

Fade: Usability Tests 2

Summary:

[Prototype](#)

Overall the usability tests showed that the flows through the prototype improved over the lower fidelity mockups. Participants understood how to use the tool and move through it and grasped the concept of expiring files once they moved past the homepage.

The homepage caused the largest issues, as participants did not understand the offering from the homepage. They did not understand that the product is about temporary storage until after they started using it.

File upload was also an issue. Participants were able to successfully upload files but they moved through this flow more slowly than the other sections of the prototype.

Participant Notes:

Participant 1

Translator who uses Dropbox for photos and work storage. This participant understood the homepage offering and moved easily through most stages of the prototype. Most of the difficulties were around the file upload flow. It was not clear that the “select file” button was there to add additional files. The combination of “select file” with “upload file” was confusing to the participant.

Participant 2

Small business owner who does not use cloud storage tools.

This participant did not understand that the product focused on temporary storage. The homepage was not clear about the offering. The participant thought it was about permanent storage. It was also not clear that logging into an existing account was an option because that button appeared below the fold of the sign up page.

Uploading a file was also confusing for this participant. It was not clear which buttons would compete which actions. Same issues around “select” vs “upload”.

This participant was confused by the process for adding users by name. It was not clear that you could type the name in and see contacts appear.

Participant 3

Executive who uses Dropbox for personal photos.

Participant three also did not understand that the product focused on temporary storage and had questions about how the product would operate and how much it would cost.

Sign up went easily but there was still the issue about logging into an existing account (where's the button).

This participant had similar issues with uploading files. Even though they were successful, the button wording was unclear.

Similar issues around sharing files and moving through that flow.

Tasks	Easy	Difficult	Not Completed
View the homepage	Participant 1, 2, 3		
Understand the product offering	Participant 1	Participant 2, 3	
Sign up with email	Participant 1, 2, 3		
Sign up with google	Participant 1, 2, 3		
Log into existing account	Participant 1	Participant 2, 3	
View the dashboard	Participant 1, 2, 3		
Understand that this is a list of folders	Participant 1, 2, 3		
Open a folder	Participant 1, 2, 3		
View the list of files	Participant 1, 2, 3		
Understand that this is a list of files	Participant 1, 2, 3		
Understand when the files expire	Participant 1, 2, 3		
Open add a file modal	Participant 1, 2, 3		
Upload a file		Participant 1, 2, 3	

Open the file settings	Participant 1, 2, 3		
Open the folder settings	Participant 1, 2, 3		
Open the sharing section	Participant 1, 2, 3		
Share the file	Participant 1	Participant 2, 3	
Navigate back to the file list	Participant 1, 2, 3		
Navigate back to the folder list (dashboard)	Participant 1, 2, 3		

Test Script:

Hi, _____. My name is Matt, and I'm going to be walking you through this session today. Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything. You probably already have a good idea of why we asked you here, but let me go over it again briefly. We're asking people to try using a Website that we're working on so we can see whether it works as intended. The session should take about ten minutes. The first thing I want to make clear right away is that we're testing the site, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes. As you use the site, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us. Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the site, so we need to hear your honest reactions. If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then. And if you need to take a break at any point, just let me know.

Do you have any questions so far? OK. Before we look at the site, I'd like to ask you just a few quick questions.

First, what's your occupation? What do you do all day?

Do you use any services like Dropbox, Google Drive, any sort of cloud storage?

Now, roughly how many hours a week altogether—just a ballpark estimate— would you say you spend using these services, at work and at home?

What activities do you use these services for?

OK, great. We're done with the questions, and we can start looking at things.

First, keep in mind that this is not a finished mockup.

Take a look at the first screen all the way on the left. First, I'm going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it's for. Just look around and do a little narrative. Thanks.

Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy. We'll learn a lot more about how well the site works that way. And again, as much as possible, it will help us if you can try to think out loud as you go along.

Hand the participant the first scenario, and read it aloud. Allow the user to proceed until you don't feel like it's producing any value or the user becomes very frustrated. Repeat for each task or until time runs out.

Do you have any questions for me, now that we're done?