PUSH USERS

Andrea Williams (User 1)
Human Resource Manager - Works from home via computer, in the office 2 days a week

Age: 24, Married, Two young children

Experience: Uses computers every day for work, uses Dropbox, Gmail, Skype, Facetime, Iphone User

Technical Proficiency: Advanced

Testing Feedback:
Pointed out a few typos in content
The second section on landing page seemed like it was missing something
The screen on the last section of the landing page is very hard to see, she made a suggestion to enlarge it and focus on the security feature for sharing
Some pages didn't have a way back to the Home page/Landing page
Signup was a bit confusing, View plans and then sign up or signup and then view plans?

Arnold Williams (User 2)

Nursing Student - Currently as less than 1 year left of Nursing School

Age: 22, Married, Two Children

Experience: Uses Dropbox and google drive for school only but doesn't use the computer or programs a lot outside of that. Android User

Technical Proficiency: Intermediate

Testing Feedback:
Found sharing a bit confusing, he is used to seeing the box that reads share or the sharing option closing to the file itself or being able to click on the file for a drop-down menu that includes "share"

Not used to using the logo to get back to home page, is used to seeing "Home" to get back. Suggested use of a "Home" button

Not sure how to exit out of new document created

Jeune Kinsey (User 3)
Stay at home mom - Currently, landed the position of Inventory Specialist at a Children's/Mothers Retail store, job provided a laptop to work from home.

Age 22, Married, 3 young children

Experience: none, currently learning how to use google hangouts, beginner in all aspects, has heard of google drive and Dropbox. Uses email only and social media (snap chat). Iphone user

Technical Proficiency: Fundamental Awareness

Testing Feedback:
Icons were a bit confusing when asked to share the Field Research doc (user we to folder) this could've been a simple overlooking of docx extension or unfamiliar with file extensions and/or icons

Sign in page has no way of getting back to the Homepage, (is it necessary)

Afi Matthews (User 4)
Retired - retired from the medical field, stays home and operates nonprofit to help those in need

Age 56, Married, 14+ grandchildren

Experience: Beginner level (ipod generation), loves music, creates and saves playlists for years as well as saving family pictures, currently learning how to store images in cloud storages, Uses email only and social media, snap chat, facebook. Android user

Technical Proficiency: Fundamental Awareness

Testing Feedback:
Very new to using cloud storage
Icons were easy to understand although she was hesitant on where she should start
After clicking around for about 5 minutes, I provided the tasks.
Tasks were completed successfully with little assistance although navigating back to home was an issue, she was also a user who preferred a "home"

My thoughts:

*After User 1 testing, I made adjustments in order for the following users to be able to navigate back to the homepage/landing page since it was a very important part.

I plan to take all of these users feedback and implementing changes that will create a smoother user experience and user-centered design. I'm going to revisit the flows of other cloud storage apps and compare to mine and note differences then compare again to mine.

After follow up calls and interviews with more users, the following changes will be implemented and re-tested:

- Create a smoother navigation system. The users navigated easily although the location of the navigation paired with the encasing on a rectangular shape looks as if they could be buttons or links.
- Length of the list when the + is activated to create, upload etc. I noticed hesitation on the users end when the drop-down list was presented and I want to eliminate that feeling. Add
- Add another + in the list of files section and designate that as a create a new folder or category for organizing.
- The sign-up page was confusing for the first few users. They were confused about whether they should fill in the fields and then select the plans -OR- review and select the plans and move onto completing the information fields.
- Create icons that are complimentary sizes for sizes for the label buttons, previews of folders, files, and categories.