



Shared Drive Organization Research Study

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Agenda

What we will discuss today

- Project overview
- Research plan
- Survey and diary study data synthesis
- The pivot
- User research summary and final deliverables
- Conclusion

My Impact

- Independently managed a research study
- Collaborated with key stakeholders in weekly meetings
- Administered a survey and diary study
- Understood the need for a “pivot” and adapted swiftly to changing circumstances based on research results
- Conducted insightful interviews with product managers



Project overview

The challenge, the purpose, the assumptions
and the questions of this research study

The Challenge

The team's shared drive has grown organically over the past several years → the structure has become uneasy to navigate, and it can be unclear which things belong where; this may cause a lack of efficiency.

The Purpose

- Understand what assets team members frequently access and the methods they use to find these assets
- Encourage team to not have to repeat studies, recreate assets, or spend as much time accessing important documentation
- Ease the process of sharing assets with new employees or outside the team

Assumptions

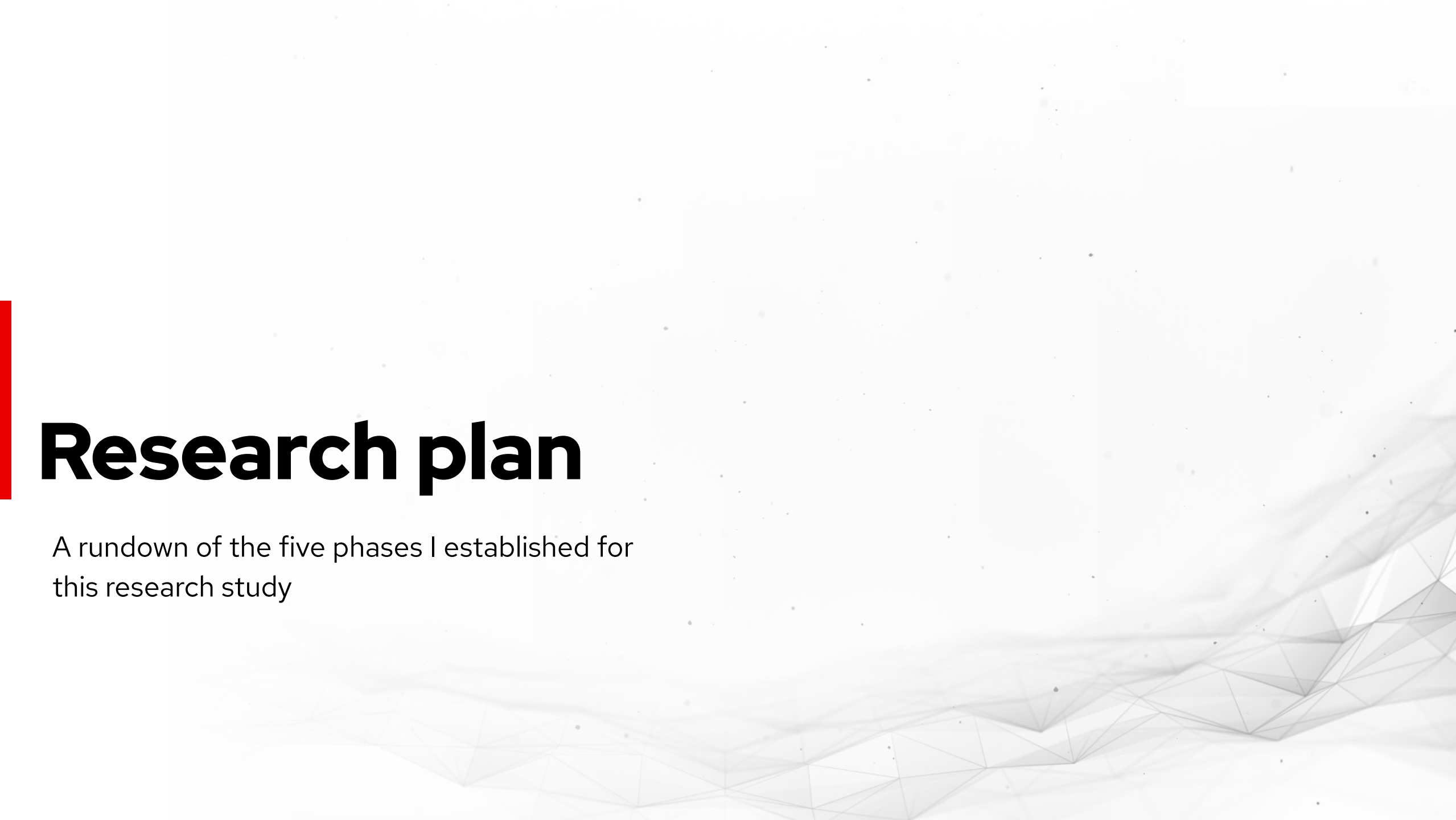
- Designers will want to use a new structure
- New structure will save team members time
- Structure we create will aligns with team expectations of how they think about their work
- Team frequently accesses the share drive to locate any necessary assets
 - Foreshadowing: this one was too bold

Research Questions

- How does the team currently organize their work? (mentally and/or digitally?)
- What is the overall team attitude towards organizing or standardizing work?
- What might be the most effective way to name assets in a new hierarchy?
- Under what conditions do team members refer back to past work (ie. conference notes, meeting notes, past designs, etc)?

My role and responsibilities

- UX researcher
- Utilizing research methods to understand current opinions and usages of the shared drive
- Determining recommendations and actionable insights



Research plan

A rundown of the five phases I established for this research study

Phase 1

Discovery and Build

- Learn about assets in the folder and develop an analysis on its current state
- Meta-organize current assets into theoretical 'bins' on Miro for better understanding of current structure
- Create and distribute a survey to the team to determine preliminary information on the usage/relevancy of the shared drive



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Phase 2

Diary Study

- Use survey results to create a list of participants
- Outline an analytical diary study following an in-situ logging style with to better understand overall asset navigation/relevancy
- Conduct a week-long diary study for 8 participants



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Phase 3a

Data Synthesis

- Gather results from survey and diary study
- Tag responses and create affinity diagrams
- Generate user journey maps to understand daily navigation styles of team members
- Formulate recommendations



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Phase 3b

Usability Study

- Use new IA in testing on team members
- This phase was ultimately eliminated and replaced with user interviews, as highlighted further in this slide deck



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Phase 4

Recommendations and implementations

- Propose suggestions and implementations to the through a presentation detailing the research results and synthesis
- Discuss how conducted research has led to these final deliverables



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Phase 5

Feedback

- Create a survey for stakeholders based on the following criteria:
 - How did the research conducted in this study meet its goals?
 - What did you think went well with this study?
What did not?
 - What is your opinion on the success of this study?



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Survey and diary study data synthesis

Comprehensive data synthesis from research
conducted for this study

Survey and diary study

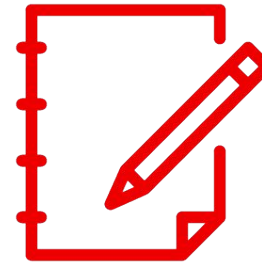
Demographics

Survey



21 Interaction Designers
5 Researchers
6 Managers
4 Developers
2 Content Designers
1 Operations

Diary Study



5 Interaction Designers
1 Researcher
1 Manager
1 Developer



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Survey and diary study

Data synthesis

Main functions used

- File storage
- Collaborative editing
- Commenting and feedback
- File organization
- Access control

Main uses

- Looking at documents for the UXD team on a general level
- Accessing past meeting recordings
- Locating assets specific to team

Common pain points

- Do not know where to store information
- Rarely use the folder any way
- Did know where to expect documents to be

Survey and diary study

Data synthesis

When they don't use the shared drive

- Search bar and advanced search
- Personal drive
- Recents/starred
- Calendar invite
- Email notification
- Even search history!

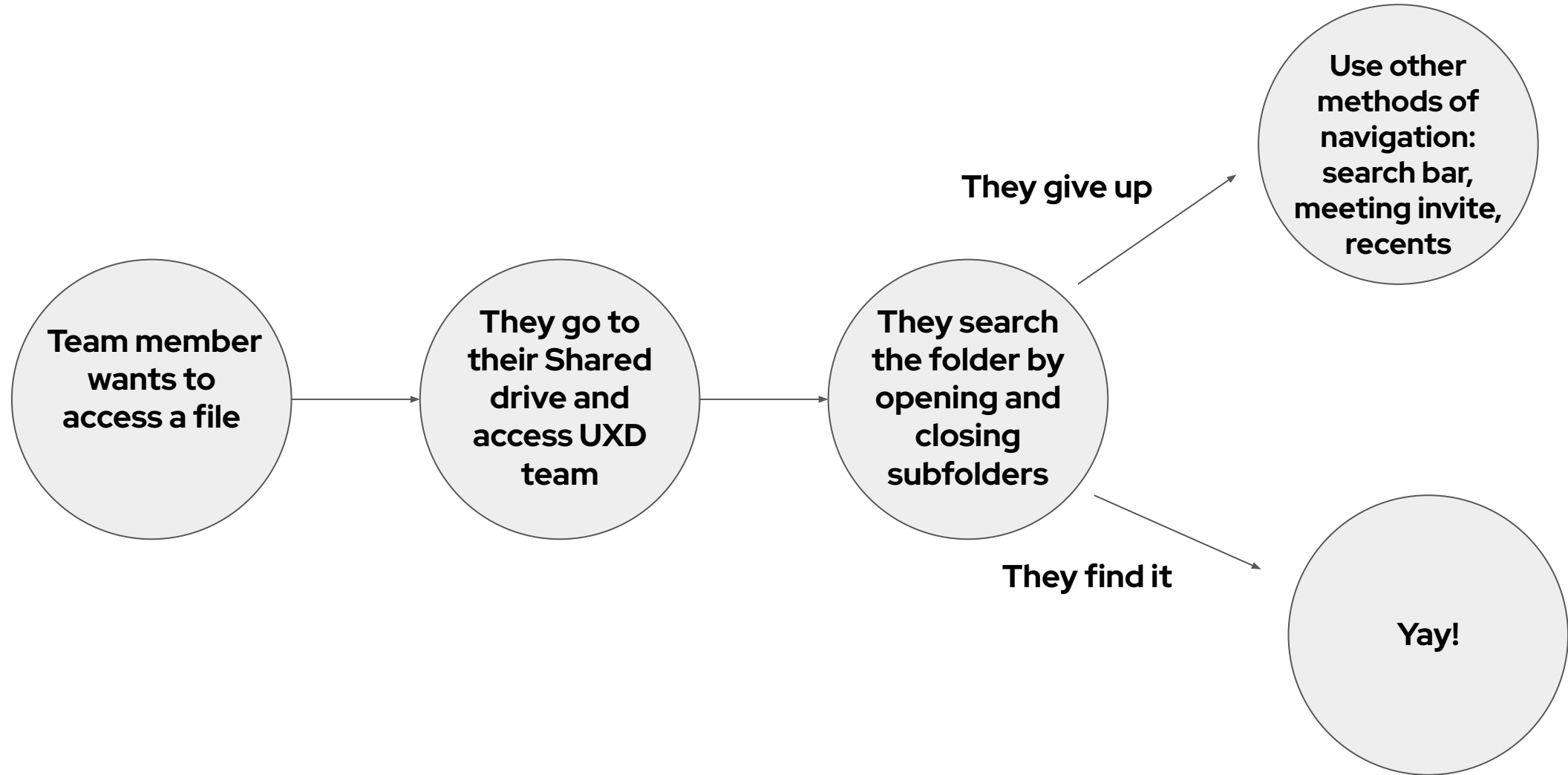
When they use the shared drive

- When all other solutions fail
- When they are confident in the file's location

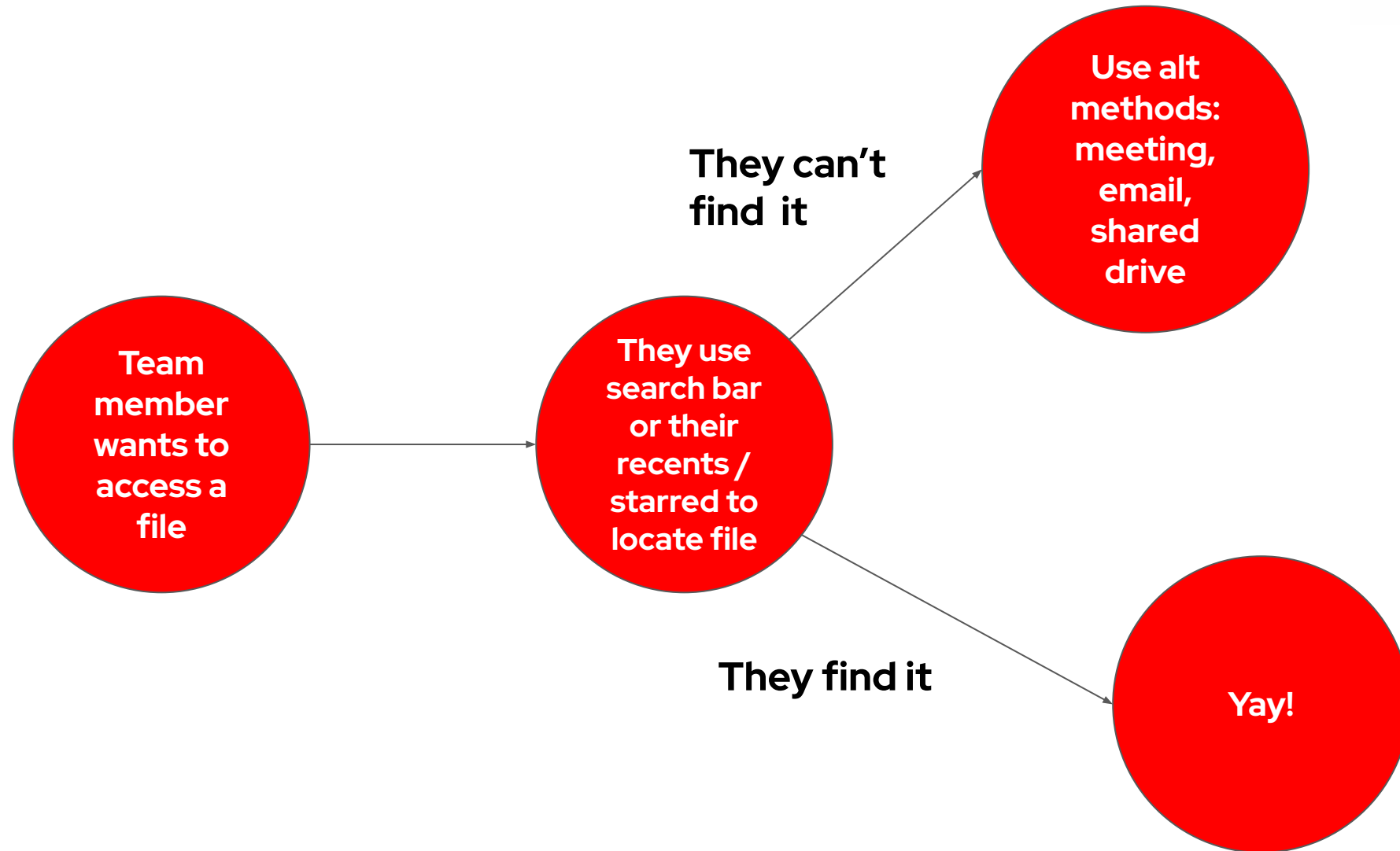
Suggestions for improved usability

- Path of least number of clicks
- Using shortcuts
- Onboarding experience for better organization
- Guideline for how/where to store assets

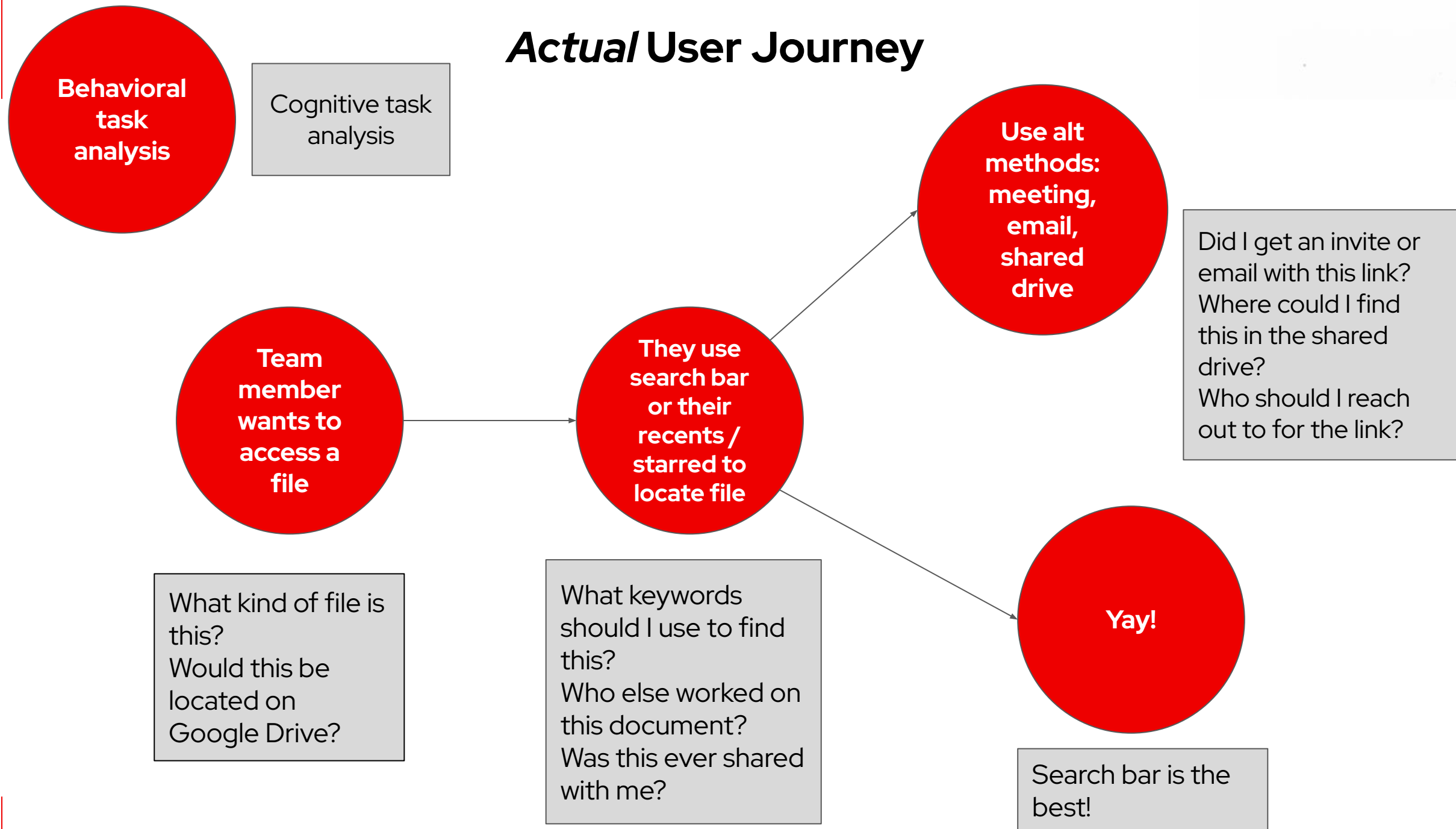
Assumed User Journey



Actual User Journey



Actual User Journey



The pivot

It's clear that a total reorganization would not solve user pain points– so I decided to make different deliverables!



New deliverables (instead of a restructuring of the Google Drive)

- How to use **alternative forms of navigation** in the most efficient way possible
- Recommendations for an **alternative platform** that offers solutions to struggles with hierarchical structure and organization
- **Team-by-team suggestions** from managers based on what they personally desire and see fit for their team



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Phase 3b (adapted)

Team manager interviews

- ☐ How often does your team currently use the UXD Team Shared drive as a form of navigation and finding files? Why?
- ☐ What folders do you use?
- ☐ Are you interested in the organization of your relevant assets?
- ☐ Interview: 7 team managers



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User research summary and final deliverables

A summary of all of the research methods
conducted in this study and the final
deliverables

User research summary



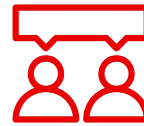
Phase 2: Diary study

Conduct in-situ logging system diary study to better understand day-to-day tasks of team members in Google Drive



Phase 1: Discovery and build

Understand current assets in the folder
Create and distribute survey to team members



Phase 3a and 3b: Data synthesis and team manager interviews

Analyze data from previous research methods and meet with managers to gather team-by-team suggestions



Phase 4: Recommendations

Develop a list of recommendations to improve the usability of the shared drive



Phase 5: Feedback

Gain feedback from stakeholders on effectiveness of research in this study

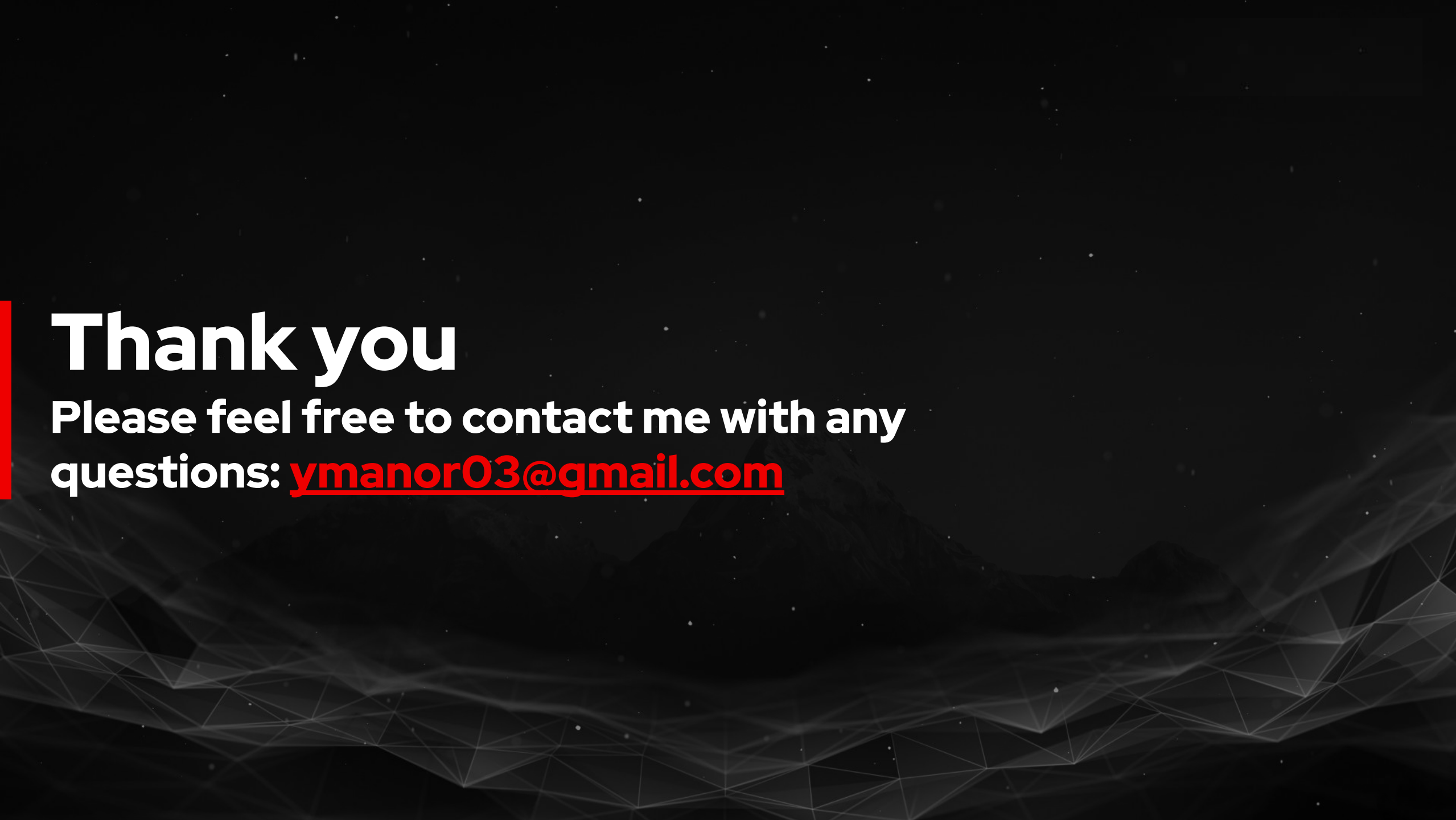
Final deliverables

- ❑ **Team Manager Suggestions**
 - To account for team-by-team differences
- ❑ **Tips and Tricks to Help Better Navigate the Shared Drive**
 - To provide more efficient methods that will only benefit the productivity of the team
- ❑ **Recommendations for (eliminated) Workspace for the Team**
 - To presents the benefits of a new information architecture platform



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Thank you

Please feel free to contact me with any
questions: ymanor03@gmail.com