

Magic Wormhole file transfer - needs finding and usability study on pre-Alpha Figma-based prototypes

[Least Authority team members]

Background

As part of the MW4ALL 1.0 project we conducted a survey to understand file transfer behavior. We learned about perceived strengths and weaknesses of various tools people currently use to transfer files. This has helped finding our focus for the 2.0 project. At the same time, we need to learn more in-depth about people's file transfer experiences, for which will be conducting interviews. We also need to learn how people manage to navigate the (less-common) file transfer workflow using the Magic Wormhole protocol. To this end we are developing a Figma-based prototype of a browser-based application, on which we will be seeking feedback through usability testing on mobile devices. This feedback will guide Alpha development.

Goals

- Describing people's file transfer experiences
- Describing people's experiences with sending/receiving files using a Magic Wormhole prototype

Research questions

Foundational

1. What are people's experiences with specific file transfer use cases, such as send-to-self, send-to-someone-in-proximity, large-size-file-transfer, one-time-file-transfer, and private-file-transfer?
2. To whom do people send files?
3. What are people's expectations with regard to sending single v. multiple files?
4. To what extent are file sending expectations different from file sharing expectations?
5. What are people's security expectations with regard to downloadable and browser-based tools?

Usability of prototype

6. How well do people understand how they can send a file?
7. How well do people understand how they can pass on a code to a recipient?
8. How well do people understand that sender and recipient need to be online at the same time?
9. How well do people understand how they can receive a file?
10. How well do people understand the status information of transfers?
11. How well do people understand the security properties of a transfer?

Methodology

- 5 remote foundational interviews
- Usability testing with an interactive mobile web prototype

Design materials needed

- Platform supporting mobile web testing: Whereby/Google Meet
- Figma prototype: *To be added* (mobile web)

Participants

- Android mobile phone users
- Must have sent or shared files from their mobile device to another device over the past week.
- Recruited through TestingTime

Schedule [dates removed]

- Finalize study plan and research guide:
- Finalize prototype:
- Recruit participants:
- Remote interviews:
- Debrief:
- Analysis:
- Light-touch findings presentation & discussion:

Research guide and script

- [link removed]