

Initial User Study

The survey questions used are posted below. Interviews were conducted based on these same questions, with more explanations provided to user participants, and additional tangential inquiries.

1. Which of the following best describes your current scheduling process?
 - Physical calendar and/or to-do list
 - Digital calendar and/or to-do list
 - Informally jot down to-dos when they arise
 - I don't keep track of my tasks
2. How satisfied are you with your current scheduling system?
 - On a scale of 1(not satisfied) to 5 (very satisfied)
3. What are the biggest challenges you face when organizing appointments?
4. How much time do you spend on scheduling-related tasks each week?
 - Less than 15 mins
 - 15 mins - 1 hour
 - 1 - 2 hours
 - 3 - 4 hours
 - 4+ hours
5. What do you look for in a scheduling system? (Select all that apply)
 - Easy to use: simple, intuitive features
 - Aesthetically appealing in design
 - Flexibility: many options for customization
 - Accessible from a range of locations and circumstances
 - Statistics are tracked and displayed
 - Security: sufficiently maintains confidentiality.
 - Notifies you on upcoming events
 - Others
6. To what extent do you agree with the following statement: I feel comfortable chatting with AI assistants
7. How do you feel about automating your scheduling process?
 - On a scale of 1(horrible) to 5 (great)

Our interviewee pool consists of University of Rochester students from a range of majors. All participants use some sort of digital system to help manage their events and tasks, though some additionally incorporate physical calendars or planners. Digital calendars are generally popular for tracking recurring events. In addition, one participant mentioned that she sets digital alarms for tasks she knows she's prone to forget about. Another participant shared a similar habit: she likes to add simple but easily dismissed tasks to her digital calendar so that she will do them the moment she gets the notification. Overall, participants share that digital calendars and

to-do lists keep them more aware of their schedules, due to the built-in notification systems. Most interviewees adopted digital organization applications early on in college, to stay on top of their increased workload.

All interviewees spend less than one hour a week organizing their schedules. All wish to reduce this time, as it's viewed as unproductive, as well as unenjoyable. One participant wishes to spend only 5 minutes a week on this set of tasks. All interviewees express being very comfortable interacting with AI assistants, and are open to increased incorporation of automation into their schedule-management process. There were a mix of opinions on the topic of confidentiality regarding digital scheduling systems. Some participants were unconcerned, as they don't think their to-do list and calendar contain overly personal information. Others wish for a high level of security in all aspects of their digital interactions.

Ease of use was consistently discussed as the most valuable attribute of an online scheduling system. Some interviewees mentioned that they'd appreciate features that would allow them greater customization options. However, all interviewees state that they do not utilize their current digital scheduling system to its fullest potential; interviewees like to stick to the basic features that they understand and are already accustomed to. Most prefer their scheduling system to be simple and straightforward.

Implications:

- Notifications are a crucial feature to digital scheduling tools
- There is a demand for digital applications that optimize the scheduling process through automation
- A simple, minimalist design layout is highly preferred
- People hold a range of opinions regarding their data protection

Major Takeaways from the Prototype Testing

Participants responded very positively to the minimalist design and layout. It aligned with what many expect out of a scheduling application. Many also mentioned feeling relaxed and motivated, as a result of this simplicity.

Concerns were raised over the content processed by the screenshot. Some worried that irrelevant or unintended segments of a screenshot would be added to their schedule. Due to this potential issue, many participants mentioned that they prefer to receive a notification to inform them of the changes to their to-do list.

One participant stated that she doesn't mind the extra work of deleting tasks from her to-do list. Her main problem with her organizational system is that she often forgets to add events to her schedule. So regardless of the inconvenience of having to revise the output of our personal assistant, she would find such an application very helpful.