

Usability Test Report for D2L

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1 Table of Contents

1	Table of Contents.....	2
2	Executive Summary	3
3	Participants.....	4
4	Non-critical Errors.....	4
5	Scenario Completion.....	5

2 Executive Summary

For this usability test of eLearn's D2L, a user was asked to complete a list of seven tasks involving the use of D2L's website. Those tasks are as follows:

1. Login to D2L, then log back out.
2. Take an online quiz and submit it.
3. Upload a file to D2L, then open the file from D2L
4. Message the instructor
5. Check grades
6. Find the percentage of the final grade the final will be worth
7. Post a message to the rest of the class

Given the relatively simple tasks and the user's experience with D2L, the user knew where to navigate to on particular tasks without much hesitation. On several tasks, the user knew exactly where to go, as seen during Task 4, in which the user clicks on "Classlist" on the top navigational bar, then immediately proceeds to change from the "Students" tab to the "Instructors" tab.

For task 2, as the participant chose an answer for each question, the participant did not save that answer. Instead, the participant saved the all the answers at the end of the quiz before submitting it.

For task 4, it was noticed that when the participant clicked the Send button to submit the message, the action was not triggered and required the participant to click the Submit button again. This problem was likely caused by an underlying browser configuration found across many platforms – that is, when clicking down on a button, then moving the mouse off the button and letting go does not trigger the button's action.

For task 6, the participant downloaded the class syllabus from the Content section of the class page, but when opening the document, it loaded up in a virtual machine and did not display correctly. However, for this test, we are counting the successful navigation and download of the syllabus that contains the final grade information as a successfully completed task.

Overall, it is difficult to find many usability errors or issues with only this test as the user reports heavy experience with D2L already.

3 Participants

Only one participant was evaluated during this usability test. The participant's first name is Tyler, who is between the ages of 18 and 24. He is a junior and has four classes this semester, all of which require the use of D2L. He has been using D2L for 8 semesters at ETSU. His previous experience with other course management software includes the system in place at Northeast State Technical Community College. Tyler rates his Internet experience level at an intermediate rating.

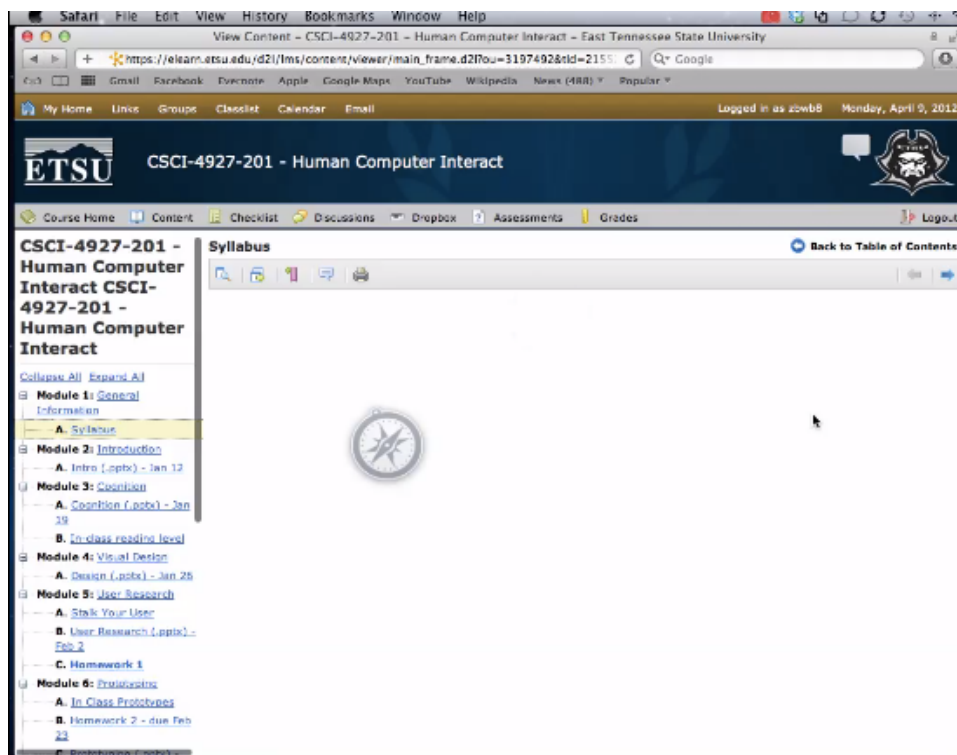
4 Non-critical Errors

Issue: Course content does not load within the webpage, but downloads instead.

Evidence: The user clicks the Syllabus link under the Content page and on the next page, the file is downloaded instead of displayed.

Severity: 1 – low

Recommendation: The Syllabus file is a Word document that should have the ability to display from within the page. Consider adding a plugin or a way to display the file within the page across all platforms.



5 Scenario Completion

1. Login to D2L, then log back out.

Time on task: 28 seconds
Pass/fail: Pass
Task rating: Very easy

2. Take an online quiz and submit it.

Time on task: 1 minute, 17 seconds
Pass/fail: Pass
Task rating: Very easy

3. Upload a file to D2L, then open the file from D2L

Time on task: 55 seconds
Pass/fail: Pass
Task rating: Very easy

4. Message the instructor

Time on task: 1 minute, 15 seconds
Pass/fail: Pass
Task rating: Between very easy and moderate

5. Check grades

Time on task: 5 seconds
Pass/fail: Pass
Task rating: Very easy

6. Find the percentage of the final grade the final will be worth

Time on task: 52 seconds
Pass/fail: Pass
Task rating: Very easy

7. Post a message to the rest of the class

Time on task: 1 minute
Pass/fail: Pass
Task rating: Very easy