

Karthik Nutulapati

Dr. Nupoor Ranade

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## **Usability Testing Report: User Guide for Efficient Email Management with Gmail**

### **Background**

**Product/Technology Description:** This instructional document provides detailed guidance on managing emails efficiently using Gmail. Gmail, a widely used email service by Google, offers numerous features to help users organize, communicate, and personalize their email experience. The guide covers setting up a Gmail account, composing and sending emails, organizing emails with labels and folders, utilizing filters and search functions, and managing contacts and signatures.

**Test Summary:** The goal of this usability test is to assess the clarity and effectiveness of the instructional guide for managing emails using Gmail. The test aims to identify any difficulties users encounter while following the guide and to gather feedback for improving the document's usability and user experience.

### **Method**

#### **Tools Used:**

- Gmail website
- Screen recording software (e.g., QuickTime Player)
- Online survey tool (e.g., Google Forms)

**Process of Testing:** The testing process was designed to replicate the typical experience of a new user managing emails with Gmail. Participants followed the guide and completed various tasks, including:

1. Setting up a Gmail account.
2. Composing and sending an email.
3. Organizing emails with labels and folders.
4. Creating and applying filters.
5. Managing contacts and setting up an email signature.

### **Participants**

**Who Was Recruited:** Four participants were selected to represent a diverse group of potential Gmail users:

1. Participant A: An individual with no prior experience using Gmail.
2. Participant B: A college student with basic email management knowledge.
3. Participant C: An experienced email user familiar with other platforms but new to Gmail.
4. Participant D: A professional who uses email extensively for work.

**How They Were Recruited:** Participants were recruited through social media and personal networks, ensuring a mix of familiarity levels with Gmail.

## **Process**

### **How You Tested:**

1. **Preparation:**
  - Participants were provided with the instructional guide and instructed to ensure a stable internet connection on their devices.
2. **Screen Sharing Setup:**
  - Participants shared their screens via a secure online meeting tool, allowing the observer to monitor their actions and capture verbal feedback.
3. **Task Execution:**
  - **Setting Up a Gmail Account:** Participants navigated to the Gmail website and created an account.
  - **Composing and Sending an Email:** Participants used the "Compose" feature to draft and send an email.
  - **Organizing Emails:** Participants created labels and organized emails accordingly.
  - **Using Filters and Search:** Participants set up filters and utilized the search function.
  - **Managing Contacts and Signatures:** Participants added new contacts and created an email signature.

### **Steps Followed During the Test:**

1. **Screen Sharing Setup:** Participants shared their screens using a secure online meeting tool, allowing the observer to view their actions and gather real-time feedback.
2. **Task Execution:**
  - **Setting Up a Gmail Account:** Participants accessed Gmail and initiated the account creation process.
  - **Entering Personal Information:** Participants filled in personal details to set up their accounts.
  - **Composing and Sending an Email:** Participants clicked the "Compose" button, drafted an email, and sent it.
  - **Organizing Emails:** Participants created labels and sorted emails accordingly.

- **Using Filters and Search:** Participants set up filters and used the search bar to locate specific emails.
  - **Managing Contacts and Signatures:** Participants accessed the contacts feature and set up their email signatures.
3. **Feedback Collection:** Participants were encouraged to verbalize their thoughts and difficulties throughout the test. Feedback was collected through verbal comments and an online survey post-test.

## Findings

### Qualitative Results:

1. **Ease of Account Setup:**
  - Participant A found the account setup process straightforward but suggested adding a brief overview of Gmail's features.
  - Participant B appreciated the clear instructions but recommended including a visual tour of the Gmail interface.
  - Participants C and D completed the setup without any issues, finding the guide clear and easy to follow.
2. **Composing and Sending Emails:**
  - Participant A struggled with understanding some email formatting options and suggested adding more detailed explanations.
  - Participants B, C, and D composed and sent emails without difficulty, finding the guide effective.
3. **Organizing Emails:**
  - Participant A found the process of creating labels and organizing emails slightly confusing and suggested additional visual aids.
  - Participants B, C, and D found the organization steps clear and useful.
4. **Filters and Search:**
  - Participants found creating and applying filters challenging due to insufficient detail in the guide.
  - They recommended adding more step-by-step instructions and annotated screenshots for clarity.
5. **Managing Contacts:**
  - Participant A had difficulty navigating the contacts interface and suggested providing tips for new users.
  - Participants B, C, and D found the contact management steps straightforward and helpful.

### Quantitative Results:

- **Task Completion Rates:** All participants successfully completed the tasks outlined in the guide.
- **Time Taken:**
  - Setting Up a Gmail Account: Averaged 6 minutes.
  - Composing and Sending an Email: Averaged 4 minutes.

- Organizing Emails: Averaged 8 minutes.
- Using Filters and Search: Averaged 9 minutes.
- Managing Contacts and Signatures: Averaged 6 minutes.

## **Detailed Findings:**

**Clarity and Structure:** Participants generally found the guide clear and logically organized. The step-by-step instructions were helpful in guiding users through the tasks without much confusion. However, some sections, particularly those involving filters and contact management, were identified as challenging due to a lack of detailed explanations. Participants suggested adding more comprehensive text and breaking down these complex steps into smaller, more manageable actions.

**Filters and Search:** Creating and applying filters was a common difficulty point. Participants found it challenging to understand the purpose and the exact procedure for setting them up. To address this, it is recommended to provide a thorough explanation of what filters are, why they are important, and how to create and apply them correctly. Including additional screenshots that show the expected output at each step would also help clarify the process.

**Managing Contacts:** One participant experienced difficulty when trying to add and edit contacts, causing some confusion. To mitigate such issues, it is important to include tips on navigating the contacts interface and ensuring users understand how to save and edit contact information. Providing a screenshot of what the contacts page looks like can also help users identify it quickly.

**Average Time and Errors:** The average time to complete the tasks outlined in the guide was 20 minutes, with participants encountering 2-3 errors or difficulties on average. Most participants were able to complete the tasks without external assistance, indicating that the guide is generally effective. However, addressing the identified issues can further streamline the user experience and reduce errors.

## **Recommendations for Improvement**

### **1. Enhance Filter Instructions:**

- Provide a detailed explanation of what filters are and their purpose.
- Break down the steps for creating and applying filters into simpler, more explicit sub-steps.
- Include annotated screenshots to guide users through the filter creation process.

### **2. Regularly Update Contact Management Tips:**

- Include tips on navigating the contacts interface and saving/editing contact information.
- Provide troubleshooting advice for common issues encountered during contact management.

### **3. Add Annotated Visuals:**

- Enhance existing screenshots with annotations, arrows, and highlights.

- Use visuals to emphasize critical areas and actions, especially in complex steps like creating filters and managing contacts.
- 4. **Include a Comprehensive Troubleshooting Section:**
  - Add a section addressing common problems and their solutions.
  - Offer tips for resolving potential errors encountered during the email management process.
- 5. **Incorporate Continuous User Feedback:**
  - Integrate feedback from the usability test to improve the guide.
  - Continuously seek user feedback to ensure the guide remains user-friendly and effective.

## **Conclusion:**

The usability test provided valuable insights into the effectiveness of the instructional guide for managing emails with Gmail. By implementing the recommended changes, the guide can be improved to offer a clearer and more efficient user experience. These enhancements will help users manage their emails more effectively, reducing errors and ensuring a smooth process.