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

The Team

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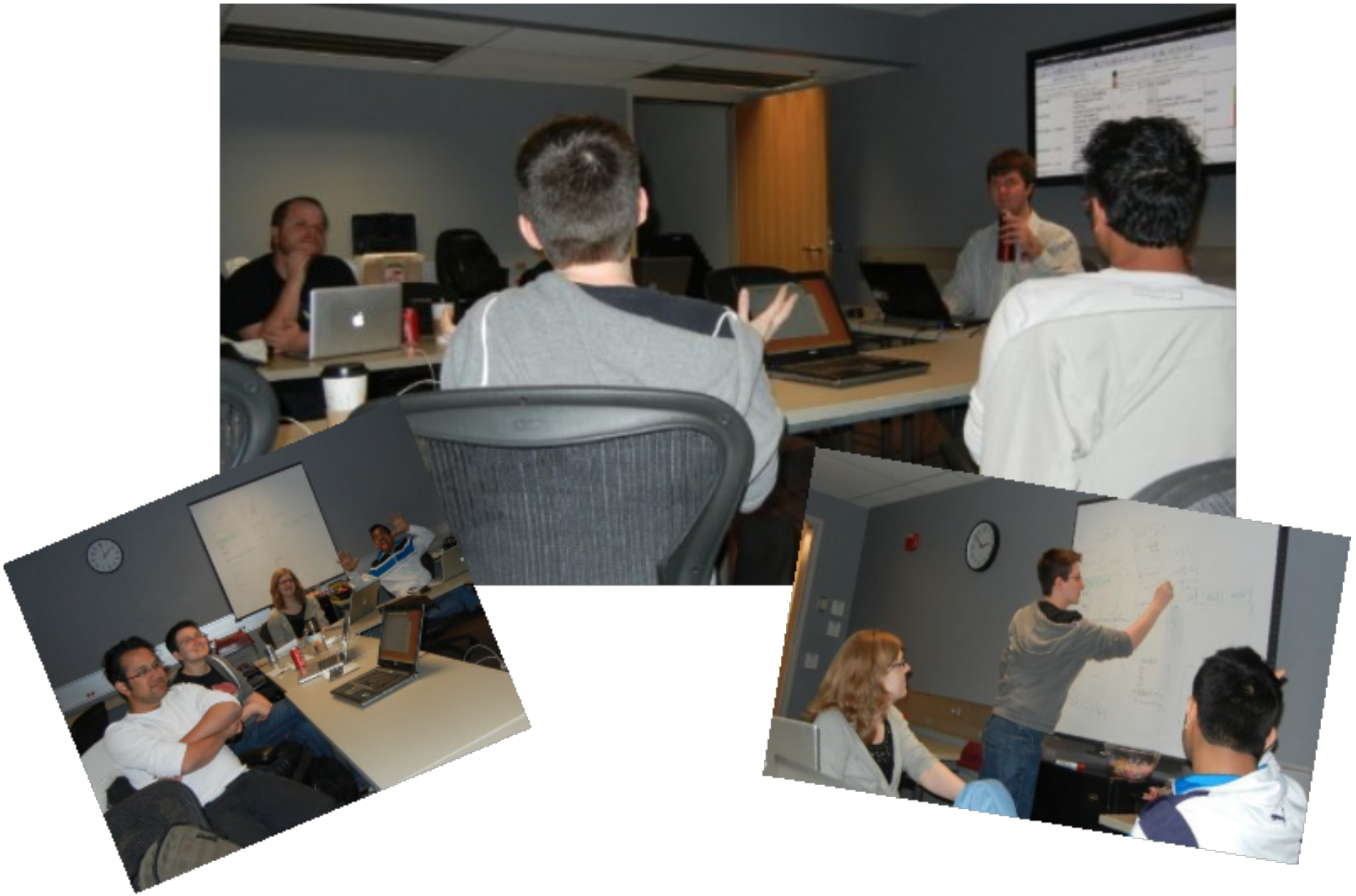
What have we been up to?



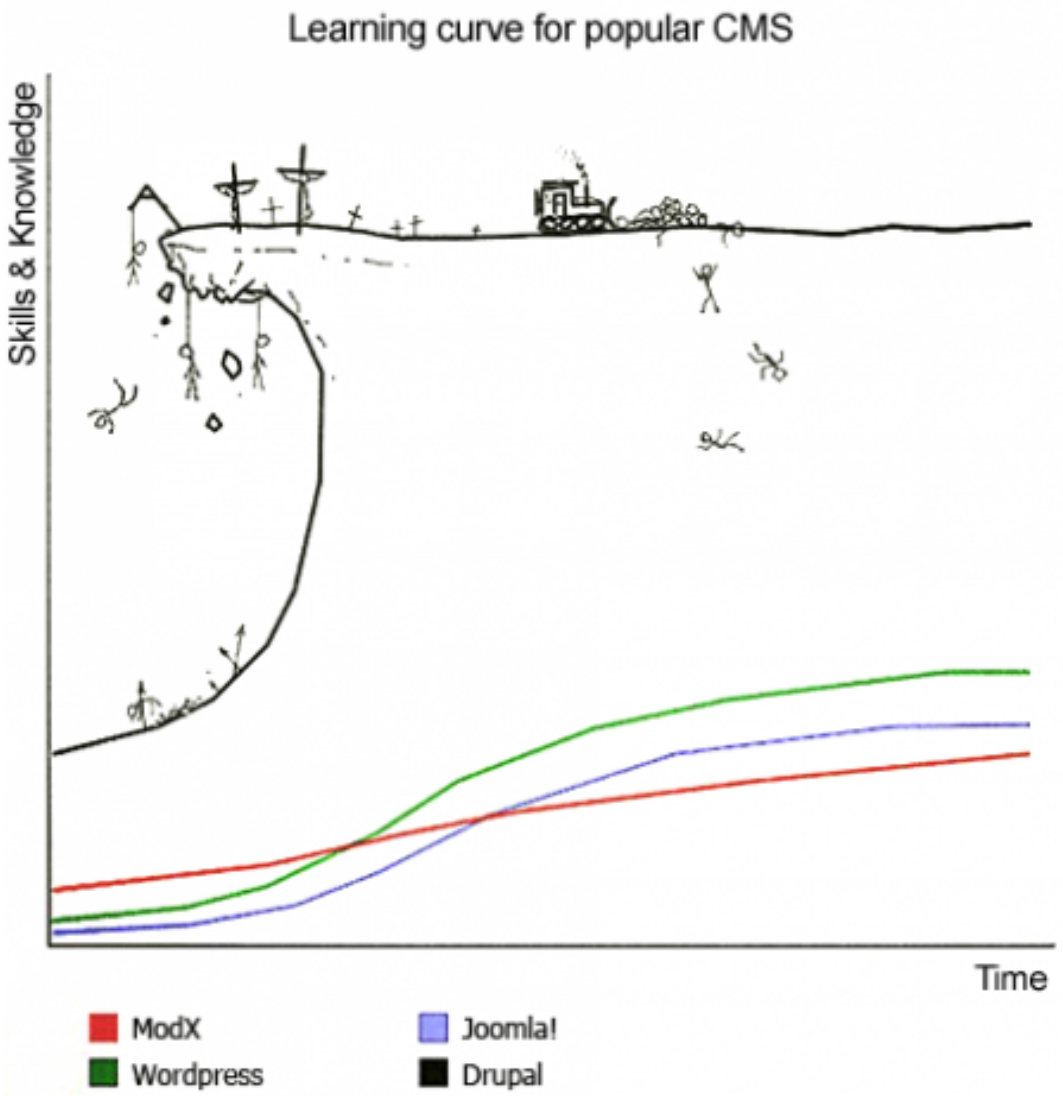
Why usability?

<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

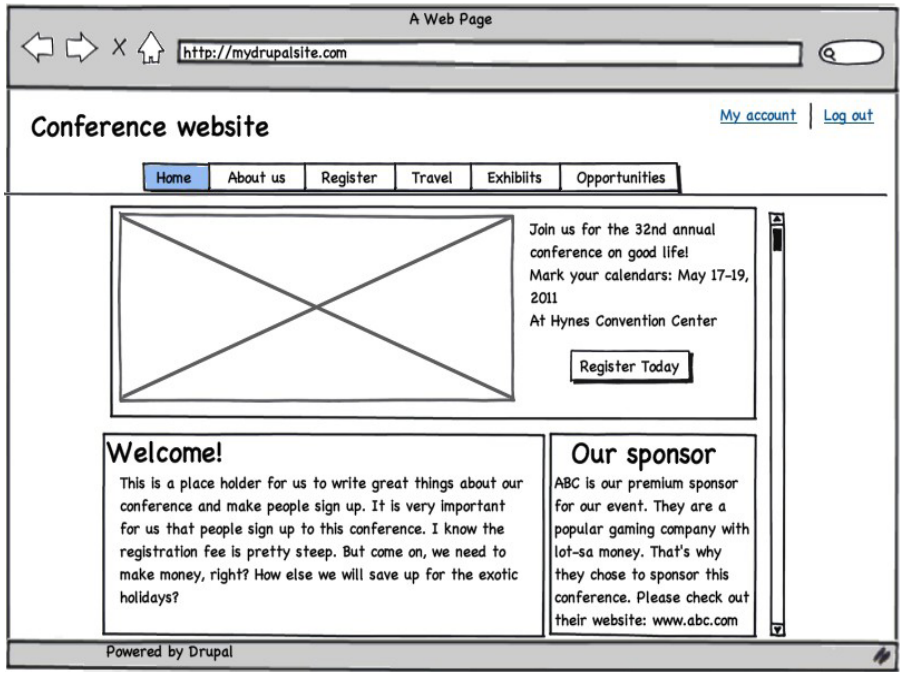
- To validate solutions to previous issues
- To start early
- To validate if participants can use new features
- To discover and communicate major usability issues

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

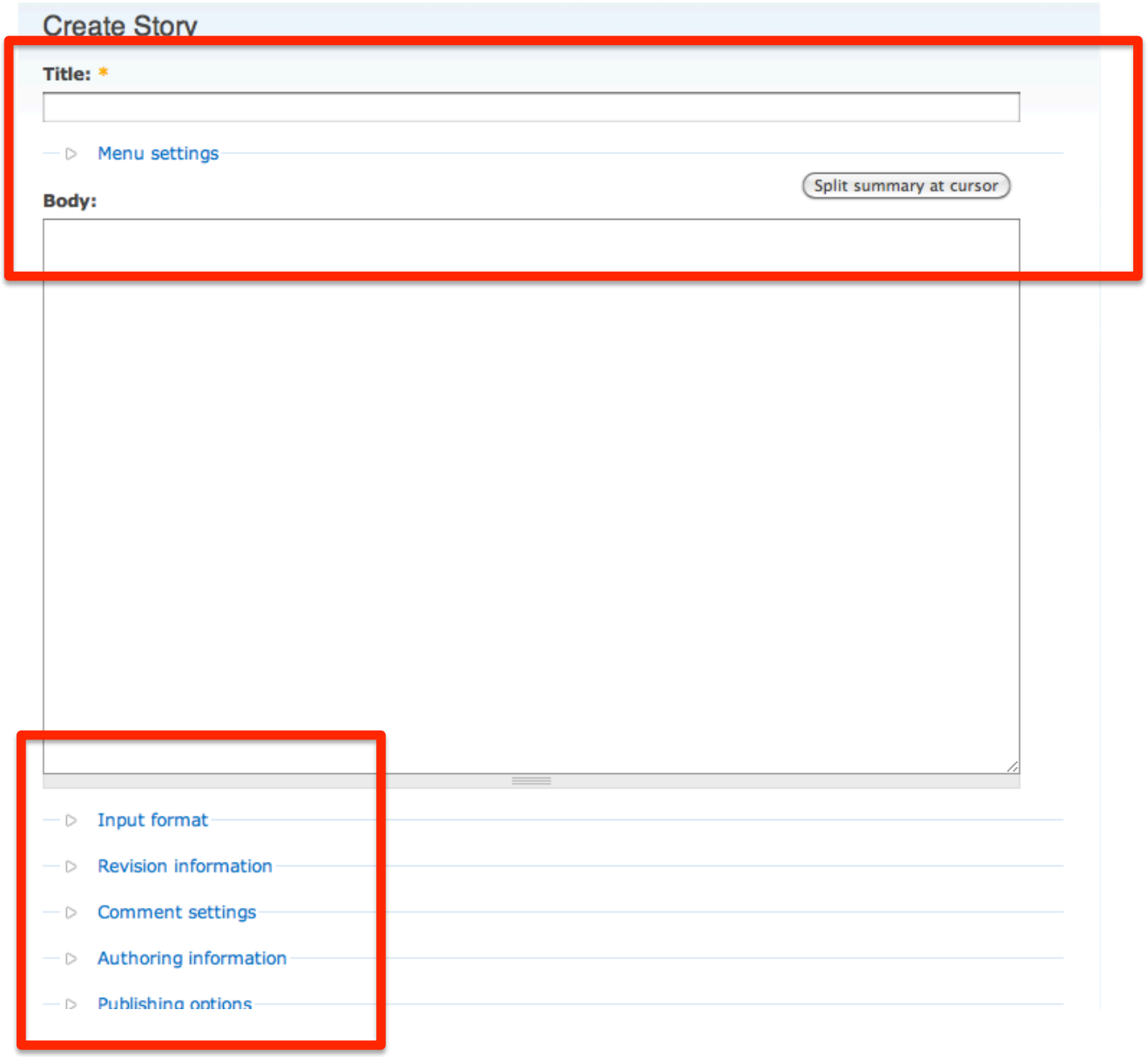
University of Baltimore | 2009

- Content creation
- Taxonomy
- Search
- Menus

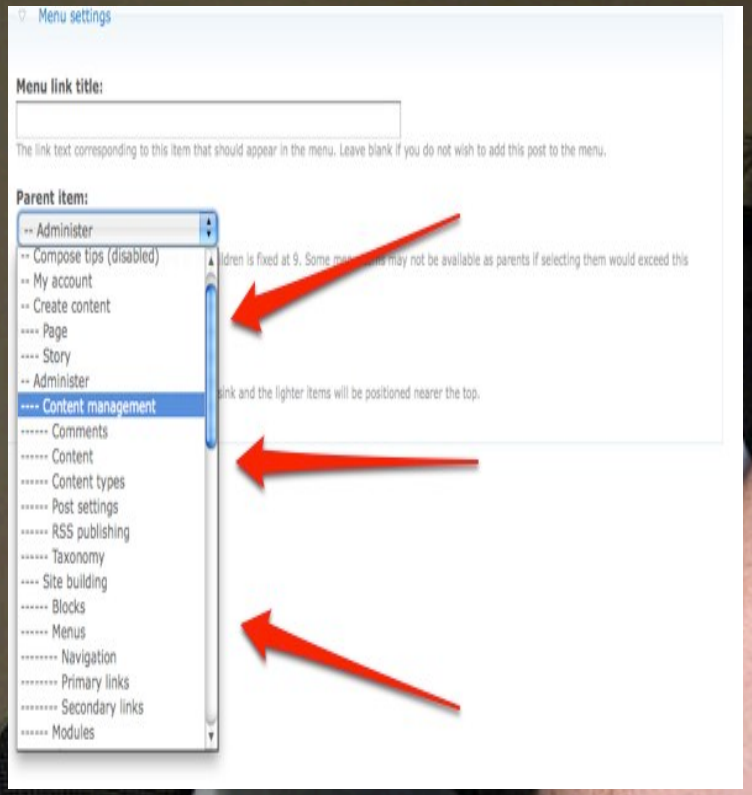
http://drupal.org/node/1162000

Create Content

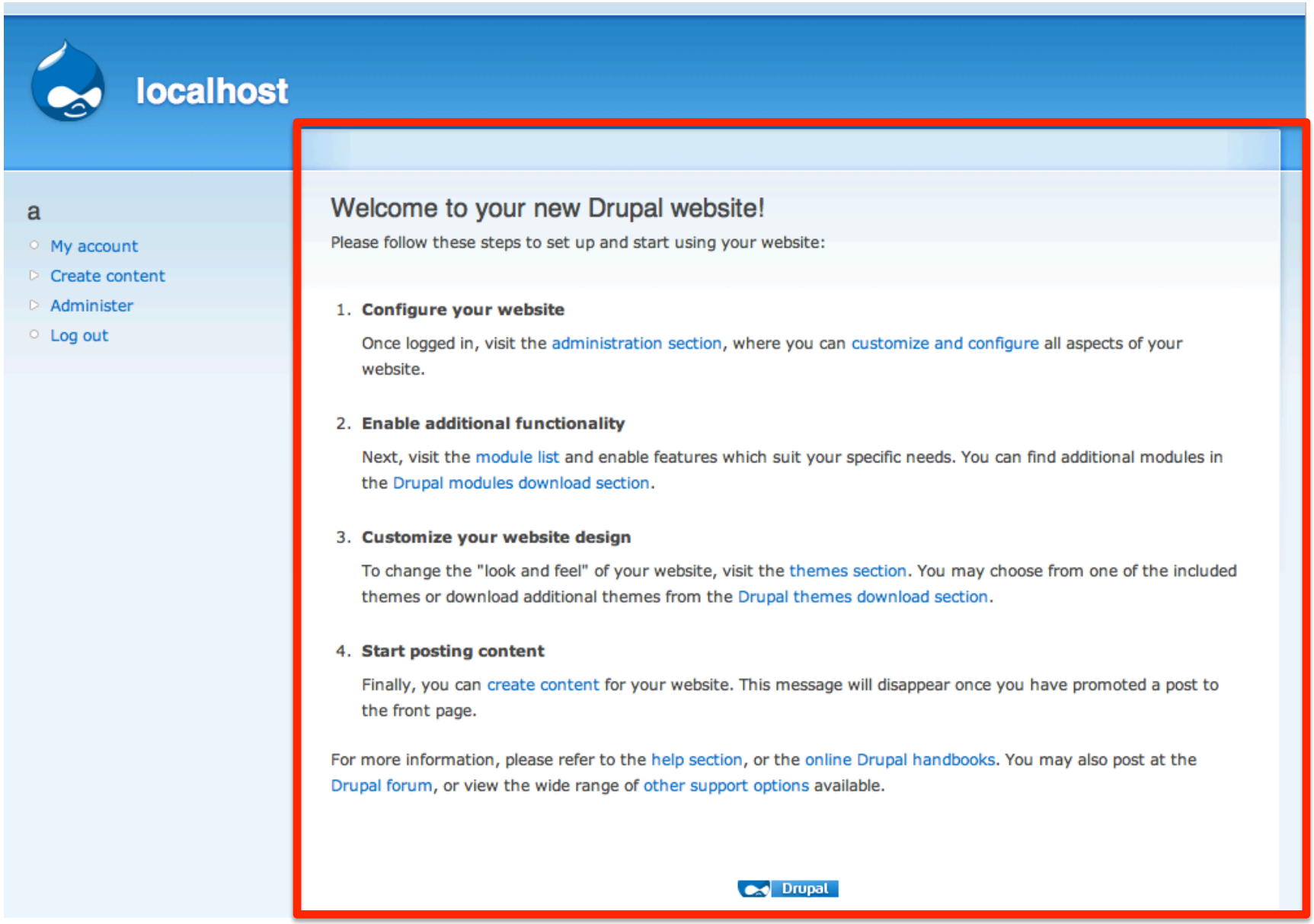
Create Content



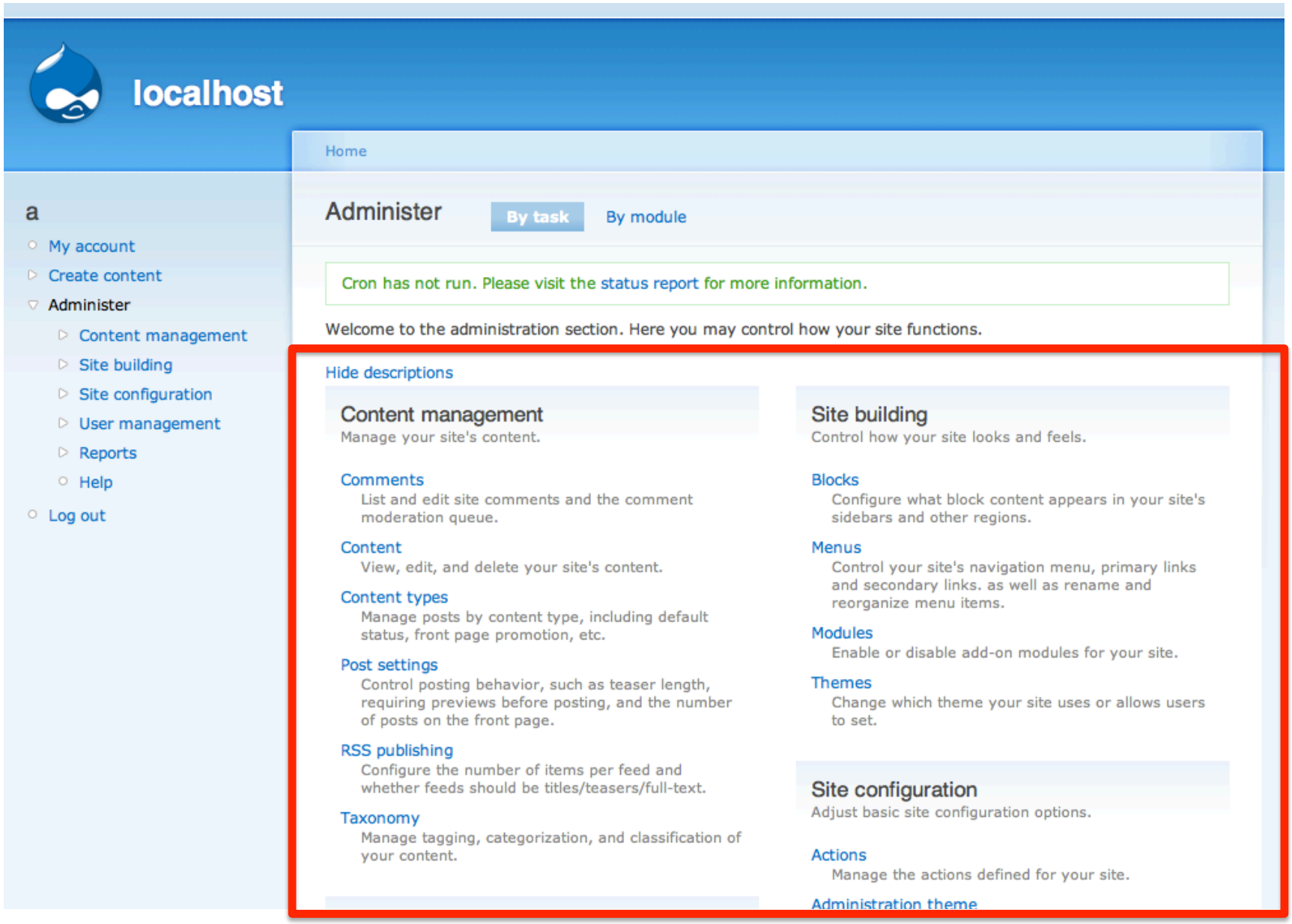
Menu Horror


Menu settings
Menu link title:
The link text corresponding to this item that should appear in the menu. Leave blank if you do not wish to add this post to the menu.
Parent item:
-- Administer
-- Compose tips (disabled)
-- My account
-- Create content
---- Page
---- Story
-- Administer
---- Content management
------ Comments
------ Content
------ Content types
------ Post settings
------ RSS publishing
------ Taxonomy
---- Site building
------ Blocks
------ Menus
-------- Navigation
-------- Primary links
-------- Secondary links
------ Modules

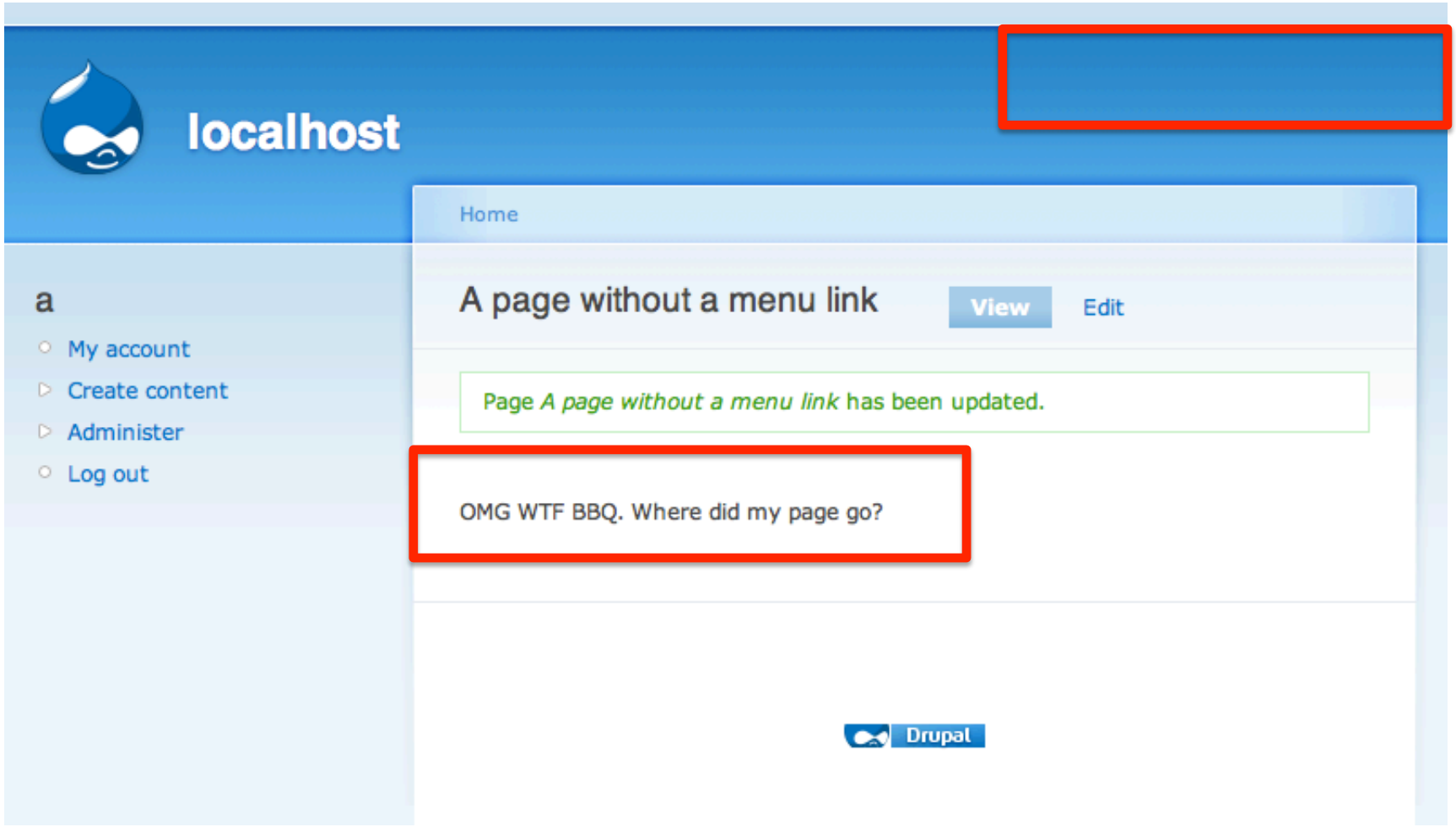
Admin/ Front-end Separation



Admin/ Front-end Separation

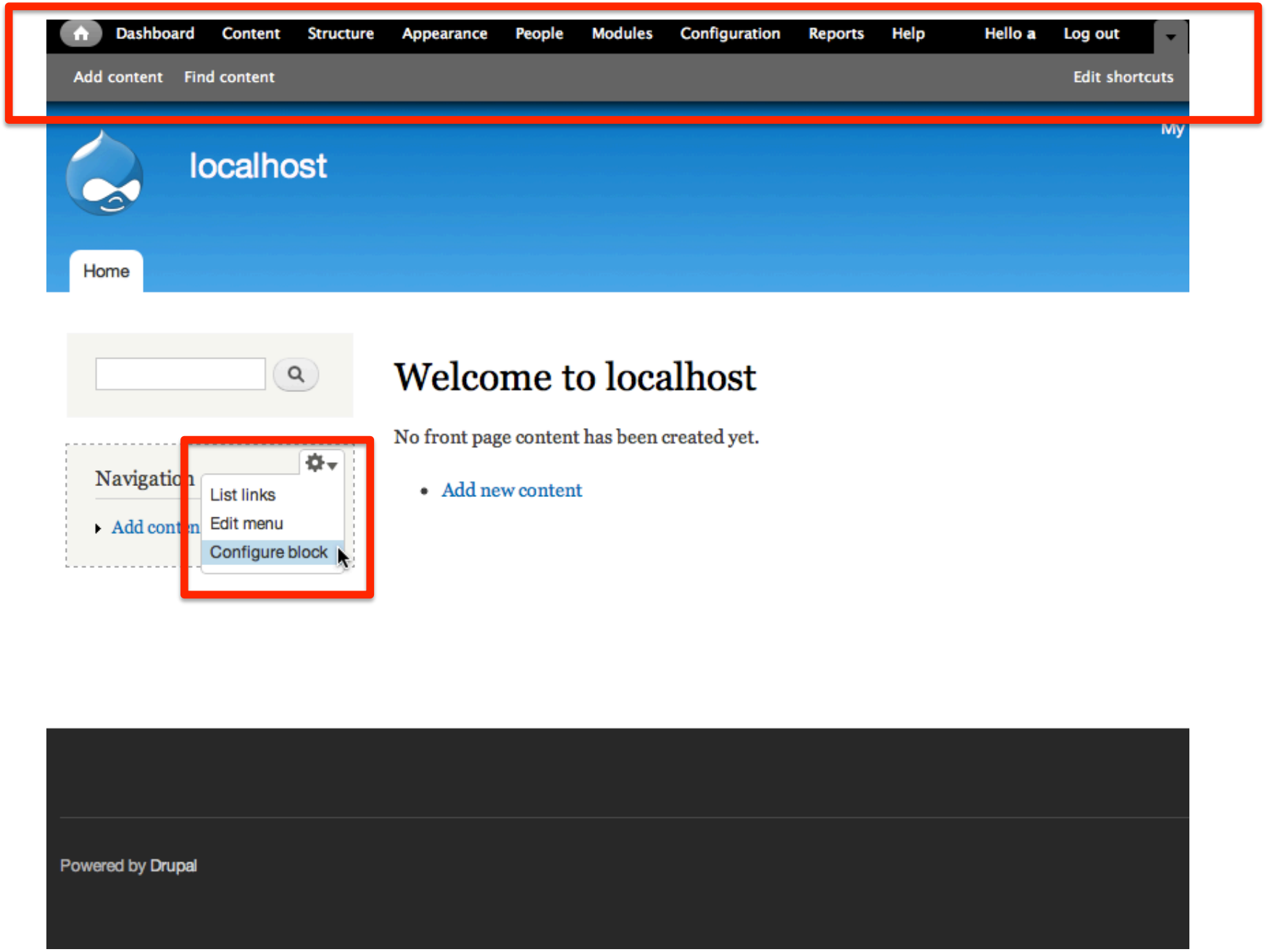


“Node Orphanage”

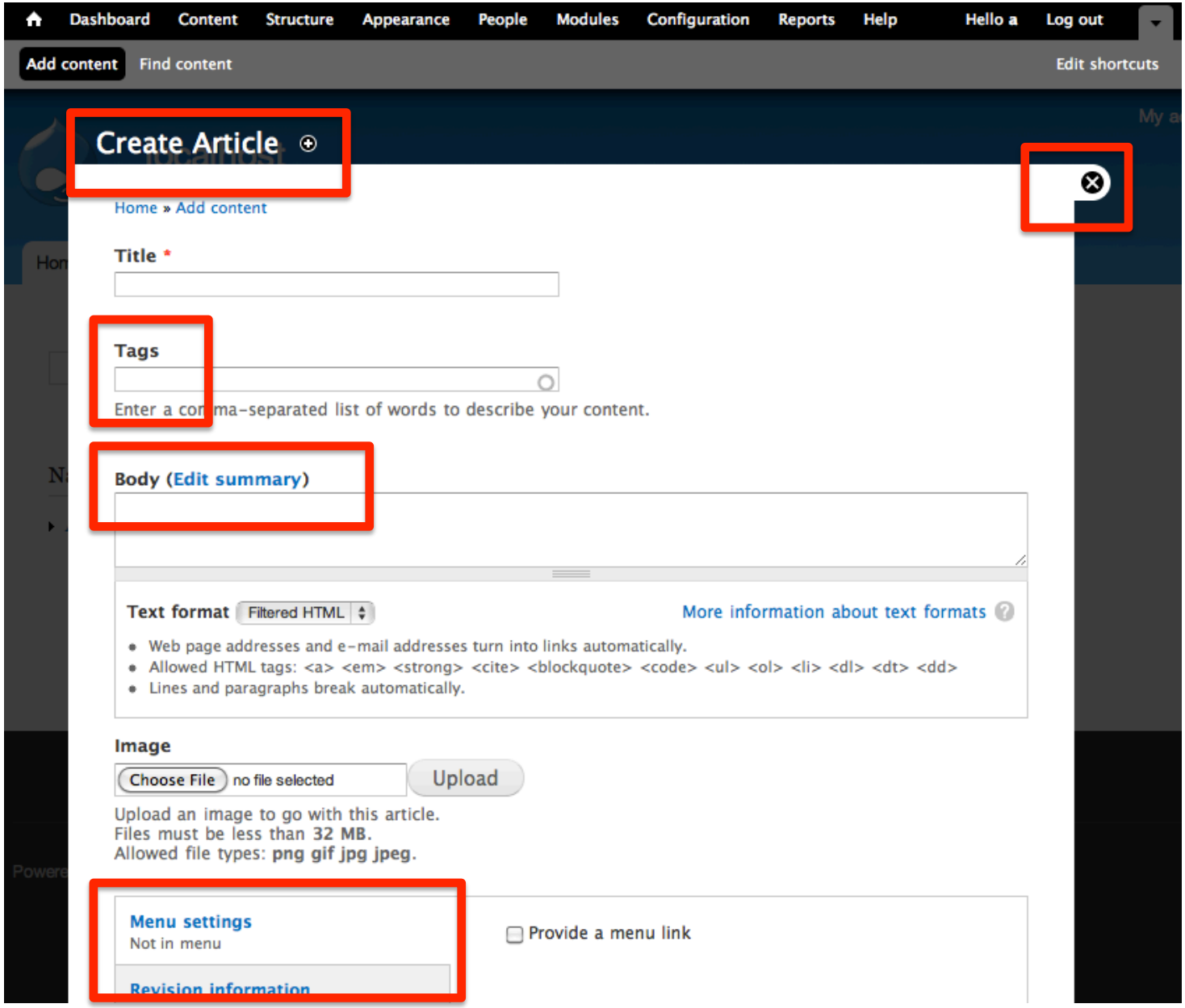


Fixes for Drupal 7

D7: Front-end changes



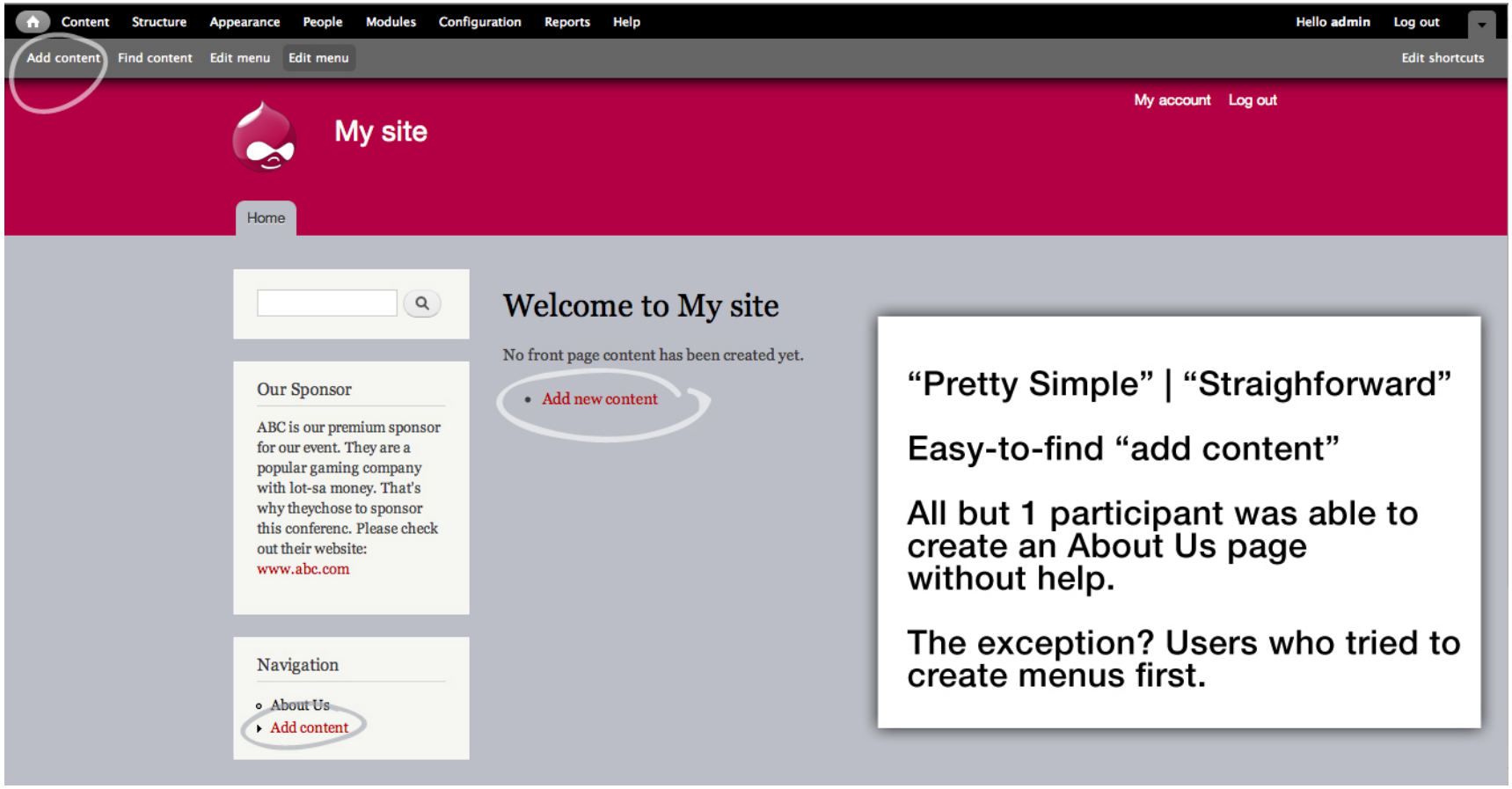
D7: Back-end changes



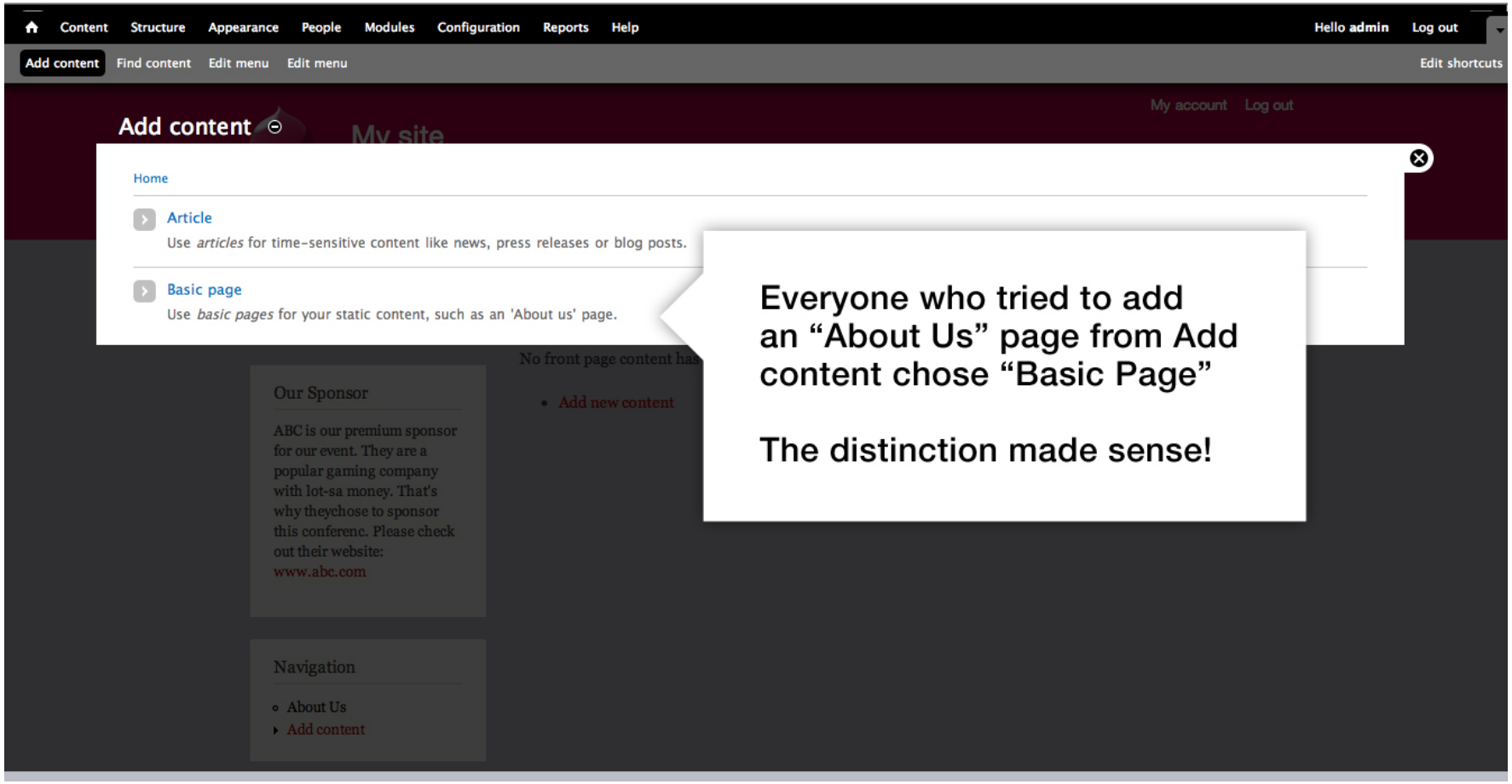
Positives

It's getting better

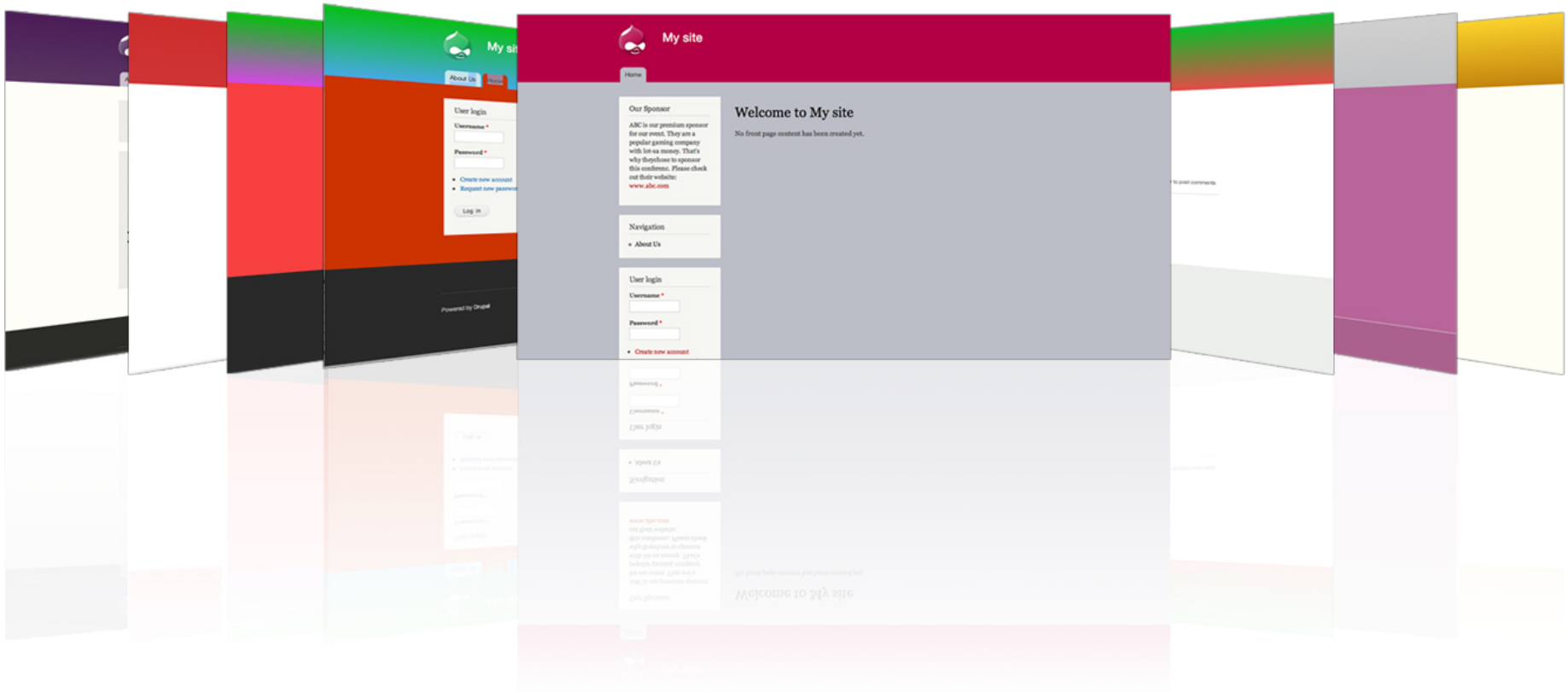
Adding Content



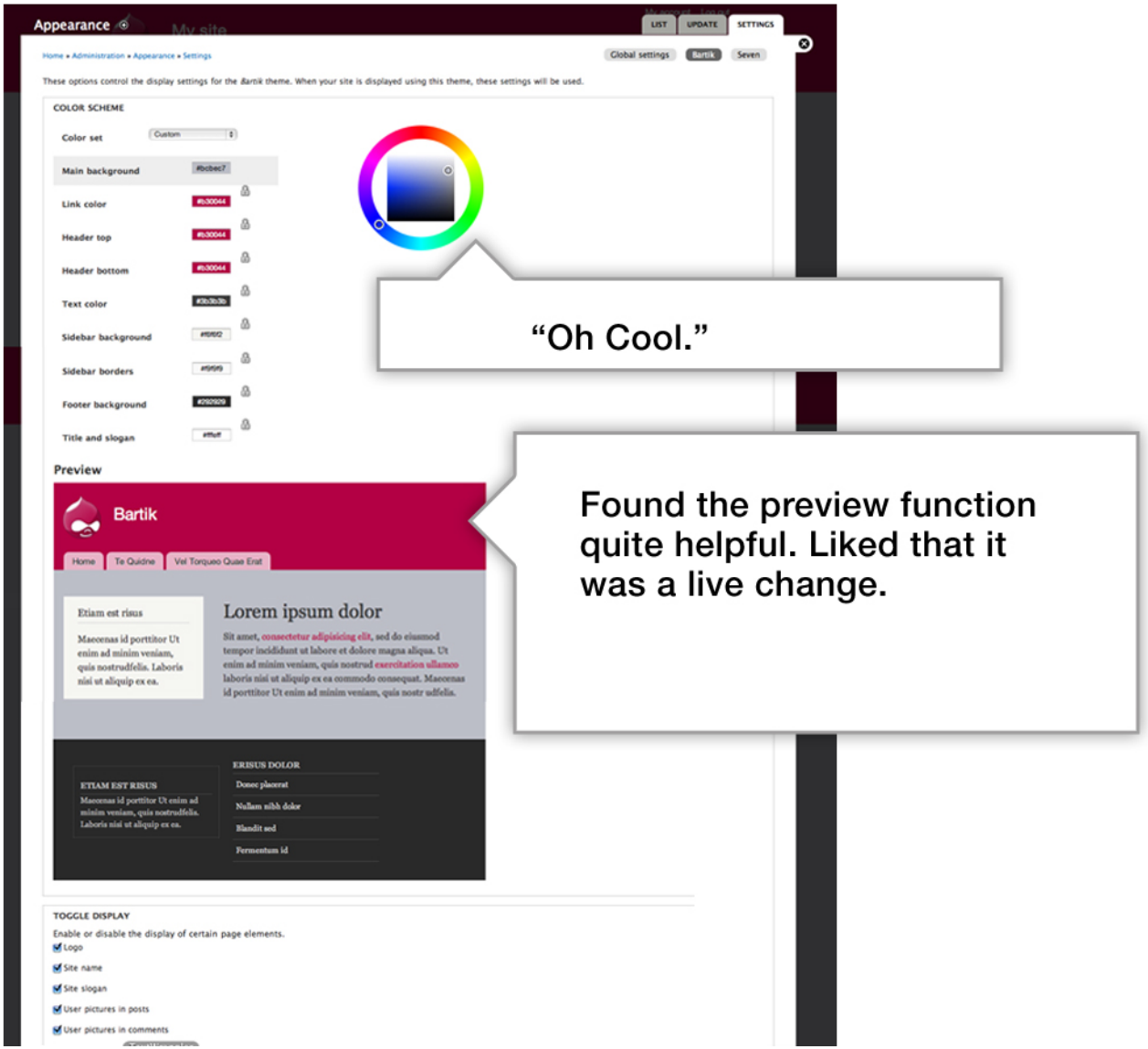
Basic Page vs. Article



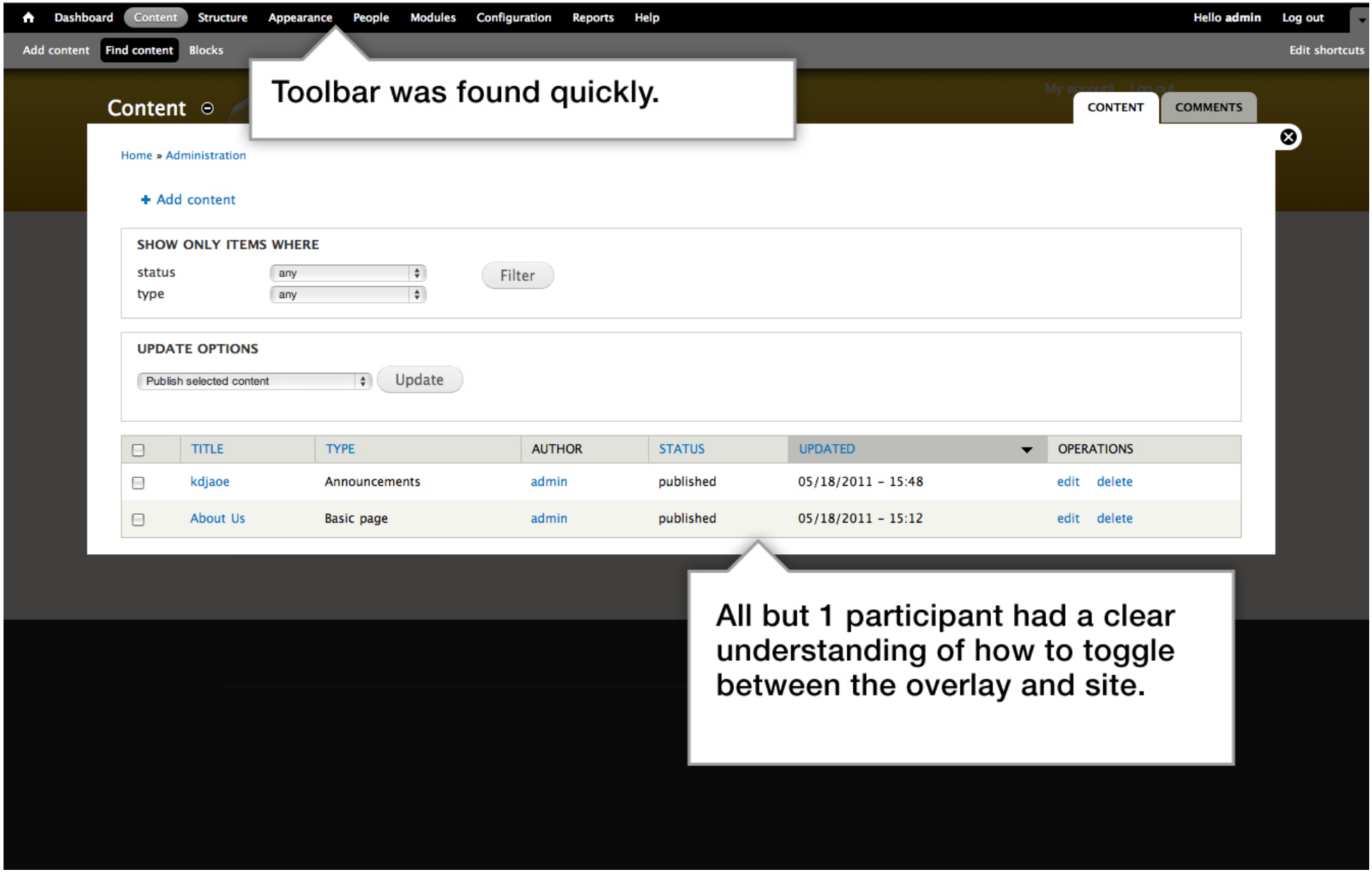
Editing Colors



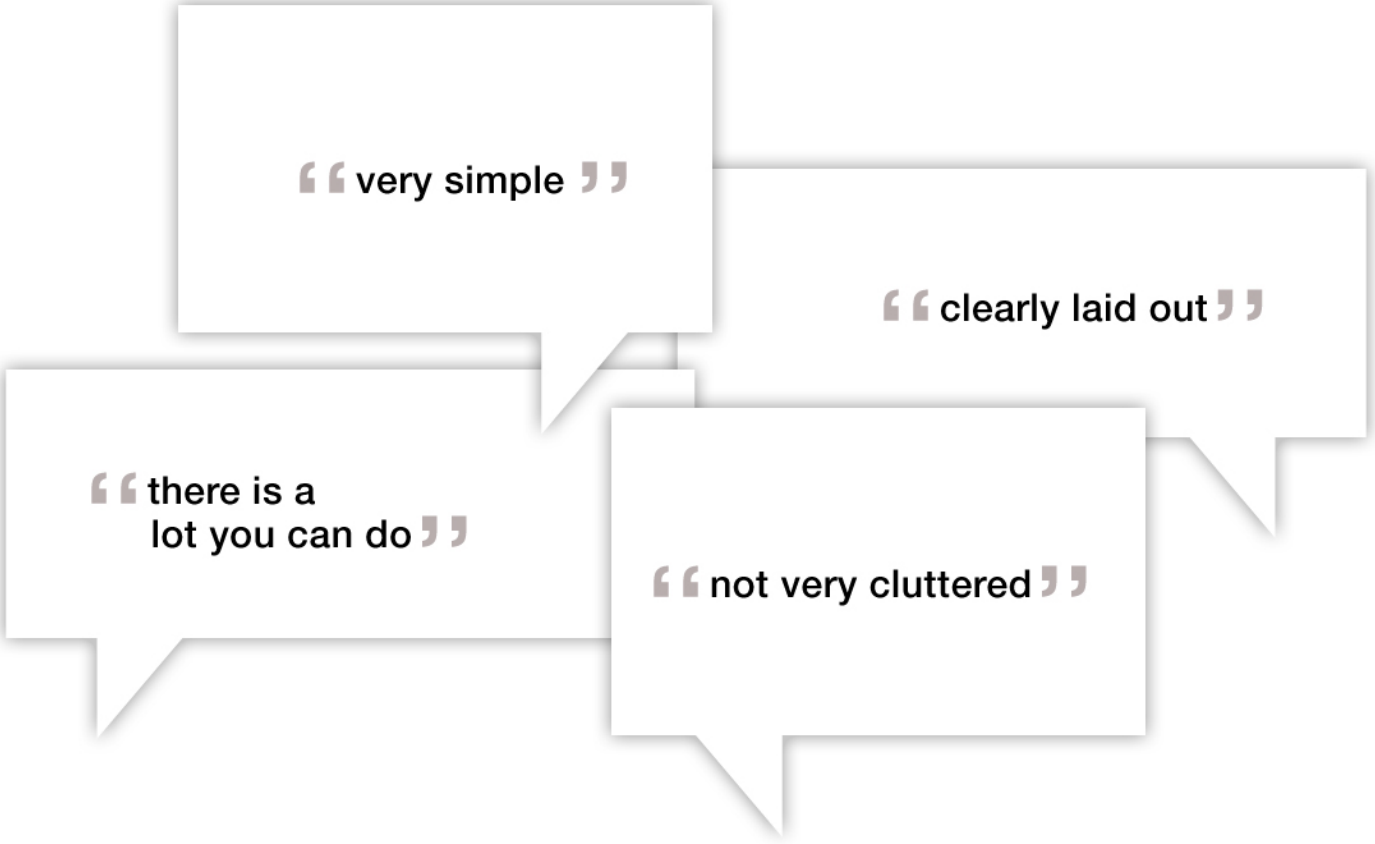
Editing Colors



Overlay + Toolbar

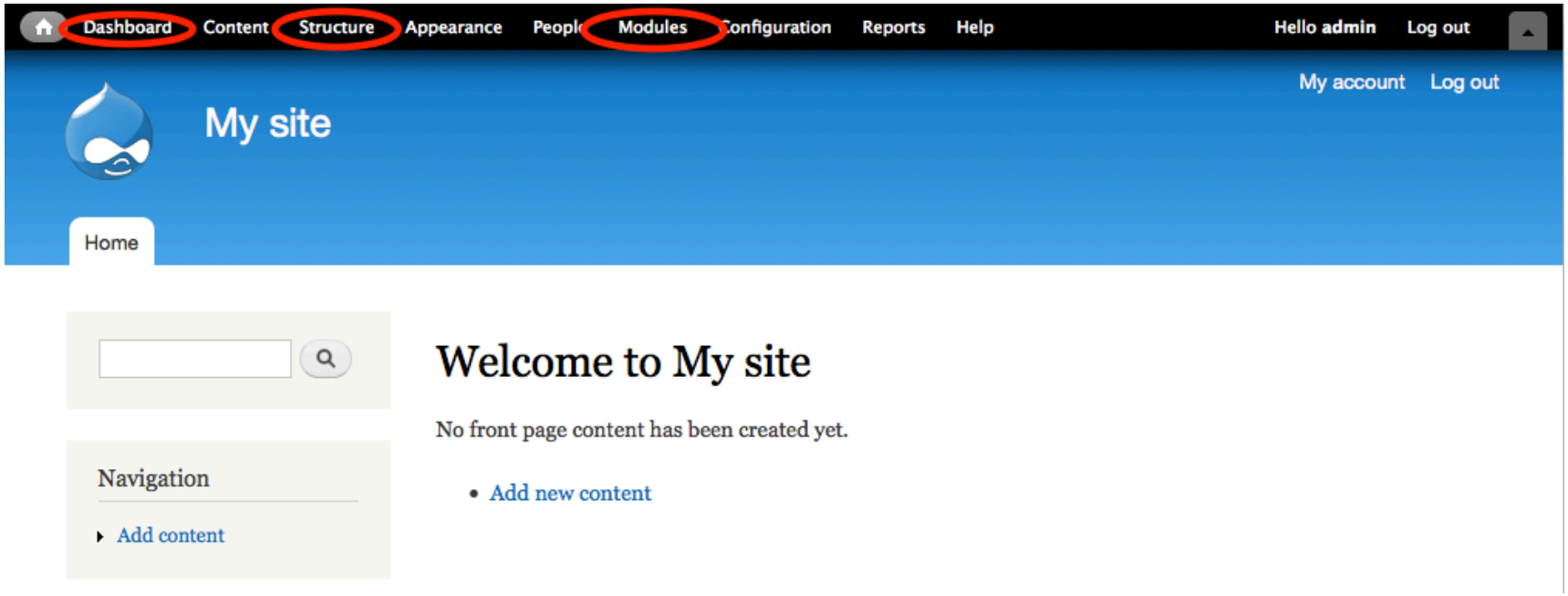


First Impressions



Issues

Terminology



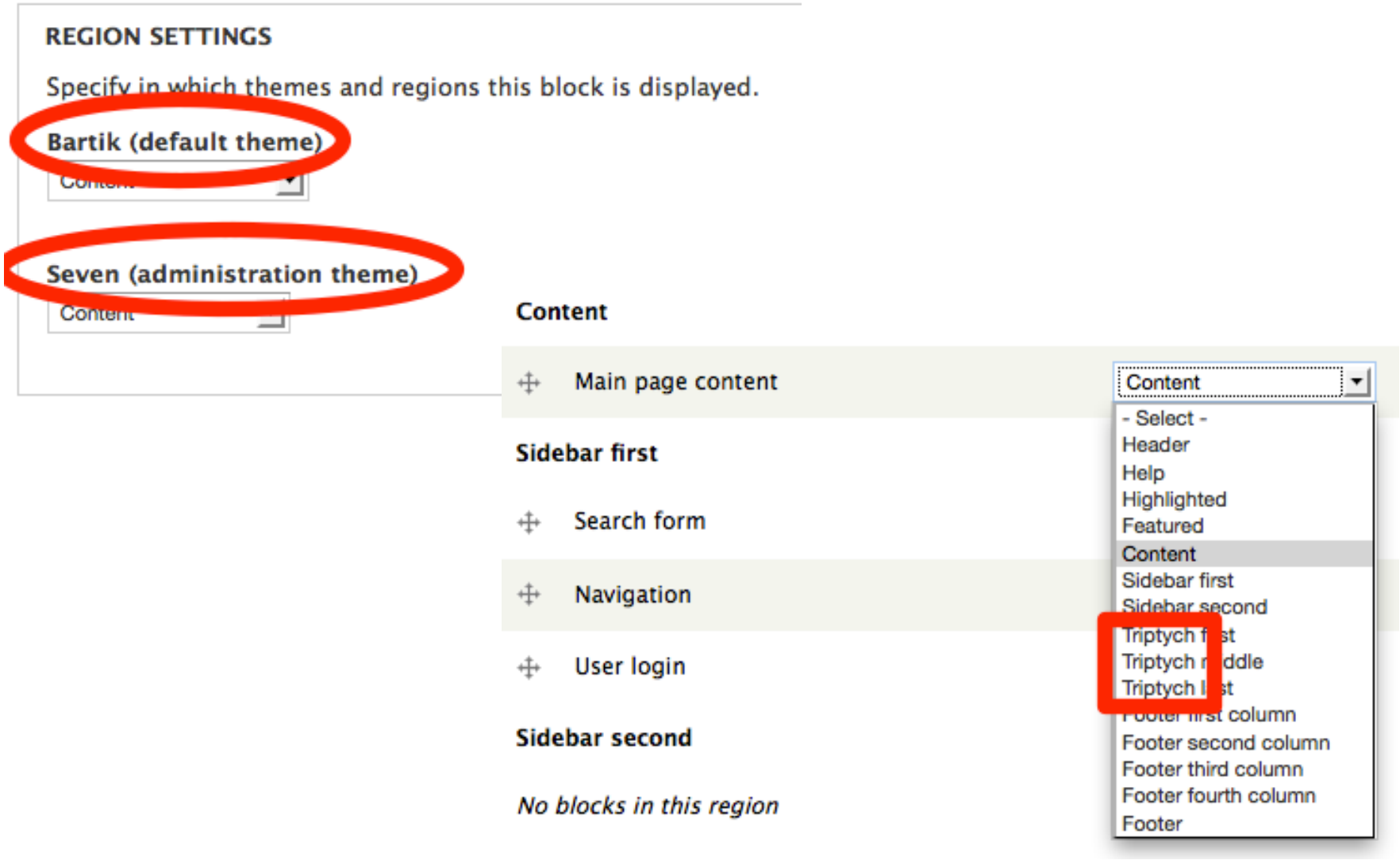
What is a module?

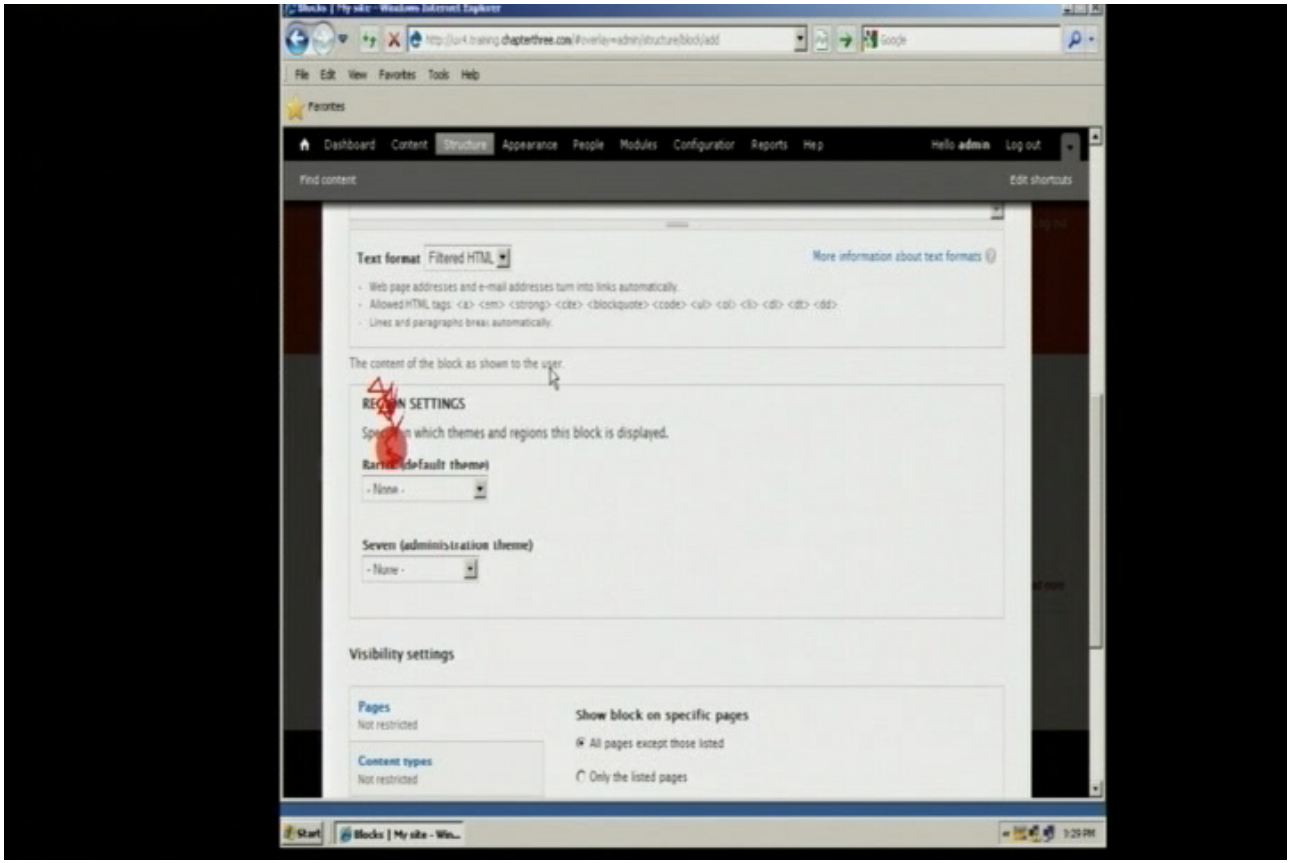
"A module is something on the home page that I click on"

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

"I don't even know what that means"

Theme and region names were confusing




File Edit View Favorites Tools Help
Favorites
Dashboard Content Structure Appearance People Modules Configurator Reports Help
Hello admin Log out
Find content
Edit shortcuts
Text format Filtered HTML
More information about text formats
Web page addresses and e-mail addresses turn into links automatically.
Allowed HTML tags: <a>   <cite> <blockquote> <code>   <dl> <dt> <dd>
Lines and paragraphs break automatically.
The content of the block as shown to the user.
REGION SETTINGS
Specify in which themes and regions this block is displayed.
Bartik (default theme)
- None -
Seven (administration theme)
- None -
Visibility settings
Pages
Not restricted
Content types
Not restricted
Show block on specific pages
All pages except those listed
Only the listed pages
Start
Blocks | My site - Win...
1:29 PM

Users expected immediate visual feedback during their site building tasks

Gap between context (site) and admin

Context

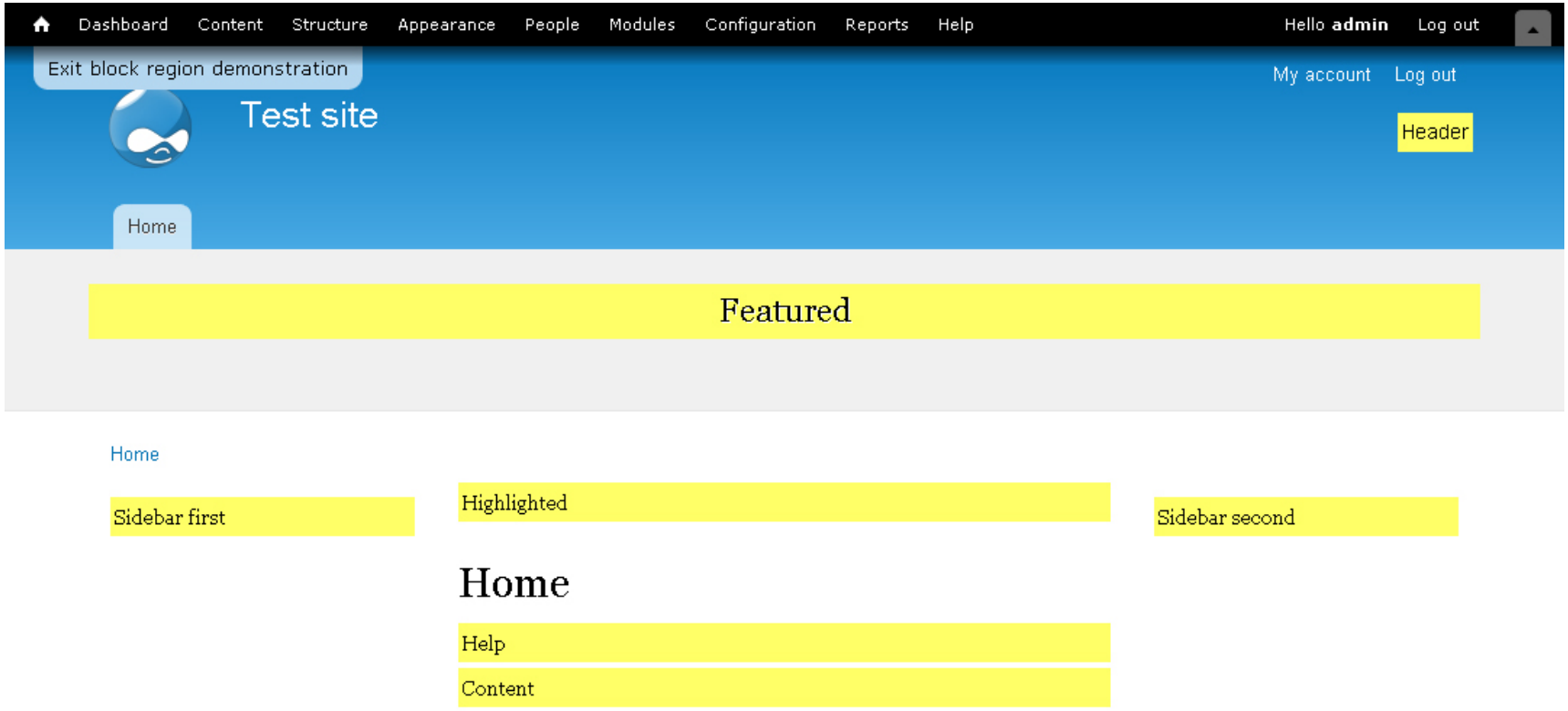
Gap

Admin

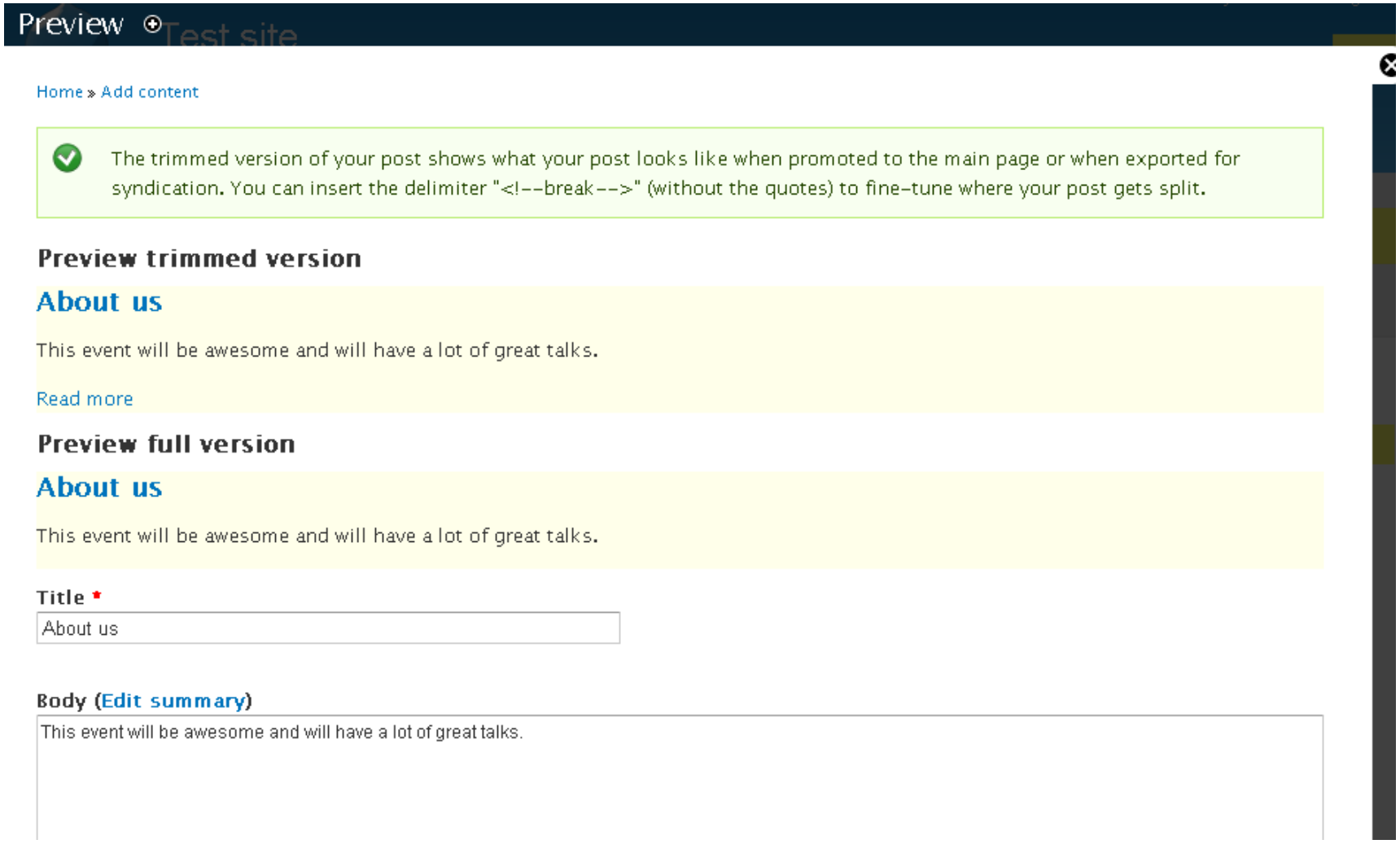
Where do these menu options go?

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

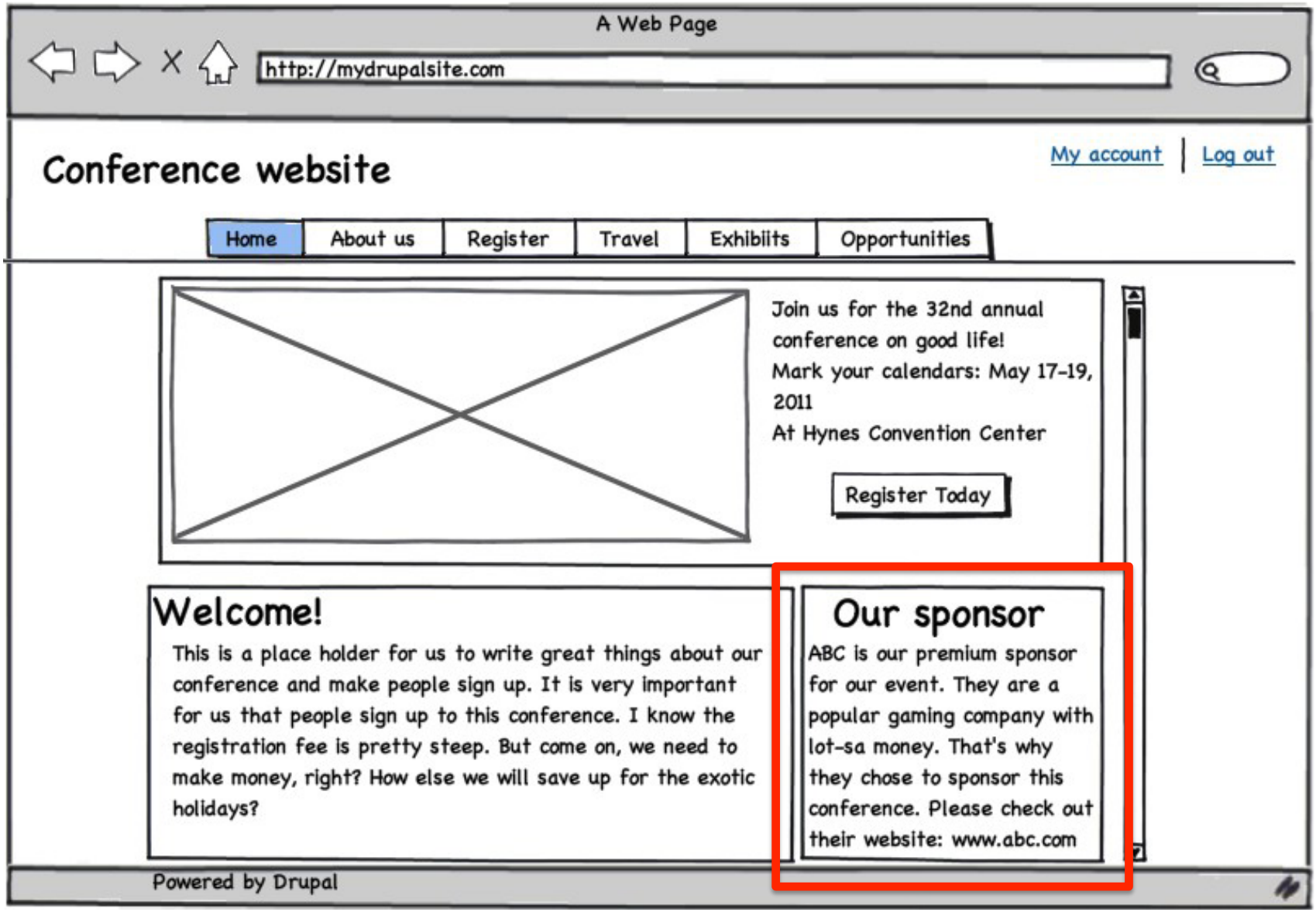
Can I add blocks here?



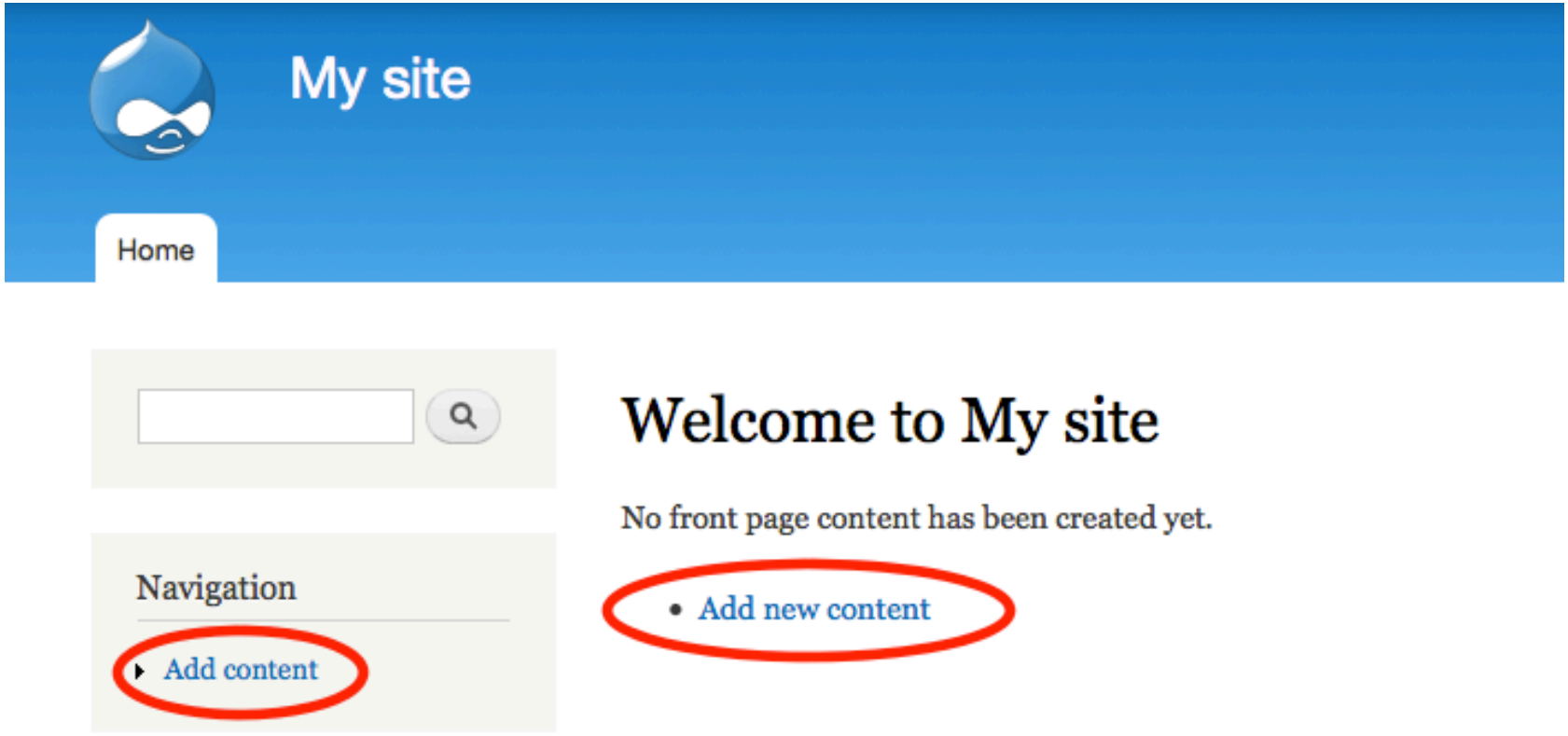
Content preview



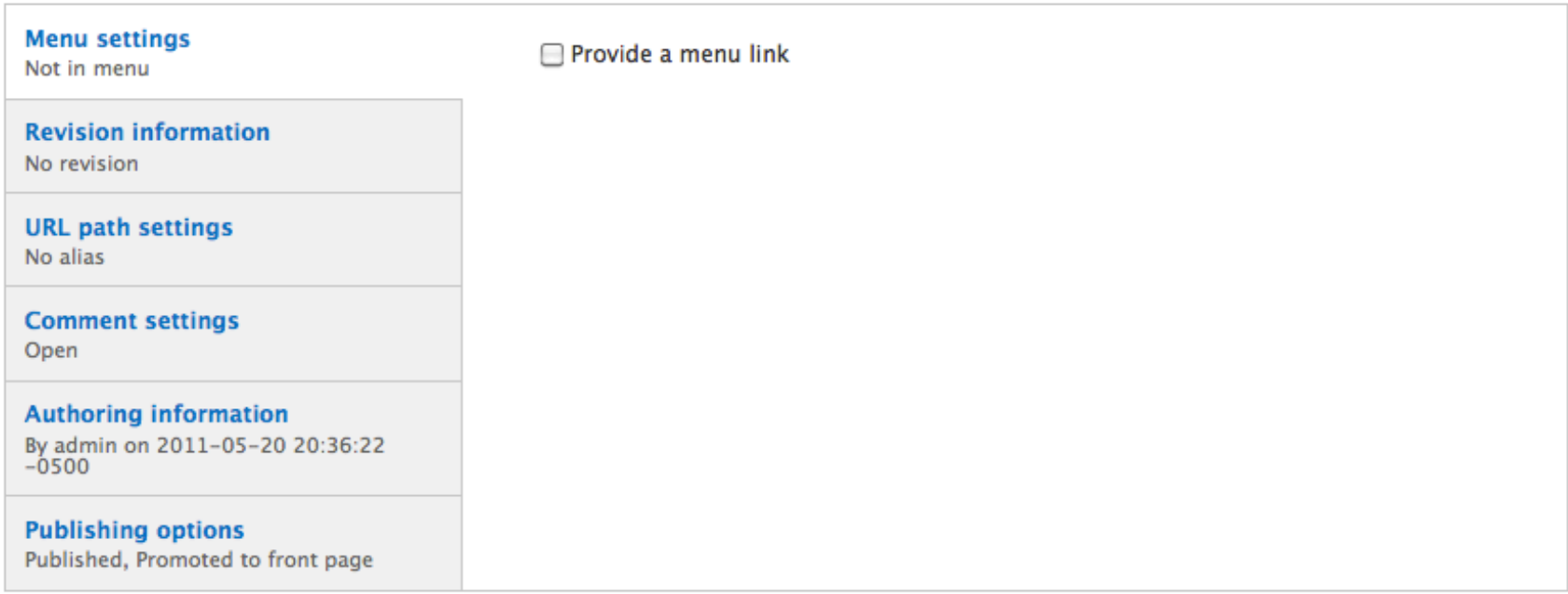
Blocks are “Content”



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

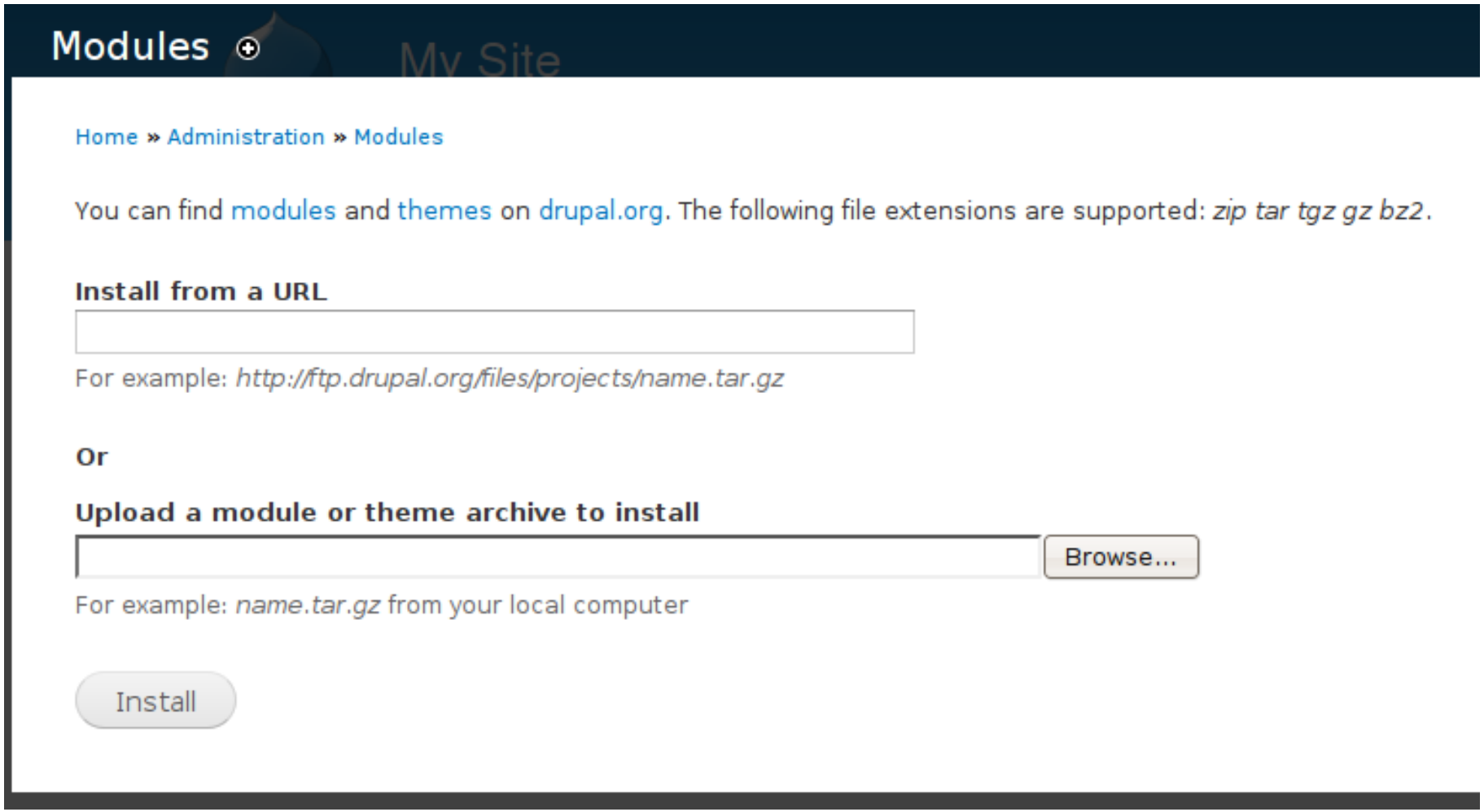


Users look for block settings in vertical tabs on pages



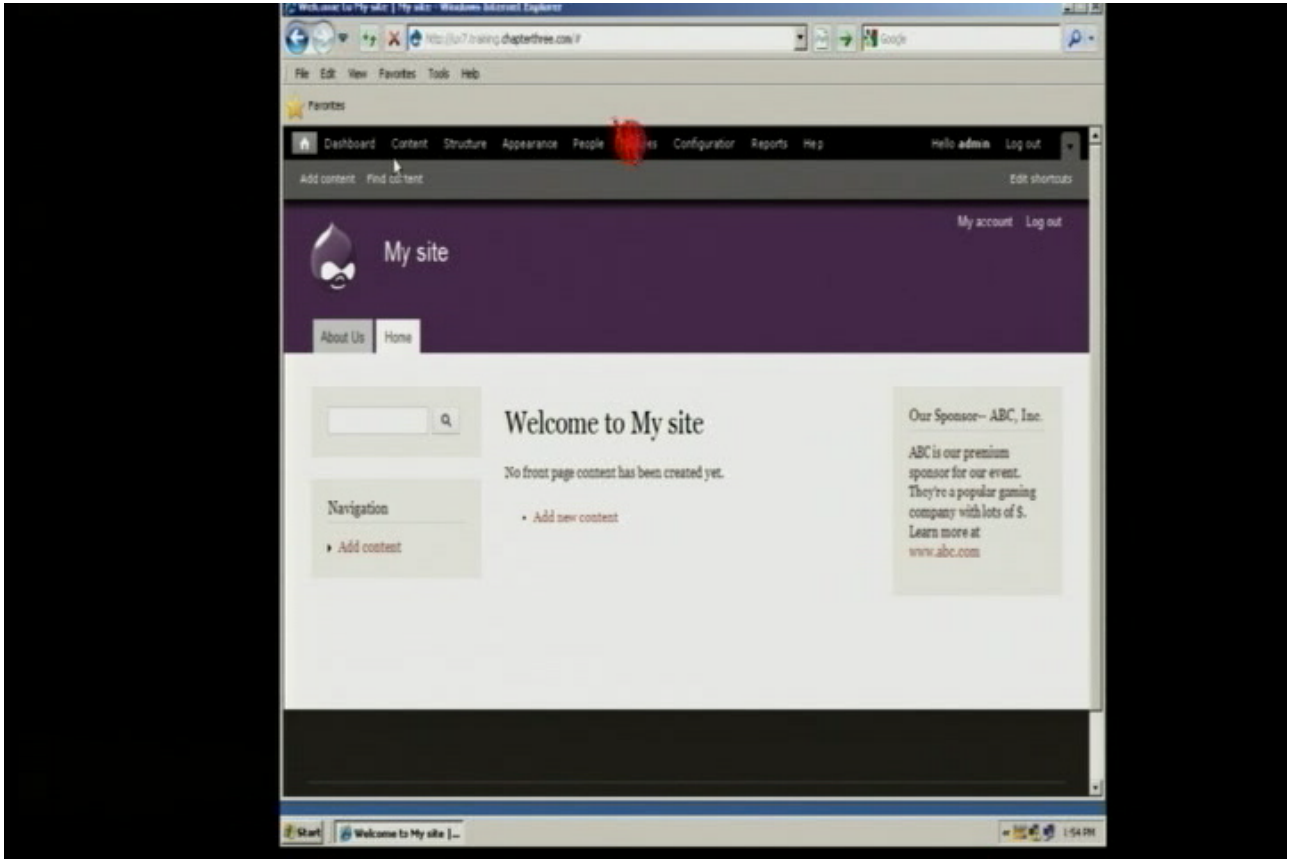
Adding modules to extend Drupal

We thought we were testing this...



…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.


File Edit View Favorites Tools Help
Favorites
Dashboard Content Structure Appearance People Configuration Reports Help
Hello admin Log out
Add content Find content
Edit shortcuts
My account Log out
My site
About Us Home
Welcome to My site
No front page content has been created yet.
Add new content
Navigation
Add content
Our Sponsor-- ABC, Inc.
ABC is our premium sponsor for our event. They're a popular gaming company with lots of $. Learn more at www.abc.com
Start
1:54 PM

Download & Extend

Download & Extend Home | Drupal Core | Modules | Themes | Translations | Installation

7977 Modules match your search

Modules categories: - Any -

Filter by compatibility: - Any -

Status: Full projects

Search Modules:

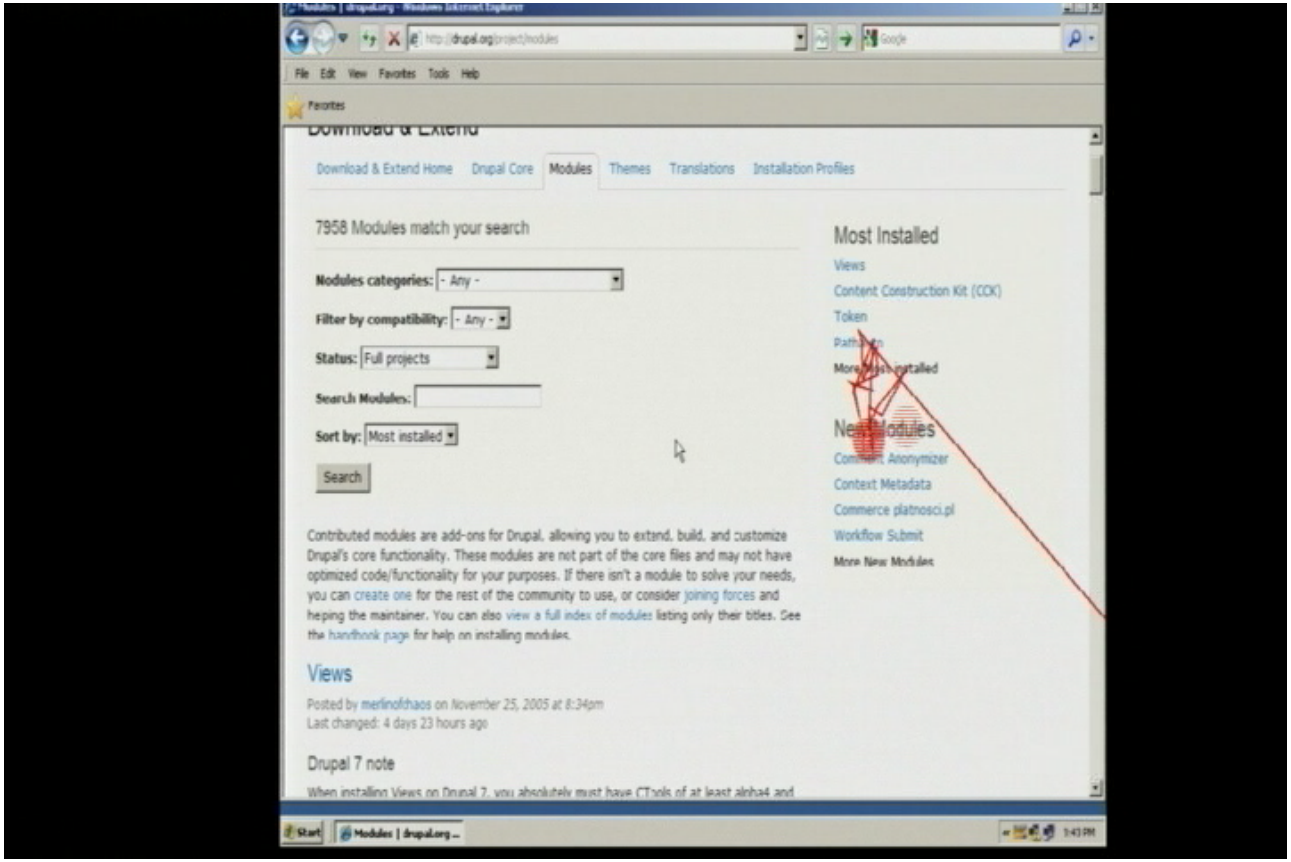
Sort by: Most installed

Search

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


File Edit View Favorites Tools Help
Favorites
Download & Extend
Download & Extend Home
Drupal Core
Modules
Themes
Translations
Installation Profiles
7958 Modules match your search
Modules categories: - Any -
Filter by compatibility: - Any -
Status: Full projects
Search Modules:
Sort by: Most installed
Search
Most Installed
Views
Content Construction Kit (CCK)
Token
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 8:34pm
Last changed: 4 days 23 hours ago
Drupal 7 note
Context Metadata
Commerce platnosci.pl
Workflow Submit

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 and 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.

Webform

View | Git instructions

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

Version to work from: * 7.x-3.9-hotfix Show

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	tar.gz (114.52 KB) | zip (145.39 KB)	2011-May-18	Notes
6.x-3.11	tar.gz (119.27 KB) | zip (150.7 KB)	2011-May-18	Notes

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 ...

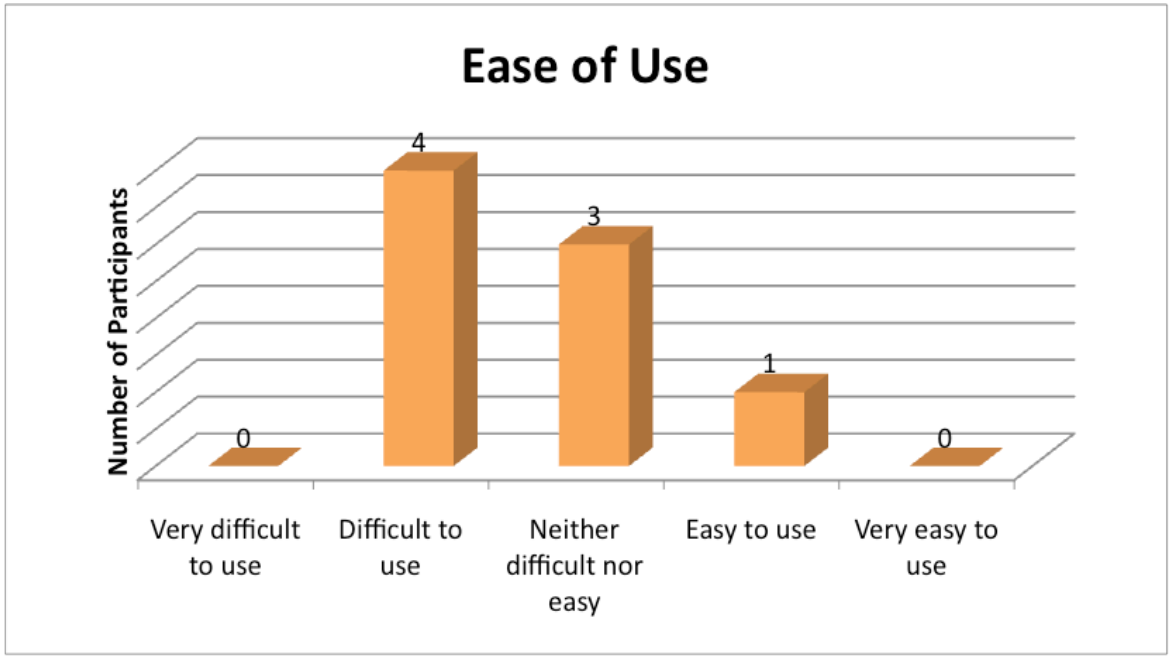
"This was just hard. I struggled with it. I will have my sister help me" (P4)

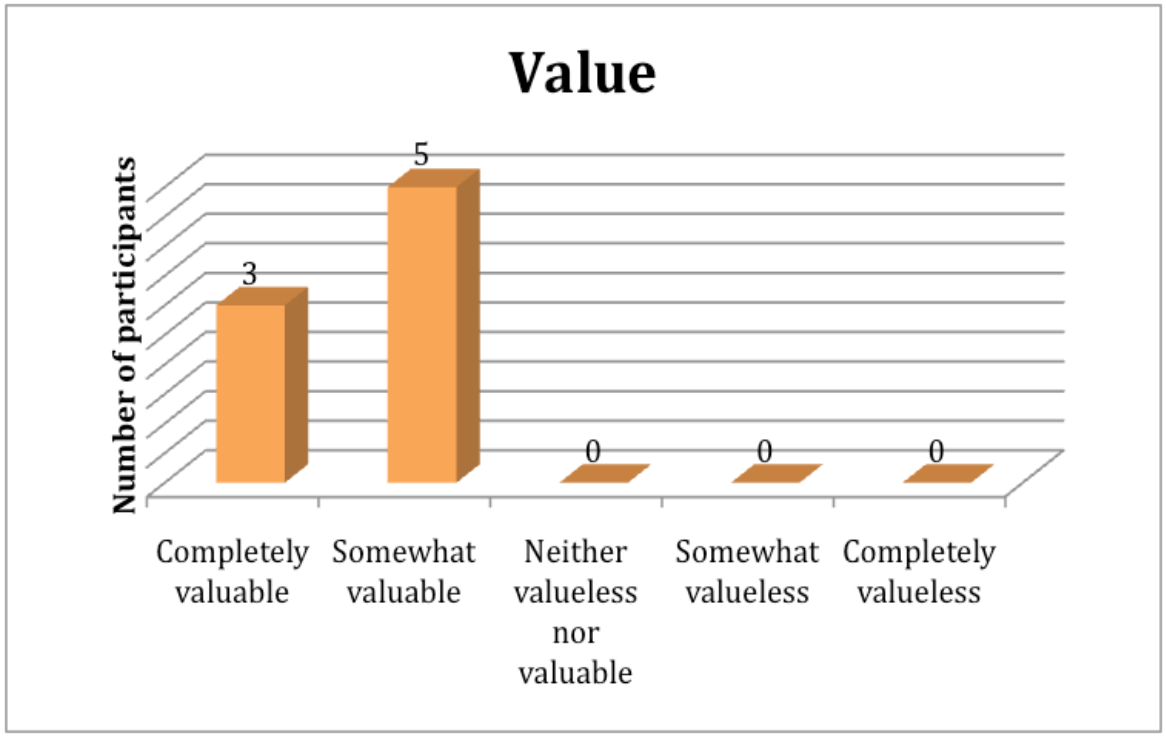
"If you know what you are doing, it's okay. But for the first time user, it is a little shaky!" (P5)

"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)

Time-Consuming
Customizable
Fast
Straight
Hard-to-Use
Appealing
Confusing
Efficient
Inconsistent
Forward
Organized
Valuable
Complex
Relevant
Consistent
Empowering
Frustrating
Rigid
Simplistic
Useful
Overwhelming
Usable
Too-Technical
Sophisticated


Ease of Use
Number of Participants
0
4
3
1
0
Very difficult to use
Difficult to use
Neither difficult nor easy
Easy to use
Very easy to use


Value
Number of participants
3
5
0
0
0
Completely valuable
Somewhat valuable
Neither valueless nor valuable
Somewhat valueless
Completely valueless

Next steps

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

http://j.mp/jgpSHI or 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

University of Minnesota
Usability Services

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.

Special thanks to Ray Tiley and Lynn Winter for editing the videos

Questions?