

Uploader User Testing - Round 3 Results

Summary

- When asked about the cancel button, one user said: "I think of it all as one set to delete. I'd want to delete them all at once."
- 1 user expected all files to be removed on cancel. Another user thought ideally that should be the interaction but understood that technically it would be difficult.
- 5 of 7 users understood canceling in the middle of uploading files would cancel any remaining files (that still have the red x) and the files that had already been uploaded (green check) would be uploaded. Although one user said ideally they would all be removed since he thinks of them as one set of things.
- 6 of 7 users were not certain which files would be canceled upon clicking cancel. 1 user said, "in math we'd say it's not well defined".
- 1 user recommended the gray progress bar remain on the files that have been uploaded to help indicate their status.
- 6 of 7 users wanted to see why the files errored so they could correct it.
- 4 of 7 users thought the window should just close once files were successfully uploaded.

Demographics

User Number	Location	Gender	Age	Role	Tech-savvy	Do you own a personal computer?
User 1 (BF)	Berkeley	Female	41-50	Staff	Medium	Yes, Macbook
User 2 (AL)	Berkeley	Male	19-24	Student	Medium-high	Yes, Toshiba laptop (PC)
User 3 (JV)	Berkeley	Female	19-24	Student	Medium	laptop, windows XP
User 4 (DB)	Berkeley	Female	51-60	Staff	Medium-low	Yes, a PC
User 5	UofT	Female	19-24	Student	—	Yes, Toshiba laptop (PC)
User 6	UofT	Male	19-24	Student	—	Dell Laptop (PC)
User 7	UofT	Female	16-18	Student	—	HP 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 1 (BF)	All the time	All the time	All the time	All the time	N/A	A few times a month (webinar)	No answer
User 2	All the time	A few times a month	A few times a month	A few times a month	A few times a week	Hardly ever	A few times a week
User 3	all the time	a few times a month	hardly ever	a few times a month	a few times a week	never	a few times a week
User 4	All the time	Hardly ever	A few times a month	All the time	A few times a month	A few times a month	A few times a week
User 5	—	A few times a week	Few times a month	Few times a week	All the time	Hardly ever	Few times a week
User 6	All the time	All the time	Few times a month	Few times a month	All the time	Never	Few times a week
User 7	All the time	Never	Never	Few times a month	Few times a week	Never	Few times a week

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

User	Pictures	Media	Docs to course site	Docs to soc. ntwkg	File to email
User 1 (BF)	Hardly Ever	Never	Never	Hardly Ever	All the time
User 2	A few times a month	Hardly Ever	Never	Hardly Ever	A few times a week
User 3	a few times a week	a few times a month	hardly ever	never	all the time
User 4	A few times a week	Hardly ever	Never	Hardly Ever	All the time
User 5	All the time	Few times a month	All the time	Few times a week	Few times a month
User 6	Hardly ever	Few times a week	Never	Hardly Ever	Few times a week
User 7	Few times a month	Never	All the time	Few times a week	Few times a week

Interaction Notes

Task 1 - Create your own buttons

User	Screen 1 - Browse files	Screen 2 - file chosen	Screen 3 - Uploading, what if you you don't want these files?	Screen 4 - Uploaded	Screen 5 - Errors

User 1 (BF)	Would browse files	Would choose upload	Asked, "is there a stop upload button? Otherwise, I'd probably wait for it to finish." Added a cancel button to screen as she was saying "cancel upload". "Would it stop where I left off or delete everything I just did?" She said she would expect it to delete all the files.	Added a finish button to the screen while saying "I'm done. I want a finished button. I was to be able to get back to the window." But then said, why do I need to see this. Wouldn't it just go away and show me my files where they are uploaded?	Wanted information about what the errors were so she could know what to do next. Would like a message telling her what to do next. I'd want to see if I could remove errors. I'd probably make a note of errors and then go back to my docs to see if I can figure out what's wrong.
User 2 (AL)	Clicked browse files	"I'd just click upload"	I'd watch TV while it's uploading, wait until it's done and then go back to resources and delete them. When in the middle of uploading, I'm pretty sure the red X's will take those files out of the queue but for the one that's uploaded, I wouldn't know what to do. I think of it all as one set to delete. I'd want to delete them all at once. I'm thinking I'd like to cancel but it doesn't seem as effective because it would have to go to a temporary place instead of server. And there's already remove so it doesn't seem worth it to add extra button.	Asked if it was a pop-up or in the window. He said he'd check to see if files uploaded unless there is a message that tells him they were uploaded successfully. Then he would use the X to close it. He mentioned this would not be so intuitive for Mac users since the X is normally on the other side. Would like to see a "files uploaded successfully" message. He added a message just below the upload box on the paper prototype.	Facebook has bar to see if friends online are online. They use a similar icon and give more information on mouseover - do something like that here. The message could be "corrupted error" with buttons to "add more" or "close window and redo it". The green checks could also have a mouseover "uploaded successfully". He added these to the paper prototype.
User 3	Click browse files	Push upload	When asked, what is going on here: 11, 12, 13 have been uploaded, it's working on 4 and 15, 16, 17 are waiting in line. When asked what she would do if they were the wrong files: I would push the X's on these 4. I don't know what remove would mean...will it be taken off this upload box? I think the checkbox means I can't remove it? x would remove them. Then I'd stop and go away. After that, I'd go back to resources and check to see if they were there and then delete them.	I would push "X" [fluid:to close].	14 & 15 didn't make it so I'd try again. I'd check the site to see what was uploaded and if necessary "add more" to add the additional files.
User 4 (DB)	Click browse files	Upload	Wondered if the checked ones had already been uploaded. And thought the others would still be uploaded. She said "if it's in the middle [fluid:of uploading], I'd want a button that says stop, stop upload." I'd want to go back to my files, go back to the browse files again. The checked files are probably already in resources. I want the ones that haven't uploaded. If nothing happens I would go back to resources and delete the one that had uploaded. She wasn't sure what would happen to the files with red Xs. Added a "stop upload" button. After stop would want to go browse for files.	The files are uploaded and it's asking me if I want to upload more. Wouldn't this screen just disappear and I'd be back in Resources and see the uploaded files in the list?	2 files weren't uploaded. there's a problem. I'd want to see what's wrong. I'd want to go to the file itself to see what's wrong -- why they didn't upload. Perhaps a message "file can't be uploaded, try again." She added this to the screen. Also added a "go back to browse" button at the bottom.
User 5	 (Omitted this screen since the scenario didn't flow. Instead added the browser file system pop-up)	"I would click on Upload. That's all I need."	"It's transferring my files." Thought the files with green checks are already uploaded. "I'd just wait"	Drew "Go back" (to take her back to the "home" screen where the list of files are shown) and "Upload Files" (then said this would be the same as "Add files" button, so she wouldn't need this) buttons stacked on top of each other to bottom-right of dialog.	"I'd want to fix those" "I'd go back to the button that allows me to choose my documents." When asked if there would be a button for that, she said "Maybe I would just click 'Add More'". She would click on Add files to add the files that errored. They would be added to the bottom of the queue.
User 6		Asked "I selected all of them?" to be sure multiple upload was possible. About the Uploader dialog, said "It's a confirm screen. It's confirming whether or not I want to upload these files. If I screwed up, I can remove it." Asked what he means by screw up, responded "if I didn't want to upload file 17, then I'd click on this (remove button)." "I could add more if I want to add more. [fluid: The Add more button] is not the most obvious. If I made a button that looks like [fluid:the Upload button]. Same colour as that." Drew a box around "Add more". Then he would click Upload.	"It's working. This is good." Asked how he knows it's working. "I know that it's working by the timer, the ticks indicate what has been uploaded." Wouldn't expect to be able to do anything else here. When suggested he is uploading the wrong files, said "I would kill these (by clicking the remove buttons)". About the uploaded ones, "the ones with ticks are already done" indicating he wouldn't expect to be able to remove those.	"Looks like I'm done uploading so I don't have to do anything. So you can just close it. or maybe it'll just close by itself." What would he do next? "Nothing much. just close the window. "	"Maybe click on [fluid:the error icon] to see what happens. Or I would close the window and try again, unless the Add more button does something." "Depending on what the error is, I would try again. It would be nice to have a prompt - it's not readily apparent what you're supposed to here." When asked how he would improve it, "Just have some text at the bottom giving instructions, I'm not sure. Maybe if you change that button to say Troubleshoot or something. Fix errors." Crossed out "Add more" and wrote "Troubleshoot" or "Fix".
User 7		This is showing what you've added. Would Upload to upload them. Wouldn't need any other buttons.	"The one that is highlighted is the one that is being worked on." She thought the progressbar was a highlight. It may have been interpreted that way because the progress bar was static. Wrong files: "I would add a stop button and pause" Asked about the difference between the two: "Stop would terminate the already uploaded... but then I guess I can just click the x." Pause would just pause. Drew "Stop" and "Pause" buttons side-by-side on bottom-left of dialog.	"So now I want to close this window. Would it just close by itself?" "If I click the X, are my uploaded files still uploaded? My screen would disappear, but what happens to my files?" Asked what she would like to see happen, and she said "well, I don't know, that's why I'm asking you." Eventually she said "I would expect to see them on the other screen (bSpace screen with the list of files)."	"I'd like to know what was wrong with my file. I'd like to know why." Asked what she would want to do once she sees why? "I'd like to be able to upload again." She said she wouldn't need any other buttons, and would click Add more to upload the ones with errors. She didn't realize the little icons are clickable.

Task 2 - What are your expectations?

User	Screen 1 - Cancel	Screen 2 - Done	Screen 3 - Pause	Screen 4 - Resume	General Comments
User 1 (BF)	Forgot to do this task with her 😞	Forgot to do this task with her 😞	Forgot to do this task with her 😞	Forgot to do this task with her 😞	
User 2	It's mostly intuitive. The progress is a nice feature - time remaining and the bar is more intuitive. Like the different logo for already uploaded vs still in progress. "I guess I'd expect to cancel all the ones that have remove. In the ideal situation I think I'd want them all to cancel. The cancel button is nice but it's not exactly clear what it's cancelling. In math we'd say it's "not well defined".	When asked what he would expect when he clicked done: the panel to close and I'd see the original documents page. It would be nice for that page to update to show a message that the uploaded files. I prefer it to be a pop-up rather than be its own window.	When asked what would happen if he paused: The bar to stop loading and time to freeze. Don't know if I'd ever use it because usually uploading docs is pretty fast. Only time I'd pause is if I want to call my professor and ask, but could just as easily do that while it's uploading and later delete files.	What happens when you click resume?: Ideal - continues uploading from where it was, but not sure if it would do that because progress bar disappeared. What would happen when you click Cancel? - 4 lines with red X's would disappear. Could use in progress icon instead of red X if you don't need to cancel it.	He likes time remaining info so he knows if he can go do something else while he's waiting.
User 3		Press done, box would go away and I'd see the original screen	Pause would stop in the middle of uploading. When asked what buttons she would expect to see, she said it would change to resume.	I'd expect that 14-17 aren't uploaded and 11 - 13 would be. Resume would continue to upload 13 - 17.	She liked that the uploaded versus waiting in queue files were different colors (uploaded are grey).
User 4	it would stop [fluid:the upload]. I wanna see if I've clicked it I don't why I paused it -- I had second thoughts, someone interrupted me. I'd want a button that says continue. Or I could cancel it and it would be the same as before... the checked files would be where I asked them to go and the Xs would just stay where they are.	Wouldn't this screen just go away?	Checked files are uploaded and other aren't. It could say "3 files uploaded" and go away (after upload complete). After pause, need a continue button. I'd want a choice to say go ahead or cancel.	It could be nice and say how many are uploaded. I guess cancel means it's too late.	
User 5	Cancel would "cancel what's left"	Would click on Done. Don't need any other buttons.	Pause would pause the upload "for now and then you can unpause."	Resume would start uploading the rest of them.	It is pretty straightforward.
User 6	Forgot to do this task with him 😞	Forgot to do this task with him 😞	Forgot to do this task with him 😞	Forgot to do this task with him 😞	Forgot to do this task with him 😞
User 7	"Cancel would stop the uploading, but keep already uploaded files"	Done would just close it.	"Cancel would be the same (as what she described before), and pause would pause."	Resume would restart the upload.	

Potential Design Improvements (based on testing)

- If we decide to have a cancel button, we need a way to make it very clear which files were uploaded and which were not.
- Most users understood the meaning of the Remove button.
- Add rollover or additional text to error messages to tell users what the error is and how to recover.
- "Stop Upload" button that then allows them to Cancel remaining uploads or resume?
- We may want to consider sending users directly to the location of their uploaded files and not require them to press "Done" if everything has uploaded successfully and they didn't modify the file queue. If they have modified the queue in any way (e.g. deleted a file with the red X) we should probably leave the uploader on the screen so they know how many they uploaded. It may even be good to add a message saying something like "1 file upload canceled."
- Need a clear message that files were uploaded successfully? Since this was paper, users weren't able to see the files in their new location which would be feedback that it was successful.