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# Moodle.org Usability Tests

Research Summary

**Product Experience Team & Moodle Community Team**

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# Overview

# Background

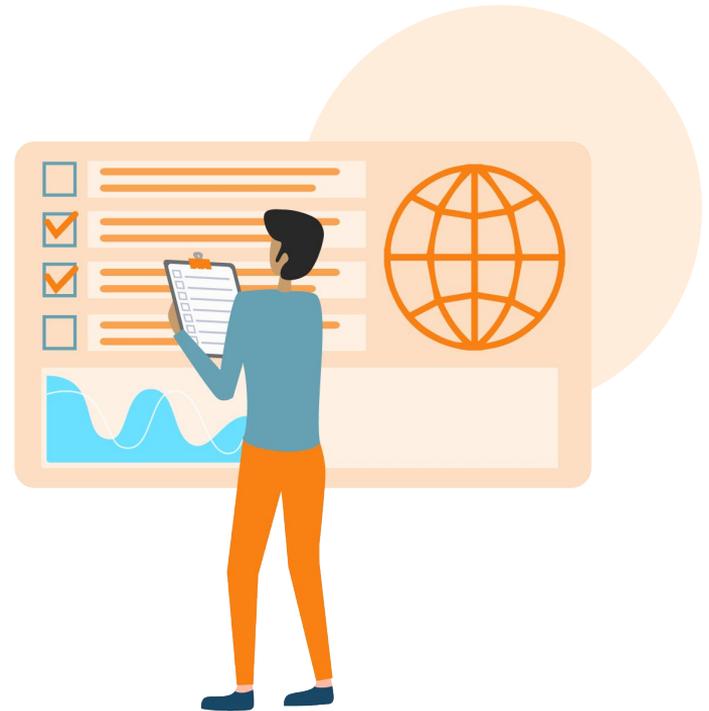
The re-designed Moodle.org site was launched on 31 October 2022. The Moodle.org landing page and quick navigation buttons were designed to support key user flows:

1. People looking to contribute to the Moodle Community
2. People looking for information on Moodle Products
3. Students looking for their Moodle site



# Objectives

Determine whether or not the re-design is satisfying the intended user goals, and identify areas for future improvement (if needed).



# Research questions

- What are the overall impressions of the re-designed Moodle.org site? What works well, and what doesn't work well?
- Can visitors to Moodle.org find information about how to contribute to the Moodle Community?
- Can visitors to Moodle.org find information about Moodle's products and services?
- Can students find their school's registered Moodle site?
- For unregistered Moodle sites, do students understand what it means that their site is not found, and what to do next?

# Method & Approach



## Recruitment

We recruited research participants through **UserZoom Go**:

- Students with online learning experience
- General population with at least a highschool education



## Research method

**Unmoderated usability testing** on UserZoom Go

We tested 3 tasks that align to the 3 user goals, and also gathered general feedback on the re-design.



## Data analysis

We performed a **task analysis** and used a **“traffic light” reporting framework** to indicate task success (green), difficulty (yellow), and failure (red).

# Participants

We tested with 10 participants (2 tests with 5 participants each)



The student-specific user goal was tested with student participants, and the other two user goals were tested with general population participants.

# Research Findings

# Summary of findings

1

The re-designed Moodle.org was generally well received, with participants noting that it is well designed, easy to use and easy to find what they were looking for.

2

The “Find your Moodle site” CTA wasn’t where some students expected it to be, with some looking for it in the top navigation header.

3

The wording of the “Find your Moodle site” CTA was immediately understandable once students noticed it.

4

It wasn’t entirely clear to students what it meant that their Moodle site was “not found”, but they understood that they needed to follow up with their school/administrator.

5

There was some difficulty getting to Moodle.com to learn more about Moodle products, with only 2/5 participants clicking on the “Discover Moodle” CTA.

6

Participants had little to no difficulty learning about how to contribute to the Moodle community. The “Get Involved” CTA was clear.



# Task 1

**Task:** Find information on how to contribute to Moodle

**Role:** General Population

**Overall score:** Success



Most people immediately noticed the “Get Involved” button, and understood that clicking it would take them to more information about how to contribute to Moodle as a community member.

4 of 5 people were able to find more information on how to contribute to Moodle, with little to no friction, clicking “Get Involved” almost immediately.



1 of 5 had a lot of trouble finding more information on how to contribute to Moodle. They spent a lot of time navigating the site, but couldn't complete the task.



# Task 2



**Task:** Find information on Moodle's products and services on Moodle.com

**Role:** General Population

**Overall score:** Success, with some difficulty

"Discover Moodle" in the navigation bar didn't immediately stand out to most participants.

Participants who got to Moodle.com understood that there is Moodle LMS and Moodle Workplace.

Many participants didn't realise that they had gone to a different website (Moodle.com) when they navigated away from Moodle.org.

2 of 5 people easily got to Moodle.com to learn more about Moodle's products and services.



2 of 5 people found what they were looking for on Moodle.com, but only after a lot of exploration.



1 of 5 people couldn't get to Moodle.com or find information on Moodle's products and services.



# Task 3

**Task:** Find your school's registered Moodle site

**Role:** Student

**Overall score:** Success, with some difficulty



Most participants first looked to the top navigation bar to find their school's Moodle website, but when they found the “Looking for your moodle site?” button, they knew immediately to click there.

4 of 5 people found the “Looking for your Moodle site” wording to be very clear.



3 of 5 people expected to find the link in the top navigation bar on their first attempt



2 of 5 people tried clicking on the “log in” button in the top navigation bar on the first try.



“If there was a quick way on the home page just to find my school or institution, if there was some way here at the top tab here, that would be much easier to find.”

**Student**

# Task 4

**Task:** Find your school's unregistered Moodle site

**Role:** Student

**Overall score:** Success



All participants were able to search for their school, and understood what to do when their university's Moodle site wasn't found.

However, it's not entirely clear WHY their school's site is not listed. Many assumed it was because their school didn't have a Moodle site.

5 of 5 people were able to use the search bar to look up their Moodle site without any trouble



5 of 5 people understand that they should contact their university if they don't find their Moodle site



“This means that the University of Toronto as an institution hasn’t signed up with Moodle. This means that you could get in touch with somebody to create a Moodle site for that institution.”

**Student**

# Overall impressions

Most participants commented that they liked the look and feel of the Moodle.org website, saying that it was modern, clear, understandable, and well organised.



“It was very easy to find out what it does to show how you can contribute, how you can use it. There were videos, there were images, there were clips of showing how you can contribute, who it benefits, how teachers could use it, how students can use it. So yeah, I think it all works very well.”

**Participant**

# Additional findings



- Most participants didn't fully understand the "community" aspect of Moodle.org upon arrival. Many assumed the site was a place where teachers could upload courses, and students could access courses.
- Many people didn't notice when they navigated between Moodle.org and Moodle.com, thinking it was all one website.

# Opportunities & Next Steps

# Opportunities

## How might we...

1. Improve the findability of the “Looking for your Moodle site?” call to action?
2. Improve the findability of the “Discover Moodle” call to action?
3. Make the distinction between Moodle.org and Moodle.com more clear?



# Next steps

- Community Team to prioritize any next steps for future research or improvements

# Want to participate in future research studies?



[Join the Moodle Experience Lab](#) to be the first to hear about research opportunities, and contribute to the future of Moodle.

