

Felicia Jackson – November 28, 2018

Cloud Storage Usability Testing Summary

I conducted three (3) usability tests, two in person and one (1) remotely. I started the testing off by asking a series of questions to all the participants regarding the webpage. I wanted to know from each participant if the application was clear to them, and if they were familiar with cloud storage services. Also asked if they knew what they could do on this particular website. I asked each participant to conduct a series of three (3) tasks:

1. Sign up for an account
2. Create a new file
3. Organize content

The following is the summary for each participant:

User #1 Nicole

Nicole stated that she doesn't really use cloud storage services so she was quite unfamiliar about how anything was supposed to work. I asked her to look around the landing page and then after a few minutes of reading some of the content and scrolling around, I asked her to sign up for an account. She clicked on the first CTA button at the top of the screen. That brought her to the first step of the process. She seemed a bit confused at first that the "personal account" was already chosen as the default and I explained again that this is just a prototype and some areas will be pre-populated with content. Once she understood what was needed on her part, she clicked through to the next screen. She chooses to click "No" when asked if she wanted to sign up with 2FA and became frustrated when that screen presented itself, but all her inputted information had disappeared. She stated, *"that shouldn't happen, just because I said no when I got to that section of the form, I shouldn't have to now re-enter all my data again."* I agreed with her and took that under advisement. She continued through the rest of the signup steps and although the Premium Plan was already preselected she stated that the Basic Plan was not really clear to her that it was a free Plan. She then completed that task and landed on the empty dashboard. She took some time to look around that page. I then asked her to complete the next task of creating a new file. She clicked on the "Files" link and followed the next screens to completion. The next

task was to create a folder for organizing content and she clicked the “Folders” link and followed the next screens to completion. I asked if she had any questions about the usage of this site. She stated that other than the two things she mentioned earlier in the process everything seemed pretty straightforward and easy to do.

User#2 - Alphonso

Alphonso was not that computer savvy at all, not that he didn’t know anything about computers but he doesn’t use cloud storage at all. I asked him to have a look at the landing page and he seemed excited to be participating. He was reading the content and scrolling up and down the page. I had to reiterate that this was just a prototype and not a “live” website and things would look and behave differently. I then asked him to perform the first task of signing up for an account. He clicked the sign-up link and arrived at the first step of the process, he looked at the screen, read the information and clicked the “Next” button. He clicked his way through the sign-up process without asking any questions. Once he landed on the empty state dashboard, he observed the page. I then asked him to perform the second task of creating a new file. He hesitated and continued to look at the screen for a few more seconds and then clicked on the “Files” link and followed the screens to completion. The final task of organizing content caused a moment of confusion because he wasn’t clear on what I meant, so I explained to him if he was going to start to organize his files how would he go about doing it. He paused and studied the screen further and then clicked on the “Folders” link, and followed the next screens to completion. Once these tasks were completed I asked how he felt about the process and did anything about performing these task give him pause. He stated, *“it was very easy to use, not that I know anything about what this is for....(chuckle chuckle), but I was easy enough to do those few things.”*

User #3 - Mike.

Mike’s testing was performed remotely, videotape included with the submission.

My Thoughts

After conducting my usability testing, other than the concerns of Nicole regarding the initial sign-up process and the need for clarity regarding the free Basic Plan, which I will go back and address those changes to the prototype, it seems like all the users felt the site was easy to use and the layout was uncluttered and straight forward. I made sure to sure to address all the user pain points with this design solution.