User testing NUI
TOPP, November 8 & 9th 2007

Summary of the test

team: Bryan + Tim + Mouna
details: openplans.org/projects/user-testing
method: single user, think out loud
objective: test NUI's core functionalities (23 screens +)
#users: 7

Writing the testing script

What was tested & why?
Used the list of QA testing that were created for NUI
not testing: Task tracker, Mailing Lists, Blog.
not testing: look and feel.

Last minute move from openplans.org to NYCstreets
(influenced the 2nd part of the test)

Selected single Join workflow --invite by email

About the users

2 male, 5 female
2 18-25, 3 26-35, 2 36-49

All had **some form of experience** with not-for-profit, volunteering or community organizing.

All found through **craigslist** not-for-profit post + 1 week + 100 people fill out an **online screener**.

Results summary

PART 1: Home page

7/7 users made appropriate (or even positive) comments about the look and feel.
5/7 got some sense for what the site was actually about and what they might find there.
More than half read to the small text under the "About NYC streets" when asked what this site was.
2 looked for a more prominent/extended About.

7/7 users where at least a little bit confused by the Livable streets on the top.
0/7 users fully understood there was a campaign going on
1 user understood right away that the reason for this info to be on top was because it was probably the most important thing going on at that time.

        * What's the date for?
        * Is the this the main title logo of the site? --about livable streets

"Join NYC Streets" and "Join Teams" where confusing or not interesting for users at such an early stage.
1
user asked specifically for more information about the not-for-profit behind this.

Results summary

PART 2: Explore project **

7/7 ended up clicking on "Find out more and get involved".
More than half would have clicked there even if we hadn't asked them to look for UWS information.

0/7 would have clicked on "Join NYC Streets"

1 might have clicked on People/Projects/Start a project as a place to get an overview of the site 1 tried to click the UWS logo first.

3/7 had clear understanding of UWS as one project inside NYCstreets

At least 2 people confused "People" and "Team" conceptually.

Results summary

PART 2: Explore project **

7/7 ended up clicking on "Find out more and get involved".
More than half would have clicked there even if we hadn't asked them to look for UWS information.

0/7 would have clicked on "Join NYC Streets"

1 might have clicked on People/Projects/Start a project as a place to get an overview of the site 1
tried to click the UWS logo first.

3/7 had clear understanding of UWS as one project inside NYCstreets

At least 2 people confused "People" and "Team" conceptually.

Results summary

PART 3: Email invitation to join project

7/7 users understood what the email was about.
2 users would ignore even if it came from someone they knew
                    * too much like linkedin, myface etc.

7/7 users understood the distinction between all the links on there
3 users said they would click on find out more first.
2 users said they would just click on the first link.

At least 3 users thought that the email would be sent from their friend's email address.
1 user specifically mentioned they where confused by "greetings@nycstreets.org"

Considering we asked them to click on "accept invitation", 3/7 still expected to get some information about what they were being asked once they clicked the accept link.
2 users where comfortable with the process of having to register with their information first.

3/7 users did not see the side link to the project they belonged to on the 1 page tour
All 4 users who saw that link saw it last, after they read the first 3 options on the main content. At least 3 of these 4 users paused and then saw the side link and said "oh, and i can..."

At least 2 users referred to this page as the "welcome page" as if this was something standard.

Once they were pointed to the side link to the project that invited them, 6/7 said this is where they would there next. 1 user said they would start by completing their profile.

2 users mentioned it was strange to "belong" to a project before they had started doing anything.
1 (other) user said none of the options offered interested him really.

Results summary

PART 4a: Editable project

When asked to change something obviously wrong on the home page of the project they were invited to:

4/7 found the EDIT button within a few seconds (2, 3).
3/7 did not find the EDIT button at all. (2 of these where the generally confused or not interested ones)
2 out of these 3 looked for editing around the "View attachment" section.

2 users forgot or missed the SAVE button.
1 of them looked for it in the Xinha! toolbar (reference to a word processing application maybe, looking for the small save icon). The other clearly stated they expected an automatic SAVE.

At least 2 users where disoriented by the double scroll on the EDIT page (one for Xinha! one for the page).

Results summary

PART 4b: History

6/6 found the HISTORY within a few seconds.

1 user saw no interest in the content of the history. "who cares"
1 user specifically expressed excitement, something like "cool, you can see... this is a great way to see how something gets built"
1/6 was specifically confused by the versions
1/6 was specifically confused by navigation from version to version
1/6 was specifically confused by the compare function

2/6 had trouble reverting. One did not understand the word and the second one wanted to cut and paste between document versions.

At least half of the users would click on a version rather than comparing 2 versions.
Compare to current version link came handy at least 2 times.

5/6 understood the comparison keying at first glance

At least 2 users where a bit confused by the version view and the actual VIEW of a page.

Note about testing history and motivation.

Results summary

PART 5a: User profile (someone else's)

When asked to find more information about their friend's involvement of the project:
3/7 went to the project's team page
3/7 clicked on a link to that friend from the "last modified" (or history) link
1/7 went to the People's page

7/7 understood the profile page

More 3/7 did not see the user's wiki section.
At least 2 where confused as to why a user also had a wiki section.
At least 2 understood why a user might want a wiki section once they saw some sample content.

Results summary

PART 5b: User profile (yours)

All users who found friend through Team went back to Team to find their own profile (same for user who went to people).

2 users saw their quick link and username menu at this stage and used it.

All users who tried to edit their profile had no problems doing so.
All users who tried to add a picture of themselves had no problems doing so.
Regardless of the EDIT button they clicked, no user expressed surprise to see all fields editable again, and no user expected an auto save of their new information.

3/7 went on to see their accounts page from there without being prompted to do so.
All users who went to the accounts page properly described its content.

At least 2 users mentioned they wanted more info on the projects listed as part of their accounts. In both cases, mentioning something to do with a date, info on the event or next thing happening.

1 user expected to be able to leave the website from there.

Results summary

PART 6: Permissions

At least 4/7 used the project link to find a specific project.
(either that or they remembered it mentioned on the home page).

7/7 had no difficulty finding a specific project.

7/7 (i think) first tried to double click on the RSVP table to edit.
6/7 then went on to the EDIT button.

4/7 understood the concept of a restricted group, of something they don't belong to.
1/7 thought the event expired
2/7 were confused about not being able to edit

3/6 automatically went on to the JOIN project button.
1/6 went on to see what the last user who edited the page had different then them
and realize that this project is listed under their profile, unlike them. Then goes on to the JOIN button
2/6 looked for an email or a contact button, one of which opens the main site's contact form

3 users understood that the join request needed to be approved by managers
3 users thoughts joining would be automatic

**All 6 users expected at least to see some info on their section of the site change when they would
be approved to join and/or to receive an email.**

13

Results summary

PART 7: Create a project

7/7 understood the concept of creating a project

7/7 instantaneously knew where to go to do so - "start a project" link at top.

Results summary

PART 7: Create a project b

Step 1: basics
clear for 7/7 although interpretations as to what exactly was in the auto-fill was a bit off for 2 users

Step 2: security
clear for 5/7
1 was confused by the difference between view and contribute
1 was still confused by the concept of team member vs site member
Some laziness to read a bit but since we asked, everyone made the effort

Step 3: tools
7/7 understood they could add some features
7/7 did not question blog
4/7 questioned what task tracker was (1 knew exactly what it was though)
3/7 questioned what a mailing list was

Step 3b: Home page
Home page question only really posed a problem for 1 user.
0/7 users changed the default setting for step 3.

Results summary

PART 7: Create a project landing page

6/6 where comfortable with the project creation landing page and its content.
6/6 read the content

1 user was still confused about the concept of team and members (not same user as above)

At least 3 users said they would start with the wiki page since they had no team yet and if they wanted people to join, they needed to have content up first.

Results summary

PART 7: Create content in blank wiki

5/5 knew they could edit
3/5 used the EDIT link in the instructions
5/5 kept the default content there

1/5 kept the default content to follow the suggested format

4/5 seemed to understand they could remove the default content but explicitly said they wanted to keep the instructions for later reference

All users that where asked to create a new page read the instructions to understand how to do that and followed instructions successfully.

Results summary

PART 7: Invite friend to join

1/6 uses browser Back button to find the 1 page tour with the manage link on it.
That user first thought he could send an email invitation through the mailing list.
At least 2 users verbalized a hesitation between Team and Manage team.
1 chose Team and clicked on "add team member" link there.
4/6 went to manage team

6/6 went straight to the invite people forms in the side bar
Overall, the invitation process was fairly straight forward for 6/6 user.

Small glitches:
2 users hit the "search" button with a blank field expecting to see a list of members. 2 of them saw the PSM and corrected their error.
At least 2 users thought they could find Anna-maria's email through the gmail invitation they got form her.
4/6 first thought about sending her an email before thinking about looking her up through the member search.

Results summary

PART 8: Add a picture to wiki page

1/6 could not figure out at all how to do so -every step was too hard
3/6 first tried to go through the attachments
3/6 looked in Xinha! and found the picture icon after a while

6/6 where confused by the steps of uploading and inserting an image
6/6 did not see the upload button at first

At least 3/3 tried to enter a name or a description before they hit the Browse button

6/6 did not select their picture from the picture browser

Conclusions

PART 1: Home page

- No context for top content "livable streets"

- No mention of actual campaign details

- Too many options for users (calls to join too early and too loud)

Conclusions

PART 2: Explore project **

- Simplify UWS home page content. Use side bar more.

- Review current place and role of UWS project within larger site.

- Review links to join, get involved etc. their meaning, frequency etc.

Conclusions

PART 3: Email invitation to join project

- Review the generic nature of the email invitation

- Simplify number of options in this email

- Make sure "accept invitation" links to a place also provides some background info and context as to what user will be joining (could be in parallel to join form, no need for extra step)

- Place link to project just joined in the front

- Consider this idea of "belonging" to a project vs. "interest" vs. "participate"

Conclusions

PART 4a: Editable project

- Consider informing better about editability of a wiki page

- Review attachments (word, presence, omni-presence?)

- Bring back Save prompt if users tries to exit edit mode before edit happened (medium)

Conclusions

PART 4b: History

• Revise revert process or wording (minor)

• Identify more clearly the distinction between viewing the front page and an older version

Conclusions

PART 5a: User profile (someone else's)

• Deal with the user wiki section.
No need to eliminate because it causes no real confusion once used but still…

Conclusions

PART 5b: User profile (yours)

· Add ability to leave site on account page (minor)

· Considering providing additional information on the accounts page about each project's activity

Conclusions

PART 6: Permissions

- Consider renaming Join project to "request join"

- Reword the PSM for insufficient privileges

- Bring back some form of way to contact project admin--but understand this might re-route some of the join requests to the wrong place.

Conclusions

PART 7: Create a project

- Consider revising security instructions

- Consider adding a one line description of tools

- Consider merging too addition with 1 page tour

Conclusions

PART 7: Create a project landing page

•Forget about taking people straight to the add a team members or invitation screens

•Consider presenting a template or a specific step by step project creation tool

•Consider access to the 1 page tour after user leaves it

Conclusions

PART 7: Create content in blank wiki

•Keep the instructions but place them somewhere else
--this should partially solve the problem of the lack of an ((add a page)) button

Conclusions

PART 7: Invite friend to join

- *Consolidate team and manage team (minor)*

- Make sure people can change their email address once they get an invitation to join (everyone will be sending everyone emails)

Conclusions

Part 8: Add a picture

- Review distinction between attachments and images

- Review upload picture screen (major)

Next steps

Propose solutions
Ticket up
Make changes
Test again