Personas

John McMoney: 61 year old widowed man from the interior of British Columbia. He rarely uses his phone but is looking for an easy way to share documents with former colleagues and old friends. He has an iPhone since he was told they were the easiest to use, unfortunately he still struggles with it. His grandson downloaded the Google Drive app for him when he first got his phone, they thought it would be a good idea and would help him a lot. Since he is getting older, McMoney finds himself getting lonely without family and friends around. By complete chance most of his family moved away for work; unfortunately, this means that he doesn’t have a young person around to show him how to use it.

Timmy: 11 year old kid is an average middle schooler. He is only allowed to use smartphones under his parents’ supervision because his mother thinks they are a bad influence on him. Timmy wants to be an astronaut when he grows up. He is a brand new user when it comes to Google Drive, and struggles with the controls. Since he needs it for school, he doesn't like it very much. Since Timmy’s father already had the app installed on his phone, there was no need for him to know the process. He first heard of the Google Drive app when his teacher mentioned it as an upcoming test topic

Tommy: 35 year old male whose favourite colour is red. He aspires to become a professional chef after spending multiple years as a professional arm wrestler. Tommy likes the ability to create recipes and share pictures of his creations on the fly. He would really like to have the ability to download multiple images at once. Tommy is somewhat proficient at using his smartphone, he has been using it for several years and knows it well. He was recommended the Google Drive app after a friend of his started using it for work.

Jim McJoe: 38 year old data scientist that uses Google Docs to store company spreadsheets. Frequently makes changes to these and stores them in the cloud for company usage and review. He wishes there was better version control so that spreadsheets could be forked for multiple uses and scenarios as well as revision of past documents. He’s constantly on the go and tries to use the mobile application for its convenience and accessibility. As Jim is an experienced user, not only does he know how to use Google Drive like the back of his hand, he also understands it’s limitations. He heard of the app when it first came out through colleagues, and jumped on the opportunity to use it.

Photographer McShooty: uses Google Docs as a way of transferring photos between devices. When his photos are up in the cloud, he often shares sets of photos with clients. He is upset with the sharing interface often leading to making mistakes and sharing directories instead of subdirectories and that they gain editing privileges as default for the entire folder, allowing them to move around and alter/delete his work. He is further angered at the inability to download multiple photos at once to his cellular device.

Scenarios

Scenario 1

John has just finished a new white oak coffee table and has taken some photos of his work. He wants to share them along with a write-up explaining the process he went through to get it to this point. He recalls the last time his grandson was over he downloaded Google Drive onto his phone for this type of situation. He opened his iPhone and clicked on the Drive app. He is greeted with a walkthrough of the application that he follows to make a new document for the newly made table. John added the photos along with his write up about how it was built. He sent it to a few former colleagues and friends and also made a special version that includes a thank you to his grandson for downloading the app on his phone the last time he came over.

## Scenario 2

Timmy, in his new year at middle school was forced by his parents to take a computer class. In the fifth week of this painfully boring class, his instructor — Mr. Scheit — is teaching the class how to use Google Drive and its companion apps (Google Docs, Slides, Sheets etc). He has decided that he is going to hold a practical test at the start of next week. Now, Timmy decides to join his family on a trip over the weekend. He promises his mother he will finish studying for the test during the night, on his father’s OnePlus 7T Pro. This proved very easy for Timmy, as the mobile app was very similar to the desktop. The app also had improved navigation, so it was easy for an average child like himself to not get disoriented.

## Scenario 3

Tommy has just completed the creation of his brand new lasagna recipe with his secret sauce. He opens the Google Drive application to download photographs of his creation from a shared folder for distribution to his phone for social media sharing. When Tommy navigates to the folder and selects the “download a file” option, the system gives him the option to download multiple images at once. Tommy is able to download all ten of his images from the folder at once.

## Scenario 4

Jim — by pure chance — has no time to use a computer when dealing with company data spreadsheets. He is constantly flying around the country from job site to job site, thus he needs to use the Google Drive app frequently. One day his boss wants him to download multiple spreadsheet files for review whilst on a business trip. Jim decided to download them all at once. He opened the Google Drive app on his phone and selected all of the files he needed. He clicked the download button and all of the files downloaded at once. Jim was happy with the ease of use and the process.

## Scenario 5

Mr. MsShooty is happily able to navigate the file structure without having to view the contents of folders he is not interested in. Once in his folder of choice, he is able to select all of the photos in no more than two taps. With all his photos to download selected, he is able to bring up a menu with a simple gesture and tap “save to photos”. His photos are now saved to his phone and he jumps for joy at how nice the Google Gods are to humanity.

# PROTOTYPES

\*\* See “Low fidelity prototypes.pdf” and “Wireframe.pdf” \*\*

# TASKS

1. Rename multiple files
   1. Long press on the images to highlight them
   2. Click the context menu icon on the top right of the phone
   3. Click “mass rename” in the menu that appears
   4. Press on the keyboard image
   5. Click “rename”
   6. Done!
2. Save all photos in a directory
   1. Long press on images to highlight them
   2. Click the context menu icon on the top right of the phone
   3. Click “save to phone” in the menu that appears
   4. Done!
3. Sharing single file
   1. Select the file by clicking on the ellipsis (context menu) below the file
   2. Click “share” in the menu that appears
   3. Click one of the following methods
      1. Choose a person to send it over text message
      2. Choose an app to send it via that app
      3. Choose “share with google” to share to another google account
      4. Choose “copy link” to copy a permanent direct link to the file that may be shared however the user decides.
   4. Done!
4. Moving a single file to a folder that is many directories away
   1. Select the file by clicking on the ellipsis (context menu) below the file
   2. Click “move” in the menu that appears
   3. Click the directory that either is to be the new location of the file *or* the directory that contains the subdirectory we to be the new location of the file
      1. Repeat as necessary
   4. Tap directory name again to move file
   5. Done!
5. Sorting files
   1. Select “sort-order-type”
   2. Choose by which method of sorting you would like
   3. Tap again to switch between most recent/least recent
   4. Done!
6. Cleaning drive folder
   1. Press the newly created brush icon at the bottom
   2. A new menu opens that offers advanced file cleaning, and decluttering