

# Uploader User Testing - Round 2

## Status

**Completed** August 2008 by Erin Yu, Jonathan Hung, Daphne Ogle, Eli Cochran, Allison Bloodworth, John Chong

## Summary

High-level summary to be added after testing has been completed.

## Notes

The Uploader will be used by a wide cross-section of students and faculty in higher educational institutions. The first round of testing will be mouse accessible only; keyboard-only user testing will be done in a later round.

## Goals

This test should discover:

- Do the user realize they can upload multiple files?
- Is the user successful at selecting and adding multiple files?
- Can the user pause the upload?
- Can the user remove unwanted files from the queue?
- Can the user add additional files to upload?
- Is it obvious to the users whether the files are successfully uploaded?

## Success Criteria

A successful design has been achieved when:

- 100% of users realize they can upload files.
- 90% of users realize they can upload multiple files.
- 80% of users can pause.
- 80% of users can add more files to upload.
- 90% of users can remove files from the list.
- 90% of users can successfully upload files and know when they are uploaded.
- 90% of users recognize where the uploaded files are placed.

## Protocol

Method and test coordinator script.

- [Uploader User Testing - Round 2 Protocol](#)

## Users

The desire is to test across a range of technology skill of students and faculty. Users tested in this round are from the University of Toronto and the University of California Berkeley.

## Interaction Design

Underlying design patterns and description of component behavior.

- [Uploader Wireframes \(Design Iteration\)](#)

## Test Environment

Location and version of the environment that was used. Attach a screenshot of the environment at the time of testing if the environment will change over time.

- [ATutor implementation of Fluid Multi-file Uploader](#)
  - ID & Password: fluid
  - Demo Course > Manage tab > File Manager
  - Make sure the "Enable multi-file uploader tool" checkbox is checked

See attached zip file containing simple file and folder collection for use during testing: [Psychology 101.zip](#) [fluid:.zip, 10.2MB].

## Results

Full notes and analysis of the user tests.

### Uploader User Testing - Round 2 Results

- 4 of 5 users found uploading a single file very easy. (DO - included Erin's users in my numbers, AB added mine)
- 3 of 5 users weren't sure which keys would allow them to select multiple files. (DO - included Erin's users in my numbers, AB added mine)
  - A user added files individually and said that's what she did in email too because she "didn't know what controls or things to use"
- 4 of 5 users did not use the Pause / Remove workflow when told they really didn't want to upload 2 of the files in a big upload. They waited for the files to be uploaded and then removed them from the aTutor interface.
- Users are generally quick to recognize multiple files can be uploaded. EY
- Users easily recognized the Remove buttons and felt free to use them to remove files (often without pausing), but one user thought they meant "upload didn't work." EY
- One user could not initially find the "Browse files" link AB
- One user never noticed any confirmation/error messages, and instead confirmed that the files were uploaded in the application's File Manager. AB
- 3 of 3 users found Uploading a single file very easy JC
- 3 of 3 users were immediately able to select multiple files and without asking for instructions. JC
- 2 of 3 users did not use the Pause / remove workflow when attempting to correct file selection task. JC
- All users recognized and employed the Remove buttons. JC
  - Two users immediately employed the Remove buttons to delete files as the uploads occurred.
  - One user initially decided to wait for uploading to finish but when asked to explain why she reconsidered and looked for avenues to remove the files; she immediately employed the Remove button.

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