

User experience studies: Putting Drupal to the test

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DrupalCamp New Jersey
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Acquia™



The scene:

2009

University of Baltimore

Drupal 6 (mostly)



Experienced CMS user and developer

(but not Drupal)



**His task was to add some
content to the website.**



This is what happened.





Drupal 7.0

Content

My Site

My account

Log out

CONTENT

COMMENTS

Home » Administration

+ Add content

SHOW ONLY ITEMS WHERE

status

any

Filter

type

any

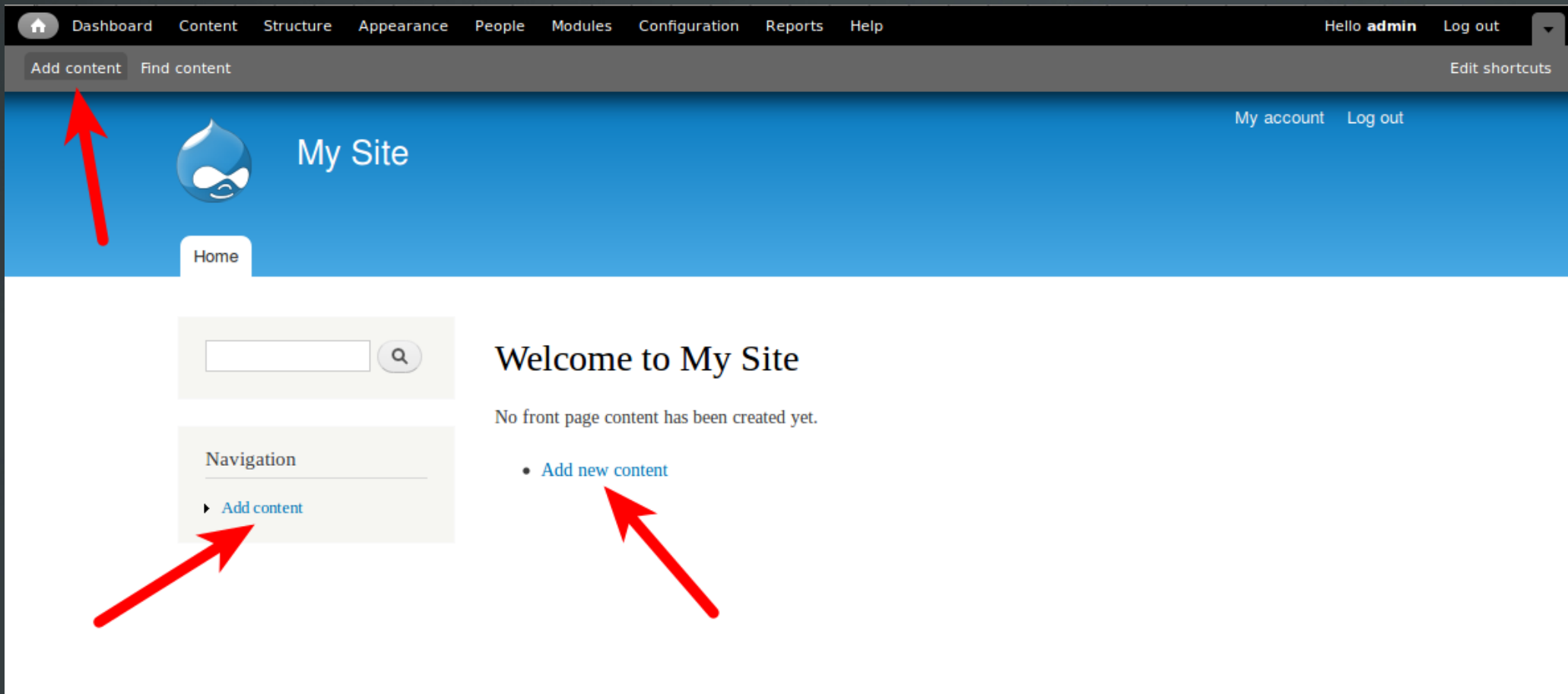
UPDATE OPTIONS

Publish selected content

Update

TITLE	TYPE	AUTHOR	STATUS	UPDATED	OPERATIONS
No content available.					

Drupal 7.0



**User experience testing is
powerful and important...**

and you can do it too!



**I am a developer
(not a usability specialist)**



I used to be a scientist



**User experience testing is
like science.**



The basic procedure



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- Find some people (usually 4-8)
 - Really only 4-8? Yup.



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 - Often: People who have built sites, but not with Drupal



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- Give them a task or tasks to complete
 - Be careful not to use terminology that gives them clues.



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- Find some people (usually 4-8)
 - Really only 4-8? Yup.
- Ideally they should fit a "persona"
 - Often: People who have built sites, but not with Drupal
- Give them a task or tasks to complete
 - Be careful not to use terminology that gives them clues.
- Write up results



You can do this informally (and we need you to)

"Conducting usability studies on your own"

Lisa Rex and Dharmesh Mistry

3:00pm, this room



Formal tests (mostly donated)


- U. Minnesota 2008 (Drupal 6 + CCK)
- U. Baltimore 2008 (Drupal 6 core)
- U. Baltimore 2009 (early Drupal 7 core)
- U. Minnesota 2011 (Drupal 7 core)
- Ideup! 2011 (Drupal 7 end users)
- Google Feb. 2012! (Drupal 7 core/contrib)




U. Minnesota

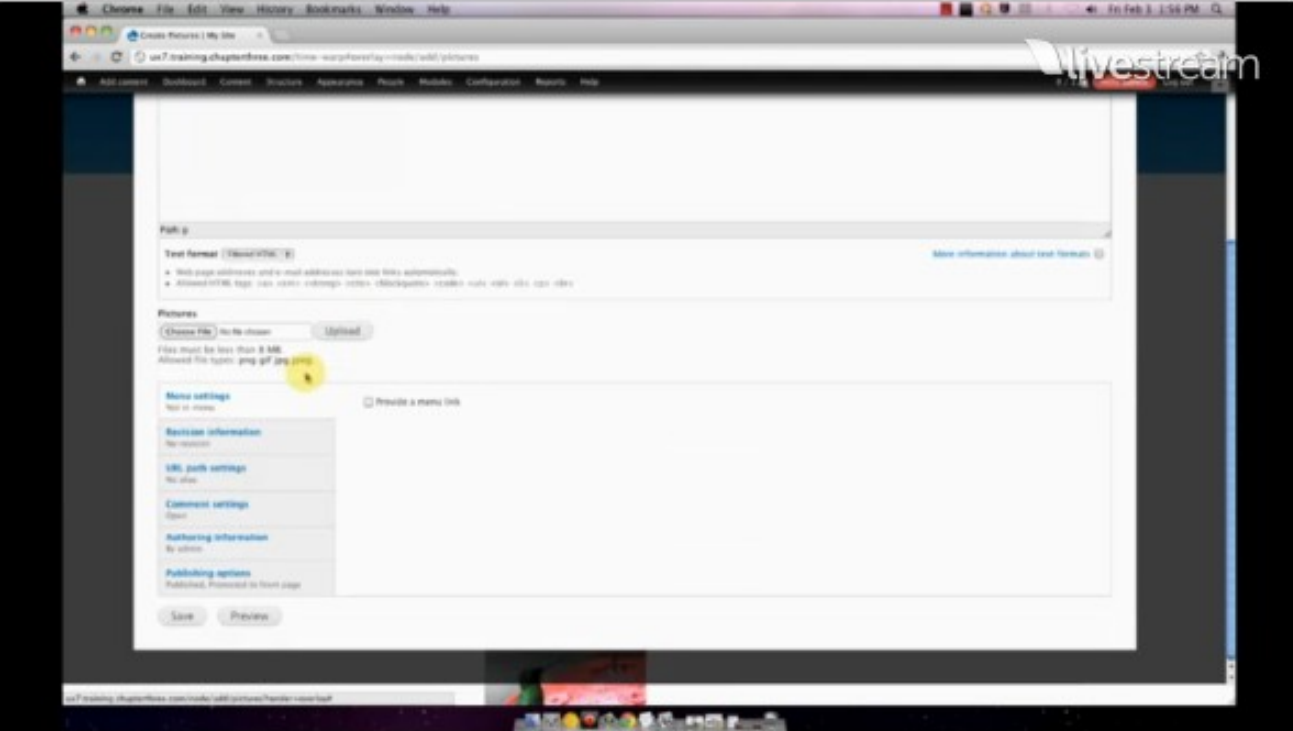


Google


 Channels ▾ Search Channels 🔍 Login Sign Up Liv

Times Talks: in conversation with Clooney and Alexander Payne - RSVP









**technicka**
Drupal 7 Usability studies broadcasted live from Google Mountain View, supported by Google Open Source.



The screenshot shows a web browser window displaying a Drupal 7 training page. The page has a sidebar with navigation links: Home, About, Contact, Structure, Appearance, Tools, Modules, Configuration, Reports, Help. The main content area is titled 'Form' and contains a 'Text format' section with a 'More information about text format' link. Below this is a 'Pictures' section with a 'Choose file' button and a 'No file chosen' status. A yellow cursor is pointing at the 'Choose file' button. The page also has sections for 'Menu settings', 'Section information', 'URL path settings', 'Comment settings', 'Authoring information', and 'Publishing options'. At the bottom of the page, there are 'Save' and 'Preview' buttons.

Chat  facebook

Welcome to the 'technicka' room.
Bojhan: Yup, we are all on IRC

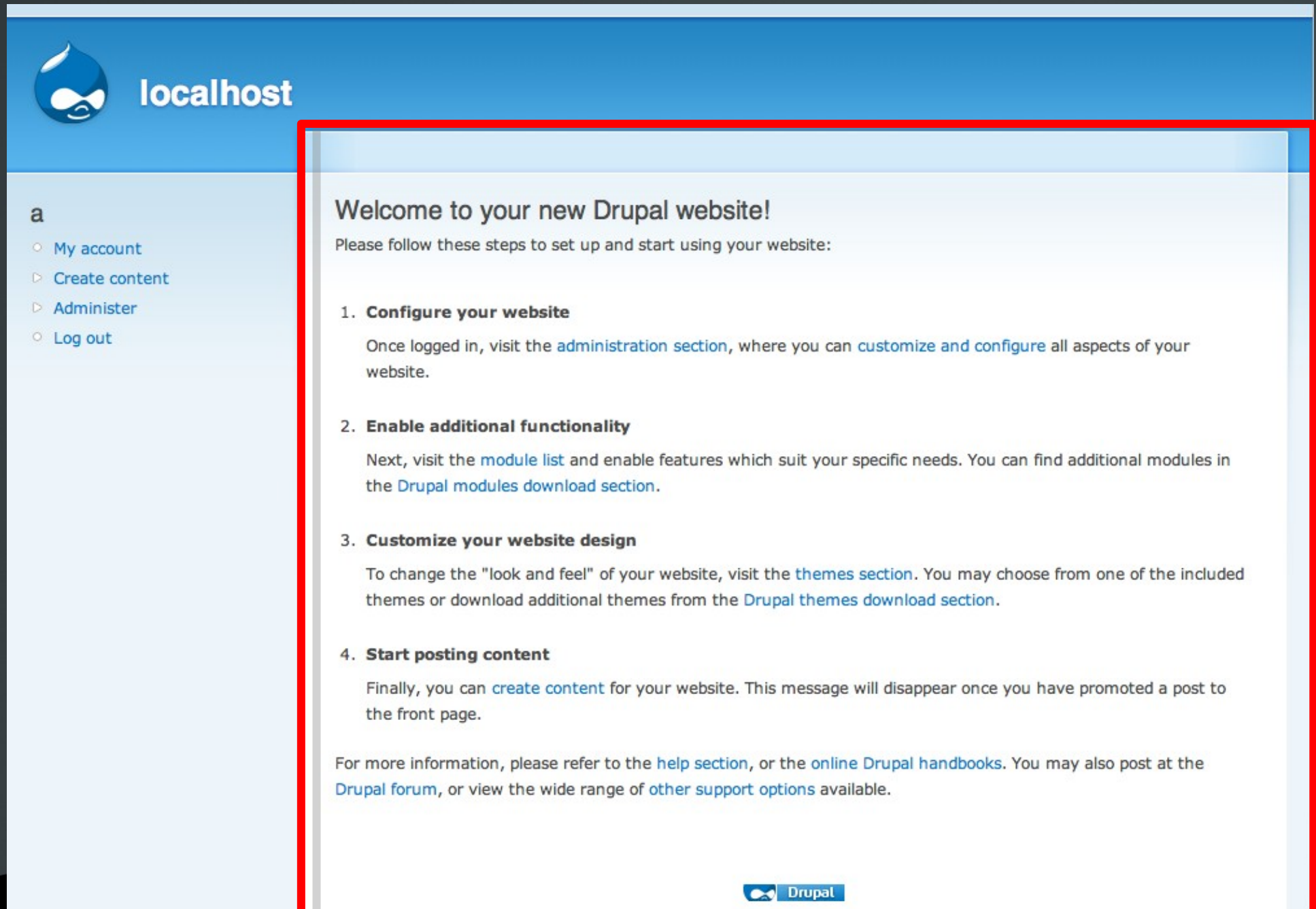
  **LIVE** 67 VIEWERS MEDIUM   SHARE    


What have we learned, and where are we going?

drupal.org/community-initiatives/drupal-core/usability



Admin vs. front-end confusion



 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 vs. front-end confusion

The screenshot displays the Drupal 7 administration interface. At the top, the 'localhost' logo is visible. The left sidebar contains a navigation menu with the following items: '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 includes tabs for 'By task' 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.' The interface is divided into two columns. The left column, highlighted with a red border, lists several administrative tasks: '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), and 'Taxonomy' (Manage tagging, categorization, and classification of your content). The right column lists other administrative tasks: '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.

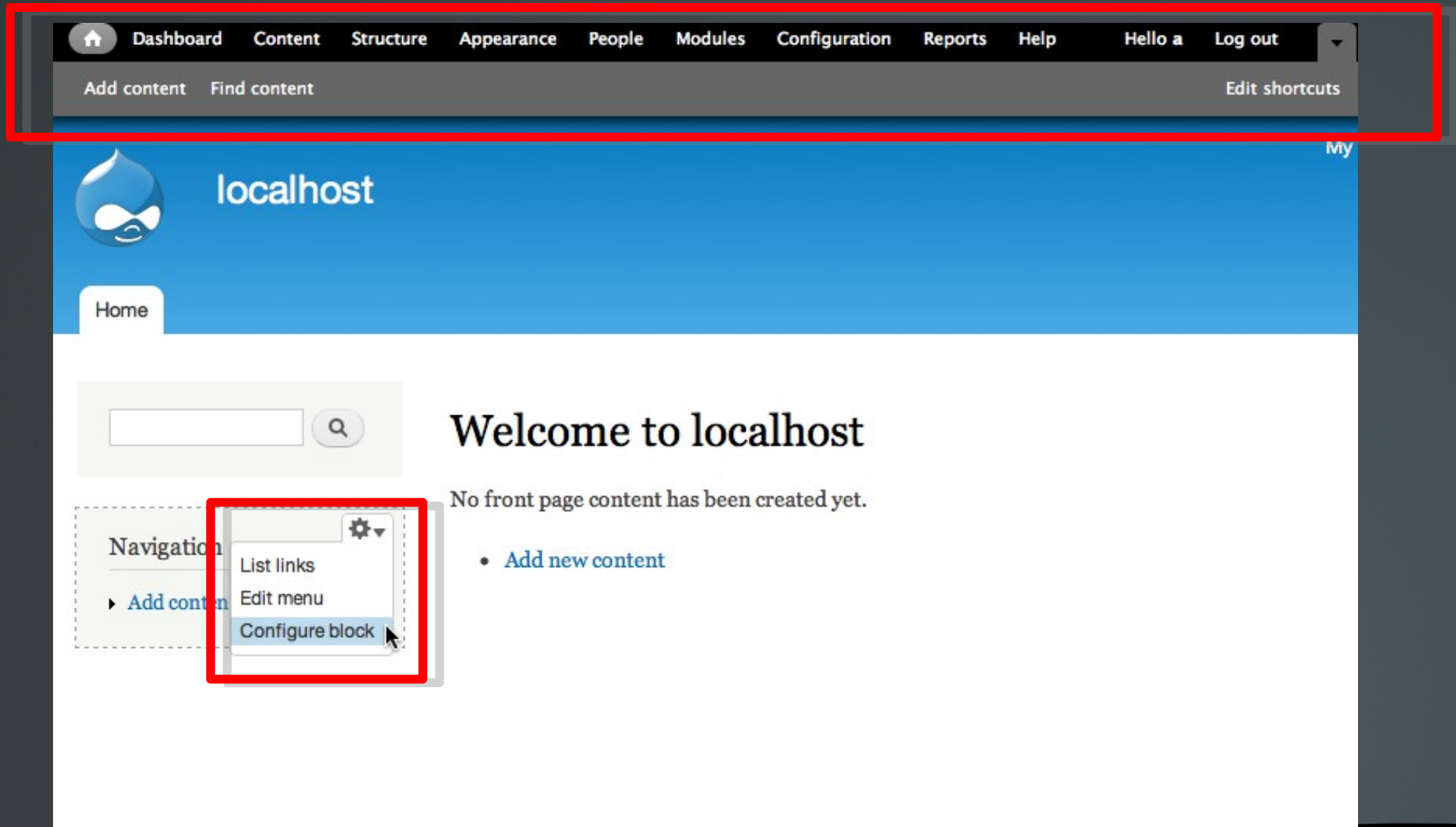
Themes
Change which theme your site uses or allows users to set.

Site configuration
Adjust basic site configuration options.

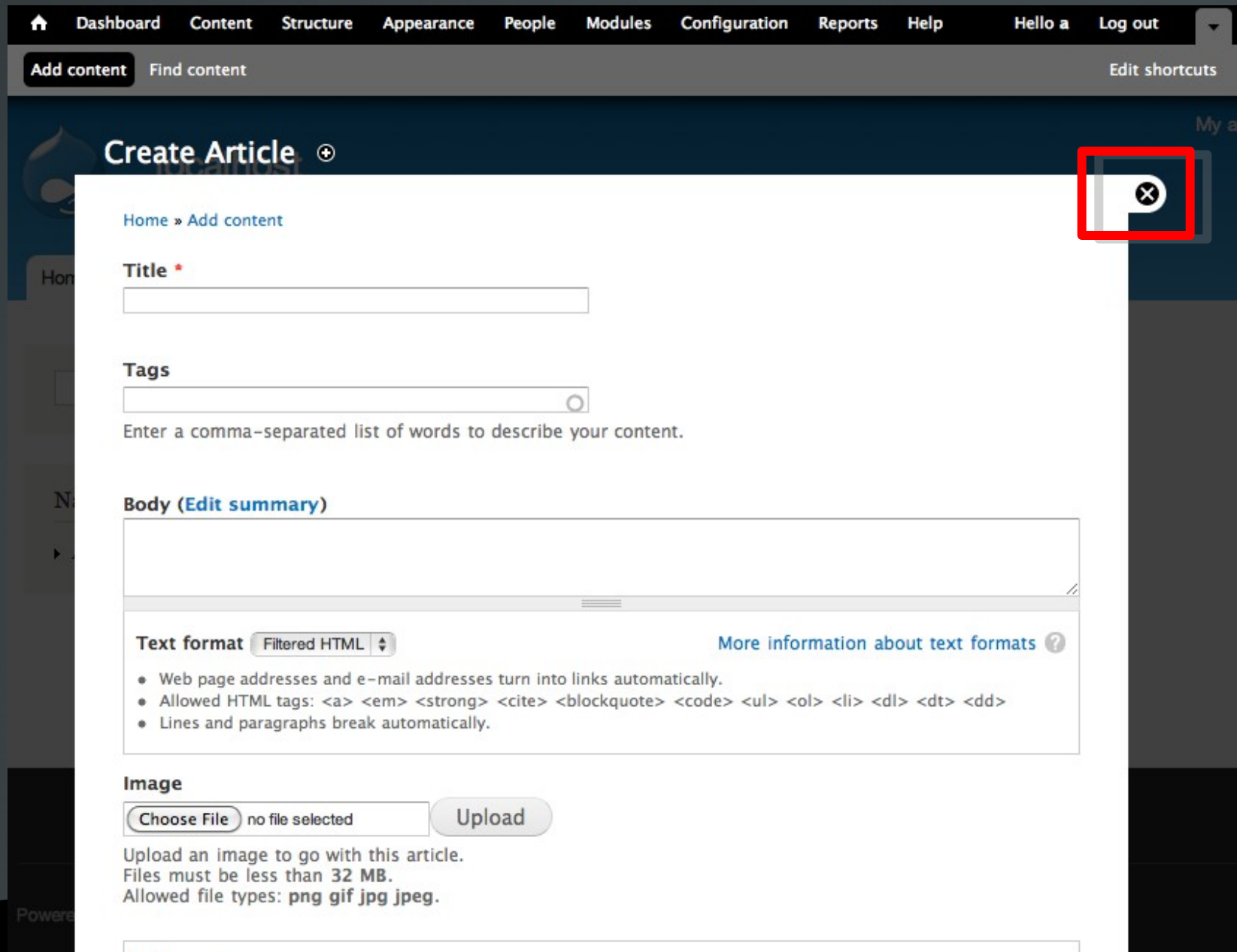
Actions
Manage the actions defined for your site.

Administration theme

Improved in Drupal 7



Improved in Drupal 7

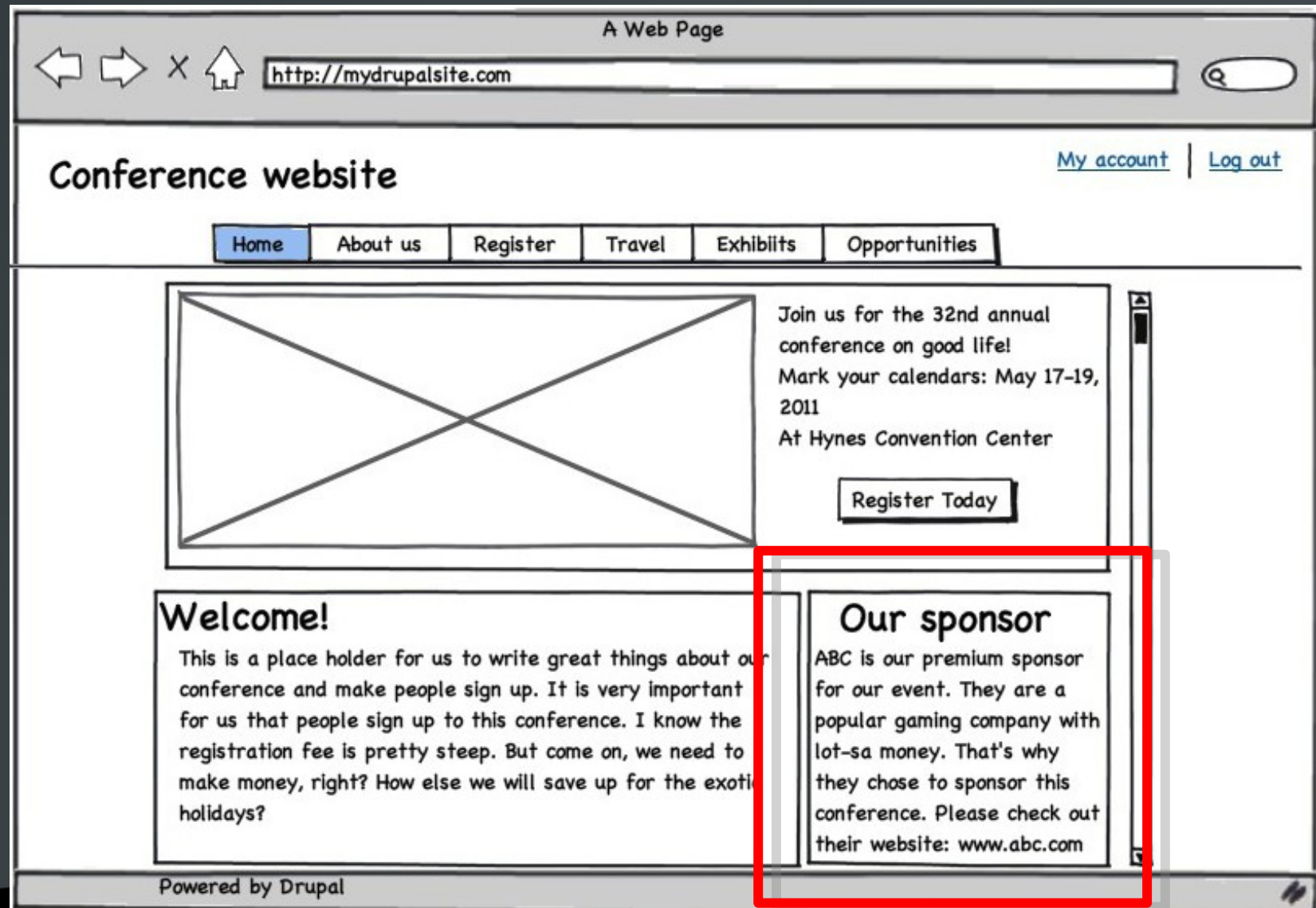


The screenshot shows the Drupal 7 administration interface. At the top is a navigation menu with links: Dashboard, Content, Structure, Appearance, People, Modules, Configuration, Reports, Help, Hello a, and Log out. Below this is a secondary menu with 'Add content' and 'Find content' buttons, and an 'Edit shortcuts' link. The main content area is titled 'Create Article' with a plus icon. A red rectangle highlights a close button (a white square with a black 'X') in the top right corner of the form. The form itself contains the following sections:

- Home » Add content**
- Title ***: A text input field.
- Tags**: A text input field with a search icon. Below it, a note says: 'Enter a comma-separated list of words to describe your content.'
- Body (Edit summary)**: A large text area.
- Text format**: A dropdown menu set to 'Filtered HTML'. To its right is a link: 'More information about text formats ?'. Below this are three bullet points:
 - 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.

- Image**: A section with a 'Choose File' button (showing 'no file selected') and an 'Upload' button. Below these buttons, it says: 'Upload an image to go with this article. Files must be less than 32 MB. Allowed file types: png gif jpg jpeg.'

Still needs work: terminology vs. mental model



Still needs work: terminology vs. mental model

REGION SETTINGS

Specify in which themes and regions this block is displayed.

Bartik (default theme)

Content

Seven (administration theme)

Content

REGION SETTINGS

Specify in which themes and regions this block is displayed.

Bartik (default theme)

- None -

- None -
- 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

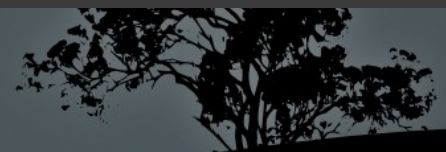
Content types

Not restricted

Show b

All pa

Only




**Still needs work:
Communicating that Drupal
is extensible**

(module page redesign)



U. Minnesota 2011: We thought we were testing this..

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

Browse...

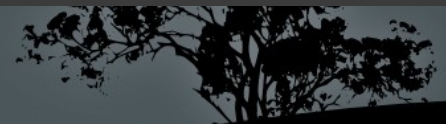
For example: *name.tar.gz* from your local computer

Install

But discovered deeper issues

- Consistent lack of realization that Drupal can be extended
- 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:

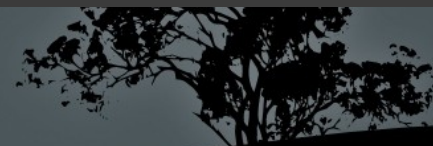
Sort by:

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



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](#)



So where do you come in?



Eye tracking and other fancy things can be very helpful



**But we don't have the
resources to do that for
everything.**



**And we need to start testing
more things.**



The scientific method

Test Drupal 6



Design improved user interface based on identified problems



Add it to Drupal 7 and release



Test Drupal 7



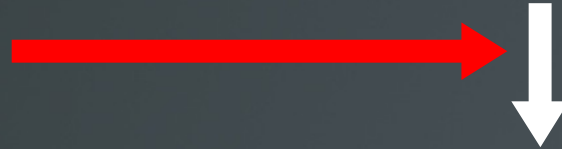
The scientific method

Test Drupal 6



Design improved user interface based on
identified problems

Test?!



Add it to Drupal 7 and release



Test Drupal 7



Drupal 8 usability "gate"

drupal.org/core-gates

"Usability testing is an important tool for determining the benefit of a proposed change to the user interface. For major changes it is required to verify the user experience of your solution with users."



**This can be very powerful
when put into practice.**

Here's an example...



...continued

My favorite drupal.org issue

Arguing and debating

...continued

Arguing and debating

...continued

[illegible]

Arguing and debating

Let's do some user testing

[illegible][illegible][illegible]

Arguing
and
debating

Let's do
some
user
testing

First
test (my
wife)

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

...continued

Arguing and debating

Let's do some user testing

First test (my wife)

...continued

Other people did 3 more tests!



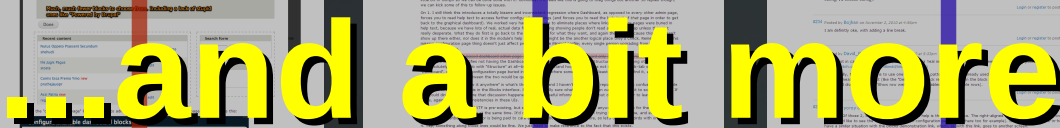
Background image showing a blurred screenshot of a document with various text and tables, overlaid with the main text and arrows.

**Agreed on
approach
... ready
to be
committed**

**webchick
points
out
things we
missed :)**

Smaller tweaks

Added to Drupal 7



Resources

- "Drupal usability test results"
(drupal.org/node/1162000)
- "Conducting usability studies on your own"
(3:00 pm in this room)
- Usability group (groups.drupal.org/usability)
- Meetings in #drupal-usability in IRC chat (next is Feb 6 at 4:00pm)
- "UMN 2011" issue queue tag

