

THE  
PRESENTATION  
IS FINISHED.  
NO FURTHER  
EDITS, PLEASE

# Report from Formal Drupal Usability Testing at the University of Minnesota Libraries

Drupalcon Boston 2008  
Day 1, Monday 3 March

# Documents for this presentation at:

<http://groups.drupal.org/usability>

Follow along online:

<http://tinyurl.com/ywrb4s>  
(requires a Google login)

# Why is the U of M interested in Drupal?

The University of Minnesota Libraries Are...

...Standardizing on a (Social) Platform

- Drupal as Library Web Applications "Glue"
- Drupal Powered Academic Community Sites
  - [HarvestChoice](#), [EthicShare](#)

How Did This Get Started?

- Barcelona Drupalcon Keynote
  - Dries: Usability!, Usability!
- We Have a Lab, You Have a CMS
  - Helping Drupal Helps Us



UNIVERSITY OF MINNESOTA  
LIBRARIES

**Why formal usability testing?**

Because none of us can  
**unlearn** how to use Drupal.

Because we can't forget what  
a node is.

Because we know that  
Post Settings,  
Input Format,  
and Display Fields,  
are not commands

Because the people who care most about Drupal, can never use it for the first time again.

Community In Use



For the Help Desk, dial  
5-4364





Welcome to the  
Monday Lab

Monday, Oct 2, 2012

10:10 AM

Coca-Cola



# What to test?

Drupal is highly customizable

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In most cases deployment of Drupal requires heavy customization of UI/modules/etc.

# What to test?

Drupal is highly customizable

In most cases deployment of Drupal requires heavy customization of UI/modules/etc.

What do we test that will be relevant to the most users?

The short answer:

Drupal 6.x core

CCK

Garland theme

# The long answer

Tasks that required users to grok:

- CCK content types and fields
- Users, roles, and permissions
- Taxonomy (we're librarians, after all)
- Menus
- Blocks

# The long answer

We had to be very careful in how we worded the tasks

- Tasks had to match the evaluator's mental model and vocabulary (i.e. a page is a page, not a node type)
- Tasks had to avoid terminology that appears in the Drupal interface

# Personas

Initial persona set:

- Visitor
  - Anonymous user
- Content contributor
  - Authenticated user
- Site maintainer
  - Sub-admin
  - Editor
- Site admin
  - Installer
  - DB Admin
  - Server Admin

# Personas

## Initial persona set:

- Visitor
  - Anonymous user
- Content contributor
  - Authenticated user
- **Site maintainer**
  - Sub-admin
  - Editor
- Site admin
  - Installer
  - DB Admin
  - Server Admin

# Evaluators

In order to find people who could succeed, the lab recruited people who had experience with the following:

Blog apps like Movable Type or WordPress

Other CMSs

but not Drupal.

These are our people

These are our people

the kind of people who we'd like to see using Drupal

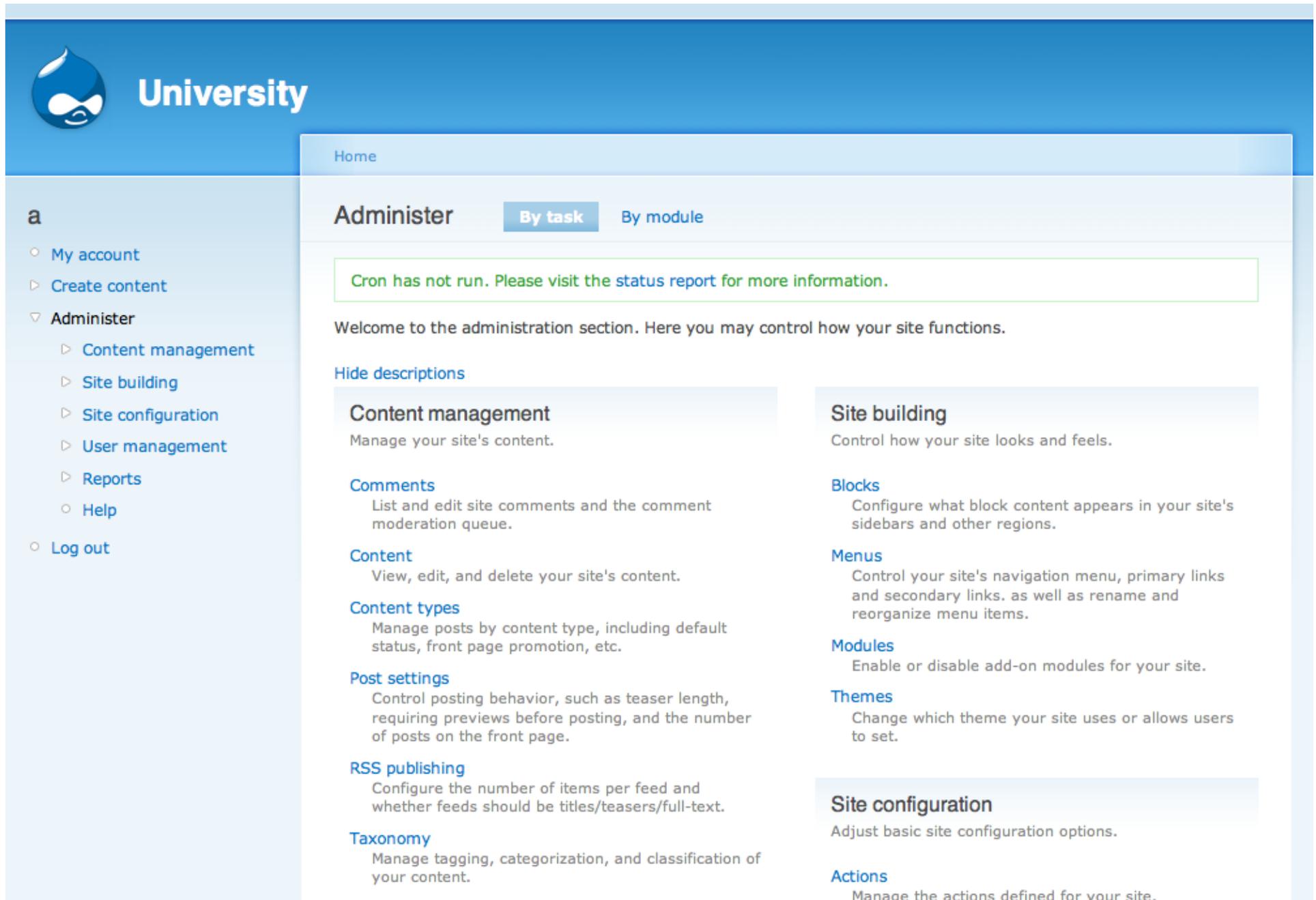
These are our people

the kind of people who we'd like to see using Drupal

the kind of people we'd like to think could use Drupal

And this is what we found...

# What we see



The screenshot shows the Drupal administration interface for a University website. The top navigation bar is blue with the University logo and name. A left sidebar contains a navigation menu. The main content area is titled 'Administer' and features a 'Cron has not run' warning message. Below the warning, there is a welcome message and a 'Hide descriptions' link. The main content is organized into two columns of cards, each with a title and a brief description of the function.

**University**

Home

**Administer** **By task** By module

Cron has not run. Please visit the status report for more information.

Welcome to the administration section. Here you may control how your site functions.

[Hide descriptions](#)

**Content management**  
Manage your site's content.

**Comments**  
List and edit site comments and the comment moderation queue.

**Content**  
View, edit, and delete your site's content.

**Content types**  
Manage posts by content type, including default status, front page promotion, etc.

**Post settings**  
Control posting behavior, such as teaser length, requiring previews before posting, and the number of posts on the front page.

**RSS publishing**  
Configure the number of items per feed and whether feeds should be titles/teasers/full-text.

**Taxonomy**  
Manage tagging, categorization, and classification of your content.

**Site building**  
Control how your site looks and feels.

**Blocks**  
Configure what block content appears in your site's sidebars and other regions.

**Menus**  
Control your site's navigation menu, primary links and secondary links, as well as rename and reorganize menu items.

**Modules**  
Enable or disable add-on modules for your site.

**Themes**  
Change which theme your site uses or allows users to set.

**Site configuration**  
Adjust basic site configuration options.

**Actions**  
Manage the actions defined for your site.

**a**

- My account
- Create content
- Administer
  - Content management
  - Site building
  - Site configuration
  - User management
  - Reports
- Help
- Log out



a

- My account
- Create content
- Administer
  - Content management
    - Comments
    - Content
    - Content types
    - Post settings
    - RSS publishing
    - Taxonomy
  - Site building
  - Site configuration
  - User management
  - Reports
  - Help
- Log out

## Workshop

[Edit](#) [Manage fields](#) [Display fields](#) [Add field](#) [Add group](#)

## Identification

**Name:**   
The human-readable name of this content type. This text will be displayed as part of the list on the create content page. It is recommended that this name begin with a capital letter and contain only letters, numbers, and spaces. This name must be unique.

**Type:**   
The machine-readable name of this content type. This text will be used for constructing the URL of the create content page for this content type. This name must contain only lowercase letters, numbers, and underscores. Underscores will be converted into hyphens when constructing the URL of the create content page. This name must be unique.

**Description:**   
A brief description of this content type. This text will be displayed as part of the list on the create content page.

## Submission form settings

**Title field label:**   
**Body field label:**   
To omit the body field for this content type, remove any text and leave this field blank.

**Minimum number of words:**   
The minimum number of words for the body field to be considered valid for this content type. This can be useful to rule out submissions that do not meet the site's standards, such as short text posts.

**Explanation or submission guidelines:**   
This text will be displayed at the top of the submission form for this content type. It is useful for helping or instructing your users.

## Workflow settings

**Default options:**

- Published
- Promoted to front page
- Sticky at top of lists
- Create new revision

Users with the administrator nodes permission will be able to override these options.

## Comment settings

**Default comment settings:**

- Disabled
- Read only
- Read/Write

Users with the administrator comments permission will be able to override this setting.

**Default display mode:**

- Flat list - collapsed
- Flat list - expanded
- Threaded list - collapsed
- Threaded list - expanded

The default view for comments. Expanded views display the body of the comment. Threaded views keep replies together.

**Default display order:**

- Date - newest first
- Date - oldest first

The default sorting for new users and anonymous users while viewing comments. These users may change their view using the comment control panel. For registered users, this change is remembered as a persistent user preference.

**Default comments per page:**   
Default number of comments for each page; more comments are distributed in several pages.

**Comment controls:**

- Display above the comments
- Display below the comments
- Display above and below the comments
- Do not display

Position of the comment controls box. The comment controls let the user change the default display mode and display order of comments.

**Anonymous commenting:**

- Anonymous posters may not enter their contact information
- Anonymous posters may leave their contact information
- Anonymous posters must leave their contact information

This option is enabled when anonymous users have permission to post comments on the [permissions page](#).

**Comment subject field:**

- Disabled
- Enabled

Can users provide a unique subject for their comments?

**Preview comment:**

- Optional
- Required

Forces a user to look at their comment by clicking on a "Preview" button before they can actually add the comment.

**Location of comment submission form:**

- Display on separate page
- Display below post or comments

# "Yowza!"

# Task 1

Create a form with some simple fields so users can list upcoming workshops.

“

OK I'm building a site, so I'll  
start with Site Building.

”

“

Content Management probably isn't where I want to be right now, so I'll start with Site Building, then Blocks.

”

# Site building

University

Home > Administer

**Site building**

**Blocks**  
Configure what block content appears in your site's sidebars and other regions.

**Menus**  
Control your site's navigation menu, primary links and secondary links, as well as rename and reorganize menu items.

**Modules**  
Enable or disable add-on modules for your site.

**Themes**  
Change which theme your site uses or allows users to set.

1

2

1. This is where they spent most of their time, but **nothing** on this page had anything they needed to complete their tasks.
2. They were looking for things that said "field" or "form".

“

If I can find anything at all  
about forms...

”

“

A lot of this language is unfamiliar... like content type.

”

# Content management panel

University

Home > Administer

a

- My account
- Create content
- Administer
  - Content management
    - Comments
    - Content
    - Content types
    - Post settings
    - RSS publishing
    - Taxonomy
  - Site building
  - Site configuration
  - User management
  - Reports
  - Help
- Log out

**1** Content management

- Comments
  - List and edit site comments and the
- Content
  - View, edit, and delete your site's con
- Content types
  - Manage posts by content type, includ
- Post settings
  - Control posting behavior, such as tea
  - the front page.
- RSS publishing
  - Configure the number of items per feed and whether feeds should be titles/teasers/full-text.
- Taxonomy
  - Manage tagging, categorization, and classification of your content.

**2**

**3**

1. Confusion between content, content type, and create content.

2. People don't find what they're looking for here. Next stop: Site building/Site configuration...

3. Only get here after help desk call. :(

Drupal

“

*Story* seemed very jargony to  
me.

”

# Content types panel

University

Home > Administer > Content management

Content types [List](#) [Add content type](#) [Fields](#)

Below is a list of all the content types on your site. All posts that exist on your site are instances of one of these content types.

| Name                  | Type  | Description  | Operations                                  |
|-----------------------|-------|--|---|
| <a href="#">Page</a>  | page  | A <i>page</i> , similar in form to a <i>story</i> , is a simple method for creating and displaying information that rarely changes, such as an "About us" section of a website. By default, a <i>page</i> entry does not allow visitor comments and is not featured on the site's initial home page.   | <a href="#">edit</a> <a href="#">delete</a> |
| <a href="#">Story</a> | story | A <i>story</i> , similar in form to a <i>page</i> , is ideal for creating and displaying content that informs or engages website visitors. Press releases, site announcements, and informal blog-like entries may all be created with a <i>story</i> entry. By default, a <i>story</i> entry is automatically featured on the site's initial home page, and provides the | <a href="#">edit</a> <a href="#">delete</a> |

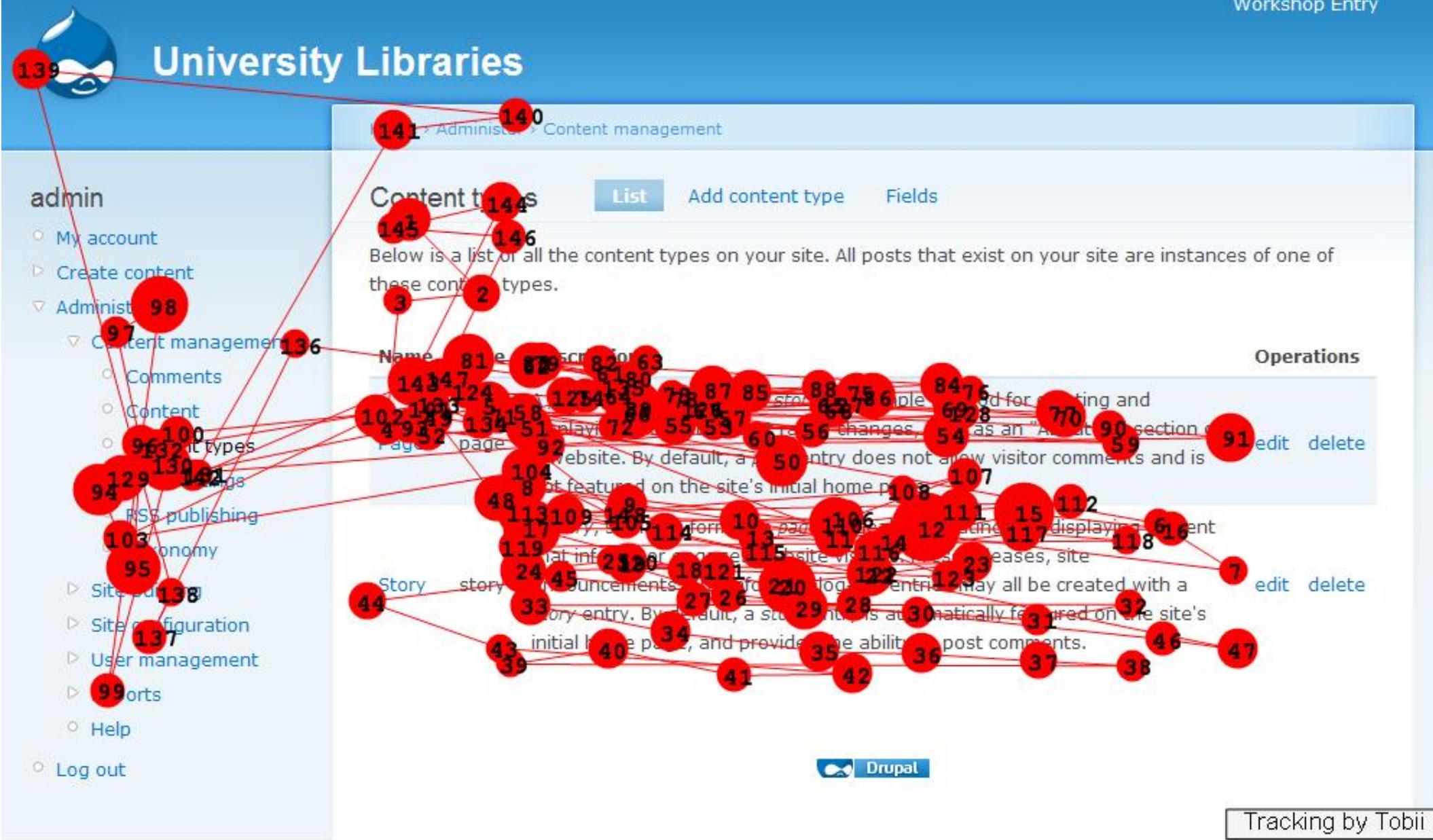
1. Expecting this to be where fields are added.

2. One participant immediately backed out of here, saying "Oh, I'm back in Create content again" because of the descriptions.

3. Looking for the ability to create content and add fields here.

4. Expecting these links to be a "preview" of what the form looks like.

# Eye-tracking on content types panel



“

I want to create the ability to  
add forms, but I can't see  
where they live.

”

“

Is a field a content type? Is a  
concept of a field a content  
type? Or is a field name a  
content type?

”

# Add Content Type page (1/2)

The screenshot shows the University Drupal administration interface. The top navigation bar includes the University logo and the text 'University'. Below the navigation bar, the breadcrumb trail reads 'Home > Administer > Content management > Content types'. The main content area is titled 'Content types' and features three tabs: 'List', 'Add content type', and 'Fields'. The 'Add content type' tab is active. Below the tabs, there is a text block explaining the purpose of the page: 'To create a new content type, enter the human-readable name, the machine-readable name, and all other relevant fields that are on this page. Once created, users of your site will be able to create posts that are instances of this content type.' The 'Identification' section contains three fields: 'Name: \*', 'Type: \*', and 'Description:'. The 'Name' field has a text input box and a description: 'The human-readable name of this content type. This text will be displayed as part of the list on the create content page. It is recommended that this name begin with a capital letter and contain only letters, numbers, and spaces. This name must be unique.' The 'Type' field has a text input box and a description: 'The machine-readable name of this content type. This name must contain only lowercase letters, numbers, and hyphens. This name must be unique when constructing the URL of the content type.' The 'Description' field has a text area and a description: 'A brief description of this content type.' Two red arrows point to the 'Add content type' button and the 'Fields' tab.

1. Several users added 'field' definitions here. They thought they could add the field forms to the 'page' they had created so that librarians could add workshops from the 'page' with the fields on it.

2. Fields tab was invisible (and empty)

# Add Content Type page (2/2)

1. Core fields are in submission form settings, CCK fields are hiding under a tab.
2. With all fieldsets expanded, **this form is *one yard* long.**

Submission form settings

**Title field label: \***  
Name

**Body field label:**  
Description  
To omit the body field for this content type, remove any text and leave this field blank.

**Minimum number of words:**  
0  
The minimum number of words for the body field to be considered valid for this content type. This can be useful to rule out submissions that do not meet the site's standards, such as short test posts.

**Explanation or submission guidance**  
This text will be displayed at the top of the submission form for this content type. It is useful for helping or instructing your users.

Workflow settings

Comment settings

**Default comment setting:**  
 Disabled  
 Read only  
 Read/Write  
Users with the *administer comments* permission will be able to override this setting.

**Default display mode:**  
 Flat list - collapsed  
 Flat list - expanded  
 Threaded list - collapsed

“

A page, I think I know what a  
page is.

”

“

A page, I'm thinking web  
page?

”

“

What the heck is a book page?

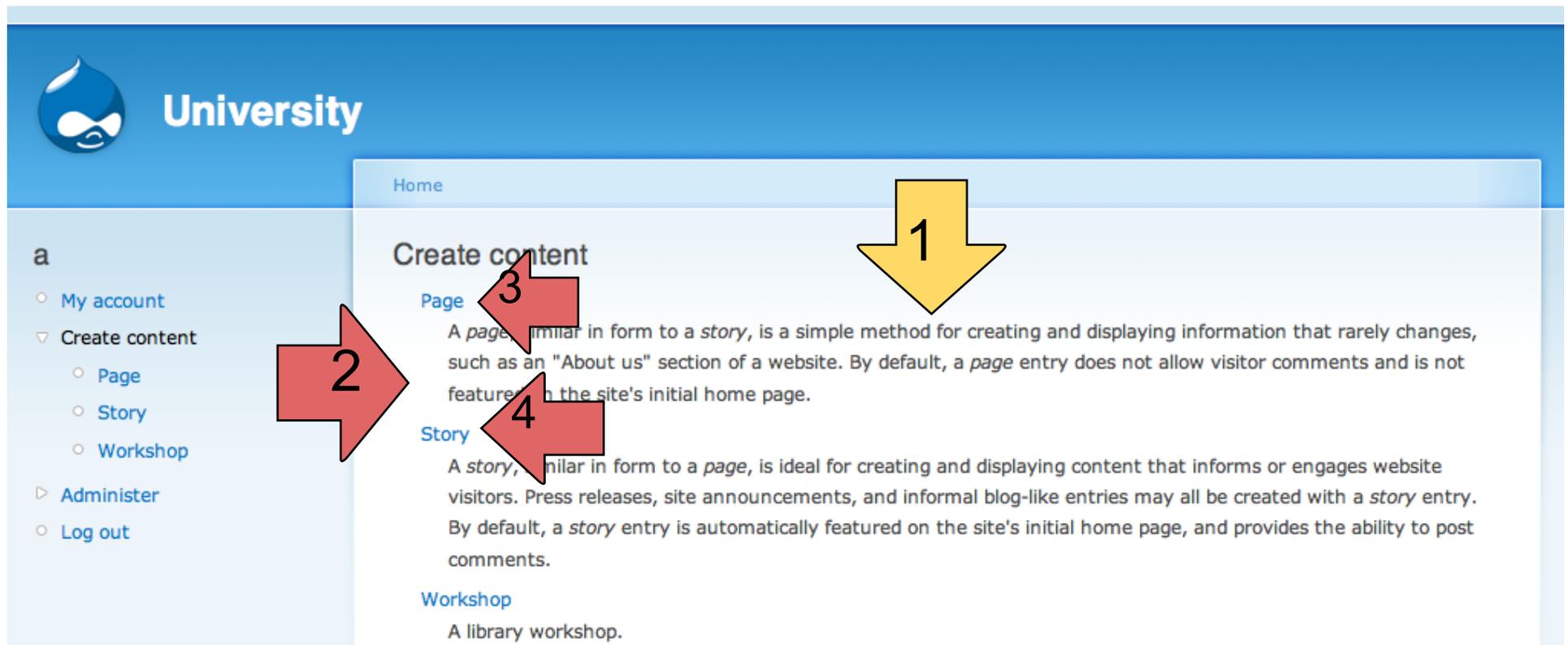
”

“

Am I creating a *thing* for creating web pages or am I *creating* web pages? Am I *creating* content or am I creating a content? Whoah, confusion.

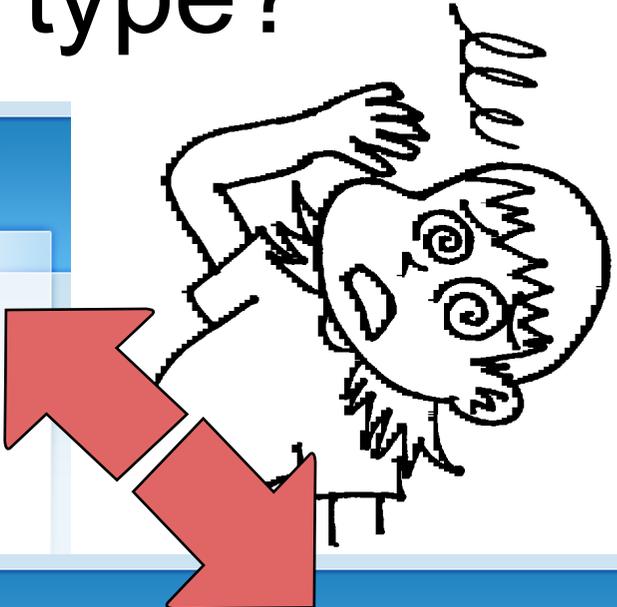
”

# Create content page



1. People confused about page vs. story. Descriptions didn't help them to understand (and too long)
2. People thought "Page" and "Story" were the **only options**; didn't know that you could add more.
3. People think "Page" is a \*whole\* web page which they can put different things \*into\* (like forms).
4. "Story" term universally not understood.

# Create content or content type?



The image shows two screenshots of a Drupal website interface. The top screenshot is the 'Create content' page, which lists options for creating a Page, Story, or Workshop. The bottom screenshot is the 'Content types' administration page, which shows a table of content types: Page and Story. A red double-headed arrow points between the two screenshots, indicating a relationship or choice between creating content and managing content types. A cartoon character with a large head and wide eyes, looking confused, is positioned to the right of the arrow.

**1. Back and forth and back and forth between Create Content and Create Content Type.**

| Name  | Type  | Description  | Operations                                  |
|-------|-------|--|---|
| Page  | page  | A <i>page</i> , similar in form to a <i>story</i> , is a simple method for creating and displaying information that rarely changes, such as an "About us" section of a website. By default, a <i>page</i> entry does not allow visitor comments and is not featured on the site's initial home page.   | <a href="#">edit</a> <a href="#">delete</a> |
| Story | story | A <i>story</i> , similar in form to a <i>page</i> , is ideal for creating and displaying content that informs or engages website visitors. Press releases, site announcements, and informal blog-like entries may all be created with a <i>story</i> entry. By default, a <i>story</i> entry is automatically featured on the site's initial home page, and provides the ability to post comments. | <a href="#">edit</a> <a href="#">delete</a> |

[35 minutes later.]

“

I think this is what I've been  
wanting to do all along. I  
wanted to add a field.

”

# Add field

1. Once users get here, they grok the whole concept of adding fields very well.
2. The problem is it took them **30-40 minutes to find it** at all.
3. People don't notice the data types, they focus on widgets. Participant chose "Autocomplete Text" on Node reference because it said "text."

The screenshot shows the 'Add field' interface in a Drupal administration panel. A green arrow labeled '1' points to the 'Add field' button in the top navigation bar. A red arrow labeled '2' points to the 'Add field' button in the main content area. A red arrow labeled '3' points to the 'Text' field type selection in the 'Field type' section.

> Administrator > Content management > Workshop

Workshop Edit Manage fields Display fields **Add field**

Create new field

**Field name: \***

field\_

(machine-readable name of the field. This name cannot be changed later! The name will be prefixed with 'field\_' and can include lowercase unaccented letters, numbers, and underscores. You'll be able to choose a human-readable label for the field on next page)

**Field type: \***

Choose the type of value to store and an input method from the list below.

Text

Store text in the database.

- Select list
- Check boxes/radio buttons
- Single on/off checkbox
- Text Field
- Text Area (multiple rows)

Create field

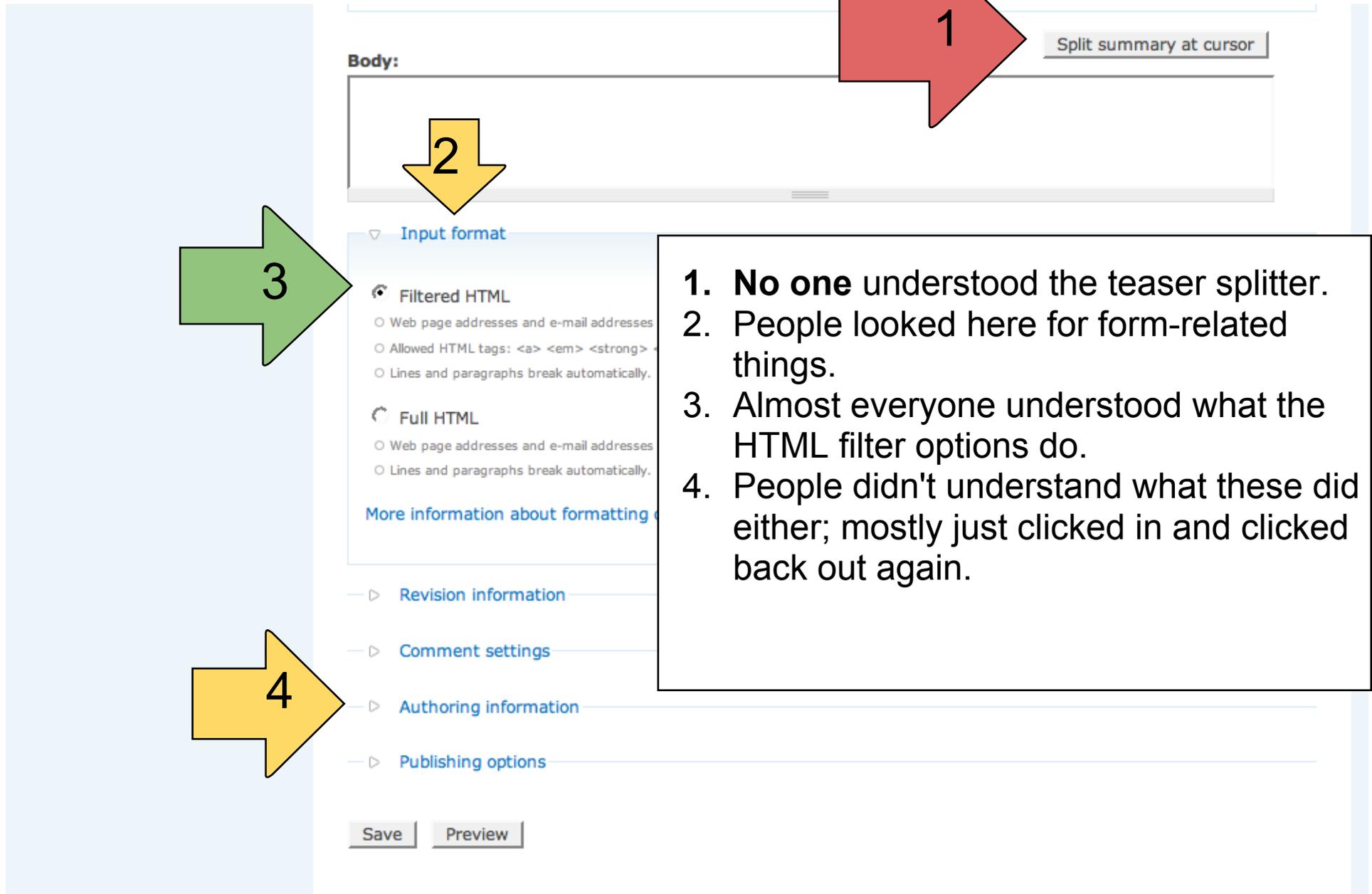
# Create node form (1/2)

The screenshot shows the 'Create Workshop' form. On the left is a navigation sidebar with the following items: 'a', 'My account', 'Create content' (expanded), 'Page', 'Story', 'Workshop', 'Administer', and 'Log out'. The main form area is titled 'Create Workshop' and contains the following fields:

- Name:** \* (required) - A text input field with a red arrow labeled '1' pointing to it.
- Menu settings:** (expanded section)
  - Menu link title:** - A text input field with a red arrow labeled '1' pointing to it. Below it is the text: "The link text corresponding to this item that should appear in the menu. Leave blank if you do not wish to add this post to the menu."
  - Parent item:** - A dropdown menu with '<Primary links>' selected. A red arrow labeled '2' points to it. Below it is the text: "The maximum depth for an item and all its children. Some menu items may not be available as parents if selecting them would exceed this limit."
  - Weight:** - A dropdown menu with '0' selected. Below it is the text: "Optional. In the menu, the heavier items will sink and the lighter items will be positioned nearer the top."

1. Several users **thought menu settings were required** information because of its prominence in the form.
2. **Parent item** was **universally not understood**. People stuck menu items at random places, and then did not realize what it meant. One suggested "child" might be better.

# Create node form (2/2)



The screenshot shows a Drupal node form with several key UI elements highlighted by numbered arrows:

- Arrow 1 (Red):** Points to the "Split summary at cursor" button in the top right corner of the form.
- Arrow 2 (Yellow):** Points to the main text input area of the form.
- Arrow 3 (Green):** Points to the "Input format" section, which includes options for "Filtered HTML" and "Full HTML".
- Arrow 4 (Yellow):** Points to the "Save" and "Preview" buttons at the bottom of the form.

**1. No one** understood the teaser splitter.

**2.** People looked here for form-related things.

**3.** Almost everyone understood what the HTML filter options do.

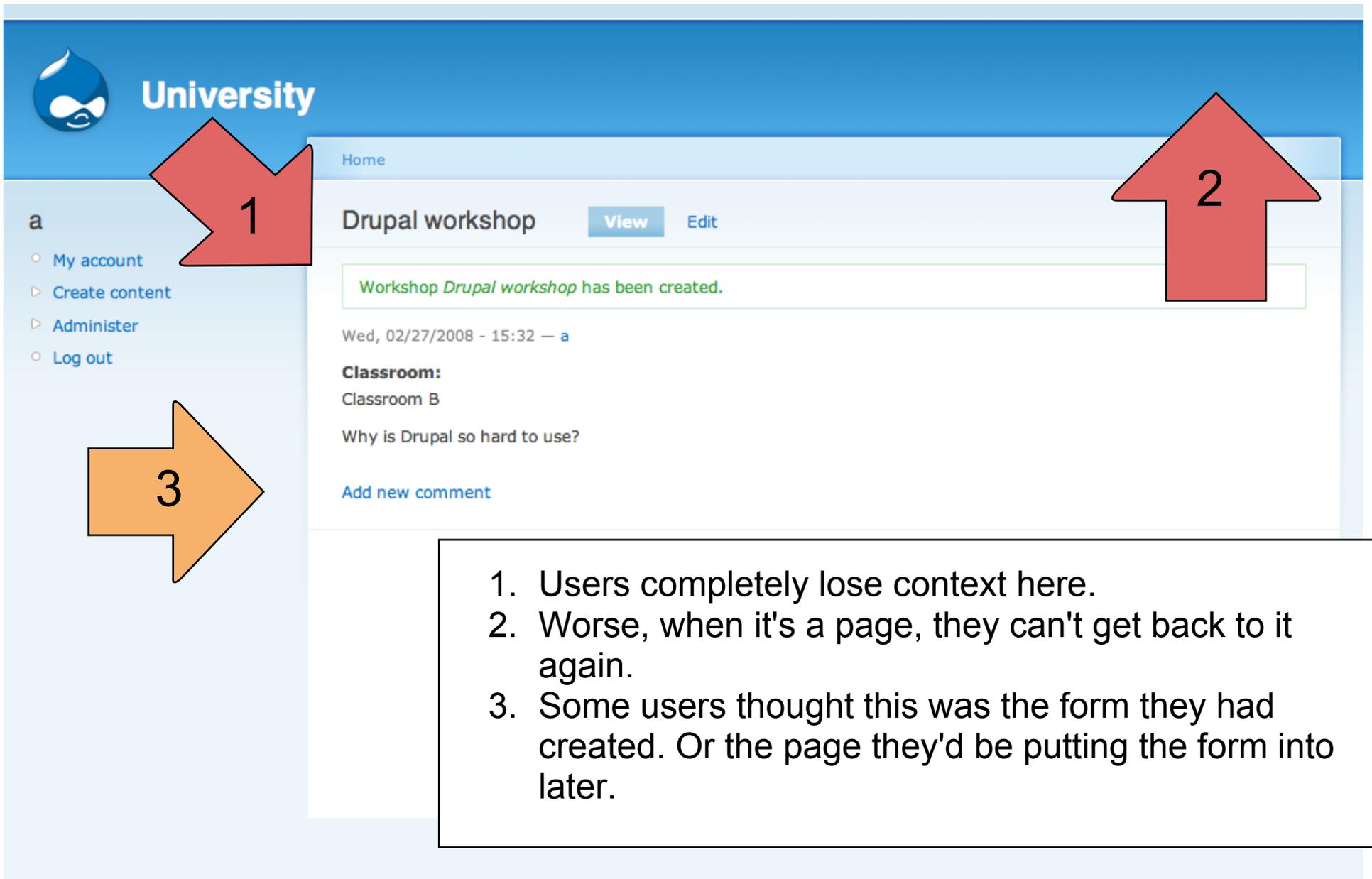
**4.** People didn't understand what these did either; mostly just clicked in and clicked back out again.



What happened!! Is this my form, or a preview of my form, or a page, or a story?



# Home page with content



The screenshot shows a Drupal home page for a user named 'a'. The page features a blue header with the 'University' logo and name. A navigation menu on the left includes 'My account', 'Create content', 'Administer', and 'Log out'. The main content area displays a 'Drupal workshop' entry with 'View' and 'Edit' buttons. A green message box states 'Workshop *Drupal workshop* has been created.' Below this, the date 'Wed, 02/27/2008 - 15:32' and the user 'a' are shown. The content includes 'Classroom: Classroom B' and the text 'Why is Drupal so hard to use?'. A link for 'Add new comment' is at the bottom. Three arrows point to specific areas: a red arrow labeled '1' points to the navigation menu, a red arrow labeled '2' points to the message box, and an orange arrow labeled '3' points to the left side of the page.

1. Users completely lose context here.
2. Worse, when it's a page, they can't get back to it again.
3. Some users thought this was the form they had created. Or the page they'd be putting the form into later.

# Task 2

Create an account for "Nancy Pearl" and give her access to create workshops

“

OK this feels very  
straightforward.

”

“

User management. This is  
where I want to be.

”

“

OK. This is easy!

”

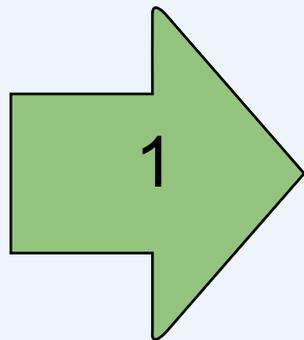
“

So I want Nancy to be able to create workshops, and edit her own workshops.

”

# Permissions page

| Permission                     | anonymous user                      | authenticated user                  |
|--------------------------------|-------------------------------------|-------------------------------------|
| post comments without approval | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| access content                 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| administer content types       | <input type="checkbox"/>            | <input type="checkbox"/>            |
| administer nodes               | <input type="checkbox"/>            | <input type="checkbox"/>            |
| create page content            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| create story content           | <input type="checkbox"/>            | <input type="checkbox"/>            |
| create workshop content        | <input type="checkbox"/>            | <input type="checkbox"/>            |
| delete any content             | <input type="checkbox"/>            | <input type="checkbox"/>            |
| delete any page content        | <input type="checkbox"/>            | <input type="checkbox"/>            |
| delete any story content       | <input type="checkbox"/>            | <input type="checkbox"/>            |
| delete any workshop content    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| delete own page content        | <input type="checkbox"/>            | <input type="checkbox"/>            |
| delete own story content       | <input type="checkbox"/>            | <input type="checkbox"/>            |
| delete own workshop content    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| delete revisions               | <input type="checkbox"/>            | <input type="checkbox"/>            |
| edit any page content          | <input type="checkbox"/>            | <input type="checkbox"/>            |



1. People understand what to do on this page, although they clicked "access rules" first.
2. Several commented that these should be sorted by content type.
3. Distinction between "edit own" and "edit any" wasn't always clear

# Task 3

Classify workshops  
by academic department.

“

This is starting to make a little  
more sense here.

”

# Taxonomy admin page

The screenshot shows the University Taxonomy admin page. The header includes the University logo and the text 'University'. The breadcrumb trail is 'Home > Administer > Content management'. The main heading is 'Taxonomy' with buttons for 'List' and 'Add vocabulary'. A green arrow labeled '1' points to the 'Content types' link in the left sidebar. A yellow arrow labeled '2' points to the help text below the introductory paragraph. The help text explains the taxonomy module and provides instructions on how to manage vocabularies. Below the help text is a table with columns for 'Name', 'Type', and 'Operations', which currently shows 'No vocabularies available'. A [more help...] link is also present.

Home > Administer > Content management

## Taxonomy

List Add vocabulary

The taxonomy module allows you to categorize your content using both tags and administrator defined terms. It is a flexible tool for classifying content with many advanced features. To begin, create a 'Vocabulary' to hold one set of terms or tags. You can create one free-tagging vocabulary for everything, or separate controlled vocabularies to define the various properties of your content, for example 'Countries' or 'Colors'.

Use the list below to configure and review the vocabularies defined on your site, or to list and manage the terms (tags) they contain. A vocabulary may (optionally) be tied to specific content types as shown in the *Type* column and, if so, will be displayed when creating or editing posts of that type. Multiple vocabularies tied to the same content type will be displayed in the order shown below. To change the order of a vocabulary, grab a drag-and-drop handle under the *Name* column and drag it to a new location in the list. (Grab the handle by clicking and holding the mouse while hovering over a handle icon.) Remember that your changes will not be saved until you click the *Save* button at the bottom of the page.

[more help...]

| Name                       | Type | Operations |
|----------------------------|------|------------|
| No vocabularies available. |      |            |

1. One user understood *content types* from the help text here and went on to complete much of the task.
2. People want tasks underneath the help text so they don't have to scroll back up.

“

Oh wow I can add related terms!

”

“

I want to make a multiple level of hierarchy but I'm not sure how I would go about that.

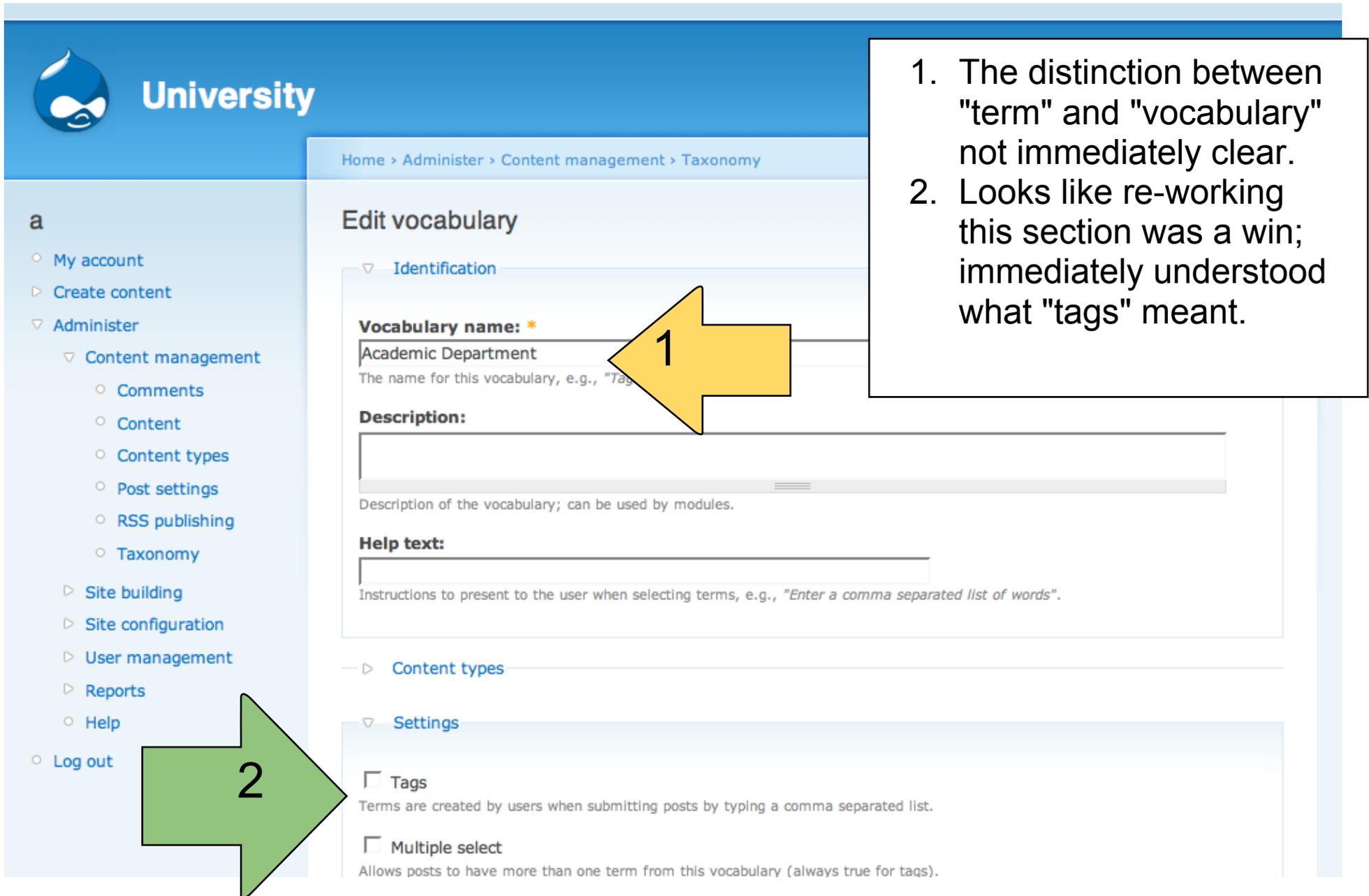
”

“

I think I'll make this multiple select, and I'll set it to required. Not tags, that's too *bloggy*.

”

# Add vocabulary page



The screenshot shows the 'Edit vocabulary' page in a Drupal administration interface. The page title is 'Edit vocabulary' and the breadcrumb trail is 'Home > Administer > Content management > Taxonomy'. The page is divided into sections: Identification, Description, Help text, Content types, and Settings. A yellow arrow labeled '1' points to the 'Vocabulary name' field, which contains 'Academic Department'. A green arrow labeled '2' points to the 'Log out' link in the left sidebar. A text box on the right contains two numbered points.

**University**

Home > Administer > Content management > Taxonomy

## Edit vocabulary

Identification

**Vocabulary name: \***

Academic Department

The name for this vocabulary, e.g., "Tags"

**Description:**

Description of the vocabulary; can be used by modules.

**Help text:**

Instructions to present to the user when selecting terms, e.g., "Enter a comma separated list of words".

Content types

Settings

Tags

Terms are created by users when submitting posts by typing a comma separated list.

Multiple select

Allows posts to have more than one term from this vocabulary (always true for tags).

1. The distinction between "term" and "vocabulary" not immediately clear.

2. Looks like re-working this section was a win; immediately understood what "tags" meant.

# Task 4

# **Task 4**

**No one made it to task 4.**

This is where they spent their  
time instead.

“

I am trying to get back to that screen, that had that step by step layout.

”



None of this looks like what I'm looking for. I guess I'll see if I can search... Oh, I can't.



## Admin

- [My account](#)
- ▷ [Create content](#)
- ▽ [Administer](#)
  - ▷ [Content management](#)
  - ▷ [Site building](#)
  - ▷ [Site configuration](#)
  - ▷ [User management](#)
  - ▷ [Reports](#)
  - [Help](#)
- [Log out](#)

## Help

This guide provides context sensitive help on the use and configuration of and its modules, and is a supplement to the more extensive online [Drupal handbook](#). The online handbook may contain more up-to-date information, is annotated with helpful user-contributed comments, and serves as the definitive reference point for all Drupal documentation.

## Help topics

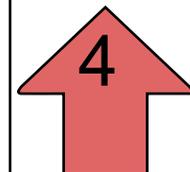
Help is available on the following items:

- [Block](#)
- [Color](#)
- [Comment](#)
- [Database logging](#)
- [Filter](#)
- [Help](#)
- [Menu](#)
- [Node](#)
- [System](#)
- [Taxonomy](#)
- [Update status](#)
- [User](#)

# Home page

The screenshot shows the top of a Drupal website. On the left is a blue header with a logo and the word "University". Below this is a "User login" form with fields for "Username:" and "Password:" and a "Log in" button. In the center is a white box with the heading "Welcome to your new Drupal website!" and the text "Please follow these steps to set up and start using our website:". Below this is a numbered list starting with "1. Configure your website" and a paragraph of instructions. On the right side of the white box, there is a red arrow pointing left with the number "3". A yellow arrow with the number "1" points down to the top of the white box, and another yellow arrow with the number "2" points to the first list item.

1. New users read **every** bit of this text. **Line by line.**
2. Some also used this screen for navigation and didn't notice left hand navigation.
3. Missing overview "how does the system work" info here; users were forced to click around admin panel to figure it out. video tutorial?
4. **When this page goes away, it completely strands people**, as it's the closest thing we have to a tutorial.



“

It says it provides context sensitive help. But I don't see that anywhere.

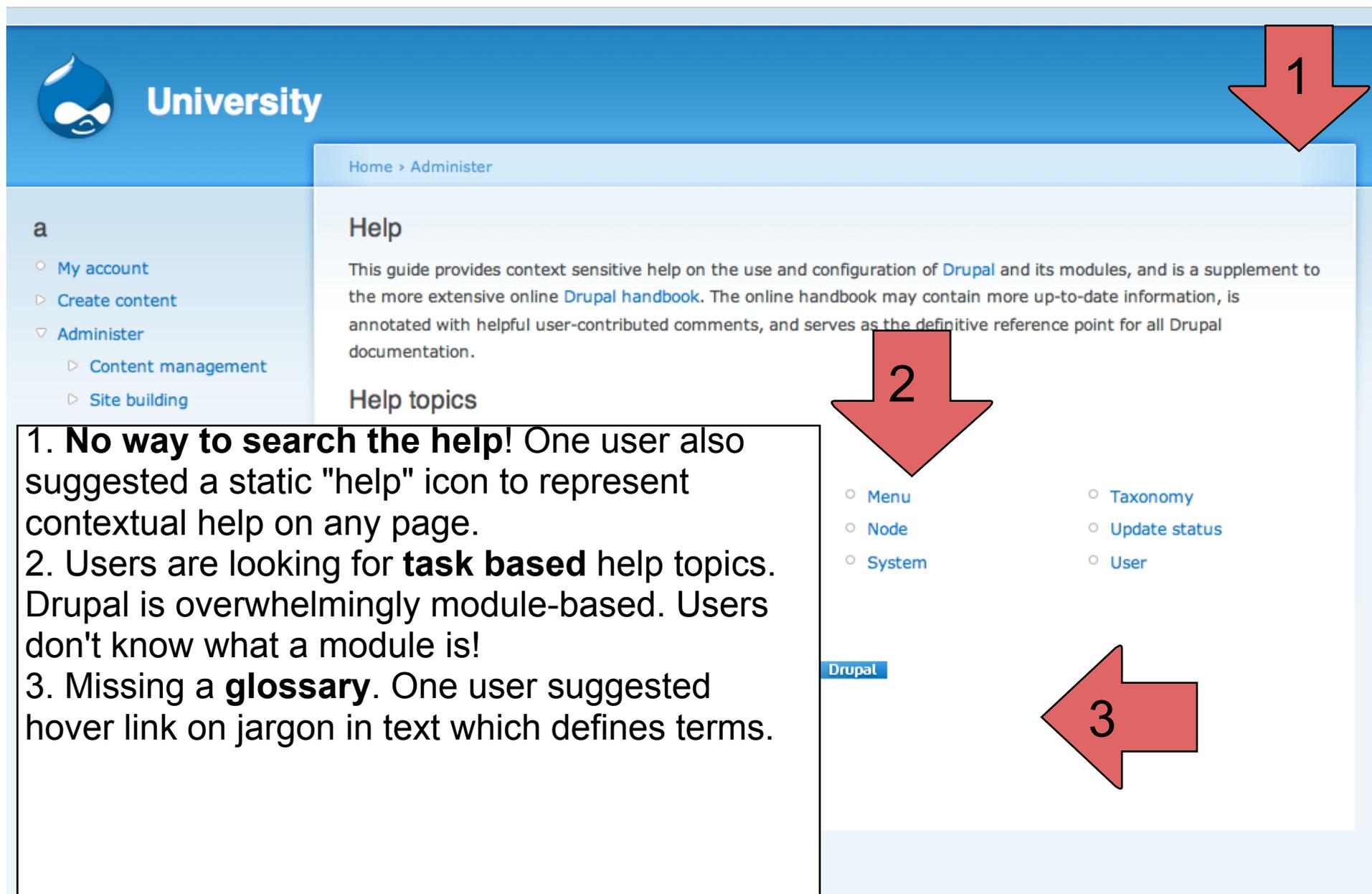
”

“

Help was completely useless  
to me.

”

# Help page



The screenshot shows a Drupal help page for a 'University' site. The page has a blue header with the Drupal logo and the word 'University'. Below the header is a breadcrumb trail: 'Home > Administer'. The main content area is titled 'Help' and contains a paragraph of introductory text. Below this is a section titled 'Help topics' with a list of links: Menu, Node, System, Taxonomy, Update status, and User. A search bar is visible at the bottom of the page. Three red arrows with numbers 1, 2, and 3 point to specific areas: arrow 1 points to the top right corner of the page; arrow 2 points to the introductory text; arrow 3 points to the search bar.

University

Home > Administer

## Help

This guide provides context sensitive help on the use and configuration of [Drupal](#) and its modules, and is a supplement to the more extensive online [Drupal handbook](#). The online handbook may contain more up-to-date information, is annotated with helpful user-contributed comments, and serves as the definitive reference point for all Drupal documentation.

### Help topics

- Menu
- Node
- System
- Taxonomy
- Update status
- User

Drupal

1

2

3

a

- My account
- Create content
- Administer
  - Content management
  - Site building

1. **No way to search the help!** One user also suggested a static "help" icon to represent contextual help on any page.
2. Users are looking for **task based** help topics. Drupal is overwhelmingly module-based. Users don't know what a module is!
3. Missing a **glossary**. One user suggested hover link on jargon in text which defines terms.

“

What I want to see is a simple  
HTML form builder.

”

“

Is my module going to be a  
workshop in this system?

”

# Modules page (1/2)

The screenshot shows the Drupal administration interface for the 'University' site. The breadcrumb trail is 'Home > Administer > Site building'. The main heading is 'Modules' with sub-links for 'List' and 'Uninstall'. A yellow box highlights a message: 'No information is available about potential new releases for currently installed modules and themes. To check for updates, you may need to run cron or you can check manually. Please note that checking for available updates can take a long time, so please be patient.' Below this, a paragraph explains that modules are plugins that extend Drupal's core functionality and can be enabled or disabled. A third paragraph states that update.php should be run every time a module is updated. A fourth paragraph mentions that administration tasks for a module can be found on the 'administration by module page'. Three yellow arrows with numbers 1, 2, and 3 point to the yellow box, the 'Site building' menu item, and the 'Modules are plugins' paragraph, respectively.

1. Yellow box was jarring (though most wouldn't usually see it)
2. Wall of text causes rest of page to go "below the fold." Also caused one user to back out of here immediately, saying "This is too complicated."
3. One user thought this was the wrong place to be, because it says modules "extend" Drupal's functionality, and fields should be built-in.

“

I see a lot of CCK, what is this  
CCK?

”

“

**Oh! Finally! Fields!**

”

# Modules page (2/2)

| Enabled                             | Name                  | Version | Description   |
|-------------------------------------|-----------------------|---------|---|
| <input checked="" type="checkbox"/> | <b>Content</b>        |         | Allows administrators to define new content types.<br>Required by: Content Copy ( <b>disabled</b> ), Fieldgroup ( <b>disabled</b> ), Node Reference ( <b>disabled</b> ), Number ( <b>disabled</b> ), Option Widgets ( <b>enabled</b> ), Text ( <b>enabled</b> ), User Reference ( <b>disabled</b> ) |
| <input type="checkbox"/>            | <b>Content Copy</b>   |         | Enables ability to import/export content.<br>Depends on: Content ( <b>enabled</b> )   |
| <input type="checkbox"/>            | <b>Fieldgroup</b>     |         | Create field groups for CCK fields.<br>Depends on: Content ( <b>enabled</b> )   |
| <input type="checkbox"/>            | <b>Node Reference</b> |         | Defines a field type for referencing one node from another.<br>Depends on: Content ( <b>enabled</b> ), Text ( <b>enabled</b> ), Option Widgets ( <b>enabled</b> )   |
| <input type="checkbox"/>            | <b>Number</b>         |         | Defines numeric field types.<br>Depends on: Content ( <b>enabled</b> )  |
| <input checked="" type="checkbox"/> | <b>Option Widgets</b> |         | Defines selection, check box and radio button widgets for text and numeric fields.<br>Depends on: Content ( <b>enabled</b> )<br>Required by: Node Reference ( <b>disabled</b> ), User Reference ( <b>disabled</b> )   |
| <input checked="" type="checkbox"/> | <b>Text</b>           |         | Defines simple text field types.<br>Depends on: Content ( <b>enabled</b> )  |

1. Some users click "CCK" here expecting it to display a definition.
2. One user's eyes jumped to the green "enabled" text and thought field was already enabled, even after having read that the checkbox was how this was enabled.
3. This is the only place in the entire admin panel where there's prominent mention of a "field"

“

Right. I'm just going to add  
them all - wow this might lock  
up.

”



[it did.]

# Next stop... php.ini!

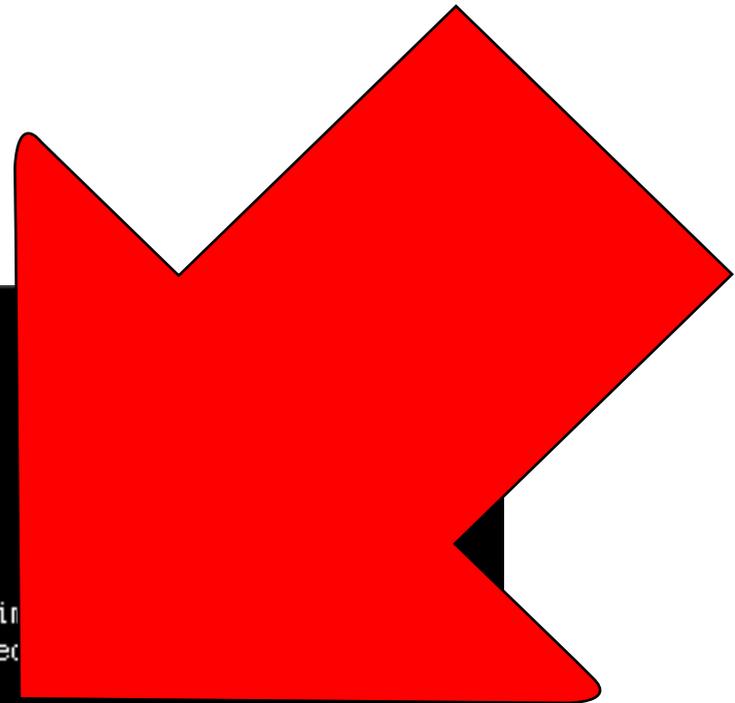
```
; on your server or not.
expose_php = On

;;;;;;;;;;;;;;;;;;;;;;;;;
; Resource Limits ;
;;;;;;;;;;;;;;;;;;;;;;;;;

max_execution_time = 30    ; Maximum execution time of script (in seconds)
max_input_time = 60      ; Maximum amount of time each request can spend
                            reading request data
memory_limit = 48M       ; Maximum amount of memory a script may consume (8MB)

;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;
; Error handling and logging ;
;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;

; error_reporting is a bit-field. Or each number up to get desired error
; reporting level
; E_ALL          - All errors and warnings
; E_ERROR        - fatal run-time errors
; E_WARNING      - run-time warnings (non-fatal errors)
; E_PARSE        - compile-time parse errors
```



“

...Interesting...

”

“

Well it starts off nice and clean, but then... 0-60!

”

# Administration panel 1

University

Administer

By task By module

Cron has not run. Please visit the status report for more information.

Welcome to the administration section. Here you may control how your site functions.

Hide descriptions

**Content management**  
Manage your site's content.

**Comments**  
List and edit site comments and the comment moderation queue.

**Content**  
View, edit, and delete your site's content.

**Content types**  
Manage posts by content type, including default

**Site building**  
Control how your site looks and feels.

**Blocks**  
Configure what block content appears in your site's sidebars and other regions.

**Menus**  
Control your site's navigation menu, primary links and secondary links, as well as rename and reorganize menu items.

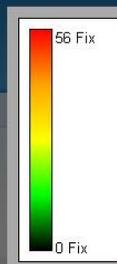
**Modules**  
Enable or disable add-on modules for your site.

**Themes**  
Change which theme your site uses or allows users to set.

**Configuration**

1: Universally: this page is **overwhelming**.

2: The way that people learned Drupal was by clicking around all over in this section, as there's no tutorial.



# Where They Looked In The First 5 Seconds

Red Areas = Many Eye Fixations  
X's = Mouse Clicks

- admin
- My account
- Create content
- Administer
- Content management
- Site building
- Site configuration
- User management
- Reports
- Help
- Log out

Home

Administer **By click** By module

Welcome to the administration section. Here you may control how your site functions.

Hide descriptions

**Content management**  
Manage your site's content.

Comments  
List and edit site comments and the comment moderation queue.

Content  
Create, edit, and delete your site's content.

Content types  
Manage posts by content type, including default status and front page promotion, etc.

Post settings  
Control posting behavior, such as teaser length, requiring previews before posting, and the number of posts on the front page.

RSS publishing  
Configure the number of items per feed and whether feeds should be titles/teasers/full-text.

Taxonomy  
Manage tagging, categorization, and classification of your content.

User management  
Manage your site's users, groups and access to site features.

Access rules  
List and create rules to disallow usernames, e-mail addresses, and IP addresses.

Permissions  
Determine access to features by selecting permissions for roles.

Roles  
List, edit, or add user roles.

User settings  
Configure default behavior of users, including registration requirements, e-mails, and user pictures.

Users  
List, add, and edit users.

Reports  
View reports from system logs and other status information.

Recent log entries  
View events that have recently been logged.

Top 'access denied' errors  
View 'access denied' errors (403s).

Top 'page not found' errors  
View 'page not found' errors (404s).

Available updates  
Get a status report about available updates for your installed modules and themes.

Status report  
Get a status report about your site's operation and any detected problems.

Site building  
Control how your site looks and feels.

Blocks  
Configure what block content appears in your site's sidebars and other regions.

Menus  
Control your site's navigation menu, primary links and secondary links, as well as rename and reorganize menu items.

Modules  
Enable or disable add-on modules for your site.

Themes  
Change which theme your site uses or allows users to set.

Site configuration  
Adjust basic site configuration options.

Actions  
Manage the actions defined for your site.

Administration theme  
Settings for how your administrative pages should look.

Clean URLs  
Enable or disable clean URLs for your site.

Date and time  
Settings for how Drupal displays date and time, as well as the system's default timezone.

Error reporting  
Control how Drupal deals with errors including 403/404 errors as well as PHP error reporting.

File system  
Tell Drupal where to store uploaded files and how they are accessed.

Image toolkit  
Choose which image toolkit to use if you have installed optional toolkits.

Input formats  
Configure how content input by users is filtered, including allowed HTML tags. Also allows enabling of module-provided filters.

Logging and alerts  
Settings for logging and alerts modules. Various modules can route Drupal's system events to different destination, such as syslog, database, email, ...etc.

Performance  
Enable or disable page caching for anonymous users and set CSS and JS bandwidth optimization options.

Site information  
Change basic site information, such as the site name, slogan, e-mail address, mission, front page and more.

Site maintenance  
Take the site off-line for maintenance or bring it back online.

“

What was *missing* ?? Probably  
the opposite. What wasn't  
there? There were so many  
options...

”

# Administration panel 2

The screenshot shows the Drupal administration interface for a 'University' site. The top navigation bar features the site logo and name. The left sidebar contains a menu with items like 'My account', 'Create content', and 'Administer'. The main content area is titled 'Administer' and includes a 'Home' link, a 'By task' / 'By module' filter, and a green status message: 'Cron has not run. Please visit the status report for more information.' Below this, there's a welcome message and a 'Hide descriptions' link. The main content is organized into sections: 'Content management', 'Comments', 'Content', 'Site building', 'Blocks', 'Menus', 'Rules', and 'Themes'. Three yellow arrows with numbers 1 and 2 point to specific elements: arrow 1 points to the sidebar menu, arrow 1 points to the green status message box, and arrow 2 points to the 'Site building' section.

1. Users expect menus to expand/collapse like fieldsets.
2. Difference between Site Building and Site Configuration not clear enough.

**Surprises**

“

I didn't expect to feel so stupid.  
I don't like feeling stupid.

”

“

I need a tutorial.

”

“

I need a tutorial.

I need a tutorial.

I need a tutorial.

I need a tutorial.

”

“

I already lost the page I just  
created.

”

# Surprises

- **We take our mastery of the "suck threshold" for granted.**

Common tasks that take us 30 seconds to do can take a new user over 30 minutes to *find*.

- **When users get stuck, they resort to "brute force."**

Clicking on *all* admin pages, expanding *all* fieldsets, enabling *all* modules.

# Surprises

- **Tabs were invisible**

for key tasks, even on pages people had looked at multiple times for 20-30 minutes.

- ***No one* clicked on "content types" without direction.**

They hit create content, site building, input formats, actions, blocks, modules...

# Surprises

- **Our help section is *completely* useless for new users.**

No glossary, no search. *Module-based* help topics, rather than *task-based*.

- **Interesting workarounds.**

One participant tried to create the workshop form by typing an HTML form into a block.

Stuff that was easy

# Stuff that was easy

- **Logging in.**

Hooray! :)

- **Permissions page.**

Once they found it (after looking at "Access rules" first), they instantly understood what the page was for.

- **User management.**

This section was clearly labeled and instantly found.

- **Taxonomy.**

This was actually *shockingly easy* .

Ummm. That's it. ;)

Usability Improvements Gone  
Wrong

# Usability improvements gone wrong

- **Teaser splitter: huh?**

What's a teaser? What's a summary? What does this do?

- **Menu settings look like required information** because of its prominence on the node add form.

- **Asking for help can kill your data.**

Hitting the "More information on input formats" link takes you away from the node/add form, and you *lose your form data* when you go back (in IE).

# Usability improvements gone wrong

- **Password security checking.**

Several users backed out in a panic because they thought they'd caused an error condition due to **red** text.

- **Organization of administration page.**

Users visit Site building for everything, expecting to find things like "make a form" there.

- **Collapsible fieldsets don't conceal anything.**

People end up clicking on all of them to see what's inside.

# Usability testing lessons learned

- **Give users early success.**

Have them complete a few "easy" tasks before you destroy their confidence. ;)

# Usability testing lessons learned

- **Give users early success.**

Have them complete a few "easy" tasks before you destroy their confidence. ;)

- **You'll never look at Drupal the same way again.**

We all are experiencing "usability flashbacks" looking at the Drupal administrative interface. :)

# Usability testing lessons learned

- **Give users early success.**  
Have them complete a few "easy" tasks before you destroy their confidence. ;)
- **You'll never look at Drupal the same way again.**  
We all are experiencing "usability flashbacks" looking at the Drupal administrative interface. :)
- **Usability testing is exciting, edge-of-your seat excitement.**  
Same task done by 8 different people resulted in 8 different outcomes.

# Let's make Drupal 7 rock!

- Drupal 6.1 is out, so UI, text, etc. cannot be changed.
- So...  
Target improvements for Drupal 7 core and Drupal 6 contrib!



# How can you help?

View the full results on <http://groups.drupal.org/usability>

Convert the results from groups.drupal.org into *issues* at: <http://drupal.org/node/add/project-issue>

- Title issues as "Usability UMN: <title>"
- Link to issues from the results on groups.drupal.org

Spec out solutions to the more complicated problems on the Usability group.

Q&A



# Let's repeat this

## **Measure! Don't Guess**

One of the best ways to measure is by Usability Testing. But we need access to resources to repeat this:

- Usability labs
- Lab facilitators
- Testing equipment
- Evaluators
- Observers
- Finances

# Informal Usability Testing...

... can be just as valuable as formal testing.

- GHOP usability tests on installer found major usability bugs

To get full value, we need tools and resources to capture and process data and user feedback.

- Click Heat Map module is the first of such tools [drupal.org/project/click\\_heatmap](http://drupal.org/project/click_heatmap)

by boombatower, a GHOP student

- Watch the Usability group for more details [groups.drupal.org/usability](http://groups.drupal.org/usability)

# User Experience Goals

- High level UX considerations

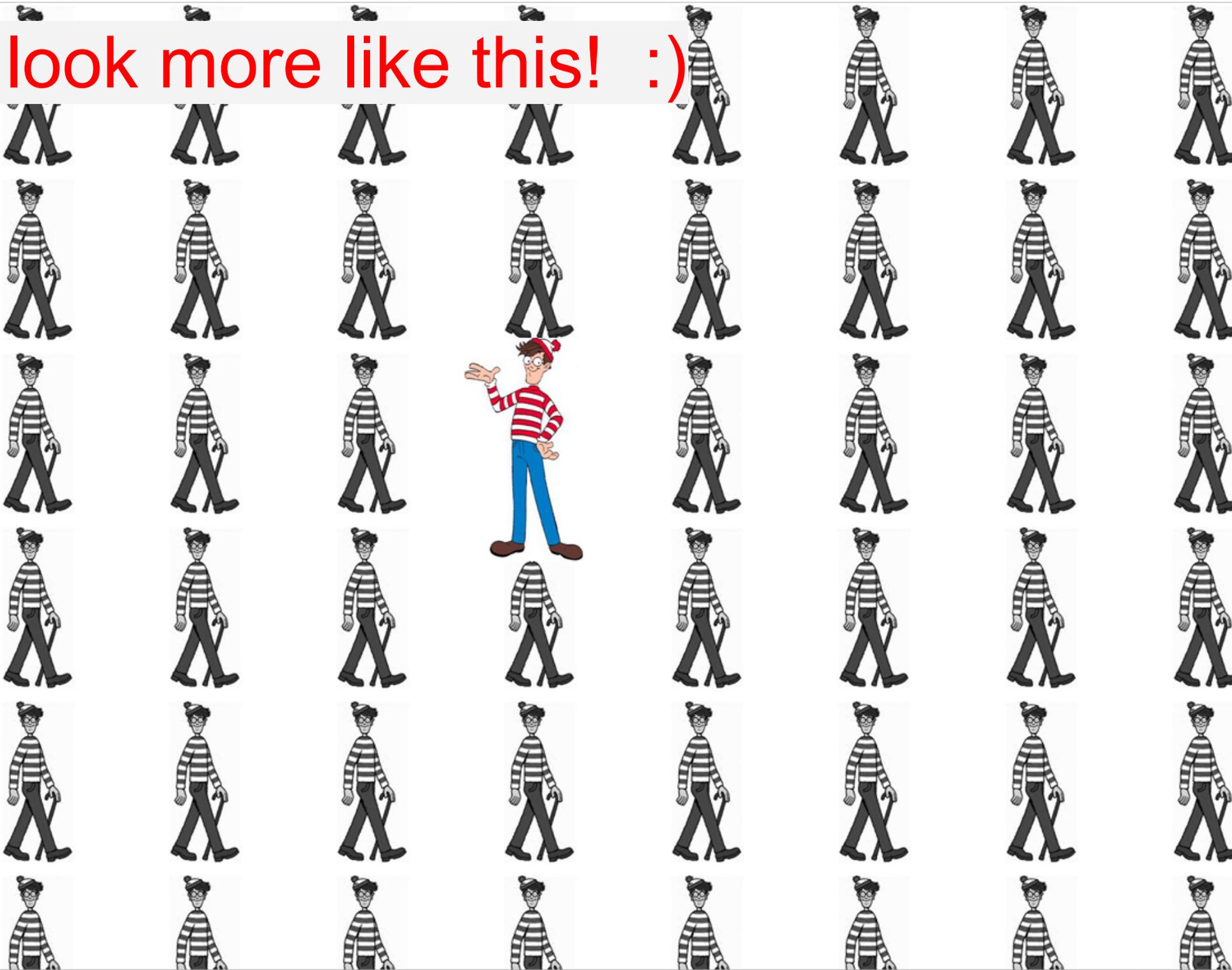
## Why do we need User Experience Goals?

- Support developers to build good UIs
- Set a standard for evaluating UIs
- Expectations and goals for all UIs (in Drupal)

Basically, make this...



... look more like this! :)



# Brainstorming UX Goals



Findings - Screen count - More + Optimal  
- DVD ordered by Friday?  
- Eye Tracking admin page, account  
- Time  
Tasks  
- They didn't get it done in 60  
Eas  
- Need the help desk  
Ideas  
- Quotes "swale"  
- users will do  
Tutorial - Measurement - 2 hrs  
- In the help - how much 2 hrs  
Screen Shot Findings (Home Page - 20)  
- Metaphors/Models  
- How can we get the help  
- Make icons helpful  
- Don't

# Brainstorming UX Goals

Browsers ↑ ↑ Expectations  
post settings

✓ Consistency → user settings  
→ submit/tabs

User should be able publish content and see it  
and what my users see

✓ - Offering users informative feedback (Content sensitive help)

- Context sensitive help } Where am I?
- TASK BASED } Did I succeed
- Overview tutorial } Start workflow
- Feedback on forms } Offer serious error handling

→ See what I produced

✓ - Terminology should not be ambiguous

- terms should be defined
- Help is glossary
- Turn a feature so it linked ↔ Glossary module

- Short cuts Navigation \*

- Work should flow
- URL Shortcuts
- Actions should be the target
- Drupal should feel like exploring

- Design for browser
- ✓ - We measure the user experience, we don't guess
- Reflect the user mental model
- ✓ - Drupal should not feel overwhelming

# User Experience Goals -- Draft

- **Measure the User Experience.**

Guessing the user interface isn't enough -- Drupal aims to *measure* the user experience. Feedback and data on users' experience and interactions with Drupal's user interfaces informs of usability issues.

# User Experience Goals -- Draft

- **Measure the User Experience.**
- **Consistency.**

Consistency is a recognized property of usable interfaces. Drupal provides reusable user interface patterns for many user interface elements.

# User Experience Goals -- Draft

- **Measure the User Experience.**
- **Consistency.**
- **Understandable Language.**

Drupal aims to use language that is understandable by it's users. Help should be useful and readily accessible. Terminology should be unambiguous.

# User Experience Goals -- Draft

- **Measure the User Experience.**
- **Consistency.**
- **Understandable Language.**
- **Not Feel Overwhelming.**

Drupal aims to not make the user feel overwhelmed. Drupal aims to make complex tasks seem simpler and hide unuseful or irrelevant user interfaces.

# User Experience Goals -- Draft

- **Measure the User Experience.**
- **Consistency.**
- **Understandable Language.**
- **Not Feel Overwhelming.**
- **Informative Feedback.**

Drupal gives useful and helpful messages and details about users' actions to reassure the user, give them confidence and *guide them to related tasks* .

# User Experience Goals -- Draft

- **Measure the User Experience.** Guessing the user interface isn't enough -- Drupal aims to measure the user experience. Feedback and data on users' experience and interactions with Drupal's user interfaces informs of usability issues.
- **Consistency.** Consistency is a recognized property of usable interfaces. Drupal provides reusable user interface patterns for many user interface elements.
- **Understandable Language.** Drupal aims to use language that is understandable by it's users. Help should be useful and readily accessible. Terminology should be unambiguous .
- **Not Feel Overwhelming.** Drupal aims to not make the user feel overwhelmed. Drupal aims to make complex tasks seem simpler and hide unuseful or irrelevant user interfaces.
- **Informative Feedback.** Drupal gives useful and helpful messages and details about users' actions to reassure the user, give them confidence and guide them to related tasks .

# Let's Get Consensus

- Measure the User Experience.
- Consistency.
- Understandable Language.
- Not Feel Overwhelming.
- Informative Feedback.

**This is a Working Draft.**

Join the discussion and process:

- The Usability group: [groups.drupal.org/usability](https://groups.drupal.org/usability)
- This Document: [groups.drupal.org/node/9252](https://groups.drupal.org/node/9252)

Destined for a high level in the drupal.org Handbook  
Possibly next to Drupal's mission and principles?

- [drupal.org/mission](https://drupal.org/mission)
- [drupal.org/principles](https://drupal.org/principles)

“

I wish there was a way to  
switch between the backend  
and see the results.

”

# Conceptual Barriers

# Conceptual barriers

- **Where do I start?**

Missing step-by-step, task-based, conceptual help, tutorials, and example content.

- **Where did my page go?**

Users often lose all sense of context.

- **What is "content?"**

The word "content" is used ambiguously throughout user interface. Content type, Content management, Create content...

# Conceptual barriers

- **How do I add a form to my page?**

Drupal doesn't communicate its mental models well. Users thought content types were fields, content types were content...

- **Where's that key word?**

Words like "form" and "field" are hardly used in the interface, so users resort to guesswork.

- **What do my users see?**

No clear distinction between admin and user-level views. No way to **preview** things like node add forms as you're creating them.

# Add user page

1. Some users thought this was an ERROR rather than suggestion.  
2. Doesn't make sense to block a new user.  
3. One participant commented that this was a really nice feature. :)

Spaces are allowed; punctuation is not allowed except for periods, hyphens, and underscores.

**E-mail address: \***

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

**Password: \***

 Password strength: **Low**

**Confirm password: \***

 Passwords match: **Yes**

It is recommended to choose a password that contains at least six characters. It should include numbers, punctuation, and both upper and lowercase letters.

Provide a password for the new account in both fields.

**Status:**

Blocked

Active

Notify user of new account

# Add field step 2 (1/2)

Home > Administer > Content management > Workshop

field\_classroom Edit Manage fields Display fields Add field

Created field *field\_classroom*.

Workshop settings

These settings apply only to the *field\_classroom* field as it appears in the *Workshop* content type.

**Widget: \***

- Select list
- Check boxes/radio buttons
- Single on/off checkbox
- Text Field
- Text Area (multiple rows)

**Label: \***

field\_classroom

Help text:

1. Tried to change widget, but settings didn't update as expected

2a. Everyone missed the label field.

2b. Didn't grasp that this was human readable text

# Add field step 2 (2/2)

## Global settings

These settings apply to the *field\_classroom* field in every content type in which it appears.

Required

### Number of values:

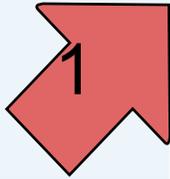
1

Select a specific number of values for this field, or 'Unlimited' to provide an 'Add more' button so the users can add as many values as they like.

**Warning! Changing this setting after data has been created could result in the loss of data!**

### Text processing:

Plain text



1. Confused by "number of values", thought it had something to do with number of options.

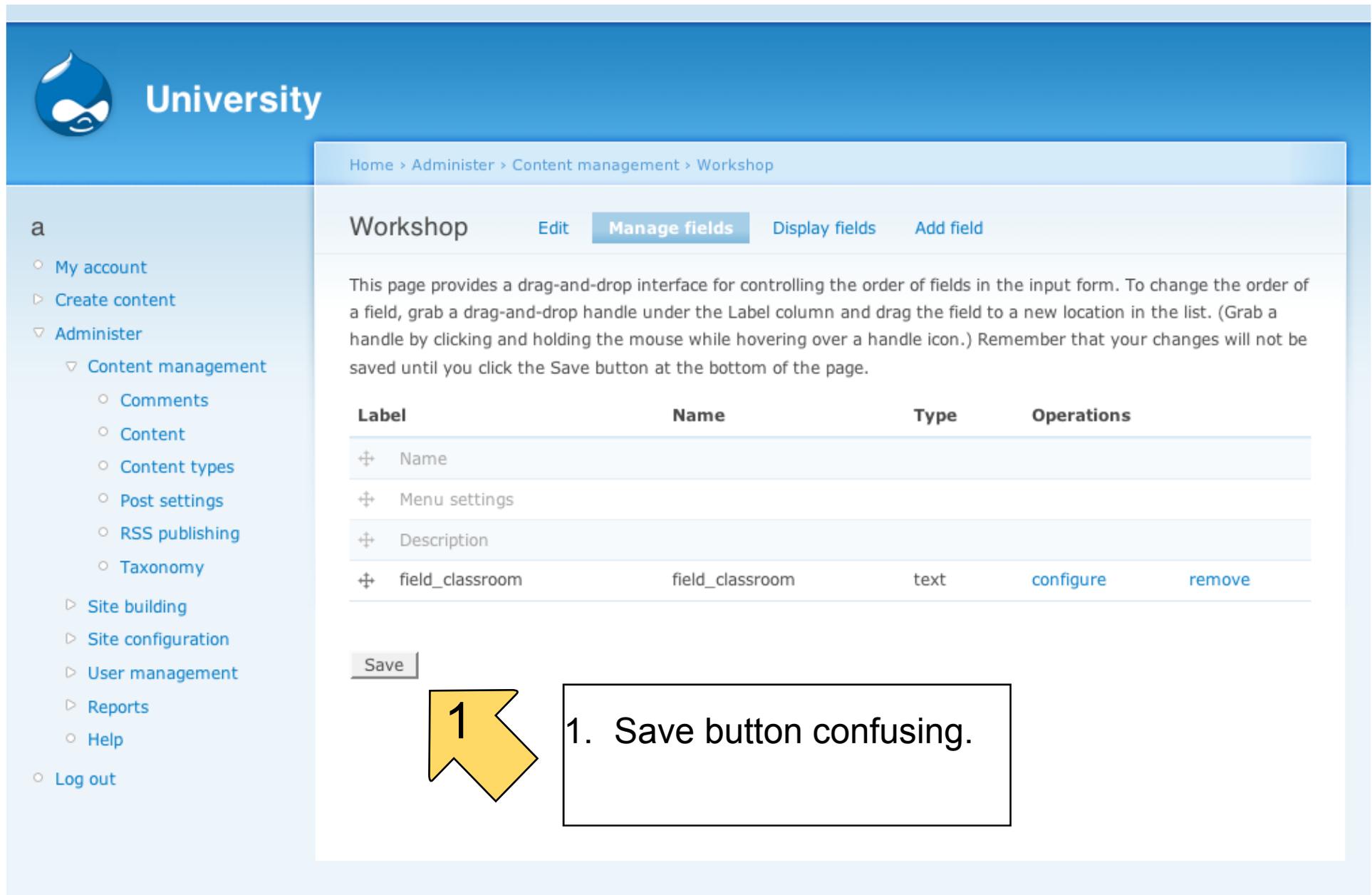


## Allowed values list:

The possible values this field can contain. Enter one value per line, in the format key|label. The key is the value that will be stored in the database and it must match the field storage type, text. The label is optional and the key will be used as the label if no label is specified.

—▷ [Php code](#)

# Manage fields



University

Home > Administer > Content management > Workshop

Workshop [Edit](#) **Manage fields** [Display fields](#) [Add field](#)

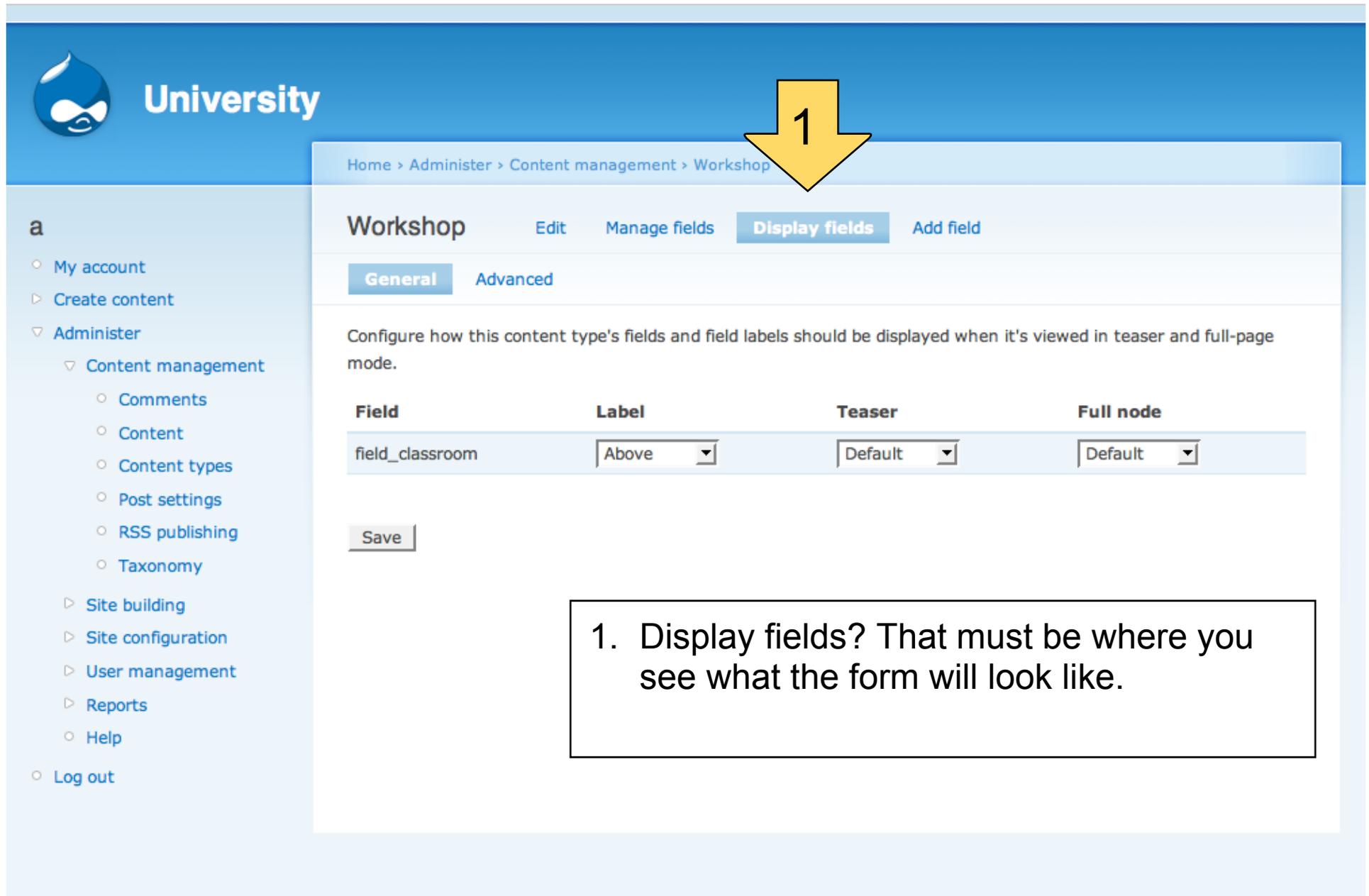
This page provides a drag-and-drop interface for controlling the order of fields in the input form. To change the order of a field, grab a drag-and-drop handle under the Label column and drag the field to a new location in the list. (Grab a handle by clicking and holding the mouse while hovering over a handle icon.) Remember that your changes will not be saved until you click the Save button at the bottom of the page.

| Label             | Name            | Type | Operations                                       |
|-------------------|-----------------|------|--|
| ⊕ Name            |                 |      |  |
| ⊕ Menu settings   |                 |      |  |
| ⊕ Description     |                 |      |  |
| ⊕ field_classroom | field_classroom | text | <a href="#">configure</a> <a href="#">remove</a> |

[Save](#)

1. Save button confusing.

# Display fields



University

Home > Administer > Content management > Workshop

Workshop Edit Manage fields **Display fields** Add field

General Advanced

Configure how this content type's fields and field labels should be displayed when it's viewed in teaser and full-page mode.

| Field           | Label | Teaser  | Full node |
|-----------------|-------|---------|-----------|
| field_classroom | Above | Default | Default   |

Save

1. Display fields? That must be where you see what the form will look like.

# Users administration page

The screenshot shows the Drupal Users administration page. The left sidebar contains a navigation menu with the following items: My account, Create content, Administer (expanded), Content management, Site building, Site configuration, User management (expanded), Access rules, Permissions, Roles, User settings, Users, Reports, Help, and Log out. The main content area has a breadcrumb trail: Home > Administer > User management. Below the breadcrumb, there are tabs for 'Users' and 'Add user'. A text block explains that Drupal allows users to register, login, log out, maintain user profiles, etc. Below this is a filter section titled 'Show only users where' with two criteria: 'permission is administrator blocks' and 'status is active'. A yellow arrow labeled '1' points to the 'Filter' button. Below the filter is an 'Update' section with a dropdown menu set to 'Unblock selected users' and an 'Update' button. A red arrow labeled '2' points to the 'Update' button. At the bottom, a table lists user information:

| <input type="checkbox"/> | Username | Status | Roles | Member for      | Last access | Operations           |
|--------------------------|----------|--------|-------|-----------------|-------------|----------------------|
| <input type="checkbox"/> | a        | active |       | 20 hours 53 min | 3 sec ago   | <a href="#">edit</a> |

1. Tried to add users here.  
2. Wasn't sure what clicking name would do.

# Add term page

University of Toronto

Home > Administer > Content management > Taxonomy > List terms

**Add term to Academic Department** List **Add term**

**Identification**

**Term name: \***  
  
The name of this term.

**Description:**  
  
A description of the term. To be displayed on taxonomy/term pages and RSS feeds.

**Advanced options**

**Parents:**  
  
Parent terms.

**Related terms:**

**Synonyms:**

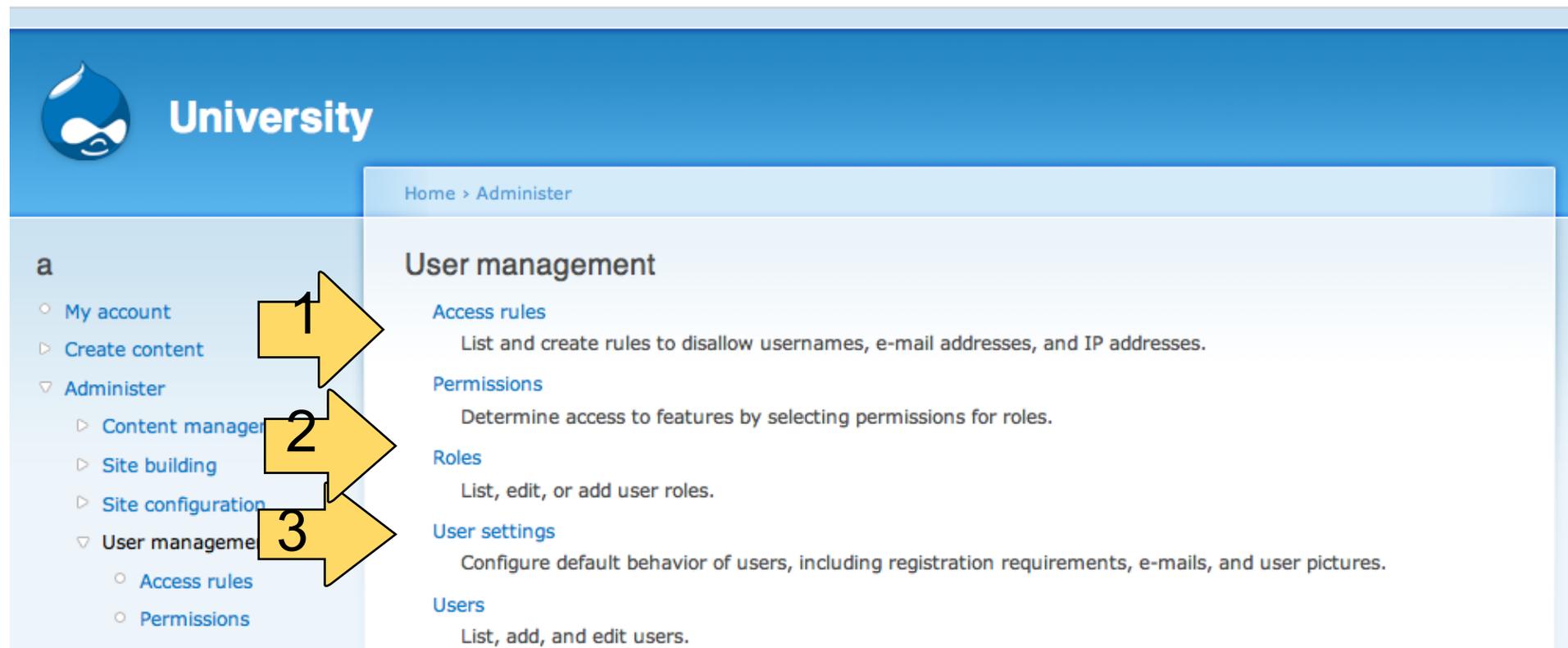
**1**

**2**

**3**

1. Adding terms was easy.
2. Users like getting back to this form after submitting it so they can add another term immediately.
3. Users were comfortable with both the form layout and the jargon. (but they were librarians)

# User management page



1. Lots of people clicked "Access rules" looking for permissions.
2. Some users ignored "Roles" and assumed that only admin created librarians would use the site.
3. Some clicked User settings but instantly understood that was the wrong place to be.