Progress Report: Phase 2

Group 4

**Improving the Usability of Password Managers**

Submitted November 19, 2019

Caleidgh Bayer, B00672134

André Gagné, B00707964

Sunny Jagasia, B00813395

Sithara Jayachandran, B00824470

Ms Shehzeen, B00812551

Zachary Wilkins, B00725952

## Progress in this Phase

In the second phase of our project, we have accomplished three major tasks in the work plan:

1. Study design in the form of an ethics application
2. Pilot study conducted during lab time
3. Reflections and recommendations from the pilot

Our study design includes a printed version of the questionnaire we have designed. This version of the questionnaire was forked from the version used while piloting the study. The REB version includes an explicit consent form, modelled on Dalhousie templates, as well as demographic information.

We did not collect demographic information during lab time, as the results would be significantly biased, and therefore serve no purpose other than to slow the participants as they complete our pilot.

Our reflections and recommendations follow this progress report.

## Learning Experiences

Given that this was our second submission, our group work was much more effective during this phase. We were also pleased to welcome a new member, which helped to distribute the work. Accordingly, we achieved our internal deadlines with relative ease, compared to the first phase.

We had initially believed it would be conceivable to build a high-fidelity prototype and swap it in for our questionnaire during the final week of lab time. This would have been a more concrete way to evaluate the efficacy of our design recommendations, but it was not feasible in the time. As a result, we had to fall back to our wireframe images. The upside is that we achieved a higher response rate to our questionnaire: 24 of 52 eligible participants registered in the class. This count does not include members of our group, who were obviously barred from responding to the survey.

## Lingering Questions

As discussed in the previous progress report, our concerns regarding the development of a working prototype were well-founded. While our prototype may yet be completed in time for the final delivery date, we are no longer guaranteeing it reaching completion.

Apart from that, we are happy to report no problems in our work.