Usability Testing Report
Wiki+Plus

Computer Supported Collaborative Work Fall 2009

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Purpose, Goals, and Objectives

The purpose of this test is to see if potential users understand how to use the Wiki+Plus system, whether the text and icons chosen for the system are intuitive, whether they feel the features have value and if there are features that are missing from the system. The fidelity of this system mock-up does not allow us to test whether the system itself works, just whether the concept make sense to potential users.

Research Questions

Testing is being undertaken to determine the Wiki+Plus system is easily understood by participants. In particular, the following questions are examined:

1. Do users understand how to use the set-up menu and do the object names make sense?
2. When looking at the interface of the system, do the icons chosen convey the intending user behavior?
3. Do potential users understand how to make changes in the settings of the system?
4. Do they understand how to open and close individual tools?

Participants

We recruited two participants who have had experience with Sakai and have taken or are taking online classes. Both have an MLS and are working on a second Master’s Degree.

Method

The test was conducted in the Library Instruction Room (LIR) in the Miller Nichols Library on the campus of the University of Missouri – Kansas City. The computer will be running a copy of Morae Usability Software to capture both audio and video of the participants as well as the screen capture and mouse movements.

After participants filled out the forms, the script was read to giving them a little background on the project and the session recording was started. There were not actual tasks to be completed; instead the participants were asked a series of questions.

Task List and Results

The first page of the system displays an opening screen shot of Sakai. Users were asked to open the wiki page, which links to a screen shot of set up menu.

Set up Menu Questions

- Given you know the names of the people in your group, how would you
select them from this screen?

- What are they thinking about when they see the name of each tool?
- What tools would they choose?
- Once you were finished with your choices, what would you do?

**Results:** Both participants remarked the page was straightforward and easy to use. Neither had a problem explaining how they would accomplish the tasks. One mentioned they would probably mark off all the tools, whether they need them or not. While both understood they should “Save” the settings, one participant mentioned that “Create Wiki” might be a better name for the button.

**Interface Page 1 Questions**

Looking at each window on the page, the participant was asked the following questions:

- Looking at the user presence window what do you believe Carla is doing? What is Kelley doing?
- What would you do if you wanted to see how much work had been completed on the project?
- As you can see Kelley is editing the document. What would you do if you wanted to make a few edits to the document?

**Results:** One participant didn’t understand the pencil and typing icon. She said she didn’t really like icons and would rather see the words “typing” or “editing”. The other participant immediately understood the typing icon but was uncertain about the pencil icon. He suggested a chat bubble with a face.

Both participants understood how to check on the progress of work and commented on how to look at other wiki pages. One commented that “Task Manager” made them think about the task manager in Windows and suggested “Project Manager” instead. Additionally they understood immediately that Kelley was editing because it said “Locked by Kelley”. Interestingly, one participant didn’t understand what “Request Lock” meant for sure and he suggested “Request to Edit”, however the other participant had no problem with the concept.

One item mention that was not included in the task questions was the View and Edit tabs. A participant suggested they both looked active. He said if someone were editing already, the tabs wouldn’t need to be there -- he shouldn’t be able to click edit or view, just “Request Lock”.

**Requesting Lock Page(s) Questions**

The next page gives the participant the option of accepting or denying the request. They were asked to accept the request which will take them to the final screen which displays a change in the editor.

**Results:** This was all clear for the participants. No problems or issues.
Final Page

The primary question related to this page was why Kelley’s name was grayed out. Participants were also given a chance to ask questions or make any comments.

Results: Both participants understood that a grayed out name meant they were no longer working in the wiki. They didn’t have any other issues with the space but did comment that it would be nice to be able to chat with a group while they were working on a project. Both have been in class and work situations where they were editing a document and were either talking on the phone or chatting with some instant message program.

Recommendations

- Set default setting on Wiki+Plus tools to default to all tools.
- Change “Save” button to “Create Wiki”.
- Leave the current chat icons in place but consider animating the icons similar to the way pencil icon writes in Skype. Test further in next round of usability testing.
- Change the name of “Task Manager” to “Project Manager”.
- Rethink the “View” and “Edit” tabs. Depending on the status of other users it is only necessary to have an “Edit” or “Request Lock” button at the top of the page in addition to the “Save” and Cancel” buttons at the bottom on the page. Test further in the next round of usability testing.