Sharing and file storage - usability and needs finding study

[Least Authority team members]

Background

In Phase 1 of this project, we conducted a survey and interviews with four partner human rights organizations, aiming to understand *What file storage and sharing needs do human rights organizations have?* In Phase 2, we want to specifically focus on file sharing, version control, deployment and documentation. We will interview the same four organizations to better understand their sharing/version control needs, and conduct a usability test with the sharing functionality of Gridsync. This will help inform what changes should be made to make file sharing and version control in Gridsync & Tahoe-LAFS more human-centric. We will also establish a better understanding of organizations' workflow, to map out user stories where Tahoe-LAFS/Gridsync can fulfil their needs.

Goals

Describing sharing experiences of people working for human rights organizations using Gridsync
Describing file storage, sharing and collaboration use cases for human rights organizations

Research questions

Foundational
1. How do people store, share and collaborate in documents/files?
2. With whom do people share files, and how trusted and persistent are these people?
3. How do people asynchronously collaborate in documents/files?
4. In what circumstances do people revert to earlier versions of documents/files?

Usability
5. How well are people able to understand how they can initiate a sharing action in Gridsync?
6. How well do people understand how they can pass the necessary sharing info to the intended recipient?
7. How well do people understand what recipients need to do to have to access a shared file/folder?
8. How well do people understand how to access a shared file/folder themselves?
9. What do people think happens with the file/folder after they have shared it with someone?
10. How well can people identify whether a file/folder is shared?
11. How well do people understand if/how they can 'unshare' a file/folder?
12. To what extent are other sharing behaviors unaddressed in Gridsync?

Methodology

- 4 interviews with partners (2 on-site at [event], 2 remote), and potentially with other organizations
- Usability testing of sharing functionality in Gridsync

Design materials needed

- Mac, Windows and Linux builds of Gridsync with demo-grid activated

Participants

- Representatives of pre-selected human rights organizations partners
- Possibly additional representatives of other human rights organizations

Schedule [dates removed]

- Finalize study plan and research guide:
- In-person interviews at [event]:
- Remote interview:
- Debrief and analysis:
- Findings presentation & discussion:

Research guide and script

- [link removed]