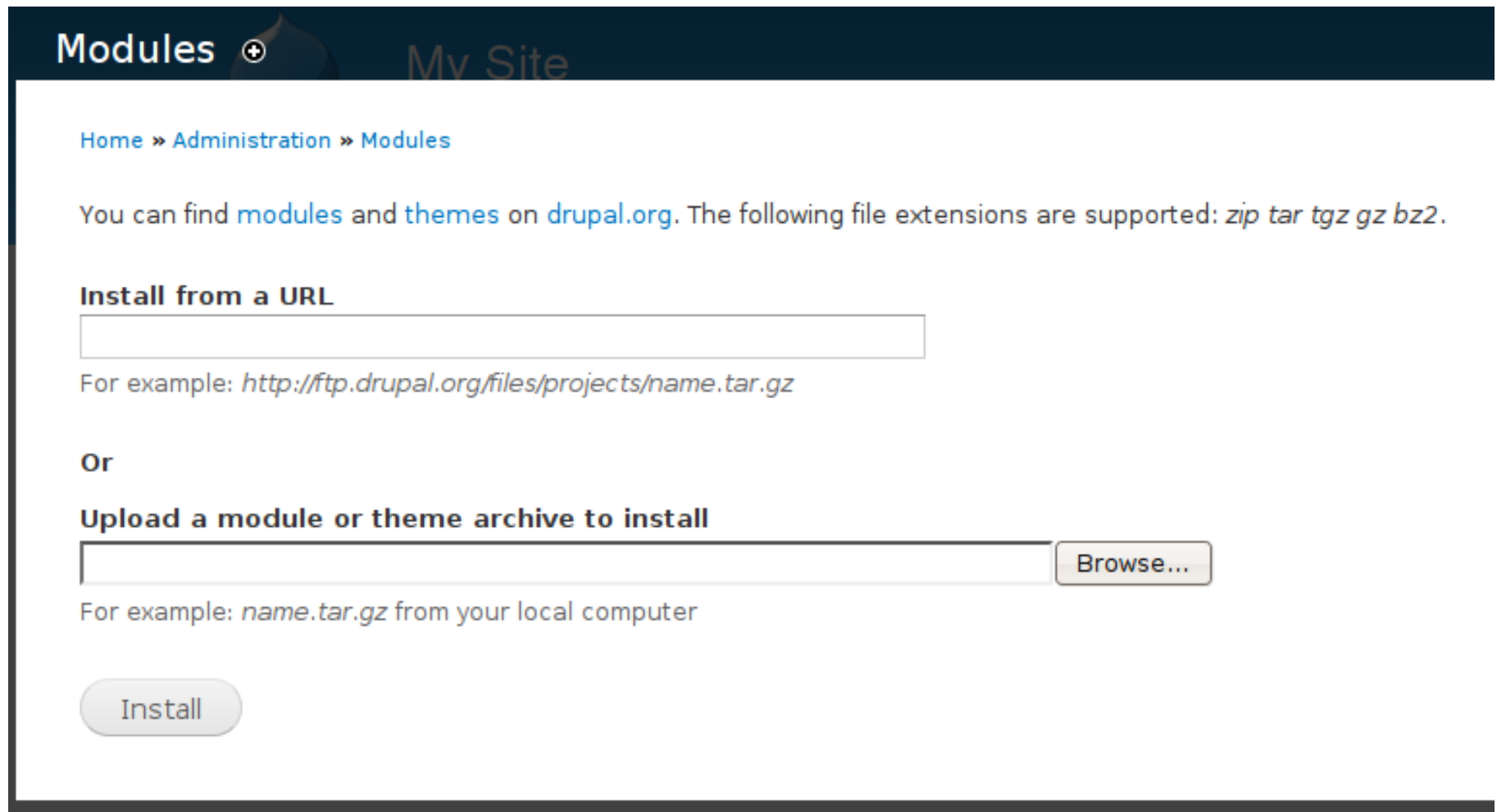
# Users look for block settings in vertical tabs on pages

<b>Menu settings</b> Not in menu	<input type="checkbox"/> Provide a menu link
<b>Revision information</b> No revision	
<b>URL path settings</b> No alias	
<b>Comment settings</b> Open	
<b>Authoring information</b> By admin on 2011-05-20 20:36:22 -0500	
<b>Publishing options</b> Published, Promoted to front page	



# Adding modules to extend Drupal

We thought we were testing this...



The screenshot shows the 'Modules' administration page in Drupal. At the top, there's a dark blue header with 'Modules' and a plus icon, and 'My Site' in a lighter font. Below the header, a breadcrumb trail reads 'Home » Administration » Modules'. A paragraph of text states: 'You can find [modules](#) and [themes](#) on [drupal.org](#). The following file extensions are supported: *zip tar tgz gz bz2*.' There are two main installation methods shown. The first is 'Install from a URL', which includes a text input field and an example URL: 'http://ftp.drupal.org/files/projects/name.tar.gz'. The second method is 'Or Upload a module or theme archive to install', which features a text input field, a 'Browse...' button, and an example: 'name.tar.gz from your local computer'. At the bottom left, there is a large, light gray 'Install' button.

Modules + My Site

Home » Administration » Modules

You can find [modules](#) and [themes](#) on [drupal.org](#). The following file extensions are supported: *zip tar tgz gz bz2*.

**Install from a URL**

For example: *http://ftp.drupal.org/files/projects/name.tar.gz*

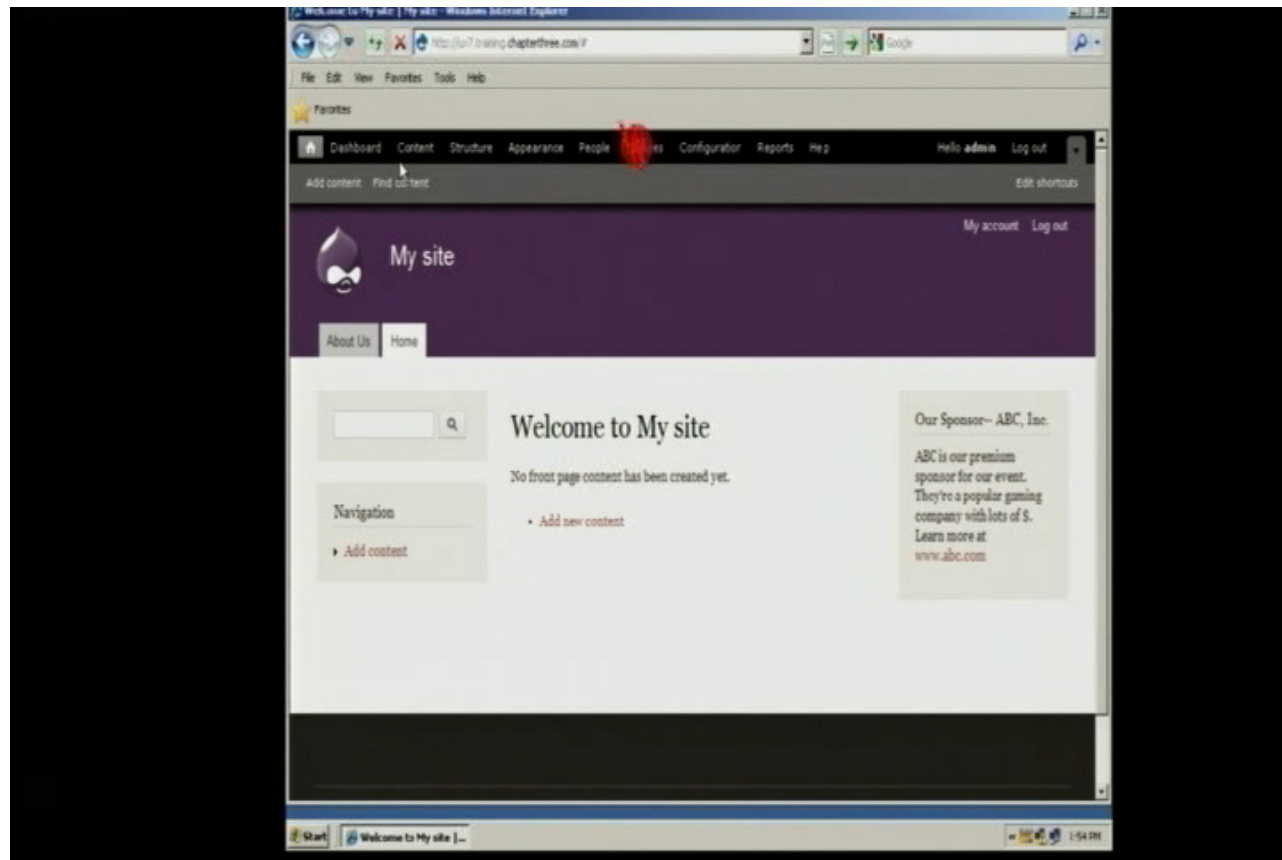
**Or**

**Upload a module or theme archive to install**

For example: *name.tar.gz* from your local computer

## ...but discovered even deeper issues

- Consistent lack of realization that you can extend Drupal (both enabling core modules and downloading contrib)
- The process of finding a new module and adding it to the site is awkward.
- **Drupal initially comes across as limited.** We fail to inform new users about one of Drupal's biggest strengths.



# Download & Extend

[Download & Extend Home](#)[Drupal Core](#)[Modules](#)[Themes](#)[Translations](#)[Installation](#)

7977 Modules match your search

Modules categories:

Filter by compatibility:

Status:

Search Modules:

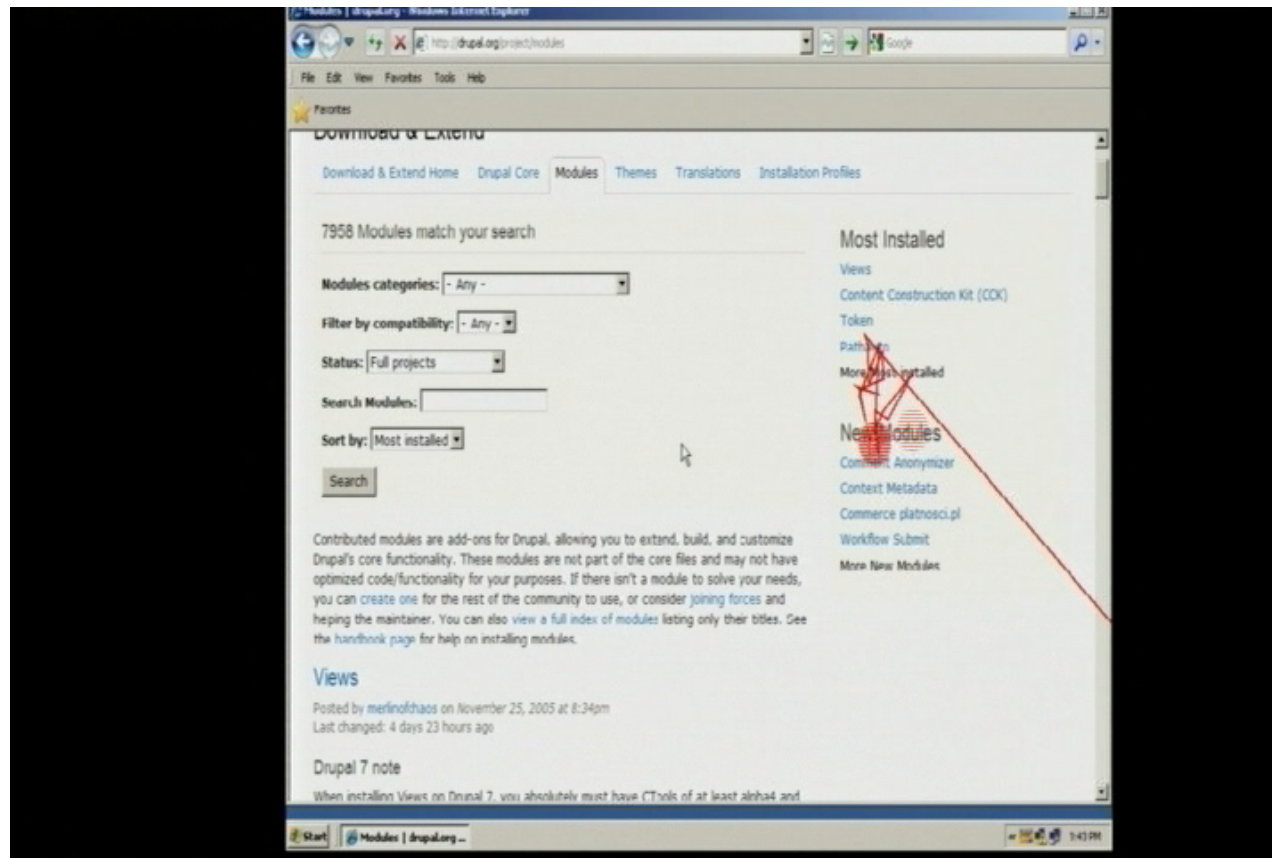
Sort by:

Contributed modules are add-ons for Drupal, allowing you to extend, build, and customize Drupal's core functionality. These modules are not part of the core files and may not have optimized code/functionality for your purposes. If there isn't a module to solve your needs, you can [create one](#) for the rest of the community to use, or consider [joining forces](#) and helping the maintainer. You can also [view a full index of modules](#) listing only their titles. See the [handbook page](#) for help on installing modules.

## Views

Posted by [merlinofchaos](#) on November 25, 2005 at 4:34pm

Last changed: 1 week 2 hours ago



## Download & Extend

[Download & Extend Home](#)[Drupal Core](#)[Modules](#)[Themes](#)[Translations](#)[Installation P](#)

## Webform

[View](#)[Git instructions](#)

Posted by [quicksketch](#) on April 26, 2004 at 8:54pm

### Project Information

Maintenance status: [Actively maintained](#)

Development status: [Under active development](#)

Module categories: [Evaluation/Rating](#), [Statistics](#)

Reported installs: **118343** sites currently report using this module. [View usage statistics](#).

Last modified: May 18, 2011

Webform is the module for making surveys in Drupal. After a submission, users may be sent an e-mail "receipt" as well as sending a notification to administrators. Results can be exported into Excel or other spreadsheet applications. Webform also provides some basic statistical review and has an extensive API for expanding its features.

Some good examples could be contests, personalized contact forms, or petitions. Each of these could have a customized form for end-users to fill out. If you need to build a lot of customized, one-off forms, Webform is a more suitable solution than creating content types and using CCK or Field module.

[Explanation of Webform vs. CCK.](#)

[Important issues on upgrading from Webform 2 to 3.](#)

#### My Webform

[New](#) [Edit](#) [Webform](#) [Results](#) [Delete](#)

Submitted by user on Thu, 2011-05-18 10:27

Your email:

New date:

2011-05-18 10:27

New classification:

☒ new

☒ two

☐ three

New grid:

	new	average	good	excellent
question one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
question two	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
question three	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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[Webform](#)

# Webform

[View](#)

[Git instructions](#)

This page gives the essential Git commands for working with this project's source files.

**Version to work from:** \*

Update Notice: See [Git instructions updates](#) for a record of updates to these instructions.  
Last updated: May 12, 2011

## One-Time Only

### Setting up repository for the first time

```
git clone --branch 7.x-3.9-hotfix http://git.drupal.org/project/webform.git
cd webform
```

Not working for you? See [Troubleshooting Git clone](#).

## Routinely

The headings below are not sequential. What you choose to do depends on where you are in your process.

### Checking your repository status

To see what you will commit by running `git commit` and what you could commit by running `git add` before running `git commit`.

```
git status
```

# What am I supposed to download?

## Downloads

Version	Downloads	Date	Links
7.x-3.11	<a href="#">tar.gz (114.52 KB)</a>   <a href="#">zip (145.39 KB)</a>	2011-May-18	<a href="#">Notes</a>
6.x-3.11	<a href="#">tar.gz (119.27 KB)</a>   <a href="#">zip (150.7 KB)</a>	2011-May-18	<a href="#">Notes</a>

[View all releases](#)





# Summary

- Lots of Drupal terminology
- Fails to meet expectations of visually oriented users
- Difference between blocks and "content"
- Downloading and installing modules

**All participants needed to call the helpdesk**

## After 75 minutes ...

*"This was **just hard**. I struggled with it. I will have my sister help me" (P4)*

*"If you know what you are doing, it's okay. But for the first time user, it is **a little shaky!**" (P5)*

*"A little confusing at first... but I think you need to toy around with... get familiar with" (P6)*

***"Not as user friendly as I thought"** (P7)*

**Customizable**

Time-Consuming

Fast

Straight

Hard-to-Use

Appealing

**Confusing**

Efficient

Inconsistent

Forward

Valuable

Complex

Relevant

Consistent Empowering

**Frustrating**

Rigid

Simplistic

Useful

Overwhelming

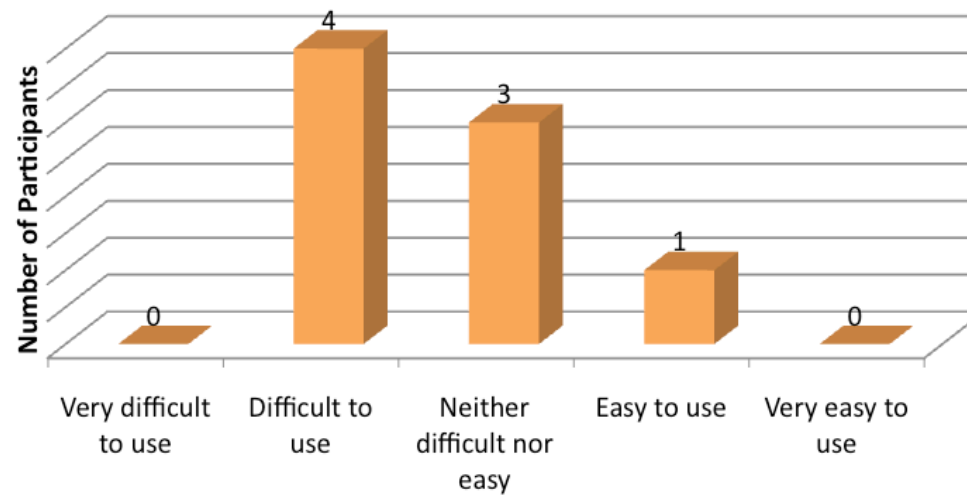
Sophisticated

Usable

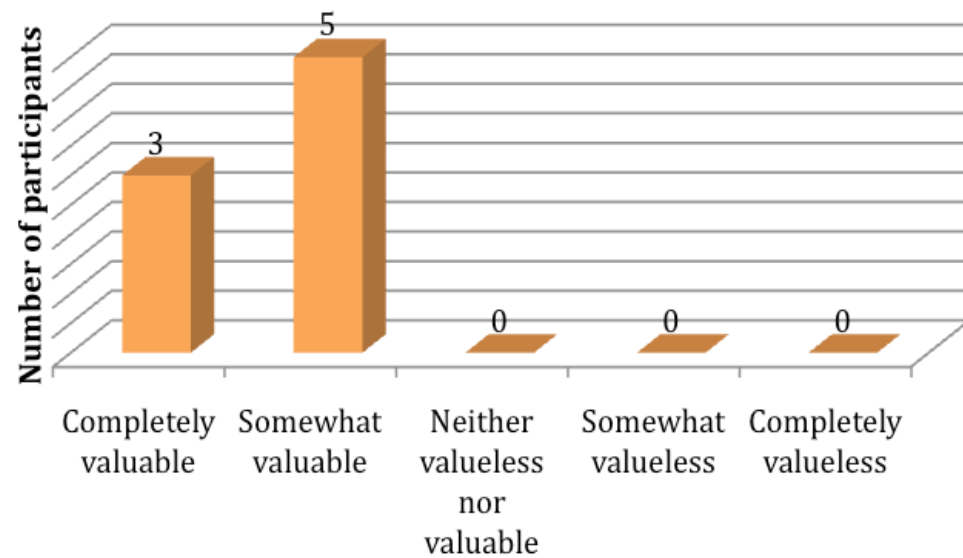
**Too-Technical**

**Organized**

## Ease of Use



## Value



# Next steps

- More usability studies
- Fix the problems that were found!

**<http://j.mp/jgpSHI> or [dharmesh.mistry@aquia.com](mailto:dharmesh.mistry@aquia.com)**

# How can **you** help?

- Issue queue tag: "UMN 2011"
- Usability Group (<http://groups.drupal.org/usability>)
- Drupal Community Initiative on Usability (<http://drupal.org/community-initiatives/drupal-core/usability>)

# Thank you



Marilyn Langfeld, zerolab, Walter Ebert, Jacine Luisi, Miles Worthington, Nate Haug (Lullabot), Yashesh (Venuslabs Web Solutions), Stein Bjørklund, Brian Link, Greg Dunlap, Wunderkraut and others.

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**Questions?**