

# Manual vs. Auto Test Script



## Helix Sync Manual vs. Auto Test Administration Script

Script for Helix Sync user testing: .doc file, to be tested with people with Doc needs, one version with auto upload, one without:

1. Research Subject Orientation: Collect demographic info. Explain what will happen, ask film permission.
2. Task-based testing
  - a. interspersed with mini grillings on what the user is thinking in that moment
3. Follow up interview
  - a. Go over workflow for manual sync, make sure they understand
  - b. Ask about situations in their current workflow where they separate sync & share
  - c. Specific questions that we didn't stop the user for during the test.
  - d. Typical qual questions for filesharing (cull for design review)

The goals of these interviews are to:

1. Learn about people's workflows.
2. Get the test subject to understand the product (Helix Sync)
3. See if the product aligns with people's real workflows.

Research Subject Orientation:

During this session we will be asking you some questions about your work, and then we'll give you some activities to try to do using our system. To be clear, we are not testing you to see if you can use our system. You are testing our system to see if it works for you.

So, Where are you currently employed?

Full time? Contractor?

How long have you been working there?

What is your job role?

What are the jobs of the people who you interface with most at your company?

Have you used Dropbox or Box before? How often?

What sort of things do you keep in Dropbox/Box? Types of files?

What sort of devices do you use dropbox/Box/Drive with?

How do you get for example one of your (word) files into DriveBox?

We might stop you during your testing if it looks like you're thinking something we didn't expect or trying to use it in ways we didn't anticipate. Please think out loud as much as possible. The prototype that you're testing only has the functions developed to accomplish the task at hand. You will most likely run into parts that don't do anything that obviously should, you can tell us what you expected if that happens.

Please understand that we're testing the software, not testing you: Our goal here today is to see if the functionality of the product works with your real life workflows. You won't offend us by letting us know how poorly it works for you if that's the case, don't worry, but feel free to try to anyway so we can learn as much as possible from you..

If you're ok with us filming your session, we'll then walk back through the tape and try to get a rundown of what you were thinking at each screen. Would it be ok if we film you?

Ok and about the prototype itself, we had to pick a person and a scenario to run through. So currently, you're going to pretend you're a product manager. It will be tweaked for artists later.

So here's the task:

Task-based testing

1st Task( Could be Auto-Sync or Manual Sync based on 50/50 split)

Imagine you are a Project Manager working In-house at a marketing company and you've been assigned to work on a new Project, Project Alpha. You've just finalized a Project Requirements Document that you want to share with your team. You're ready to show it to the Project Alpha team. The file system (Finder) has a Helix Sync folder, just like it has a Documents folder and a Downloads folder or a Dropbox folder. The people on the Project Alpha team are used to getting files from you by looking in their in Helix Sync folders, in the Project Alpha subfolder. This is your document (tap to highlight word doc). Get it out to your team using the file system's Helix Sync folder.

[a quick intro to MANUAL-SYNC mode] [optional]

This version of the prototype is in the "manual-sync" mode that we are testing which—unlike Dropbox, GDrive etc—allows you to manually decide when you upload files to your team after moving them into the Helix Sync folder.

Alpha subfolder folder is already created on the Helix Sync file system. User must simply drag the file to the appropriate folder.

Ask questions when observing the user during testing

Encourage thinking out loud

Ready, go

After file dragged: Ask about what they see, what's changed

After they read through the toasts, ask if they opened helix sync in another device, would they expect to see the file there?

If necessary, tell them to click the icon.

After icon clicked:

See if they click the checkbox

See if they enter a changelist descr. If not, ask qs: What would they enter? Who would they expect to see it? How would info be used?

Immediate follow up questions:

- At what point Did you think your files were shared to your team so that your team could access them?

[a quick intro to AUTO-SYNC mode] [optional]

This version of the prototype we are testing is in an “auto-sync” mode that which operates similar to Dropbox, GDrive etc. wherein moving files into the Helix Sync folder allows them to be automatically synced with your team.

[REFRESH PROTOTYPE & SWITCH TO OTHER MODE]

Transitioning from 1st Task 2nd Task (

So you've now just completed the task using the [Manual/Auto Upload] mode of the prototype. Again we would like you to try to share this file using the file system's Helix Sync folder using the other mode, [Manual/Auto Upload]. Again the Alpha subfolder is already created on the Helix Sync file system. You must drag the file to the appropriate folder.

Brainstorm with the subject on a more appropriate task for that particular person.

Walk through the workflow.

- What tools do you use in your workplace? Which tools do you like using?
- Can you think of a particular time in the last week when you needed to share some file with someone or with your team or the company? Tell me about that... What was the file, and the context?
- Can you imagine, in that situation, using a system like this, where you store the information before sharing it with your teammates?
- Do you imagine the auto sync or the manual sync would have worked better in that situation? And why?
- Is there any reason you might have liked auto sync more for that situation? Is there any reason you might have liked manual sync more?
- [If you didn't include a description in manual mode] If you'd had to write a description, what might it have said?

Post test qual interview

- What file types do you work with on a daily basis (Word, Photoshop, Images, PDFs, etc.)?
- Walk me through a workflow where you have finished something you've worked on and are ready to send it off to be reviewed (at various stages of the creation process-first draft, middle, true final handoff, etc.)
- Tell me a story about a time when your process for charing work and collaborating with others broke down or didn't work well. What happened? What do you think could have improved the situation?
- Any tool that you've recently discovered that you are excited to use? What do you like about it?
- Tell me about the last time you used your mobile phone to access something you've worked on. What was the situation and were you able to get your task accomplished on the device?
- How do you know when your work is ready to share with others? Do you have a separate place for public vs private work?
- Thinking back on the system you've just worked with, can you think of a specific instance in the last week when you would have shared something using a system like this if your organization had had it in use?
- In that instance, who would have benefitted from seeing that changelist? Where do you think they would have seen it?
- Can you think of any recent time when someone in your organization needed to view sets of past changes or see how some work had recently changed? Tell us about that time. Do you ever view history in Google Drive?

Notes and snippets:

Heuristic Evaluation on metrics (user rates the system)

Visibility of system status(is it progressing or did it freeze?)

Match between system and conventions familiar to the user

User freedom to leave unwanted states if unwanted states are built into the system

Consistency of terminology and actions across the system

Error prevention - hard to mess up and allows user to back out before ruining things?

Recognition rather than recall - The user should not have to remember information from one part of the dialogue to another.

Aesthetic and minimalist design: Only relevant information is shown

Are error messages simple and helpful, with a remedy suggested?

6/26:

New Q: add different than edit: Ask if they presume different processes

Make sure some of the cohort has large file needs (artists)

Cloud-based CAD file mgmt tool: Kenesto See their us vs. dropboxing comparison. Considers bringing in contractors... Permission mgmt for individual parts of an assembly.

PMs want pivot to production artist/visual designers in game industry for role to play

TinyCo Onsite? For visual non-technical people

.Psd

July 7-9 for first externals

Toni T, Bob D, Ivana G, Lynne K, for dogfooding at Design Rev

Redacted, might want for other versions:

Alternative scripts:

#### Artist Contractor <-> Client Marketing

You're working on a graphic for an ad for a client who's doing a product launch. You've just discussed it live with the client in a meeting, and want to deliver an .ai file of one of the options that you just talked over before you leave the room (open .ai file). The file system (finder/windows) has a Phoenix folder, just like it has a Documents folder and a Downloads folder or a Dropbox folder. Share this file using the file system's Phoenix folder.(verify with artist).

#### Artist <-> Internal Marketing

You've just finished working on a graphic for the background of a website. You need to get this .PS file to the marketing director as a PNG. Phoenix is installed on this computer, so the file system has a Phoenix folder just like it has a Documents folder and a Downloads folder or a Dropbox folder. Inside the Phoenix folder is a folder for the project (codenamed yoyo), which has a folder for the . Share this file using the file system's Phoenix folder (verify with artist).

Go over video if available with the user. Ask specific questions, digging into things that were said or weren't said but were facially expressed or appeared confusing onscreen.