

File Uploader User Testing - Round 2 Results JC

Summary

- 3 of 3 users found Uploading a single file very easy.
- 3 of 3 users were immediately able to select multiple files and without asking for instructions.
- 2 of 3 users did not use the Pause / remove workflow when instructed of the error in file choice. 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 why she saw that as a cue to look for avenues to remove the files she employed the Remove button very quickly.
- All users made the correct assumption that they were able to upload multiple files.
- Users easily recognized the Remove buttons.

| User | Location | Gender | Age | Role | Tech-savvy | Type of computer |
|------|-----------|--------|-------|---------|------------|------------------|
| 1 | Vancouver | Male | 19-24 | Student | High | PC |
| 2 | Vancouver | Male | 19-24 | Student | High | PC |
| 3 | Vancouver | Female | 19-24 | Staff | Medium | PC |

Do you do any of the following and if so how often?

| User | Checking email | Instant message | Shop online | Online banking | Internet research | Take class online | Social networking |
|--------|--------------------|--------------------|---------------------|---------------------|---------------------|---------------------|-------------------|
| User 7 | all the time | all the time | a few times a month | a few times a month | a few times a month | all the time | all the time |
| User 8 | a few times a week | a few times a week | hardly ever | a few times a month | all the time | a few times a month | hardly ever |
| User 9 | all the time | all the time | a few times a month | a few times a month | never | hardly ever | all the time |

Do you upload files on the web and if so how often?

| User | Pictures | Media | Documents to course site | Documents to social networking site | Attach a file in email |
|--------|---------------------|---------------------|--------------------------|-------------------------------------|------------------------|
| User 6 | hardly ever | hardly ever | hardly ever | hardly ever | a few times a month |
| User 7 | a few times a month | a few times a month | a few times a month | hardly ever | all the time |
| User 8 | hardly ever | hardly ever | never | a few times a month | all the time |

| Question | User 7 | User 8 | User 9 |
|---|-----------|-----------|-----------|
| How easy or difficult was it for you to realize you could upload multiple files? | | | |
| How easy or difficult was it for you to upload a single file? | Easy | Very Easy | Very Easy |
| How easy or difficult was it for you to upload multiple files? | Easy | Very easy | Very Easy |
| If you paused during upload, how easy or difficult was it for you? | Very easy | Very easy | N/A |
| How easy or difficult was it for you to add more files to upload? *Removed this task from the questionnaire after user 3* | Very Easy | Easy | Very Easy |
| If you removed files from the list of files, how easy or difficult was it for you to remove? | Very easy | Easy | Easy |
| How easy is it to see which files are uploaded and which files are not? | Easy | Very Easy | Very Easy |
| How confident were you that the files you uploaded were actually uploaded? | | | |

Interaction Notes

| User | Previous LMS Experience | Task 1 - Upload single file | Task 2 - Upload 4 files | Task 3 - Upload/pause/remove | Task 4 - Upload 3 more |
|------|-------------------------|---|--|---|--|
| 1 | WebCT Vista | <p>clicked on Upload Files to open the uploader window</p> <p>user does not know where file is but is told the location. To confirm he navigates to desktop to confirm the location</p> <p>returns to uploader window</p> <p>clicked on Browse Files</p> <p>clicked on a file > clicked on Open > clicked on Upload</p> <p>clicked on Done to close the uploader window</p> | <p>clicked on Upload Files to open the uploader window</p> <p>clicked on Browse Files</p> <p>held down Shift and selected multiple files > clicked on Open > clicked on Upload</p> <p>clicked on Done to close the uploader window</p> | <p>clicked on Upload Files to open the uploader window</p> <p>clicked on Browse Files</p> <p>held down Shift and multi-selected files 5-12> clicked on Open > clicked on Upload</p> <p>clicked on the Remove buttons to remove files as other files were being uploaded</p> <p>did not notice or use the Pause button</p> | <p>waited for the previous files to finish uploading</p> <p>user clicked on Add More button</p> <p>held down Shift and multi-selected files 3 files > clicked on Open > clicked Resume</p> <p>clicked on Done to close the uploader window</p> |

| | | | | | |
|---|------------------------------|--|--|---|--|
| 2 | WebCT Turn it in Vista | <p>clicked on Upload Files to open the uploader window</p> <p>clicked on Browse Files</p> <p>selected wrong file> clicks Open to add to queue>promptly deletes from the queue using the Remove button</p> <p>clicked on Browse Files</p> <p>selected a file > clicked on Open > clicked on Upload</p> <p>did not click on Done</p> | <p>clicked on Add More to browse files</p> <p>Held down Shift and selected multiple files > clicked on Open</p> <p>did not click on Done but does click on Resume to initiate the uploads</p> <p>uploads are completed</p> <p>did not click on Done</p> | <p>clicked on Add More to browse Files</p> <p>Held down Shift and multi-selected files 5-12> clicked on Open > clicked on Resume</p> <p>clicks on the Pause button</p> <p>clicks on the Remove buttons to remove files as other files were being uploaded</p> <p>clicks on Resume to complete the uploading</p> | <p>user clicked on Add More button</p> <p>held down Shift and multi-selected files 3 files > clicked on Open > clicked Resume</p> <p>clicked on Done to close the uploader window</p> |
| 3 | WebCT Turn it in | <p>clicked on Upload Files to open the uploader window</p> <p>clicked on Browse Files</p> <p>Selected a file > clicked on Open > clicked on Upload</p> <p>did not click on Done but File Uploader closes by itself as if Done was clicked on.</p> | <p>clicked on Upload Files to open the uploader window</p> <p>Held down Shift and selected multiple files > clicked on Open > clicked on Upload</p> <p>did not click on Done but File Uploader closes by itself as if Done was clicked on.</p> | <p>clicked on Upload Files to open the uploader window</p> <p>clicked on Browse Files</p> <p>selected wrong file> clicks Open to add to queue>promptly deletes from the queue using the Remove button</p> <p>clicked on Browse Files</p> <p>Held down Shift and multi-selected files 5-12> clicked on Open > clicked on Upload</p> <p>was going to let them all complete downloading but upon noticing the Remove buttons, decides to use those to delete files</p> <p>clicked on the Remove buttons to remove files as other files were being uploaded</p> <p>did not notice or use the Pause button</p> <p>clicked on Done to close the uploader window</p> | <p>clicked on Upload Files to open the uploader window</p> <p>clicked on Browse Files</p> <p>held down Shift and multi-selected files 3 files > pressed Open > clicked on Upload</p> <p>clicked on Done to close the uploader window</p> |

Comments from Users

User 1:

- progress bar extends beyond border

User 2:

- no problem w/ progress bar overextending

User 3:

- not immediately apparent that an upload could be canceled while in progress
- was able to upload pas th the limit
- done button was inconsistent

Potential Design Improvements (based on testing)

- provide notifier that user can do multiselect i.e. "select file(s)" the plural indicator should give a cue that multiselect may be possible
- change buttons from browse files to browse and upload to upload file(s)