

Participants

100 participants, from:

- Select all EU countries (with TestingTime) (they try to diversify)

Profile:

- No specific profile selected.

Introductions

Hi!

We're conducting research on how people share information with others, and between their devices. We'd like to hear from you to help us make improvements to our product and to prioritize new features. The survey should take about 30 minutes, and your responses are completely anonymous (see more below).

If you have any questions about the survey, please email us at [email address redacted].

We really appreciate your input!

How will you handle my data?

We do not record any personal information about you, aside from the data you may enter in the form. We will not ask you for your name, email address or residence location. We ask you about what products you use, and how you use them. As we do not know who you are, we can't and won't tie responses to personal information about you.

How will you use my response?

We will use this survey to help us prioritize product features and learn how to better communicate about the product.

Will you disclose my response to anyone else?

The full survey results are not public, though we may disclose excerpts from the results publicly.

Such public results could take the form of "85% of our respondents said they use product X". If we were to disclose quotes from open questions you fill out, then we might say "One survey respondent said they were interested in feature Y because it was 'something they've never seen before'". But we cannot and would not link a quote to you individually.

How you can contact us: [email address redacted].

Survey questions (without checkbox skip logic)

1. What kind of devices do you use for personal use?

[can check multiple]

- Tablet
- Apple iPhone
- Android/other phone
- Mac computer
- Windows/Linux/other computer

2. How often do you use your mobile phone/tablet to share a file with someone else?

For example: a picture, a screen shot, a document, a link or contact information.

[conditional based on previous]

- Multiple times a day
- About once a day
- Once or a few times per week
- Less often than once a week

3. How often do you use your laptop/desktop computer to share a file with someone else?

For example: a picture, a screen shot, a document, a link or contact information.

[conditional based on previous]

- Multiple times a day
- About once a day
- Once or a few times per week
- Less often than once a week

4. Please tell us what technologies/applications you've recently used to send a file to someone else, or to yourself.

For example: a picture, a screen shot, a document, a link or contact information.

[can check multiple answers]

MW4ALL Survey questions

- Bluetooth file transfer
- WhatsApp / Telegram / iMessage / another messaging app
- E-mail
- Google Drive / Dropbox / iCloud / another cloud storage platform
- AirDrop
- WeTransfer / another file transfer platform
- Other... (e.g., Wifi Direct)

[contact book workflow]

5. Please tell us about the last time you managed the contact information for someone you shared a file with:

[can check multiple answers]

- I entered contact information (such as a phone number or email address) directly into the sharing app/website
- I added the contact into the app/website and then shared the file
- I entered details into a separate contact book/list on my device and then shared the file through the sharing app/website
- Other: ...
- N/A

[Bluetooth]

6. Have you recently used Bluetooth to send a file to someone else or yourself?
- Yes/No [if no, skip to question...]
7. When you last used Bluetooth to send a file, what kind of file did you try to send?
8. Please tell us about who you wanted to send this file (or these files) to?
- A group of people I already knew
 - Someone I already knew / had contact information for

MW4ALL Survey questions

- Someone I had just met and did not have contact information for [*and therefore had to add them to your contact list first*]
 - Myself
 - Other: ...
9. Why did you choose Bluetooth instead of another method? What works well for you about this method?
10. What, if anything, was a downside for you when you used this method to send files?
(in this example, or in general)

[WhatsApp / Telegram / iMessage / another messaging app]

11. Have you recently used WhatsApp / Telegram / iMessage / another messaging app to send a file to someone else or yourself?
- Yes/No [if no, skip to question...]
12. When you last used a messaging app to send a file, what kind of file did you try to send?
13. Why did you choose this messaging app instead of another method? What works well for you about this method?
14. What, if anything, was a downside for you when you used this method to send files?
(in this example, or in general)
15. Please tell us about who you wanted to send this file (or these files) to?
- A group of people you already knew
 - Someone you knew / had contact information for
 - Someone you had just met and did not have contact information for
 - Yourself
 - Other: ...

[Email]

16. Have you recently used email to send a file to someone else or yourself?
- Yes/No [if no, skip to question...]
17. When you last used email to send a file, what kind of file did you try to send?

MW4ALL Survey questions

18. Why did you choose email to send the file instead of another method? What works well for you about this method?

19. Is there anything that works less well for you when using this method?

20. Please tell us about who you wanted to send this file (or these files) to?

- A group of people you already knew
- Someone you knew / had contact information for
- Someone you had just met and did not have contact information for
- Yourself
- Other: ...

[Google Drive / Dropbox / iCloud / another cloud storage platform]

21. Have you recently used Google Drive / Dropbox / iCloud / or another cloud storage platform to send a file to someone else or yourself?

- Yes/No [if no, skip to question...]

22. When you last used a cloud storage platform to send a file, what kind of file did you try to send?

23. Why did you choose to use a cloud storage platform instead of another method? What works well for you about this method?

24. Is there anything that works less well for you when using this method?

25. Please tell us about who you wanted to send this file (or these files) to?

- A group of people you already knew
- Someone you knew / had contact information for
- Someone you had just met and did not have contact information for
- Yourself
- Other: ...

[AirDrop]

26. Have you recently used AirDrop to send a file to someone else or yourself?

- Yes/No [if no, skip to question...]

27. When you last used AirDrop to send a file, what kind of file did you try to send?
28. Why did you choose AirDrop instead of another method? What works well for you about this method?
29. Is there anything that works less well for you when using this method?
30. Please tell us about who you wanted to send this file (or these files) to?
 - A group of people you already knew
 - Someone you knew / had contact information for
 - Someone you had just met and did not have contact information for
 - Yourself
 - Other: ...

[WeTransfer or other direct transfer]

31. Have you recently used WeTransfer or another file transfer platform to send a file to someone else or yourself?
 - Yes/No [if no, skip to question...]
32. When you last used this file transfer platform to send a file, what kind of file did you try to send?
33. Why did you choose this file transfer platform instead of another method? What works well for you about this method?
34. Is there anything that works less well for you when using this method?
35. Please tell us about who you wanted to send this file (or these files) to?
 - A group of people you already knew
 - Someone you knew / had contact information for
 - Someone you had just met and did not have contact information for
 - Yourself
 - Other: ...

[USB drive]

36. Have you recently used a USB stick to send a file to someone else or yourself?

MW4ALL Survey questions

- Yes/No [if no, skip to question...]

37. When you last used a USB drive to send a file, what kind of file did you try to send?

38. Why did you choose a USB drive instead of another method? What works well for you about this method?

39. Is there anything that works less well for you when using this method?

40. Please tell us about who you wanted to send this file (or these files) to?

- A group of people you already knew
- Someone you knew / had contact information for
- Someone you had just met and did not have contact information for
- Yourself
- Other: ...

[Other]

41. Have you recently used any other technology to send a file to someone else or yourself?

- Yes/No [if no, skip to question...]

42. What was this technology?

43. When you last used this technology to send a file, what kind of file did you try to send?

44. Why did you choose this technology? What works well for you about this method?

45. What, if anything, was a downside for you when you used this method to send files?

(in this example, or in general)

46. Please tell us about who you wanted to send this file (or these files) to?

- A group of people you already knew
- Someone you knew / had contact information for
- Someone you had just met and did not have contact information for
- Yourself
- Other: ...

[yourself]

47. Can you think of a recent time you wanted to send something to yourself?

For example, to open a picture you took on your mobile phone on your computer; to copy a file from one computer to another; or to just send a note to yourself to remember something.

If yes: What did you want to do/send?

48. How did you do it / what method did you use?

49. Why did you choose this method? What works well for you about this method?

50. What, if anything, works less well for you about this method?

[same room]

51. Tell us about a recent time you wanted to send something to someone in the same room as you were (but not yourself). What did you want to do/send?

52. How did you send them the file / what method did you use?

53. Why did you choose this method? What works well for you about this method?

54. What, if anything, works less well for you about this method?

[connect devices]

55. Can you think of a recent time when you connected two devices or applications to each other? For example, connecting an application on a computer with an app on your phone, or to log in to the same service without having to add your password again. If yes, what were you trying to connect?

56. How did you connect these devices/applications?

- QR code
- NFC
- Bluetooth
- Other:...

57. What worked well and/or less well for you about this method?

[closing]

58. Is there any other feedback you would like to share?