

Uploader User Testing - Round 2

Status

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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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