Results Usability Test Sonar

Type	Comment	Insights	Recommendations
P	First impression: clear (übersichtlich)		Keep layout like this
X	Could not find collection description to edit		
	"I didn't see the 'i'. It was too small. Although 'i' is obviously for 'information', I overlooked it."		
	"I looked for something like 'change description', a button that would be more noticeable than the 'i'."	Info-button was so small it was simply overlooked	What might be a more prominent or intuitive way to get to the collection info? (Look at competitors, sketch …)
	Would expect collections to be about specific topics, because 'collection' sounds like something that was selected (curated?)		
X	Would have clicked "done" in sharing modal, instead of "send read key", because the button is more prominent		Look at competitors to find a solution
	Gave Bob write access without reading the message (just clicked "verify")		
	Easily found the writers-button "because it looks like you are sharing something with other people"		Keep the writers-button
	Found sharing process clear and easy		
	Had the feeling that it makes sense to verify the writer, because it's safer		
	"The thing with the keys, maybe you have to know it or try it once, but then it's good, because it's not cumbersome or complex in any way, so it's not a barrier."	The way sharing works seems to be good, but an explanation is needed.	Add explanation for sharing process (How it works, what you have to do) for first time users and in help
	"That people have to ask you for write access, that's just something you have to know."		Add explanation for write access (How it works, what you have to do) for first time users and in help. This info could also be displayed permanently in the collection detail drawer.
	Sharing: Words and explanations were mostly clear		

Type	Comment	Insights	Recommendations
	Wants to know more about what writers can do, what "to write" means	This important for users to know, for security.	Add explanation of what write access means (what can writers do, can I withdraw write access), for first time users and in help
	Perceives sharing process as secure, but thinks she doesn't know so much about security		
	Seems safe because keys have to be exchanged	Exchanging keys can be a feature instead of a barrier.	
X	Sync: Chose first option (sync all) at first		
	Sync: Chose first option, because she didn't see immediately that she can search the collection even if it's not synced		Maybe highlight the search-info (if necessary)
	Sync: "I would intuitively have ordered the options differently, because the last point in the list is lowest level option. With the other options the data I sync increases."		Reverse order of options
	Understood meaning of sync		
	"'Download' may be easier to understand than 'sync'."	Does sync mean the same thing as download? For files, it kind of does, since you sync the files to your local device. "Downloading metadata" may be unusual, because you expect to download files. If sonar runs on a server, syncing means something completely different from download.	Talk to team about the reasoning behind this wording choice. Solidify the result in a "Wording Cheat Sheet".
X	Didn't click search icon to search		Remove this step, search can start when hitting enter. Can Sonar give input suggestions based on your latest searches (or those of other people using this collection?
	Easily found correct filter		
	Intuitively knew how to enlarge the photo.		
	Search: Process was easy except for the first part (syncing)		

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	"Honestly, I have no idea what 'bundles' means."		Clarify what "bundles" are. Why not "folders"? It would be okay to have "folders" in sonar, because they can't be confused with "collections".
	Search: Says she found most things easy to understand.		
	When clicking 'sync' button, expects to find a folder where she can save files locally. (Finder/Explorer) "I would expect that to happen if I don't have a collection yet."	Obviously, she didn't understand exactly how sonar works.	Clarify with the team where files are stored on my local device when synced (P2P). If I want to have the file in another folder on my device, how do I do that? Can I copy it out of a "sonar-folder" into another folder somewhere else on my device? Is there a "download" option in sonar to store files in other places on my device?
	Didn't understand the icon for changing to tile view	Users can just click on this to try it out, because it's not connected to any risks.	
	"On the home screen I'd like to see an overview of what I can do with Sonar." Maybe with images and buttons	As a first time user, you may want to get an overview of Sonar's features	?
	Home Screen: "It would be most interesting to me to see what has changed, maybe what others uploaded etc."	A a returning user, you may want to see the changes that were made in collections you are the owner, or a writer or reader of	Display recent changes on home screen
	Would feel save sharing sensitive data with Sonar, because of the way that access to data is secured.		
	Would like to understand how the security in Sonar works.	Understanding how the system works can create trust	Explain in simple terms how the security of sonar works (Why is it like that? How can I influence security with my behavior?)
	Would use Sonar for work in archive, for exchanging and collaborating on team documents.	What would Sonar need to be usable for this use case?	
	Seafile:"We all use the client, not the browser version, because nobody wants to log in every time in the browser." (With client you don't need to log in every time.)		Clarify with team: Do I have to log into Sonar every time I use it?

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	Seafile: "With the browser version, you have to download files, edit them and then upload them again, and with the client you just have to save the files to sync changes."		Clarify with team: How does editing and sycing edited files work in Sonar? Could I just open a file I synced in another application and then save it, and the changes would be synced to the collection? (P2P and browser)
	Would use Sonar in her house project, to exchange music or movies.		
	"I would not want to use Google for something like that, without really knowing why."		
	"Many people who I'd like to exchange data with, don't have a Google account. So I would not want to force them to create an account there."		
	Seafile: Use it for files they use daily and collaboratively, e.g. drafts for grant applications, or finance and personnel documents		
	Used riseup before dropbox and seafile, but stopped using it because you have to log in every time and it wasn't user friendly		
	Store internal archive on their own server (contains many files that have undetermined copyright status), great amount of data		
	Want to move stuff from seafile to NAS (own server), but setup is very difficult (so everyone can access the NAS)	Could Sonar help with that?	
	Seafile: Sync sometimes doesn't work, because when you switch off your device while seafile is still syncing, syncing is interrupted; Seafile doesn't tell you that you can't switch off the device while syncing (and maybe even that it's syncing)		If data could be lost while syncing, prevent users from closing Sonar while syncing. Display sync progress with a warning to not close Sonar while syncing, or if user tries to close Sonar or browser, a popup appears with the warning.
	To be perfect, Sonar needs …clarity, because it's hard for me to start using new software when it's not clear. I prefer it to have fewer features, rather than be unclear.		

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	"It's important to have a lot of space for saving data." (they have 20 GB in seafile)	P2P: Depends on how much storage space you have on your local device	

Task	Success Rate
1.1: Create Collection	100 %
1.2: Check Collection Info	0 %
2.1: Share Collection	50 %
2.2: Give Writers Permission To Give Read Access	100 %
3.1: Don't sync collection	50 %
3.2: Find image	0 %
3.3 Open image	100 %
Average	**57,14 %**

Errors: (ordered according to severity)

1. Could not find collection description to edit, because she overlooked the "info"-icon > Look for a more intuitive way to get to the collection info or edit the info? (Look at competitors, sketch …)

2. Sync: Chose first option (sync all) at first, because it was the topmost action. > Reverse order of actions to correspond to the "risk" connected with them.

3. Would have clicked "done" in sharing modal, instead of "send read key", because the button is more prominent. > Look at competitors to find a solution or decide whether we want to keep it as is.

4. Didn't click search icon to search. > Remove this step, search can start when hitting enter.

Other improvements: (ordered according to importance)

1. "'Download' may be easier to understand than 'sync'." > Solidify what "sync" means, and write it down in the Terminology Cheat Sheet. Make changes to the prototype accordingly.

2. Offer download option for collections and files.

3. Add search prompts

4. Seafile: Sync sometimes doesn't work, because when you switch off your device while seafile is still syncing, syncing is interrupted; Seafile doesn't tell you that you can't switch off the device while syncing (and maybe even that it's syncing) > If data could be lost while syncing, prevent users from closing Sonar while syncing. Display

sync progress with a warning to not close Sonar while syncing, or if user tries to close Sonar or browser, a popup appears with the warning.

5. Onboarding:

    1. "The thing with the keys, maybe you have to know it or try it once, but then it's good, because it's not cumbersome or complex in any way, so it's not a barrier." > Add explanation for sharing process (How it works, what you have to do) for first time users and in help

    2. "That people have to ask you for write access, that's just something you have to know." > Add explanation for write access (How it works, what you have to do) for first time users and in help. This info could also be displayed permanently in the collection detail drawer.

    3. Wants to know more about what writers can do, what "to write" means. > Add explanation of what write access means (what can writers do, can I withdraw write access), for first time users and in help.

    4. When clicking 'sync' button, expects to find a folder where she can save files locally. (Finder/Explorer) "I would expect that to happen if I don't have a collection yet." > Explain what "sync" means.

    5. Would like to understand how the security in Sonar works. > Understanding how the system works can create trust > Explain in simple terms how the security of sonar works (Why is it like that? How can I influence security with my behavior?)

6. Home Screen > Define home screen for first-time and returning users

    1. For first-time users: "On the home screen I'd like to see an overview of what I can do with Sonar." Maybe with images and buttons.

    2. For returning users:"It would be most interesting to me to see what has changed, maybe what others uploaded etc."

7. Sync: Chose first option, because she didn't see immediately that she can search the collection even if it's not synced. > Maybe highlight the search-info (if necessary).