



Dokeos 1.8 Beta 3 Usability Evaluation:

Chat, Dropbox, Student Publications, Users and Groups

Suggestions

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Report by
Ellen Reitmayr | Usability Consultant
<http://ellen.reitmayr.net>

Schlesische Str. 29-30
Aufgang M
10997 Berlin
Germany



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Dokeos 1.8 Beta – Usability Evaluation

1 Priorities

For each identified problem, suggestions how to improve the usability are given. A priority estimate indicates the importance to address the given problem:

Low: Low priority

Medium: Medium priority

High: High priority

UIG (User Interface Guidelines): Should be implemented for a consistent use experience.

Wish: This suggestion is a wishlist item.

2 Chat

2.1 Chat Window





1. **High:** “Connected” list does not show all connected participants.
2. **Medium:** “Connected” does not make clear if these users are participating in the chat, or if they are logged in to Dokeos. Better call it “Chat partners”.
3. **Wish:** Consider to introduce a highlight feature that highlights all messages that contain the user's name so the user immediately knows he was addressed (compare common IRC clients).

3 Drop Box

3.1 Presentation of Files

1. **Wish:** Consider to use labels “Inbox” rather than “Received files”. This will make the relation to an email application more clear.
2. **High:** To make it consistent with “Documents”, display the description below the title instead of using a separate column:



	How to get started This document tells you how to get started.		630B
	example_document.html This example document is a guideline for teachers.		4.6k

3.

4.

5. **Medium:** Use “Today”, “Yesterday” and “Two days ago” to specify the date for recent files so they can be identified more quickly. Sorting by date should still work.
6. **Medium:** Column header “Last resent” only makes sense if resending is possible (see the above suggestion to offer a forward option).
7. Sent files:
 1. **Medium:** Column header “Visible for” should be “Recipients” or “Sent to”.
 2. **Medium:** Is author required? All these files should be sent by “me”. Move “Recipients” to the current “Author” position”, and remove “Author” or move it to an end position.
8. Sorting:
 1. **High:** Default sort order seems to be “categories first” + alphabetical. For the user, it is impossible to restore this sort order once he changed it. A quick fix might be to introduce it as a third toggle state for “type” (1st click “folders first”, 2nd click “alphabetical file types up”, 3rd click “alphabetical file types down”).
9. Categories:
 1. **Wish:** Consider to add categories inside the table (“in-place”): Add a folder in the first row of the table, in the title field provide a text input field and an OK button).
 2. **UIG:** Until you provide this, use a separate form page for this function (do not show dropbox below the form and display “Add Category to [Received/Sent] Files” in the breadcrumb).
 3. **High:** “Move to category” currently does not work as the form is displayed in the info message. The info message currently does not properly display html.
 4. **Wish:** Consider to provide the “move to category” drop-down directly in the table instead of in an info message. This may easily be overlooked.
10. Feedback:
 1. **Wish:** Add an indicator for “new comments”.
 2. **High:** “Add nex feedback” should be “Add feedback”.
 3. **Medium:** Change presentation of the feedback. Show name first, then date in brackets (both without labels) with a slightly colored background. Show the text with some vertical space below the header (again, without label):
 4. Ellen Reitmayr (2007-02-28 13:33:41)



5. This is interesting! Thanks for the document.
6. **Low:** “All users have deleted the file so nobody will see the feedback you are adding.” should be “You are the only one who possesses this file, so nobody will see the feedback.” Consider to still allow adding comments (for personal organisation).
- 11.

3.2 Sending Files





1. **High:** In my test, not all users of this course were displayed in the “send to” box (Course “eni word” on demo.dokeos.com, users “admin”, “el_coach”, “el_student”, “el_student2”).
2. **High:** “Just upload” returns error “Invalid user detected” for non-admins.
3. **High:** Sending a file should be a general option and be accessible even if the student is not in the “sent” tab. Either provide it on both tabs, or move above the tabs.
4. **Wish:** Consider to additionally provide a forward option to forward sent and received files to other users (instead of having to download and send them again).
5. **Medium:** Consider to make multiple selection the default (click toggles select/deselect state).
6. Form:
 1. **UIG:** Use a separate form page for this function (do not show dropbox below the form and display “Send File” in the breadcrumb).
 2. **UIG:** Provide more vertical space between the form options (see guidelines document for details).
 3. **UIG:** Right-align all labels (“Authors”, and “Send to” are left-aligned, see guidelines document for details).
- 7.

4 Student Publications

4.1 Presentation of Documents

1. Adjust presentation to the one used in Documents and Dropbox:
 1. **High:** First column should be “Type” and display the file type icon.
 2. **High:** Display the description below the title instead of using a separate column:



	How to get started This document tells you how to get started.		630B
	example_document.html This example document is a guideline for teachers.		4.6k

2.

3.

1. **High:** Link authors who are students of this course.
2. **Medium:** Use “Today”, “Yesterday” and “Two days ago” to specify the date for recent files so they can be identified more quickly. Sorting by date should still work.

4.2 Uploading a Document

1. **UIG:** Use a separate form page for this function (do not show publications below the form and display “Upload Document” in the breadcrumb).
2. **UIG:** Provide colons after each label and align them as specified in the guidelines document.
3. **High:** Provide a user selection box to specify authors (like in “Dropbox → Send File”). If authors who are not members of the course are allowed, additionally provide an option to add users via a text input below the box and a button “add” → author will then appear in the list (preselected). Provide a label “Add author” for the text input.
4. **Low:** “Upload file to server” should be “Upload file:”.
5. **High:** Teachers and coaches should get a notification about student publications on the course overview page (a linked icon that leads directly to student publications → like for forum messages or new documents).

4.3 Coach and Admin Options (Edit Tool Options)

1. **UIG:** Use a separate form page for this function (do not show publications below the form and display “Tool Options” in the breadcrumb).
2. **UIG:** Use the common layout for forms, right-align the labels and align them as specified in the guidelines document.
3. Create directory:
 1. **High:** Creating a directory is currently not possible!
 2. **High:** “Create a directory” should not be in the “Tool options” but displayed permanently on the main page for admins.
 3. **Medium:** Do not provide “Actions on all files” here, but below the table as in other




Dokeos subsections (select/unselect all → “delete”).

4. **Wish:** Clicking it should either create a directory “in-place”.
5. (see “Categories” in “DropBox: “Consider to add categories inside the table (“in-place”): Add a folder in the first row of the table, in the title field provide a text input field and an OK button). Until you provide this, use a separate form page for this function (do not show dropbox below the form and display “Add Category to [Received/Sent] Files” in the breadcrumb”).

5 Users

5.1 Presentation of Users

1. **Medium:** Column Order should be “First Name – Last Name – Description – Group – Official Code – Coach – Teacher.
2. **High:** Description is called “Role” in other forms. Decide which label to use.
3. Search:
 1. Nice that the search is integrated with the page.
 2. **Medium:** When search results are shown, provide a hint above the table “Results for [search term]”.
4. User Page:
 1. **High:** Breadcrumb should be “[this course] → Users → [this user]” instead of “[this course → Users → Users”.
 2. **Wish:** Only very basic information is shown about the user. Provide the user's experience information as specified in the user profile (diplomas etc).
 3. In-place editing in the table is nice.
 4. **High:** “Description” label switches to “Role” in edit mode. Decide which label to use.
 5. **Medium:** “Tracking” icon should be changed to the common one: 
 - 6.
 7. **High:** “Tracking” should show similar page as “Reporting → My students → [student name] → [this course].

5.2 Coach and Admin options

1. Subscribe users to this course:



1. **Medium:** Search function is good, but when search results are shown, provide a hint above the table "Results for [search term]".
2. **Medium:** Provide link to user page in "register" table.
3. **High:** When a user is already registered, mark provide a hint "already registered" instead of the link "Register" in the table's Register column.
4. **Medium:** After having added a user, provide a success message "[full name] was registered for your course."

6 Groups

6.1 Group Presentation

1. Overview table:
 1. **High:** It is a bit confusing that both my groups and other groups are shown in the same table, the only difference being "(my group)" behind the group title. Better provide two tables: My groups versus Other groups.
2. Group Page:
 1. **Medium:** There is an indicator missing if Documents, Agenda, etc. are public or private.
 2. **Low:** "Work" should be labeled "Student applications".
 3. **High:** Users in the groups do not get a notification about new events in groups. There should be a linked notification on the course overview page, just as for other Documents, Agenda items etc.
3. Group Agenda:
 1. **High:** When creating group agenda items, the current group should be preselected instead of "Everybody".
 2. **Low:** In the Agenda, there should be a more visual indicator about group items, e.g. coloured differently.
4. Agenda and announcements versus documents and work:
 1. **Wish:** It is a bit confusing that agenda and announcements link to the general course area, while documents and work remain in the group. It would be more handy if documents and work could also be accessible from the general documents and work areas (that means "[this course] → Documents → Group Area" rather than "[this course] → Group area → Documents").



6.2 Adding and Editing Groups

1. Create new groups:
 1. **UIG:** In consistency with other sections, label it “Add Groups”.
2. New groups creation:
 1. **UIG:** Use sentence capitalisation (write first letters in capitals).
3. Edit group:
 1. **UIG:** Provide more vertical space between groups of options than between related options (e.g. between registration and documents). See guideline document for details.
 2. **Wish:** Provide comboboxes instead of radio options for “Not available”/“Public”/“Private”.
4. Unsubscribe all users:
 1. **High:** Confirmation message should say “Do you really want to unsubscribe all users? yes/no” instead of “Please confirm your choice”.
5. Add users:
 1. **High:** This function is not transparent. I expected to see a user selection box as in “Edit group”, but random (?) users were added. If this is intended, provide a more descriptive tooltip to explain the action. Otherwise show a form with a user selection box as in “Edit group”.
 2. **High:** The confirmation message is not of help either, it only says “Please confirm your choice”. Should say what users are added or replaced.
6. Delete group:
 1. **Medium:** Say “Do you really want to delete [group name]?” instead of “Please confirm your choice”.

6.3 General Options (Coach or Admin)

1. Modify Settings:
 1. **UIG:** Use same form layout as in other forms (e.g. normal heading instead of the blue box for groups). See guidelines document for details.
 2. **Wish:** Provide comboboxes for not available/public/private.



7 Various

7.1 Student View

1. **High:** Provide options in boxes “Learning Materials”, “Interaction” like for coaches and admins.