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Monash University User Experience Review

Version 6, last updated by wendy_mason at 2012-06-12



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<div>To achieve a comprehensive insight into the usability and the interaction des ign of the FileSender application, three members of the Monash University, User Expe rience team independently evaluated the usability and the interaction design of the FileSender application. This was conducted on a test installation of the [[Release 1 -5-beta1|1.5.0 beta-1 release]] code in February / March 2012.
 cdiv><div> Each evaluator methodically inspected the application using industry recognised User Experience design principles (Heuristics), while performing [[url:http://www.assembl a.com/spaces/file_sender/documents/c4Wgy6xR0r4AgDacwqjQWU/download/c4Wgy6xR0r4AgDacw qjQWU|user scenarios]] developed in collaboration with [[url:https://www.assembla.co m/profile/wendy_mason|Wendy Mason]] from the FileSender core development team. </div><div>The findings from each evaluator were then discussed, rated and consolida ted in a [[url:http://www.assembla.com/spaces/file_sender/documents/a10ZFsTdur4ywgac wqjQYw/download/a10ZFsTdur4ywgacwqjQYw|report]]. Some recommendations from this repo rt have already been at least partially addressed during 1.5 development in the foll owing tickets:

ob>Issue 3: The message shown to the 'Guest' when they click on a URL of a used voucher is confusing "Voucher has been cancelled". Recommendation 3: Consider changing the text to "Voucher has been used". Addr essed: #646, #694Issue 8: The HTML 5 supported or non supported message placement is inappropriate. Such instructions/ restrictions should be made a vailable to the user before they start the upload process. Recommendation 8: Consider moving the message to the top of the screen [...]. Addressed: #672 >Issue 9: The Flash supported or non supported message placement is inapp ropriate. Such instructions/ restrictions should be made available to the user befor e they start filling in the upload screen.

 Recommendation 9: Consider providi ng the message when the "Send File" screen is loaded and placing the message on top the screen. Addressed: #700Issue 12: When JavaScript was swit ched off: The error message provided was illegible [...]; The user was allowed to login even though most of the functionality is not accessible to them.
d> Recommendatio n 12: Consider: Formatting the error message similar to the error message given when 'Flash' is not available; Not allowing users to log-in if they do not have Java Script turned on and provide the error message at the log-in screen.

 Addressed:</ b> #690b>Issue 16: Feedback was not provided to acknowledge when a new recipient was added to uploaded files. Recommendation 16: Provide a feedback message to indicate successful addition of recipients. Addressed: this recomm endation is already a current feature.</div><div><div><div><div></div>

Comments are disabled for this space. In order to enable comments, Messages tool must be added to project. You can add Messages tool from Tools section on the Admin tab.

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