

File browser and history - usability and needs finding study

[Least Authority team members]

Background

In Phase 2 of this project, we learned about our four partner human rights organizations' priorities when it comes to file sharing and version control. We will interview the same four organizations to hone in on some of their sharing/version control needs, especially when it comes to assigning authorship. And we will conduct a usability test with a prototype that addresses some of the file browser and version control functionality. This will help inform what changes should be made to make file sharing and version control in Gridsync & Tahoe-LAFS more human-centric.

Goals

- Describing file browsing and history access experiences of people working for human rights organizations using Gridsync
- Describing people's experiences with unsyncing shared folders in Gridsync
- Describing people's expectations about identity-assignment when sharing folders
- Describing people's expectations about giving/having access to file or folder history from prior to the sharing moment

Research questions

Foundational

1. What are people's expectations with regard to naming collaborators on files/folders?¹
2. What do people expect with regard to file/folder history being accessible from moments prior to sharing?

Usability

3. How well do people understand how they can browse through synchronized folders?
4. How well do people understand the actions with the breadcrumbs context menu?
5. How well do people understand the actions of the file context menu?
6. How well do people understand how they can see *if* there are earlier versions of a file?
7. How well do people understand what the activity panel represents?
8. How well do people understand how they can view a specific earlier version of a file?
9. How well do people understand how they can revert to an earlier version of a file?
10. How well do people understand if/how they can 'unshare' a file/folder?

¹ Who can know your name? If it says anonymous, do you think you'd know who that is? (Is it one and the same person?) Whom are you concerned with revealing your identity to? Use Figma design with 'anonymous' and 'You', Aardvark34, or actual names, Lilly, Shura, Carlos.

Methodology

- 4 remote foundational interviews with partners
- Usability testing of file browser/history functionality in Gridsync

Design materials needed

- Jitsi link (with participants preferably using Chrome)
- Figma prototypes: [link removed] (Macintosh)
[link removed] (Windows, with context menu updates)

Participants

- Representatives of pre-selected human rights organizations partners

Schedule [dates removed]

- Finalize study plan and research guide:
- Remote interviews:
- Debrief and analysis:
- Light-touch findings presentation & discussion:

Research guide and script

- [link removed]