

What's Different about Drupal?

Rolling out client learning: a design opportunity

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the myths of usability



GAS
237000
MILES

the myths of usability

The user knowledge gap [\[checklist\]](#)

[] where they are

[] where they need to be in 3 years

[] what's possible with tool design

[] what's possible with
instructional design

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the realities of usability



the realities of usability

Oh, the humanity! [checklist]

[] users' existing habits

[] the certainty of change

[] the necessity of handoffs

[] expecting the unexpected

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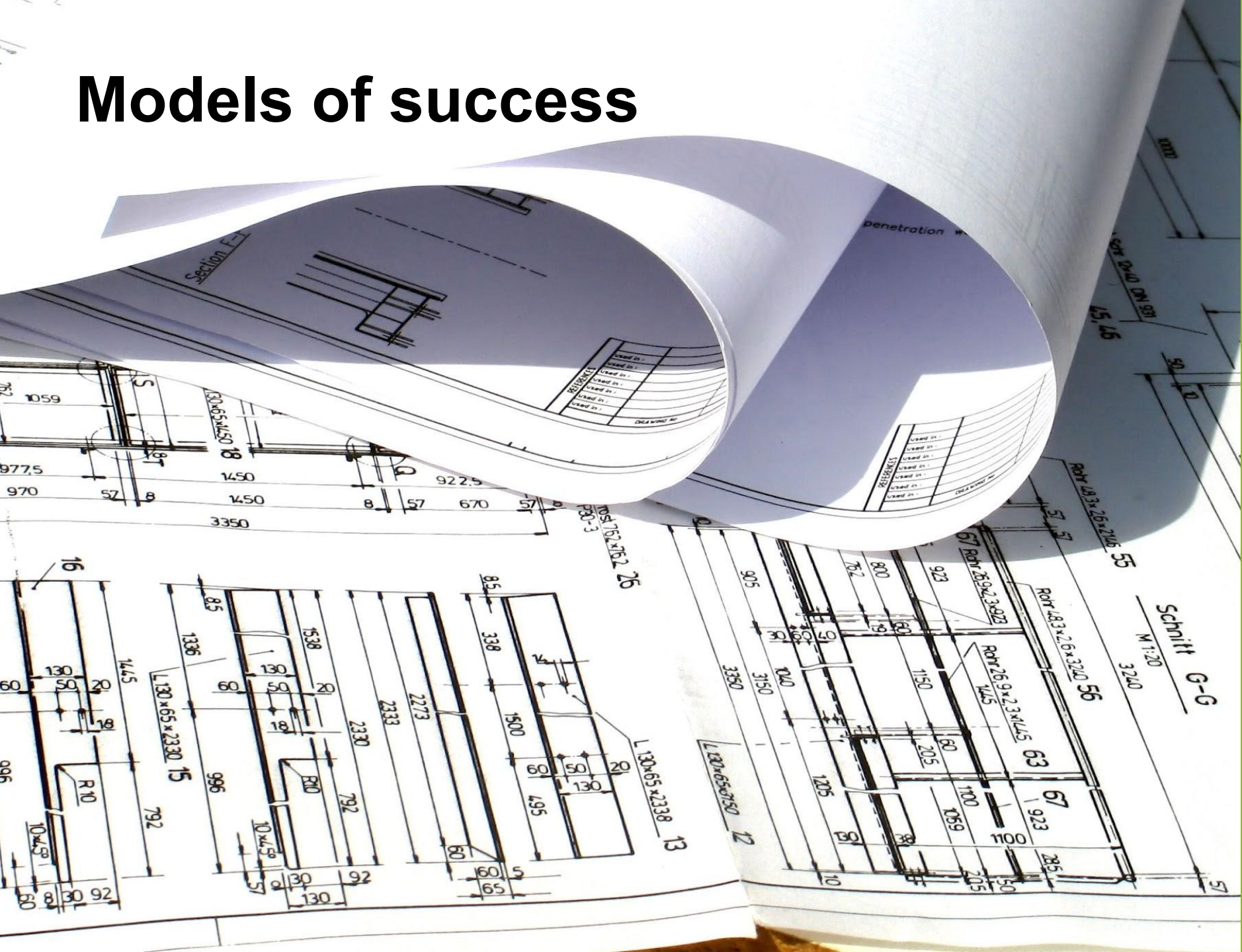
the realities of usability

Where tasks match people's jobs

- editorial
- information architecture
- user experience
- users & permissions
- site administrators
- code maintainers

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Models of success



Models of success

It's a marathon... [checklist]

- ☐ DRY (structured content)
- ☐ situation appropriate (modes)
- ☐ terse (at a glance)
- ☐ maintainable

Food for thought

chicago2011.drupal.org/keynote-jared-spool

portland2013.drupal.org/keynote/karen-mcgrane