

Participant's Name: Anuj				
Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: If I said "Let's set up Gmail labels for your email inbox," what do you think you might use this feature for?	N/A	<ul style="list-style-type: none"> - Participant didn't understand the appeal of labels - Participant felt too overwhelmed by the number of emails in their inbox to know where to begin 	<p>"I don't really know if I see how helpful this would be."</p> <p>"My inbox is so full of emails I'm not sure how this would make it more organized."</p>	N/A
Prompt 2: Let's open Gmail in a web browser on a desktop computer. Now try to create a new label called "Shopping." How would you go about doing that?	Open inbox > Scroll sidebar > New browser tab > Navigate to Google search > Search "How to create a Gmail label" > Open help article > Navigate to inbox > Scroll sidebar > Select "Create new label" > Enter label name > Select "Create"	<ul style="list-style-type: none"> - Participant didn't know where to find labels - Participant scanned inbox and scrolling sidebar but couldn't find labels - Participant expressed frustration at not being able to find labels - Participant quickly gave up searching their inbox and went to the internet for help - Participant went through many steps to accomplish their goal - Participant said they understood the value of the feature once they were able to find it 	<p>"Ugh, this is honestly super confusing. I don't even know where this would be."</p> <p>"Okay, honestly, I'm going to give up and Google it. This is so confusing."</p> <p>"It's confusing to me why Gmail has this feature, and then hides it."</p> <p>"Now that I'm able to find this feature, I can see how you might use labels sort of like a folder. Maybe they should rename it 'Folders!'."</p>	2
Prompt 3: Let's say you now wanted to change the color of the "Shopping" label to your favorite color. How would you do that?	Open inbox > Scroll sidebar > Select "shopping" label > Navigate to inbox > Select ellipsis next to "shopping" label > Select preferred label color	<ul style="list-style-type: none"> - Participant didn't know where to find label settings at first - Participant used trial and error to reach label settings color menu - Once the participant was in the menu it was clear how to change the color of the label 	<p>"This is confusing because I just clicked on the color of the label, but it just goes to the emails. There isn't any way to change the label's color. Let me go back..."</p> <p>"This was just pretty challenging altogether. Normally, you'd think to change the color right where you'd click on it. Instead I had to hover and find these secret dots. Not ideal, but I'd eventually find it."</p>	2
Prompt 4: Finally, try to make a sublabel named "Receipts."	Open inbox > Scroll sidebar > Select ellipsis next to "shopping" label > Navigate to inbox	<ul style="list-style-type: none"> - Participant didn't know where to begin looking for sublabels - Participant tried navigating to label settings menu because it worked previously - Participant became frustrated and gave up when the settings menu didn't bring them where they wanted and no other solution was apparent - Participant did not complete task until after the study was over - Participant was not familiar with what sublabels are or why they might be valuable 	<p>"Let's try those three dots again. Those seemed useful, even though they're basically hidden."</p> <p>"This is confusing, I don't see anything here about sublabels."</p> <p>"I eventually figured it out... but I don't really understand why you'd use a sublabel or what you'd really want it for."</p> <p>"I also don't know if nesting and sublabel mean the same thing."</p>	3
Prompt 5: How do you think you'd improve the setting up of a label?	N/A	<ul style="list-style-type: none"> - Participant is frustrated that labels don't feel more intuitive to use 	<p>"I think creating new labels should be front and center."</p> <p>"Changing the color would be a lot better if you could just click on the actual colored area next to the label."</p> <p>"I don't understand why Gmail hides the label feature. I mean, it's pretty much buried under settings."</p>	N/A
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				