x17 Draft protocol

Introduction

Welcome and thank you for participating. For the next 30 minutes, we will be looking at a chrome extension to gain insight into how you use it and how we can improve it to make it easier to use. Remember, this is not a test of evaluating your usage of the extension, this is an evaluation of the website.

Any personal information such as your name and any other personal preferences will not be included in the notes.

While you use the extension we want you to "Think out loud" so we can know what you're doing, what do you like and dislike about using the extension. What did you have trouble with while using it, anything that felt odd while using the extension, and any other thoughts you had while using the extension.

So do you have any questions before we start?

Background

First, let's start with some questions about your previous experiences using file sharing.

Have you done a user test before? - gauge experience when it comes to giving feedback

How many hours would you say you are on your phone in a week? - gauge soft tech literacy

How many hours would you say you are on your computer in a week? - gauge hard tech literacy

Do you have a personal computer? - gauge hard tech literacy

Have you ever sent files between devices, what have you used? - find their familiarity to use as context to their feedback.

Tasks

You have a snippet of an article from an online newspaper that you want to read but you are already late for lunch with your friend. You want to save the snippet to read while at lunch with them.

Task completed successfully ☑ Yes ☐ No

Time on Task: _____

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

You have multiple separate files you were working on your laptop but it doesn't have the right programs to process them. Upload these files for use in the future.

Task completed successfully ☐ Yes ☐ No

Time on Task: _____

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

Now delete the files you uploaded from any device, after you no longer see them attempt to recover the files within the app.

Task completed successfully ☐ Yes ☐ No

Time on Task: _____

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

Debrief

How did this extension feel when you used it?

Is there anything you felt like you would like this extension to do?

How likely are you to use this extension?

Have a great day and have fun!