

Protocol: Task Management Evaluation

* UX goals to highlight:

Efficiency

Effective

Error Tolerance

Utility/Usefulness

Introduction

(Following informed consent..) Thank you for agreeing to participate in our evaluation. For the next 15-20 minutes, we will be looking at an application to gain information about your interaction with the application and how you use it. We are going to use this information we gather to help us determine if there are any adjustments that need to be made to our application. This interview is not meant to test you, but it is an evaluation of our app to help us make any improvements needed to make it more user friendly. Please interact with it as you normally would if you were by yourself.

We will be taking notes during our interview to keep track of any important information gathered during the interview. Along with note-taking we will also be recording this interview so we can go back and review it in case we miss anything during the interview. At the end of the study we will delete the recording. Any personal information gathered during the interview will remain confidential. When we are done conducting our study and gathering the data we need we will get rid of any personal information we collected.

You may run into pieces of software and features that are not completely working or look incomplete, so if you encounter anything you are confused about, please let me know.

While we are doing the interview we ask that as you are interacting with our application please talk out loud and let us know what you are thinking and doing. In addition, while you are interacting with our task management system please let us know if there is anything you like, dislike, find confusing, and any other thoughts you may have.

Do you have any questions or concerns before we begin?

Background

First, let me ask you a few questions about your previous personal task management experience.

1. Think back to times where you had multiple tasks that were difficult to manage. Talk to me about how you handled those situations.

Apps/tools:

2. (If they have used apps/tools) Are there any other features that you feel would help you better manage your tasks?

3. (If they have NOT used apps/tools) Have you considered using software to manage tasks?

Task 1

I want you to imagine that you have a dentist appointment this Friday, and you want to make sure you don't forget about it. Walk me through how you would accomplish that:

Note the order of steps taken, errors, confusion/frustration points:

Successful? Yes × No ×

Added via Kanban or List View?

On a scale from 1-5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate being able to use this app to accomplish this task? Why?

Task 2

Imagine you have a second email address specifically for work use, and you would like to include it in this app. Walk me through how you would accomplish this:

Note the order of steps taken, errors, confusion/frustration points:

Successful? Yes ☐ No ☐

On a scale from 1-5, where 1 is “Very Difficult” and 5 is “Very Easy”, how would you rate being able to use this app to accomplish this task? Why?

Task 3

Imagine you are working on a big school project for your Usability class and managed to complete it before the due date of Saturday at midnight. Walk me through how you would reflect that in the app:

Note the order of steps taken, errors, confusion/frustration points:

Successful? Yes × No ×

via Kanban or list view?

On a scale from 1-5, where 1 is “Very Difficult” and 5 is “Very Easy”, how would you rate being able to use this app to accomplish this task? Why?

Wrap-up

Now that you have used our task management application, we would like to know what your overall impressions are of it.

1. What did you **like most** about it ?
2. What did you **dislike** the most about it ?
3. Are there any **additional features** that you would like to be added to it ?
4. Now we would like for you to look back to certain parts of working with your tasks and get your thoughts on them:

“List View” and “Kanban View”

Adding a task -

5. Any other thoughts or comments ?

Thank you for your feedback, it will help us improve our task management system !