Notes for Community Report

Usability Tests
Conducted usability tests with 2 users to test the first pass of improving the Installation wireframes, which focused on reducing jargon and the amount of information to read. Downloading Java was a crucial step that was constantly missed, so with the first pass, we tried to make it more obvious.

Summary of key findings: https://github.com/Shoalsteed/UX/issues/14#issuecomment-892918864

Some quotes from the tests:

"Does Java not come with Mac? Have to download? I just want to click big buttons to do it fast."

"I need some numbers or steps, I don't know where I'm at. Feel like I'm in dead ends."

"Download Java is not visually emphasized, it's not bolded. One big emphasis on it from the beginning would be good."

"This site is all about privacy so to instantly download…is kind of weird."

Goals for Improvement / What Has Improved/Changed
Continuing to pare down the jargon and dense information is a big goal. Removed jargon-y instructions in the OS boxes on the download page. Removed links to sections and pages like Release Notes, System Updates, etc. and placed them in more appropriate places without cluttering the Getting Started flow.

Call-to-action button on homepage takes you to a newly created Getting Started page which includes an overview of basic steps for downloading and installation. Getting Started wireframe is in the making.

The multiple steps for getting started (Java and/or I2P download, install, configure) were condensed and made clearer, simpler. Downloading Java beforehand is important and made much more obvious! The tricky thing about this is that it couldn't be the absolute first step because only Mac, Windows and Linux require the Java download whereas other OS like Android does not. It is a delicate balance of making it obvious but also not confusing users of different operating systems and making users read and wade through lots of information.

Incorporated installation guide with screenshots as part of the steps. Working on simplifying this guide and making it clear and easy to follow.

Working on making the flow of steps and pages going from download java & i2p > install java & i2p > configure browser more streamlined, easy to follow without getting lost, confused, or in a "dead end" as one usability test user put it.

Next Steps
Based on the first round of feedback, many changes have been made to improve the Installation AKA Getting Started process, including what was mentioned above. Will go through a second round of usability tests to test these changes and get more feedback.

Build out the wireframe for the Getting Started page as that will become an addition to the flow.