

Winden - usability study on α -prototype

[Least Authority team members]

Background

In January 2021 we did user research with a *mobile* Figma prototype of the file transfer web application. We got useful feedback that helped us to make changes to the user experience flow, including added emphasis on communicating the synchronous nature of transfers. We implemented these changes in a new Figma prototype, and in a working alpha prototype. We now want to do more user testing to see if the changes we implemented have improved the user experience, as well as to get feedback on a working version. In addition, there are other experiences we want to tease out more, such as a desktop interface, and a focus on the receive flow. Time permitting, we would also like to get some branding feedback about our logos.

Goals

- Describing people's experiences with sending/receiving files using the alpha Winden prototype
- Describing people's understanding of and ability to work with synchronous file transfers
- Describing people's experiences with error messages in the alpha prototype

Research questions

1. How well do people understand how they can send a file?
2. How well do people understand how they can pass on a code/link to a recipient?
3. How well do people understand that sender and recipient need to be online at the same time?
4. How well do people understand how they can receive a file?
5. How well do people understand the status information of transfers?
6. How well do people understand the security properties of a transfer?
7. How well do people understand the error messages to which they are exposed when transfers don't succeed, including knowing what to do to successfully complete a transfer?

Methodology

- Usability testing with working alpha prototype

Design materials needed

- Platform supporting for web testing and recording: Whereby, potentially with Lookback
- Alpha prototype: *add URL*
- Files to send to the tester

Participants

- 5 people who have either 1) used WeTransfer over the last two weeks; 2) sent files between two of their devices over the last two weeks; or 3) are regular Signal users.
- Using a desktop browser
- Recruited through TestingTime

Schedule [dates removed]

- Finalize study plan and research guide:
- Finalize prototype:
- Recruit participants:
- Remote interviews:
- Debrief:
- Light touch analysis:

Research guide and script

- [link removed]