



USABILITY TEST PLAN AND RESULTS

"We envision a world where effortless, secure video conferencing is the standard, enabling individuals and organisations to achieve their goals with ease."

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Problem Statement

Users of Sync who are part of our **enterprise tier** (our most significant source of revenue) face data and security breaches, using unsustainable workarounds and resources because they **lack control over their meetings**.

As a result, organisations, agencies, and institutions seek safer and more trustworthy alternatives to Sync, leading to an **annual loss of 6%** of our paying customers.

Pain Points

- There are disruptions during meetings from uninvited participants
- Organisations cannot control who joins the meetings
- Unused screen sharing features due to unauthorised screenshots by such participants
- Loss of trust due to highly sensitive data breaches
- Needing dedicated people for running meetings workarounds

Solution and Product Requirements

Hosts can create different types of meetings with different levels of access permissions.

Types of meetings examples:

- Open Access
- 2FA or code
- Invited users only

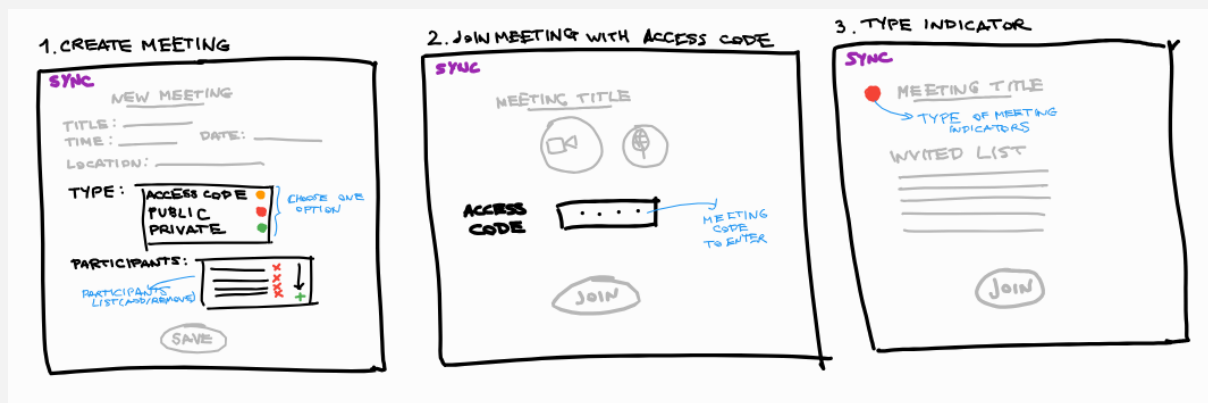
Function Requirements

- The type of meeting solution shall be available to enterprise customers so there are no disruptions during their conference calls.
- Hosts shall be prompted to select the desired meeting type and access permissions when scheduling a new meeting so they feel safe and sound.
- Participants shall be notified of the access control type when they receive an invitation, ensuring clarity regarding meeting restrictions.
- For "open access" meetings, the system shall allow anyone with the meeting link to join without additional authentication.
- For "2FA or code" meetings, the system shall provide options for two-factor authentication or a meeting access code, ensuring the secure entry of only those with access.
- For "invited users only" meetings, the system shall ask the host to provide a list of participants.
- The system shall allow hosts to customise access permissions for each meeting type, specifying who can join, view content, and participate.
- The system shall display icons or indicators next to each meeting type to distinguish them in the meeting schedule.

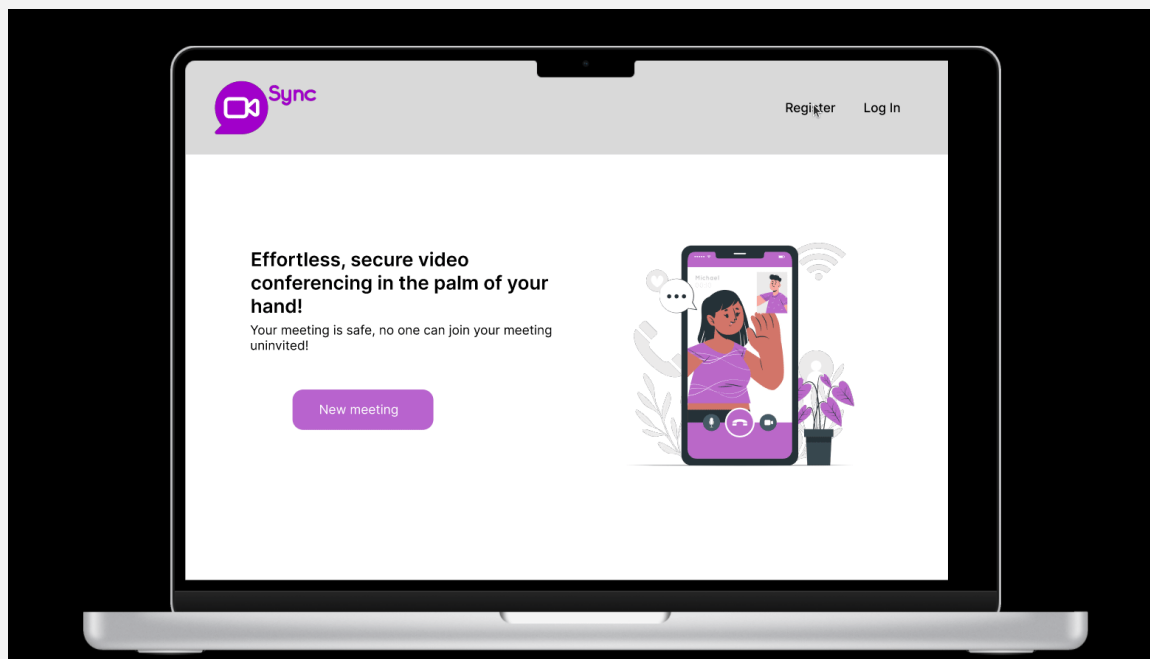
Questions

1. Should this types-of-meeting solution be available ONLY to enterprise customers?
2. How do we measure the success of this solution?
3. What are exactly the types of meetings?
4. What are the exact access permissions?
5. What 2-factor authentication can we use?
6. What would a Government or Academic user expect from this solution?
7. Should the 2FA or code be specific to the meeting or unique to each participant?
8. What indicators can we use for each type of meeting?
9. Should the list of participants for invited users only be editable? Should it be email-based?
10. How are the users notified about the type of meeting? Would this be too verbose?
11. What are the default values of the access permissions?

Wireframes



Prototype



[Link to the usability prototype](#)

Usability Test Plan

Type of Test: Remote/In-Person Moderated Test using Sync.

Why: Compared to in-person studies, it's often less expensive, less time-consuming, and more convenient for participants. In cases where participants can't travel to a testing location, remote moderated usability testing is an excellent alternative.

Tasks:

1. As part of your job (a company involved in climate change activism) you have to create a meeting to give a webinar about trash in rivers. Anyone can join your meeting without restrictions.
2. At work (you work at a government institution) you need to organise an emergency meeting to talk about very sensitive data that not everyone at the company is allowed to know, so your meeting has to be secure. Once the meeting is created join it. When you join the meeting you realise someone important to the topic to be discussed was not invited and they cannot access the conference call, add them as a participant directly in the meeting. Leave the meeting when you're done.
3. You work as a teacher, you are organising a remote meeting with parents to inform them of the construction of a new cafeteria. Some of the parents don't have emails or Sync accounts, but they should be able to attend. But the meeting should not be public, not everyone can join. You need to print out some instructions for them on how to access the meeting. Copy what necessary info you need from the Created Meeting page to paste later in the instructions document.
4. To inform yourself, you want to check if the next two meetings you are part of today are restricted or you need an access code. In your meetings list for today, you see Rafa organised a meeting "Sync in Academia" you are interested in and you want to attend. Join the meeting.

Questions:

- Were users able to complete each task?
- What challenges did users face?
- Did users express any opinions on the design or functionality of your prototype that weren't explicitly included in the test?
- What information will log about users? Will collecting data about test users' age, employment status, or gender provide you with more insights?

Results

User	User Description	Task #1: Open Access	Task #2: Invited Only	Task #3: Access Code	Task #4: Check Type Meeting
Sarah	Tech-savvy, 31 yo	<ul style="list-style-type: none"> Message from home page conflicts with the required first task. User found it confusing: "no one can join your meeting uninvited!" vs "create a public meeting". It took 2 minutes to complete. User was confused about the dropdown for the type of meeting (when selected it created the meeting, this was due to using the free version of Figma). 	<ul style="list-style-type: none"> User found the task simple. It took 50 seconds to complete. There was a clear understanding of the meaning of a secure meeting. 	<ul style="list-style-type: none"> User found it simple and easy to complete without further guidance. It took 1 minute to complete. 	<ul style="list-style-type: none"> They suggested they would find it helpful to have sections of "Meetings I organised" and "Other meetings" It took 1 minute to complete. They found the type of meeting in the meeting list by the buttons (copy access code). It was not very clear what the indicator were there for, as they did not find it very visible in the "Created meeting screen". Suggested that maybe a legend in the meetings list page could help to identify the type of meeting. But they liked the minimalism on the page. They mentioned to them it made more sense the colours of the indicators to be reversed, safe = red. But they understand the traffic lights method. Suggested brighter colours of the indicators would help with the visibility. Suggested having the words "safe", "public", "access code" in the Created Meeting screen in the same colour as the indicator, to catch their eye better. And maybe it make it bold.

Jose	Tech-savvy, 33 yo. Unmoderated remote usability test.	<ul style="list-style-type: none"> • Task was very straightforward and simple. • Choices of meeting type were clear. • Everything happened a bit too fast when I selected the type of meeting. 	<ul style="list-style-type: none"> • Once again, clear what permissions I needed to use. • The adding participant part of the task was a bit confusing. Was not very clear if the input was for a new user and the button being connected to it. 	<ul style="list-style-type: none"> • Very simple task. • It was easy to find the access code and copy it for the meeting. • Calls to Action seem clear enough. 	<ul style="list-style-type: none"> • Easy to find the list of meetings. • But could be useful to have a link at the top (next to profile) to access it faster. • Indicators were not very clear, as it did not register from when I created the meeting what colours meant. Maybe use words instead?
Charity	Tech-savvy. Unmoderated remote usability test.	<ul style="list-style-type: none"> • “So for this task, I am on the homepage and I really like the design of the website clean and has a nice feel to it. The button to create a new meeting is very easy to see.” 	<ul style="list-style-type: none"> • “So, picking the permissions for this task was easy.” • “When I added the user it was also very easy to see the button, everything happened so fast I wasn't sure exactly what happened but I understand prototyping all the steps would be a lot. I think I probably typed the users name in then clicked add and the participant was added. In a fancier prototype adding a notification that the action was completed or about to happen would be really great to alert the participant that the system did their request. If the list of people in the meeting were large it would be hard to tell if the person was added.” 	<ul style="list-style-type: none"> • “Alright I made a meeting that has a code so the parents can join through it. That was very easy, I liked how your buttons are very clear to see and I like how you had a notification that I successfully copied the link” 	<ul style="list-style-type: none"> • “I was able to access Rafa's meeting, the whole task was easy to complete.” • “Nice prototype :smile: Also, I am surprised you are using figma to make it”

Mio	Non-tech-savvy 3 yo	<ul style="list-style-type: none"> • User did not complete the task. • User was confused by the task. • User requested treats during the interview and displayed very inappropriate behaviour. 	<ul style="list-style-type: none"> • User did not complete the task. • User was confused by the task. • User requested treats during the interview and displayed very inappropriate behaviour. 	<ul style="list-style-type: none"> • User did not complete the task, he was confused by it. • User requested treats during the interview and displayed very inappropriate behaviour. 	<ul style="list-style-type: none"> • User did not complete the task. • User was confused by the task. • User requested treats during the interview and displayed very inappropriate behaviour. • Sync might not be an appropriate tool for this type of user.
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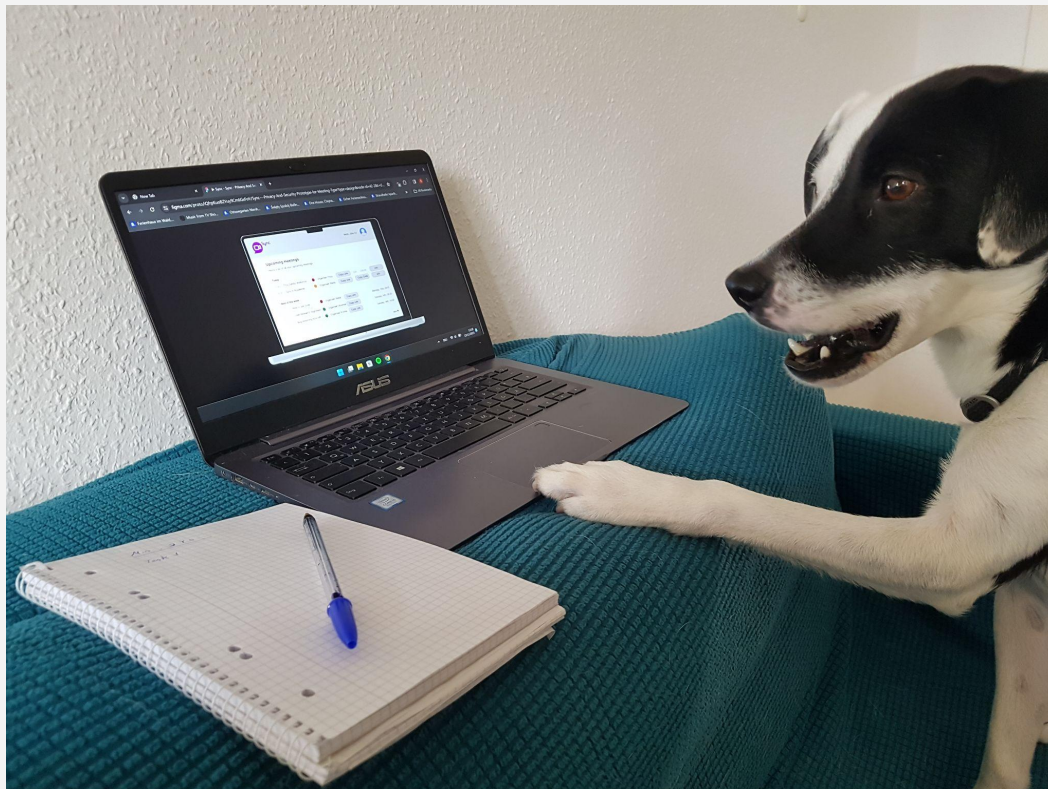


Fig. 1 Mio using Sync

Analysis

- Which tasks test users struggled with or were unable to complete;
- Any additional feedback received from test users;
- My thoughts and observations while performing the test.

Problems To Solve	Proposed Solutions
Traffic Light indicators in the Created Meeting and Meetings List are confusing.	<ul style="list-style-type: none">- Legend of the traffic lights meanings in the Meetings List.- Brighter colours- Link words to the indicators in the Created Meeting page by highlighting the words in the same colour and the indicator and making them bold.
Finding meeting list can be confusing	<ul style="list-style-type: none">- Add a quick way to go to the meeting list page from the profile or nav bar.
Adding participants within the meeting is confusing	<ul style="list-style-type: none">- State clearly that the input and button are part of the participants section.- Better labeling.
Prototype Confusion - When adding a user within a meeting everything happens too fast.	<ul style="list-style-type: none">- Adding user step should have a notification that the user was invited, then there should be a delay until the user is added to the call.
Prototype Confusion - Some things are happening too fast, clunky prototype	<ul style="list-style-type: none">- Better explanation to tester what a prototype is.- Improve prototype connections and add extra overlays.