

INFO 4340 Final Project

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Part I: User Insights

User Research

Key Findings

Our key findings after conducting four user interviews and analyzing the results included the following: users generally seemed most interested, above all, in the people involved in the program and their research - including faculty, current students, and lab groups. This career and connection-driven interest was more memorable to the users and took priority over many other aspects of Visit Day, including exploring the area during free time, trying out restaurants nearby on their own, and figuring out the logistics of reimbursement. This suggests that users are more likely to have a people and academic work-centric mindset approaching Visit Day as opposed to strong concerns about ambient lifestyle factors.

Affinity Diagrams

Analyze your user research data through affinity diagramming. Document this process with photos. Use the affinity diagramming process to help your team identify themes in your user research data.

Affinity Diagramming Before Identifying Themes:



P3 Attended April of 2022 Dennis Quizhpi	P3 Wants to meet his current advisors + other professors who would support him Dennis Quizhpi	P3 1st year PhD student in CS, studying ML Dennis Quizhpi	P4 Attended Visit Day in Spring 2019 Amrin	P4 Chemical and Biomolecular Engineering PhD student Zaeda Amrin	P4 Drove to Ithaca with a friend. The friend drove Zaeda Amrin
P3 They flew here from San Jose Dennis Quizhpi	P3 Free time → reached out to professors he wanted. Dennis Quizhpi	P3 Stayed at an external hotel in Ithaca, paid for by Cornell. Stayed in a hotel in Roosevelt Island for Cornell Tech Dennis Quizhpi	P4 Did not have to arrange hotel, booking was done by Cornell Zaeda Amrin	P4 Doesn't remember planning anything for the trip in particular Zaeda Amrin	P4 Didn't get anything personally reimbursed but nows the friend driving was reimbursed for gas Zaeda Amrin
P3 He's been to new york before - did not make any special preparation when packing Dennis Quizhpi	P3 Printed out a PDF of digital itinerary instead of consulting a device. Dennis Quizhpi	P3 Explored New York City + stayed at friend after visit was over. Dennis Quizhpi	P4 Meeting with professors was not a good experience because the profs she wanted to meet were unavailable Zaeda Amrin	P4 Meetings w/profs happened back to back Zaeda Amrin	P4 Was not always interested in the research areas of professors she was paired with Zaeda Amrin
P3 Cornell paid for him to fly out, hotel expenses. Dennis Quizhpi	P3 Printed out a PDF of digital itinerary instead of consulting a device. Dennis Quizhpi	P3 Values opportunity for research over location/ food. Dennis Quizhpi	P4 Cornell scheduled all of her meetings with profs, she did not edit the schedule Zaeda Amrin	P4 Printed the schedule and used the paper, not technology Zaeda Amrin	P4 Used department website to plan which professors to meet Zaeda Amrin
P3 Cornell paid for him to fly out, hotel expenses covered Dennis Quizhpi	P3 Method of keeping track of finances → keeping physical receipts + scanning these receipts in. Dennis Quizhpi	P3 Values research opportunity over campus Dennis Quizhpi	P4 Took paper notes from meetings with professors to jot things down afterward Zaeda Amrin	P4 Had free time but did not know the area and wandered around Ithaca on foot Zaeda Amrin	P4 Remembers being overwhelmed by the schedule and back to back meetings, used the paper Zaeda Amrin
P3 Stayed inside Gates the whole time Dennis Quizhpi	P3 Had to also tour other universities Dennis Quizhpi				

Affinity Diagramming After Identifying Themes:

Other places they visited

P2
Also toured UC San Diego

Tammy Zhang

P3
Had to also tour other universities

Dennis Gutzapl

How they got here

P4 Drove to Ithaca with a friend. The friend drove Zaida Amrin	P1 They drove here Erlain Munoz	P3 They flew here from San Jose Dennis Gutzapl	P3 Has been to new port before - did not make any specific preparation when packing Dennis Gutzapl
P1 Used GPS Erlain Munoz	P1 Sometimes they had no signal, so he used a navigation app with downloadable maps (Garmin) Erlain Munoz	P1 They lived nearby Erlain Munoz	

How they kept track of schedules

P3 Printed out a PDF of digital itinerary instead of consulting a device. Dennis Gutzapl	P2 Mostly used phone on campus during the day Tammy Zhang	P2 Stayed with group most of the time i.e. when moving between areas Tammy Zhang	P4 Remembers being overwhelmed by the schedule and back to back meetings, used the paper Zaida Amrin
P1 He was given a schedule, from which he chose which events he wanted to go to Erlain Munoz	P3 Didn't really use any technology to help him navigate Visit Day, other than initial PDF Dennis Gutzapl	P2 Planned which faculty to meet with before Visit Day Amrin	
P2 Viewed PhD Visiting Day website before the trip started Amrin	P2 Followed given schedule strictly Tammy Zhang	P2 Remember exploring the area with PhD student guides Amrin	P2 "Customizable" parts of the itinerary wasn't really tracked, he did not write down or remember what he did in spare time Amrin
P1 Does not remember any particularly difficult logistical challenges Erlain Munoz	P4 Correctly scheduled all of her meetings with profs, she did not edit the schedule Zaida Amrin	P4 Printed the schedule and used the paper, not technology Zaida Amrin	

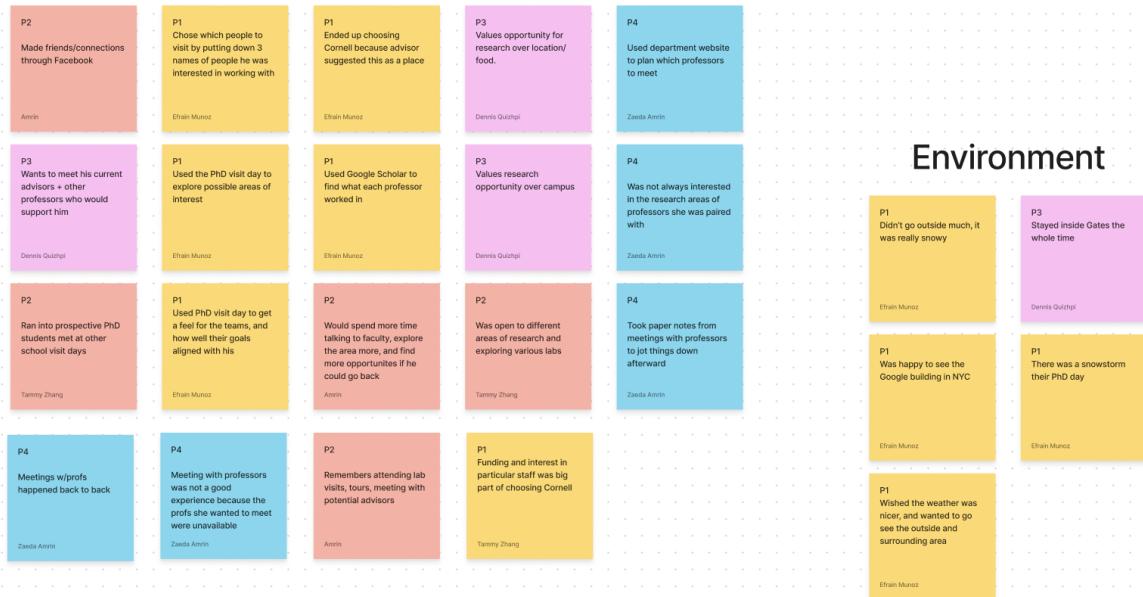
Free time

P2 Free time → visiting labs where current PhD students would show them around Tammy Zhang	P3 Free time → reached out to professors he wanted. Dennis Gutzapl	P4 Had free time but did not know the area and wandered around Ithaca on foot Zaida Amrin
P2 Doesn't remember how long he spent in the city Erlain Munoz	P1 Explored New York City + stayed at friend after visit was over. Dennis Gutzapl	

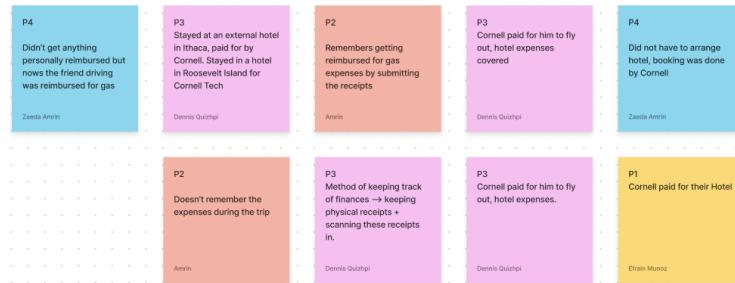
Personal Background

P3 Attended April of 2022 Dennis Gutzapl	P2 5th year PhD student Amrin	P3 1st year PhD student in CS, studying ML Dennis Gutzapl	P2 Went to University of Rochester for undergrad Tammy Zhang
P4 Attended Visit Day in Spring 2019 Amrin	P4 Chemical and Biomolecular Engineering PhD student Zaida Amrin		

Networking



Reimbursement/finances



Process

Organize your user research data. Clearly state how many users you interviewed/studied. Provide a brief summary of each user and what you learned from them. Lastly, provide an executive summary of key points that you learned about the users' goals.

Communicate everything. Submit everything you produce when gathering information: the methods you used, why the methods are good choices, the data you collected, etc. Everything. The raw data is sufficient here. No need to make your notes pretty, etc.

In order to collect information on the potential users of an Information Science department PhD visit day app, we conducted four interviews - one for each member of our group. We decided that semi-structured interviews of current PhD students at Cornell University would be the most effective tool for gathering information on what the process of PhD visit day looks like for prospective students due to their past experience; interviewing also allowed us to explore how users would most likely approach various situations that could potentially be addressed by our app.

Our first user interview was conducted with a fifth-year Information Science PhD student currently at Cornell studying HCI. The interview involved two of our group members trading off asking a list of questions in an open-ended, conversational setting. Through this interview, we obtained clues on what users likely prioritize by finding out what aspects of Visit Day he did remember (labs, faculty visits) and which aspects were less memorable (reimbursement, travel logistics).

Our second user interview was conducted on the following day with the same PhD student during studio class time in a group setting, with the interviewee being questioned by the class collectively. This interview gave us additional insights on the user's experience at visit days at other institutions as well as further detail on their use of free time during Visit Day. Note: the use of two separate interviews from this one user was approved by the instructor.

Our third user interview was conducted on a first-year PhD CS student. We recruited this individual in person, when one of our members went to the 1-year PhD lounge in Gates and

found him. This interview was especially useful because it is the most recent account of a CIS student who experienced Cornell's Visit Days, and it offered validation to some of the attitudes and behaviors that we saw in our previous interviews. It introduced the pattern of admitted CIS PhD students using a printed handout because it is the most efficient way to access data.

Our fourth user interview was conducted on a fourth-year PhD Chemical and Biomolecular Engineering (CBE) student at Cornell. The interview was conducted in a one-on-one questionnaire setting over Zoom. Although this interview was about a Visit Day for Cornell CBE, we gained insightful information on the priorities of general incoming PhD students across STEM fields. It provided evidence that demonstrated that, even across schools, exploring research interests and meeting faculty is a common priority for these students. It also reinforced that other details such as reimbursement required less conscious planning and was less memorable from the trip.

Users

Who are your users? Identify your app's intended audience(s). Your audience should be supported from your user research; do not "invent" an audience. Your audience should be specific; your audience be a uniform group of people with a common set of goals.

Our audience will be admitted Cornell CIS PhD students that are interested in attending Visit Day.

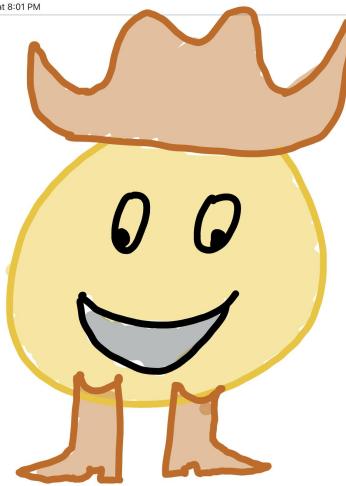
User Goals

Identify the goals of the users. There is no required number of goals. You need enough to thoroughly capture what you learned about your product's users during user research. While there is no required number of goals. A project this complex should have at least 3 goals.

- Our user wants to better understand research at Cornell, network, and see whether their career interests align with the department - these motives are prioritized over geographic aspects of Ithaca and the overall campus features.
- Want to find and meet specific people - both faculty and current students - to connect with them and talk about their research and labs.
- Want easy access to an itinerary that would just be a reference, not have to do editing work.

Persona

Create a persona for each audience. We'll need a persona to inform the design in the next milestone. Hand-drawn is preferable. (Beautiful artifacts are not the point of planning phase.)



Gregory is a 23-year-old who has just gotten admitted to Cornell University's Information Science PhD program. He grew up in and is finishing up his Bachelor's degree in Information Systems and Technology from Georgetown University. He is passionate about cloud computing

and wants to continue pushing his knowledge, as well as contributing new research and findings to academia. As a student who is heavily involved in STEM, he is not afraid of new applications and is quick to pick up new technologies. He is planning on attending Cornell's PhD visit day in three weeks.

Task Scenarios¹

We need to understand how users will use the app from their point of view. You will author task scenarios that you will use for the remaining milestones.

Scenario 1: Gregory arrives in Ithaca for Visit Day a little early. He has some time to explore ongoing research at Cornell, and is particularly interested in Cloud Computing research. To explore research labs' vibes and what their goals are, he wants to use this free time to visit a lab.

Imagine you know you have free time from 2:00 pm - 5:00 pm on the first day of Visit Day.

Find the name and location of a lab specializing in Cloud Computing that you could visit in this free time.

Scenario 2: Gregory wants to make a list of faculty that he thinks he would be interested in working with, particularly those working in computer security. Find professors interested in computer security.

¹ This was revised due to the fact that once we began making sketches, we realized our design would not be able to easily accommodate Gregory's goal of finding a lab, so we focused on this task scenario to have Gregory find a lab. All scenarios were revised a second time after we wrote more realistic data in our data fixture to make the targets match the specific information we included in the data.

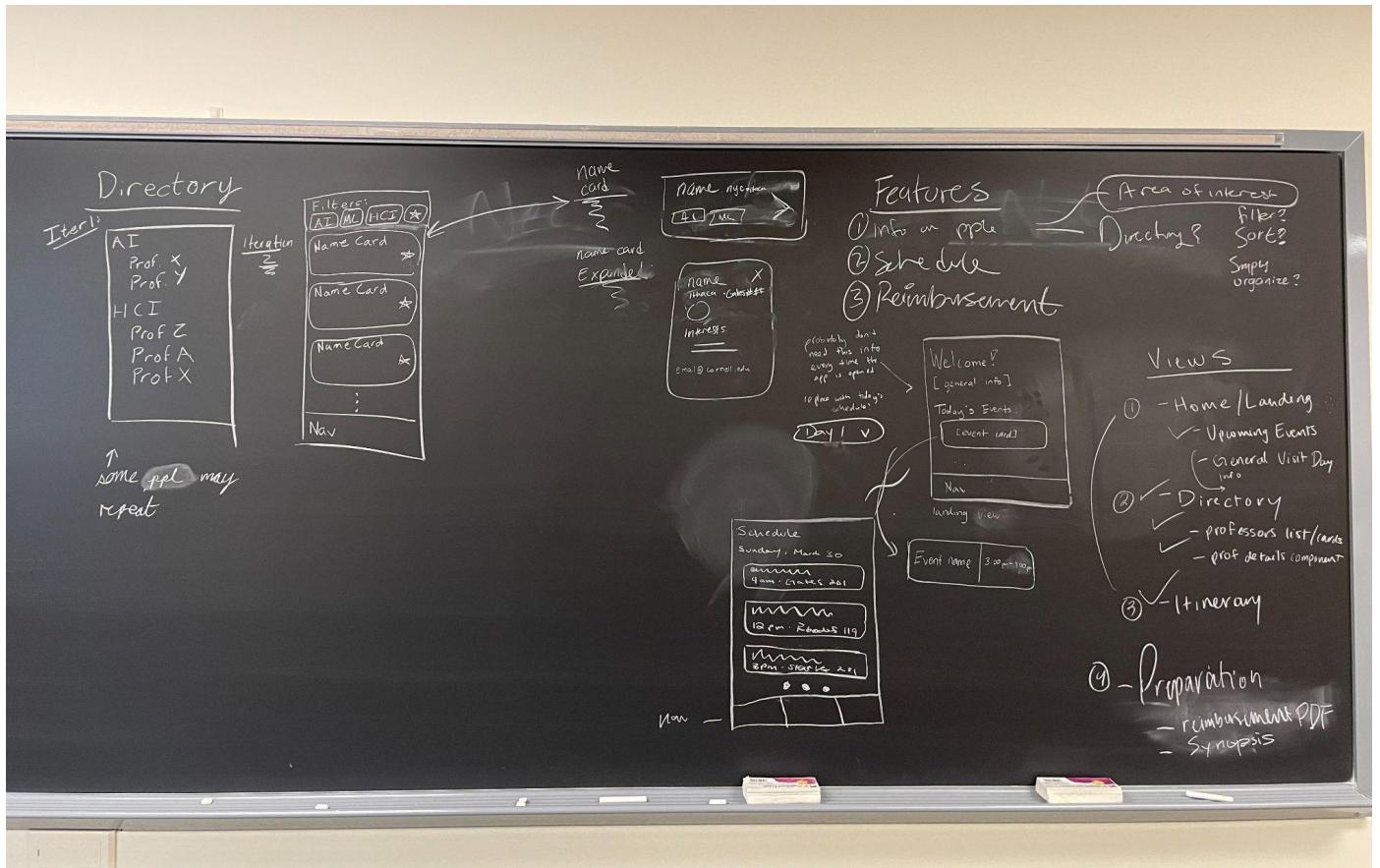
Scenario 3: Gregory has heard from some friends that he might be interested in working with Michael Clarkson, so Gregory decides to meet Professor Clarkson at his office hours. Find Michael Clarkson's office location and his office hours.

Scenario 4: Gregory has checked out of the hotel and is just wrapping up his tour with the Ph.D. students on the last day of Visit Day. He forgot what time he needs to board the bus to leave Ithaca. Gregory needs to quickly find out where the bus will be and what time he needs to board, in order to not miss the bus to the Tech Campus.

Part II: Design

After revising and refining our work from the user interview and planning stages, we then used the persona and task scenarios to determine the design features necessary for our app to meet user goals. Our design process involved brainstorming views and layouts, iterating through sketches, and finalizing sketches for each view of the app while consistently referring back to the persona and task scenarios to keep them in mind. Evaluation of the user research results led us to the conclusion that our app is best designed for mobile devices due to the on-the-go nature of technology used on Visit Day described in our user interviews, so all designs utilize a portrait-mode layout typical of many cell phones.

Brainstorming

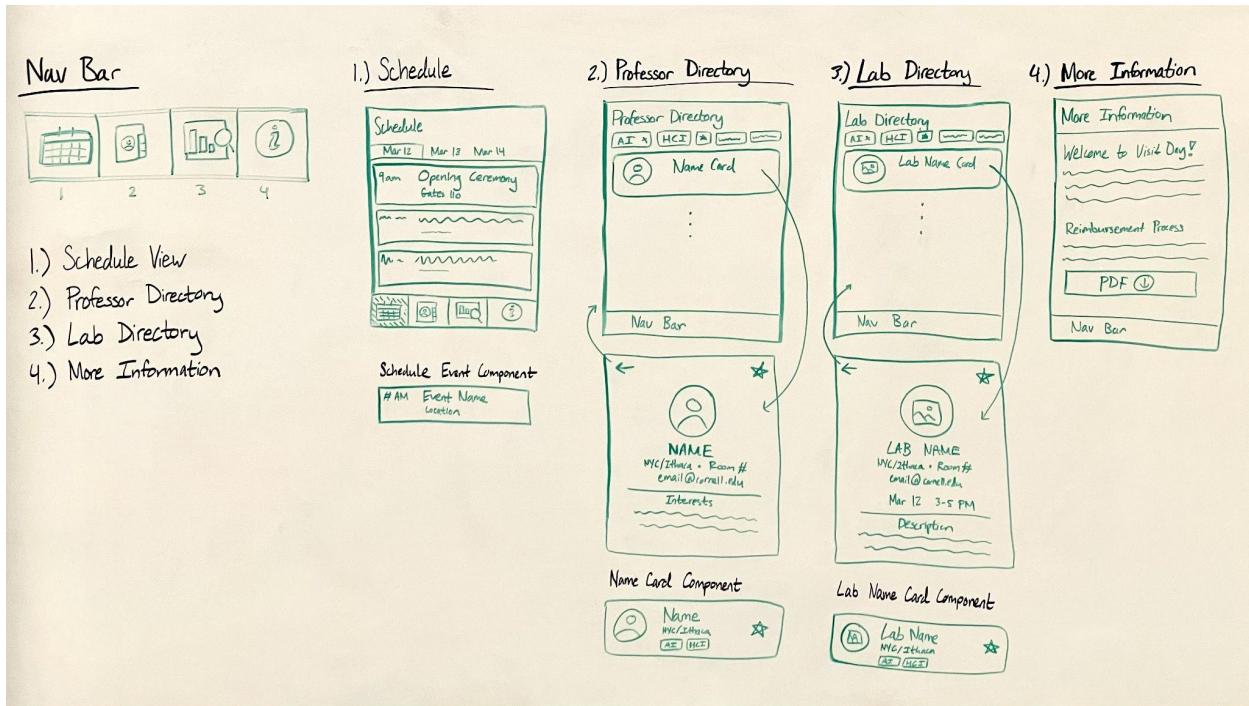


Pictured from left to right: our ideas about a directory view, components related to that view, the features we prioritized, a home and schedule view, and a list of features to include in each view

Our primary brainstorming session began with a conversation about the features our application would need to satisfy the goals of our user and accomplish our task scenarios (top right). As part of our brainstorming, we began with the primary content that our app should contain (information on professors, schedule information, and information on reimbursement), and expanded these content ideas into features (a directory with filters, an itinerary for all Visit Days, and a PDF downloading feature).

Sketches

Final Overall Sketch



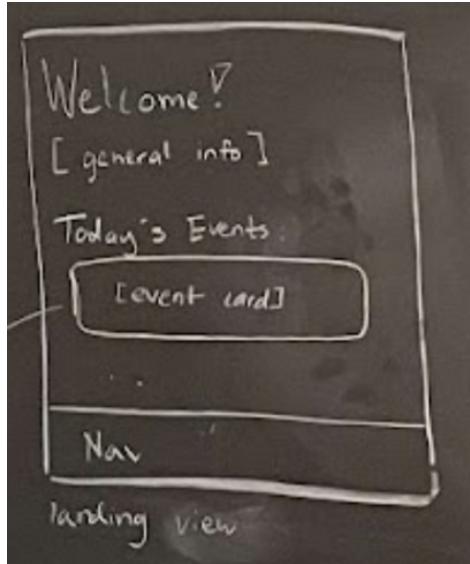
Pictured from left to right: Nav Bar with all four views; 1.) Schedule View with Schedule Event Component and clickable tabs for each day; 2.) Professor Directory View with clickable Name Card Components for each professor that pulls up a more detailed view; 3.) Lab Directory View with a similar interface as Professor Directory but for labs; 4.) More Information View with brief context on Visit Day with a link to reimbursement

After all brainstorming and sketching iterations, we formulated a design with four navigation items: Schedule (also the main landing view), People Directory, Lab Directory, and More Information. Arrows denote relationships where clicking/tapping something (i.e. the name and lab name cards) pulls up a more detailed view.

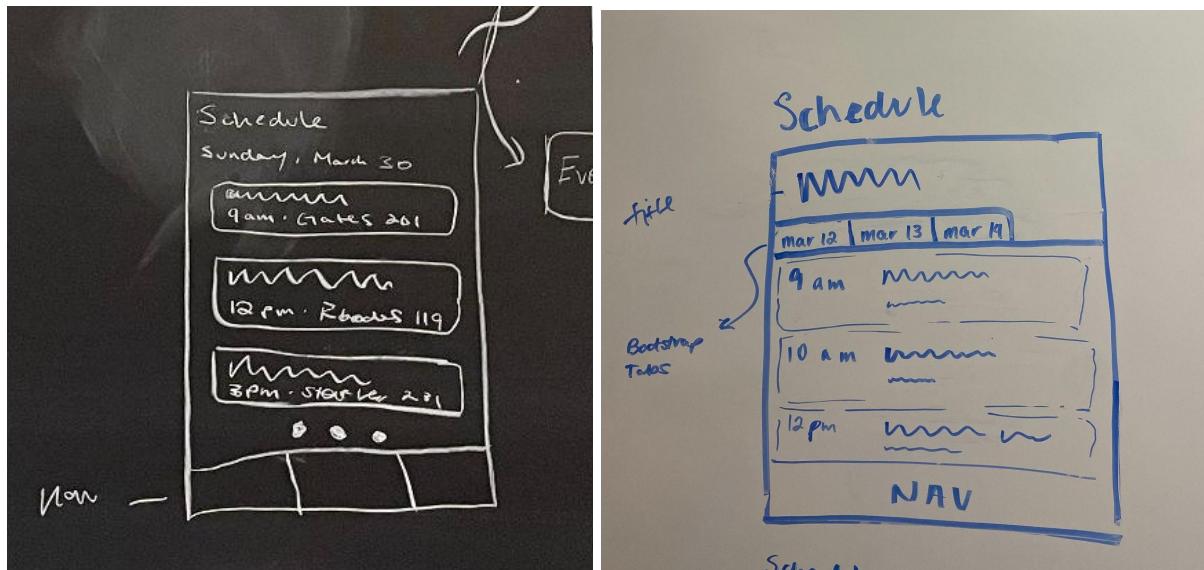
Individual View Sketches

1.) Schedule

Initial Sketch:

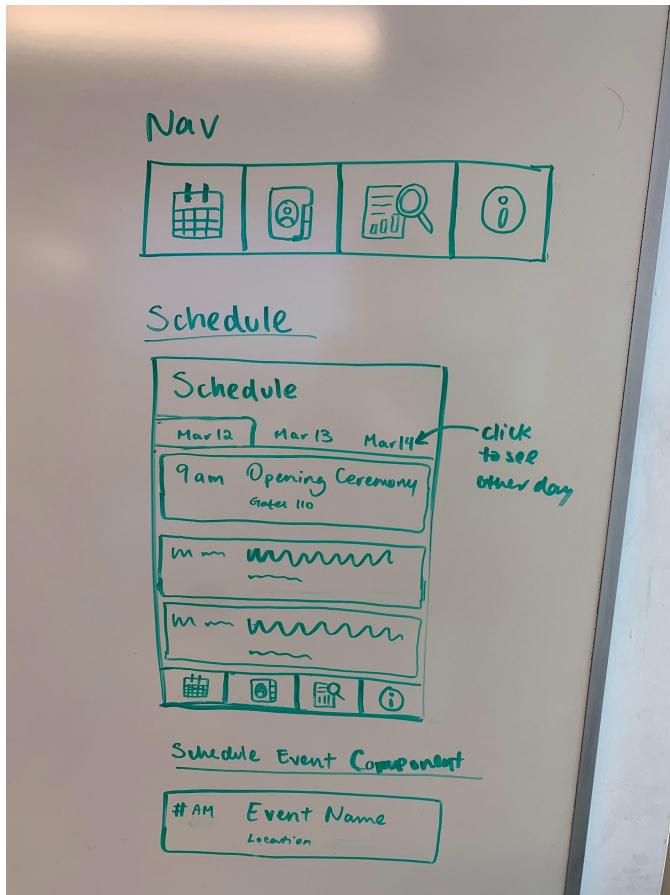


Pictured: our Home View with an “event” card related to information from the Schedule view below a block of general information.



Pictured left: First iteration of Schedule view involving event cards with a swipe between days' events
 Pictured right: Second iteration of Schedule view involving a tab view of the event cards

Final Sketch:

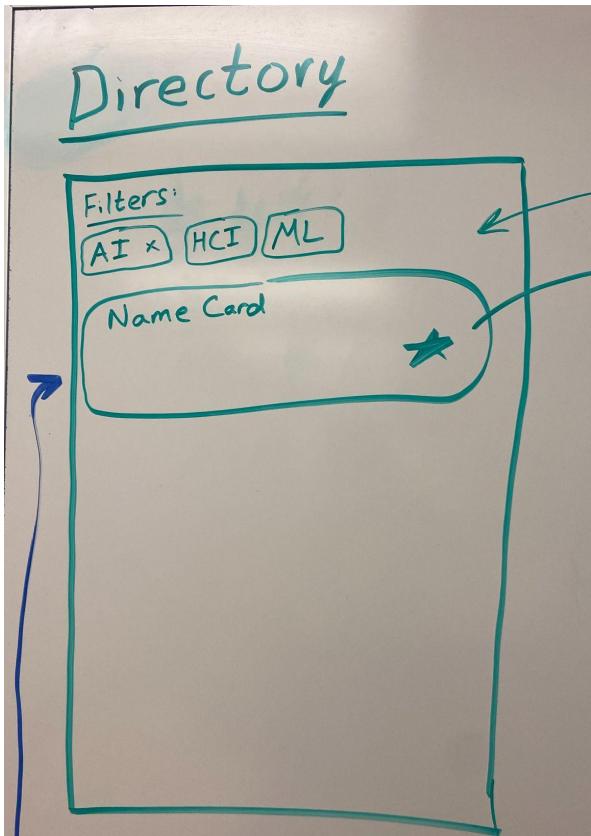


Pictured: Final bottom navigation with buttons for schedule, person directory, lab directory, and info view. Below is the final Schedule view with tabs for each day of events, with the component detailed below.

As a feature requirement, a trip itinerary is meant to provide the user with an overall view of their three days in Ithaca and Cornell Tech. In order to aid the navigation between different days of the trip, we employ tab controls to separate a good amount of data into chunks that are more understandable for the user. As a group, we decided this was better than our other exploration, navigation dots, as tab controls contained labels that would make the command of switching days clearer for users. The visual layout of this view draws on familiar design patterns implemented by often-used tools such as Google Calendar's day view.

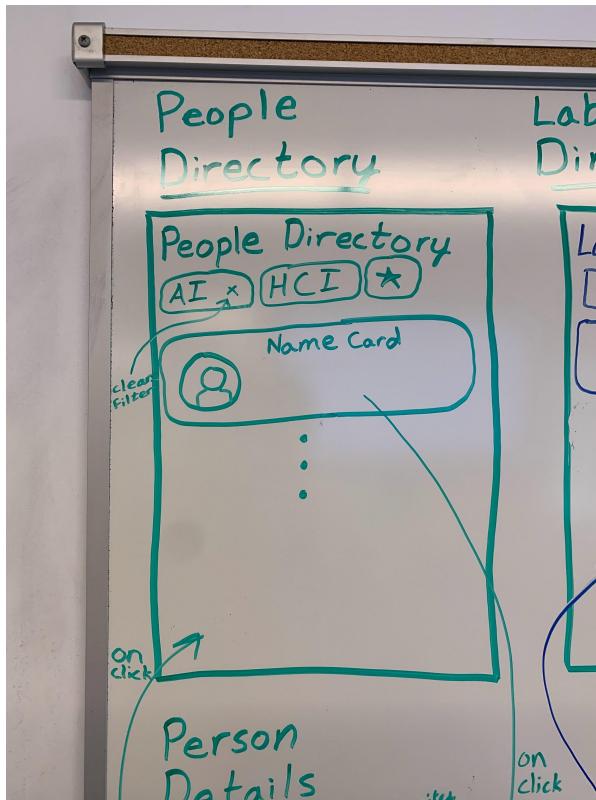
2.) Professor Directory

Initial Sketches



Pictured: Initial Directory view with a top row to filter for faculty members' areas of interest and below is the list of faculty member cards. The cards include a “selecting” or starring feature.

Final Sketch

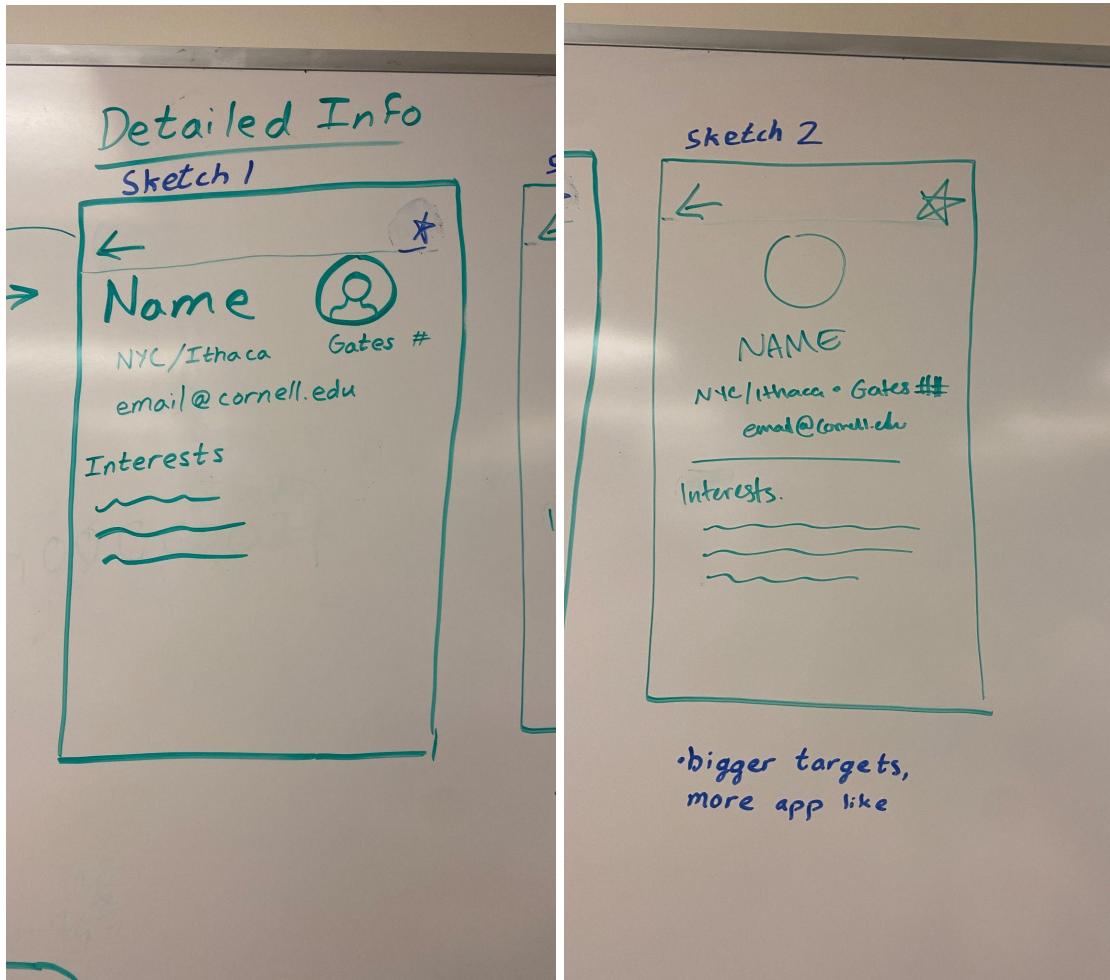


Pictured: Final Professor Directory with filters row at the top and list of faculty as Name components below.

Our next feature requirement was a directory of faculty members that users could filter depending on the field of research and 'starred' professors. The UI of the app is Headlined by the card components of each faculty member. Similar to an iOS phone book expanding a contact card to see more info, this control's interaction should be self-explanatory; on click, the user is moved to a new view that displays more information about the faculty member. In order to make the information on every card more predictable and familiar to the user, we design the card similar to a contact card found in the iOS phone app. On the top of the page, a scrollable list contains command buttons that can be toggled on and off and activates a filter that passes profs who study ALL of the selected fields.

Professor Details

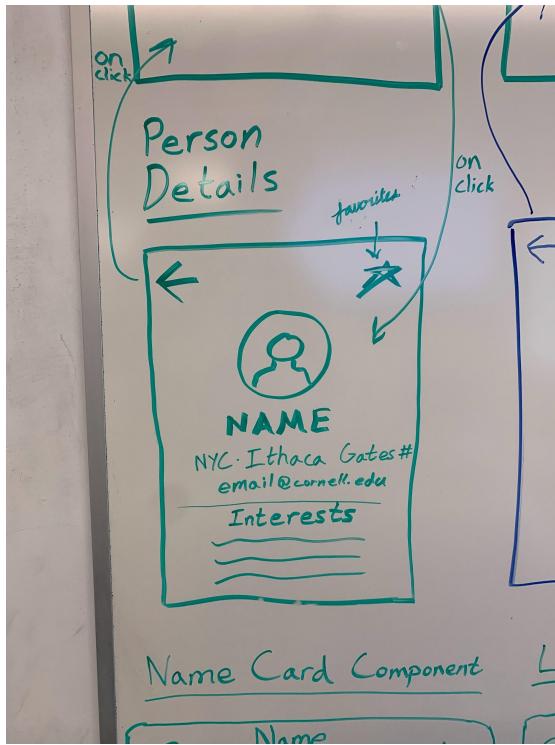
Initial Sketches



Pictured left: Initial Details view, which opens from a click of Name Card in the Directory view. Inside is in-line text to detail the person's core information.

Pictured right: Second Details sketch, with same information, but in a vertical layout and larger buttons.

Final Sketch

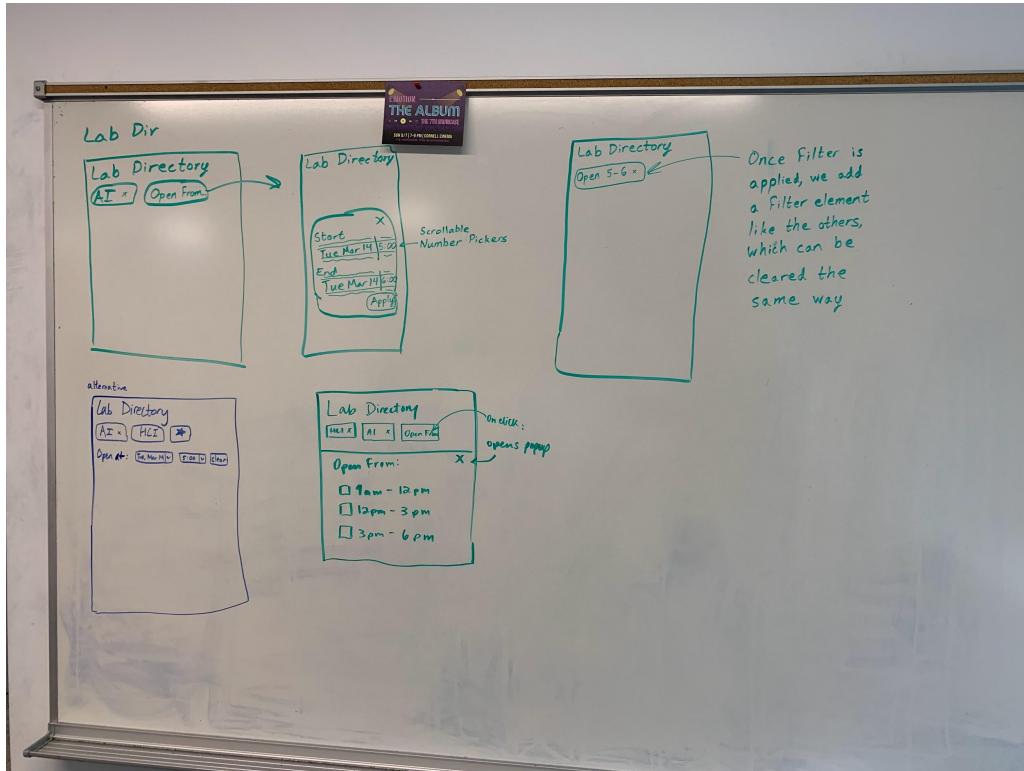


Pictured: Final Details view with information about the person in a vertical layout. Top row contains a back button, favorite button, then the professor's photo, their name, and location/contact information below. As a separate section are their interests.

When our user clicks on a faculty contact card, they are taken to a new view containing relevant information about that person. The controls are self-explanatory for the commands that are being accomplished; the back button takes the user back to faculty view, and the star button allows the user to 'star' this faculty member for future filtering purposes. As the sketch explorations indicate, the flow of information has been gradually refined to reach an effective information hierarchy and be fit for mobile, making it easily interpretable for our user.

3.) Lab Directory

Initial Sketches

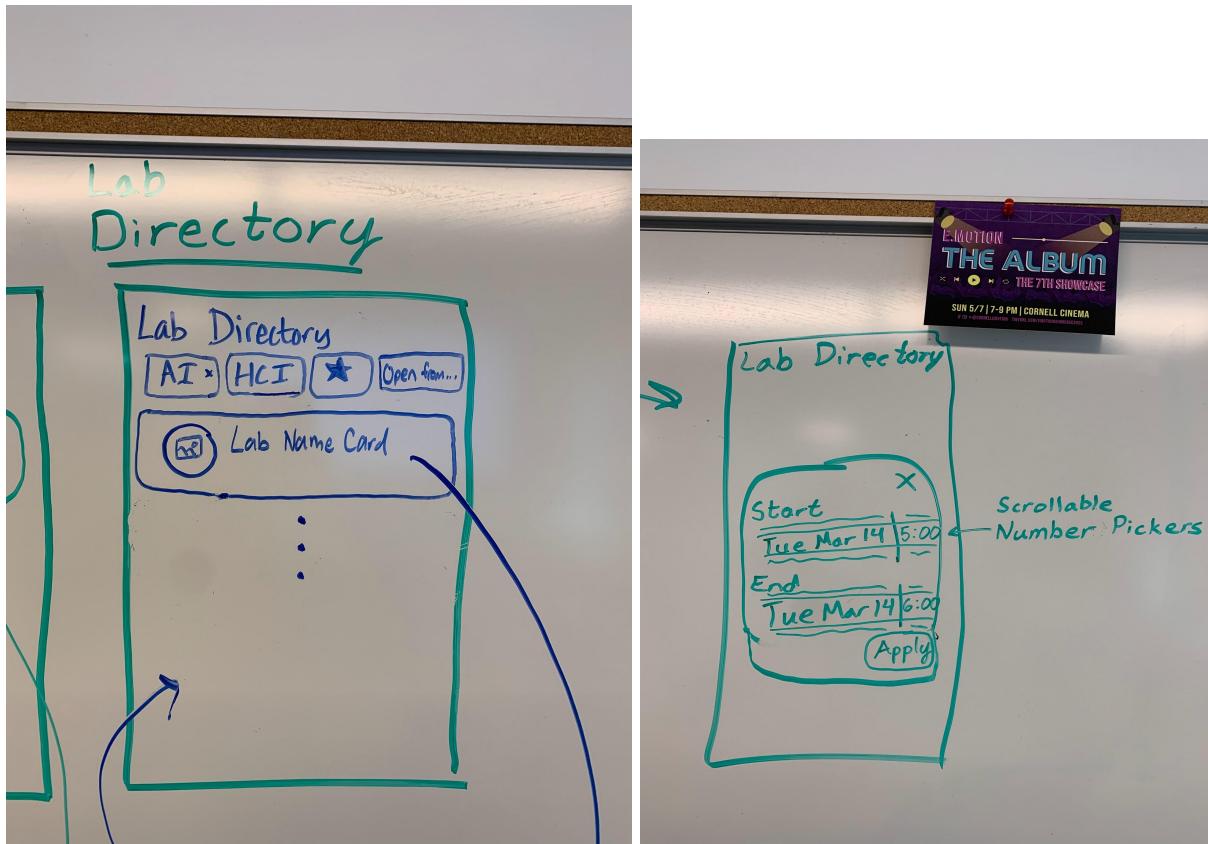


Pictured: Our initial ideas of the Lab Directory view.

Pictured top row: one version with an “Open From” filter in the filters row and a number picker component that opens from it (to select hours). Last sketch shows the filter after closing the component.
 Pictured bottom left: another version of “Open Hours” filter with a separate row in filters for open hours and in-line dropdowns for selectable times.

Pictured bottom middle: third version of “Open From” filter with checkboxes to select times.

Final Sketch



Pictured left to right: Final Lab Directory view sketch, and number picker component for directory filter.

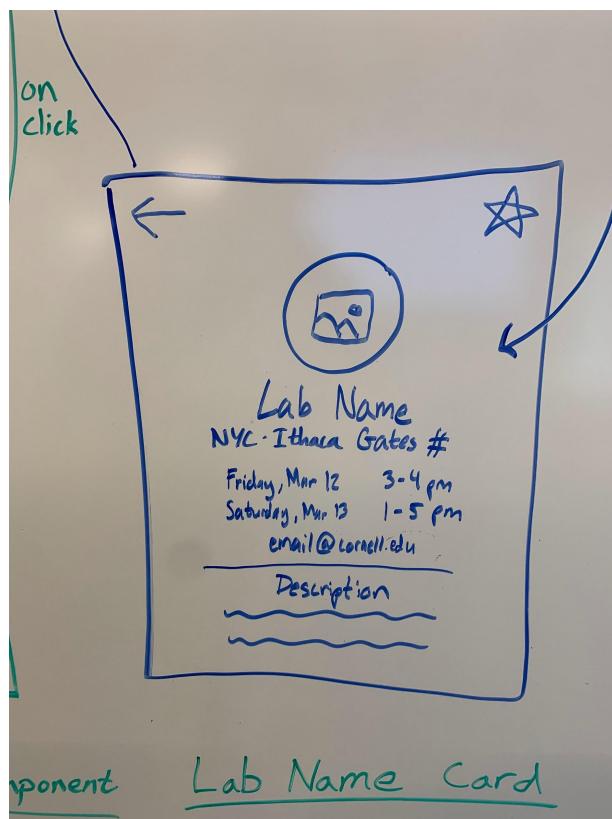
Another feature requirement was the viewing and filtering of labs that would be of interest to the admitted PhD student. Because there is a large amount of labs in Gates Hall and Beyond, we wanted to display this information again in a vertical card stack and retain the interactivity that exists in our faculty directory designs. There is the added control of a filtering command button, which would open up a modal asking the user to filter using start and end times. To optimize for mobile, we employ common swiping tasks for the user to more easily filter times.

Lab Details

Initial Sketch

Instead of explicitly iterating through initial sketches for this view, we revisited our initial sketch iterations for the Faculty Details view and discussed what parts of that design we could retain for this one. We concluded that the Faculty Details final sketch layout worked well for Lab Details and replicated the sketch with slightly modified content. By using similar design patterns for both views, we aim to leverage familiarity in our app and establish a sense of unified design consistency across the app as a whole.

Final Sketch

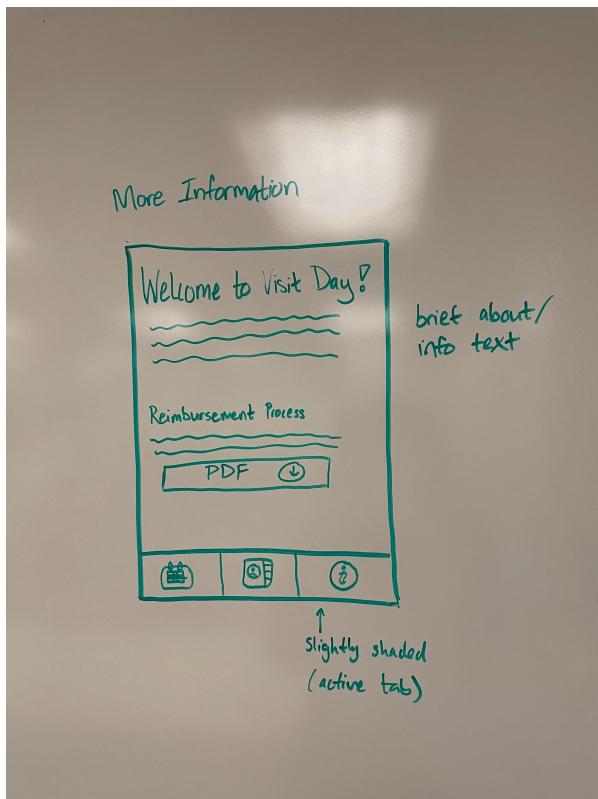


Pictured: Final Lab Details view with all core information in vertical layout including name, location, hours and contact. As a separate section is the description.

We did not make many changes to this 'lab detail' page. The only addition we included was the open hours for each day of the trip. This does not affect the flow of the overall interface, as it retains crucial information elements on the top of the page.

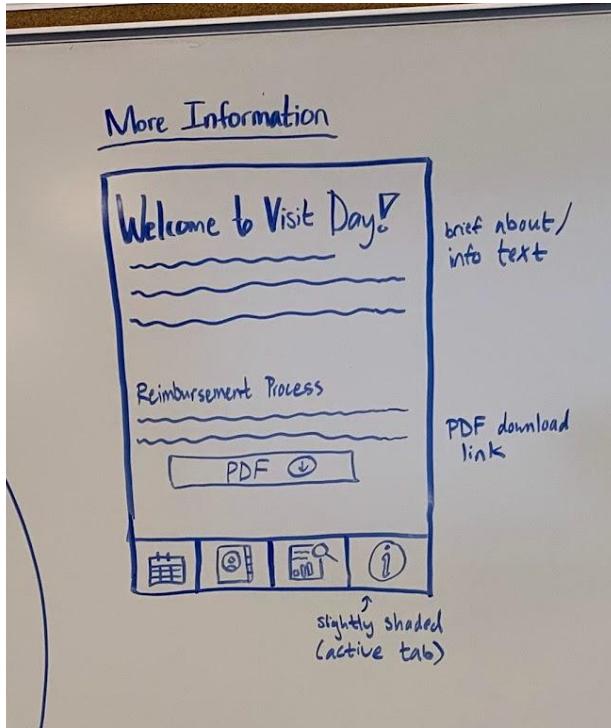
4.) More Information

Initial Sketch



Pictured: Initial sketch with a simple header and paragraph about Visit Day and reimbursement details underneath.

Final Sketch



Pictured: Final sketch with no changes to the content.

As a feature, providing reimbursement information to the user through a PDF viewing / downloading button would give them the heads up for while they are going about their trip. The explanation of this page is very clear, and the primary command of this page, the download button, is placed prominently within a button control.

Rationale

Briefly explain your app's design and how it addresses the goals of your audience that you identified in the previous milestone. Use "conversations" to justify why your design effectively communicates with your users.

For each task scenario, explain in a paragraph or less how your design supports the completion of that task scenario. If you can't explain how your design supports the task scenario, you need to revise your task scenarios or your design.

Our app's final overall design utilizes four main navigation items derived from our user research and analysis of audience goals - Schedule, Faculty Directory, Lab Directory, and More

Information. **Schedule** displays the user's three-day itinerary as the landing view. By directly showing a static representation of the user's schedule as soon as they open the app, this view aims to fulfill the user goal of "easy access to their event-provided itinerary for quick reference" without need for personalization or editing. The design conversation follows the lines of: "Here's a quick look at your events for the day and their times." **Faculty Directory** shows department faculty as a list of name cards filterable by field to allow users to easily find people relevant to their personal areas of research interest; each name card can be clicked to load a person's details.

Name cards allow the user to parse people rapidly without visual clutter while simultaneously allowing potential access points to more information. This view fulfills the user goal of identifying specific professors to contact for discussion on their research. The design conversation is: "Would you like to meet faculty? What field? Here are some people you may be interested in; click on one for more information." **Lab Directory** leverages the same design patterns as Faculty Directory and fulfills the user goal of better understanding research at Cornell by finding labs to visit. The design conversation is: "Would you like to visit some labs? What field? Here are labs you may be interested in; click on one for more information." **More Information** is a simple view with brief context on Visit Day and a link to download the

reimbursement form. This fulfills the user goal of a smooth Visit Day experience by providing a concise overview of what Visit Day is, should the user feel overwhelmed. By being the last navigation item (in a place where settings or profile might be located on other apps), this view is more out-of-the-way and conveys the following design conversation: "By the way, if you ever feel lost, feel free to refer to this. This is the context for the app and a quick logistical link if you need it."

We also analyzed the efficacy of our designs by evaluating the design in terms of our user task scenarios. For the first task scenario, in which Gregory wants to visit a lab involved in HCI research during his free time, our design provides a space for this task to be accomplished by being easily navigable and familiar to the user. For instance, since Gregory needs to be able to pick out a specific time in order to see which labs are available, tapping on the filter button labeled "Open from" will lead Gregory to a filtering model that will narrow down his desired times. Once Gregory sees the list of labs which he may be able to visit during his free time, he can then begin to choose labs which focus on areas which interest him by looking at the research area tags attached to each lab name component, or by choosing an additional filter focusing on the areas of research he is interested in. Once he's found a lab that he likes, he can click on the lab for more details, and see the location in the lab details view.

For the second task scenario, in which Gregory wants to schedule a meeting with a professor, our design supports the completion of this task scenario by providing all information necessary in an easy-to-access manner. For example, Gregory can find the professor's contact information and office after clicking on their name card on the Faculty Directory view. Furthermore, Gregory can

evaluate his own availability at a glance upon opening the app and seeing his itinerary on the Schedule view. By determining when he is available, how to contact the professor, and where the professor might be found on the Ithaca campus, Gregory can locate the information needed to successfully complete his task.

For the third task scenario, in which Gregory is seeking information about where his next event after checking into the hotel is, our app provides a direct and easy route to finding this information. Since Gregory is looking for the location to report to at a specific time, he will naturally be seeking a schedule to get this information from. Gregory will be able to see the button to the schedule view in the bottom navigation bar as soon as he opens the app, and smoothly navigate to the schedule. The organization of the schedule view also allows for an intuitive experience, as each day's activities are sorted into tabs that allow Gregory to narrow down the specific date he is searching for. From here Gregory can scroll through the events while skimming through the times intentionally aligned on the left for this purpose and find out where he needs to go by reading the details posted in the event card.

Part III: Evaluation

After the app's design was finalized and a working prototype was implemented, we conducted user tests on four members of the app's prospective audience to evaluate the design's performance and utility in achieving user goals.

Key Findings of User Testing

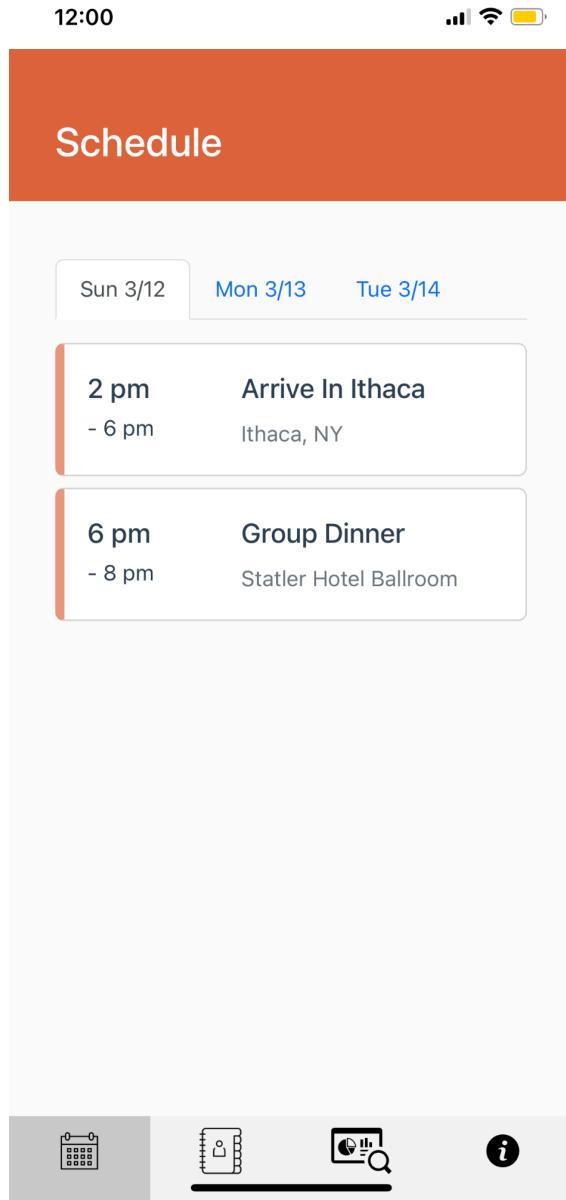
Users were generally able to complete all three scenarios successfully in that they were able to name a specific lab and find a time to visit (Task 1), name a professor related to a specific research area (Task 2), find a specific professor and find a time and place to meet with them (Task 3), and find the time and location for bus pick-up (Task 4). Given a task, our users were able to find the target information.

However, there were some slight issues when switching between two views rapidly as needed for cross-referencing between the directories and their own schedule (Tasks 1 and 2), as the user would sometimes forget information (such as specific hours, days, and locations) while changing between views. We also found that some users struggled with the iconography of the bottom navigation. Some icons, such as the Labs Directory, seemed slightly ambiguous to one user and thus delayed their task achievement when needing the lab directory. The user overcame this initial confusion by clicking around on all the pages to determine where the labs were located. Other unexpected behavior included users clicking on items in the Schedule Event components. We did not anticipate that some users would expect the schedule items to be clickable cards, but it seems that this user behavior has been developed by experiencing design patterns used by other scheduling and calendar apps such as Google Calendar.

Resolving these minor issues would help to further enhance the user experience and maintain the dialogue between user and app more fluidly. Despite these observations, users persisted and were able to achieve all of their goals without expressing negative emotions.

User Testing Methods

In order to complete user testing, we found four people that resembled the app's prospective audience (prospective Cornell University Information Science PhD students) in background and educational goals. We then introduced our app to each person, described the user testing process, and asked them if they would be willing to be observed in a user test in order to obtain consent. We asked each of these people to complete the three task scenarios created in Part I: User Insights in a randomized order to minimize learning effects, then took notes on the actions taken by each user and what went smoothly and what was more challenging. Each person was tested on a mobile device with a Published Web App to closely replicate the real-world experience that would be encountered by actual users.



Pictured: A screenshot of the finished prototype in published web app form. User tests were conducted on this interface via mobile device.

Participant Overview

Participant #1 (Mary) is an undergraduate junior majoring in Information Science at Cornell University who is interested in pursuing an advanced degree (MPS or MEng) at Cornell in a related technical field after graduation. While she is not seeking a PhD, she is a valid candidate for user testing as her goals and background are closely aligned with our prospective audience - she has in-depth academic experience with Information Science and is interested in further research in the field as well as making connections with faculty.

Participant #2 (Justin) is a senior studying Information Science at Cornell who is interested in pursuing a PhD after graduating. They are concentrating in Interactive Technologies as well as Data Science, so their technical expertise has put them in between deciding to apply for a Computer Science PhD or Information Science PhD. While they are taking a year away to focus on traveling and internships, they are thinking of applying to a PhD program in the next couple of months. They are an ideal user for our tests, as they are a direct member of our audience.

Participant #3 (Roxanne) is an undergraduate first-semester senior majoring in Information Science at Cornell University. She is interested in continuing her research in User Experience Design at Cornell and is planning to complete her Masters in IS at Cornell after graduating next semester. Although she is not currently thinking about pursuing a PhD, her academic background and research goals in Information Science at Cornell align her thought-processes and behavior with that of our audience of prospective PhD students.

Participant #4 (Grant) is an Information Science undergraduate graduating this year at Cornell university, who just applied to several colleges to continue pursuing higher education in Information Science. They have participated in several visit days recently, including ones with Duke and Dartmouth.

Future Changes

Our key findings from user testing revealed some minor sources of friction that would be nice to resolve to improve the user experience. Future changes could include making use of sticky filters and views to smooth out the transition for users switching rapidly between the Schedule view and Professor/Lab Directory views. To further decrease any friction for users when exploring new views, we would like to add labels to icons in the bottom navigation. This would clear up any initial confusion or ambiguity about the pages. Additionally, the Event card component on the Schedule view was a pain point for some of our users, as the visual design indicated to them that it could be expanded. In our future iterations, the event card could be made expandable to fit user expectations of clickable events in a calendar interface, as well as provide users with department-sources blurbs about the event.

Unfortunately we did not have time to address these issues after user testing due to the technical scope of the project. However these potential changes would not only create a seamless experience, but also help to make it act and feel like a real, full-fledged app according to user expectations and behavior.

Summary of Team Member Contributions

Provide a brief summary for each team member.

Do not list every minor contribution.

List only the big contributions in your summary.

Bulleted list preferred.

Zaeda Amrin:

- Conducted 1 user test, took notes on it and the user
- Added to Key Findings section from our user tests
- Added to the Future Changes section

Efrain Munoz:

- Conducted user test #4, and took notes
- Implemented fixes necessary to publish app on gh-pages

Dennis Quizhpi:

- Conducted a user test, recorded notes and developed a summary and justification for the user
- Expanded on future changes portion by detailing user expectations for Schedule View
- Expanded on Key findings through describing user behavior

Tammy Zhang:

- Wrote description of Evaluation methods and key findings
- Carried out one user test, took notes, and summarized findings
- Redid final sketch of all views

Part IV: Appendices

Part I: User Interview Notes

A. 3/21 Interview 1 Notes

- Have you attended Cornell's Information Science department PhD visit day in the past?
 - yes, in 2017, April
 - If not: recall the last time you visited a college campus for the first time
 - Alternatively, recall the last time you went somewhere unfamiliar and had a trip itinerary to follow
- What logistical steps did you take to prepare for your trip/visit? (e.g. packing, flights, how you got to the hotel, etc...)
 - lived nearby, only 2 hours away, drove here, snowstorm, took a lot of effort, driving was dangerous, gave him a hotel. Arrangement was pretty simple
- How far did you travel and what form(s) of transportation did you use to get to your destination? How did you decide on what kind of transportation to use?
 - Used GPS, hard to get signal, used Garmin
 - Had car and it was close
- If you had free time, how did you spend that free time? How did you decide that?
 - Really snowy, didn't go outside much, visited people he was interested in working with, put down 3 names of people interested in working with, they show you around the labs,
- Were you tracking your expenses related to reimbursement during this time, such as for meals or transportation? Were there any tools you used to keep track of how much you spent/how much to get reimbursed?
 - Kept track of this at a different visit to another college that was farther from home but didn't seem to for Cornell because the reimbursement didn't cover a significant amount
- Did you meet with any professors during your visit? If so, how did you plan which professor to meet with and when?
 - had 3 members he wanted to work with, 2 of them were really close to each other, and how had joint funding, talked to them, they showed him around some lab equipment they have
 - Profs reached out to him, they assigned some people to talk to prospective students, they will be there during visit day
 - used Google scholar to find the professor's area of expertise and work
- If you could do this trip again, what would you change? Why?
 - change the weather, go outside and visit the area

- **How was your experience in NYC?**
 - Was in the Google building, got to see the Googlers, got to visit the lab, and dept space
 - No faculty member he was
 - interested in working with at NYC, talked with students, visited restaurants
 - Other students decided where to visit around the city, he wasn't too familiar with the city
- **Do you remember how long you spent in the city?**
 - Doesn't remember much, but it was a really nice experience
- **How did you get updates from the trip planner when plans changed? Were there any pain points?**
 - They gave him a schedule, went to events they were interested in
 - Doesn't remember
 - Didn't know any of the people, so went by the descriptions which the events provided
 - Had optional events for lab visits if people wanted to see them
 - Would just look at the email provided schedule to see events and see where to be at a given time
- **Recall a time you faced a particularly challenging logistical problem or encountered something otherwise unexpected during your visit. What happened and how did you resolve the situation? Did you use online resources and if so, which ones?**
 - Not particularly
- **Recall any rewarding experience or aspect of your visit that you felt went particularly well. What resources or factors made this experience possible?**
 - meeting people, everything went pretty smoothly
- **Why'd you end up choosing Cornell?**
 - Asked prev advisor for advice, suggested a few places, got accepted to a few place
 - Advisor was the chair of the conference of the biggest conference in the field,
 - Advisor is very famous
 - Looking into their work, it seemed to fit well with personal research interests
- **Recall the last time you had to follow an itinerary or schedule made for you by someone else that you were not familiar with. How did you keep track of where and when to be in order to follow this schedule? Were there any specific tools or strategies you used in the process?**
 - Didn't keep track of where he wanted to visit

B. 3/23 Interview 2 Notes

- **Where are you from, what year PhD are you?**

- 5th year PhD student studying HCI, started in undergrad
- **Tell us about your experience preparing for PhD visit day**
 - Looked at the website for PhD students to plan which professor to talk to during Visit Day
- **How far in advance did you start planning?**
 - A week or two ahead
- **Did you start looking at faculty before applying as a PhD student or before visit day?**
 - Yes I started looking at the faculty long before applying, months before, to see if their research aligned with his interests. I already knew a little about the professors before planning for Visit Day
- **Before visiting, how did you get in contact with professors?**
 - If the last person/advisor he worked with knew them, they could get in touch with the professors, if not cold email them
- **Were you successful with your cold emails**
 - Not really, since professors receive hundreds of emails. The biggest way to talk to them is through contacting previous students they worked with
- **Did you go to visit days at other institutions and compare what aspects of these may have gone better than Cornell's?**
 - UCSD, a lot further, had to fly
 - To visit Cornell, lived pretty close
 - Felt that traveling further was more useful, since he was not familiar with San Diego, and a visit day would help him get a feel for the area
- **Can you recall the expenses you had for visit day?**
 - Not really
 - Most things were reimbursed
 - It was only a two hour drive from where he was applying so he drove
 - Meals were provided and hotel was provided
- **Can you recall the reimbursement process for gas?**
 - Remembers giving a receipt of the expenses and then they reimbursed
- **Did they write you a check, or bank deposit?**
 - Bank deposit
- **Do you remember if you remembered to submit your receipts to get reimbursed?**
 - Yes I did
- **Do you remember the schedule/events?**
 - Yes, we were mostly inside the building, such as the Google building, etc.
 - We also got to go outside, I saw the rest of campus
- **You mentioned there was a snowstorm, how did your itinerary change because of that?**
 - Some people couldn't make it to Ithaca at all (like those who lived further away)

- **You mentioned you also visited UCSD, how did you plan for that trip?**
 - don't remember if he booked the ticket himself
 - they had a place to stay
 - they planned everything
 - they had a couple people, students, who led us to places
 - they had a budget to get food for us
- **How did they (UCSD) communicate your itinerary with you?**
 - They sent an email to communicate plans
- **What was your reason for choosing Cornell?**
 - Funding was a big factor
 - The year he applied, his advisor said that he would be able to work with Professor Sue, which was recommended to him by his advisor
- **Would you be able to walk us through some of the activities that you participated in during Visit Day?**
 - Time to schedule a meeting with advisors/people interested in working with, tours, lab visits, talking to current students
- **Did you also visit labs where your research interests don't align?**
 - Yeah, they gave a schedule of when you could visit every lab
 - Visited a few unless he really wasn't interested, because you never know if in the future you might be interested in that area
- **How much did you reference the itinerary?**
 - Yes, he followed it very strictly and used the schedule the whole time
- **How did you navigate between different spaces (i.e. labs)?**
 - Unless you're really tired, you wanted to visit as many places as you can on the schedule
 - Or unless you were really really certain of what you wanted to study
 - Was with his group for most of the time
- **How much unscheduled time did you have and what did you do in that time?**
 - PhD students would show prospective students around in the afternoon
 - 1-2 hours
- **Did you meet any friends during your visit day?**
 - Went to San Diego first and met 3 students who were also going to the Cornell visit day
 - Prospective PhD students seem to often know each other by running into each other at other school visits
- **How did you plan with the friends you made?**
 - Talking and connecting on Facebook to see if they were going to the same events
- **Where did you live before coming to Ithaca?**
 - Rochester, NY
 - Lived there for while, in undergrad

- went to Univ. of Rochester
- **Was your advisor your undergrad advisor? How else were they involved with your Visit Day planning?**
 - Yeah
 - They were less involved, they would recommend which specific people to talk to
- **How did you keep track of all the people you needed to talk to on your visit day?**
 - Looked at the schedule and looked at the labs he was interested in
 - He wrote who he wanted to meet with in his ‘personal statement’
 - Basically requesting which additional professors happened after the personal statement
- **Did you remember how many labs you visited?**
 - No, did not keep track of how many
- **Did you have any input on your itinerary?**
 - Given to us
 - Any time outside of it, you were free to do what you chose
- **How much technology did you use while on campus and what kind of technology did you use?**
 - mainly phone
- **Anything you would have done differently in your Visit Day at Cornell?**
 - See more of the outside, since it was stormy
 - Talking to more faculty
 - Sometimes you want to find out about other opportunities

C. 3/27 Interview 3 Notes

- **Tell me a little about yourself; what is your name, year, and major?**
 - My name is Albert, I am a first-year PhD student studying CS
- **Where are you from?**
 - I am from San Jose, California
- **What are you studying in CS?**
 - Machine Learning
 - I am not sure who my advisors are at the moment.
- **Have you attended Cornell's CS/IS department Visit Days in the past?**
 - Yes
- **When you visited last year, what logistical steps did you take to prepare for the trip**
 - I don't really remember
 - I have been to New York (the state and the city) before
 - I didn't really take any logistical steps.
 - Treat it like a normal trip. Got my plane tickets, packed my bags, and came here.
- **They don't take care of your transportation to New York, right?**
 - Yes, I think they do but I don't remember

- **How far did you travel and what form(s) of transportation did you use to get to your destination?**
 - I arrived by plane in Syracuse
 - They had sent over a bus
 - I told Cornell my arrival time, and they sent over a bus around the same time.
- **Do you remember if you had any free time during your visit day at Cornell?**
 - There was like an hour or 2 where you could walk out and/or talk to students.
 - Had people I wanted to talk to (Professor)
 - Whole visit day is in Gates
 - There is an afternoon where you are in Gates and can walk around to talk to people, there is time where you can schedule to talk with professors but also free time where you can talk to existing students.
- **How was meeting those professors?**
 - When you are admitted, you are generally admitted by a professor
 - You already have a point of contact to start with
 - You then kind of branch out
 - Because you also need a committee.
- **Can you recall how you dealt with tracking expenses**
 - I just kept all my receipts and scanned them and sent them to Becky
 - Becky is the person who organizes everythin
- **Back to the people that you met, how did you make the plan to meet the people that you met?**
 - Before you arrive for visit day, Becky sends out a form where you can choose who you want to talk to.
 - She organizes those meetings.
 - It's managed by the administration, but you also have free time where you get to talk to anyone.
- **If you could do this trip again, what would you change?**
 - I don't really remember much about being here.!
- **How was Cornell Tech?**
 - It was the same as at Cornell Ithaca.
 - During visit days, I was on the island, but after that I spent three days in Manhattan. My cousin lives there.
- **Where did you stay when you were in Cornell Tech?**
 - It was a hotel on Roosevelt island
 - When you are in Ithaca, they put you in a hotel that is near Commons
 - The hotel is right next to all the academic buildings at Cornell Tech
- **Did you have to choose between other schools?**
 - Yeah I was choosing between other schools
- **Did you have any plans that were changed or canceled during these Visit Days?**

- I don't think so. I'm trying to remember. No I don't think so.
- **How did you access your schedule?**
 - I got a PDF and printed it out on a sheet of paper.
- **What was a part of your experience that was really rewarding.**
 - All of the experience was really rewarding.
- **After finishing your tours of all colleges, how did you make the decision to choose Cornell?**
 - Advisor and department
 - As a grad student you don't think about the same things as undergrad.
 - Three things:
 - Advisor
 - Funding
 - Department
 - You care a bit about how much you are getting paid.

D. 3/28 Interview 4 Notes

- **Background**
 - Went to uni of buffalo for chemical engineering
 - Visited in spring 2019 for the Chemical and Biomolecular Engineering PhD Visit Day
 - Came in fall 2019 (enrolled in FA 2019)
 - Is now a Chemical and Biomolecular Engineering student
- **Have you attended Cornell's Information Science department PhD visit day in the past?**
 - Yes, in 2019 Spring
 - Also helped with visit day for this year this semester for prospective/incoming students this fall
- **What logistical steps did you take to prepare for your trip/visit? (e.g. packing, flights, how you got to the hotel, etc...)**
 - CBE took care of hotel, was in Statler
 - Does not remember any planning before the trip
- **How far did you travel and what form(s) of transportation did you use to get to your destination? How did you decide on what kind of transportation to use?**
 - She drove here with one of her friends, friend was driving
 - The friend driving was reimbursed for gas
- **Were you tracking your expenses related to reimbursement during this time, such as for meals or transportation? Were there any tools you used to keep track of how much you spent/how much to get reimbursed?**
 - Personally did not need to get anything reimbursed because of friend driving, hotel booking was handled by cornell, etc.

- **Did you meet with any professors during your visit? If so, how did you plan which professor to meet with and when? How was it scheduled? Where did you meet when, when?**
 - Not a great experience for her
 - The people she wanted to meet with were not available, “they’re out of town” she was told, the field faculty were not there
 - She gave them a list of faculty she wanted to talk to but those professors she was choosing from might not even have been professors that she want to talk to
 - These meetings happened back to back
 - She was not always interested in the research the profs that she met with were doing
 - Cornell scheduled the times and meetings, she simply had to go to those
- **How did you plan which professors/faculty to meet with? Did you plan ahead which ones? Used any tools to plan?**
 - Looked at the CBE website to see the faculty and then looked at the professors websites
 - The departmental website doesn’t have the full picture and sometimes faculty stop updating their websites so it was not the perfect process
 - Would rather see the phd students in the lab currently to talk to them too
 - She found this info in the website
 - Other times she emailed the faculty and they told her who she could reach out to (phd student wise)
 - Did not use anything to track the people she was talking to, had a paper and wrote the names down,
 - If they said they didn’t have funding she crossed them off lol
- **Do you remember using technology during the trip? If so, mobile or desktop? Was there any information you remember searching online?**
 - Did not use technology at all in the trip (or remember)
 - Had the schedule printed on a paper, would have wanted the schedule on an app
 - Schedule was like at 10:30 you’re talking to this prof, dinner is at 5:00
 - If she could check off the schedule that would be helpful
 - She likes to cross things off and see what she finished
 - Because it was overwhelming and hard to keep track of who you talked to, crossing off who you did talk to would be nice
 - You can find your notes on the meetings in one spot
 - People usually write down on paper their notes after the meeting
 - You take the notes after the meeting in a paper or phone of keywords or what the person does so you don’t go back and forget

- You have to make decisions, people get really excited and can't just meet with everyone, decisions on what to do next were based on who she had talked to/learned so far
- **If you had free time, how did you spend that free time? How did you decide that?**
 - When did you have free time?**
 - Had a 2 hour block in the middle of the day, didn't know where to go, ended up at beebe lake
 - Having a little map with key places to go would be nice, the highlights of places to see rather than just a plain map
 - Because she was walking aimlessly/lost
 - Don't want to have to think about where to go and find places to see on her own because she doesn't know the area
 - they didn't get walked or guided when she was here, just "meet back at 2"
 - There was a tour this year
 - Had free time in the evenings after dinner to explore, meet with a local friend
 - Before dinner was booked up with meetings
 - **How was your experience in NYC?**
 - Was not in NYC, was not part of her Visit day
 - **Do you remember how you got around the city?**
 - In ithaca, Anywhere they had to go as a group, she was bused
 - She walked around for places close to campus
 - **Do you remember how long you spent in the city?**
 - NA
 - **How did you get updates from the trip planner when plans changed? Were there any pain points?**
 - Schedule was unchanged during her visit day, no updates were disseminated
 - **Recall a time you faced a particularly challenging logistical problem or encountered something otherwise unexpected during your visit. What happened and how did you resolve the situation? Did you use online resources and if so, which ones?**
 - Nothing she can remember
 - **How did you follow this schedule? Do you recall editing your schedule? Were there any specific tools or strategies you used in the process?**
 - Not really tracking anything, would just follow her print-out and go where it said
 - **Why'd you end up choosing Cornell?**
 - Primary reason, location and opportunities
 - Got into hopkins, but did not like baltimore; got into delaware, but that's middle of nowhere and less areas to collab outside departments
 - Chose cornell, for the opportunities and collab between departments
 - **Recall any rewarding experience or aspect of your visit that you felt went particularly well. What resources or factors made this experience possible?**

- No (lol)
- Had better visits at other universities
 - They did an escape room, the faculty were nicer at other schools because she got to meet with profs doing research in her areas of interest, so she had things to ask them, etc.
 - The faculty meetings that she had were kind of awkward, she was matched with people that she had nothing to ask about or say to. She was forced to talk to people seemingly to fill the time when instead it could have been a workshop or group meetings
- **If you could do this trip again, what would you change in your Visit Day at Cornell?**
- Why?**
 - Awkward free time during day when she was lost
 - Having more say in meetings she would have changed, who she was meeting with
 - The amount of meetings, having more interactive things, where students can talk to the current Cornell students
 - Wanted to meet cornell PhD students

Part II: User Testing Notes

A. 5/14 User Test 1 Notes

Description: Mary is a junior majoring in Information Science at Cornell University who is interested in pursuing a related technical advanced degree after graduating with her bachelor's (either an MPS or a MEng).

- Scenario #1: Find a lab
 - Look over Schedule view quickly, look down at navigation bar
 - Spend a few seconds looking at icons and considering out loud which one seems most relevant to labs
 - See magnifying glass on one, think “search” which sounds relevant, click, see “Lab Directory” and decide it’s the right view
 - See first lab (Center for Advanced Computing) has cloud computing as a tag, immediately click onto that one for more details
 - See hours, forgot what day of the week the first day of Visit Day is, think it might be Sunday?
 - Click on back button to Lab Directory, go back to Schedule, see Sunday is first day, take note that only event is dinner 6-8 pm after arriving in Ithaca after 2 PM
 - Go back to Lab Directory, click on first lab again immediately, see hours on Sunday are 10 AM - 12 PM and 2 PM - 4 PM

- Guess she can visit Center for Advanced Computing after arriving in Ithaca before 4 PM
- Scenario #2: Find a professor
 - Click on navigation item for Professor Directory rather quickly
 - Scroll a little, see there are a lot of options
 - Scroll back up and look at filters, click on Computer Security
 - See Michael Clarkson, recognize his name, click on card for more details
 - Take note that he is very available 7 AM to 7 PM every day
 - Go back directly to Schedule tab to figure out when she is free
 - Note will probably be busy on first day, click on second and third day tabs, notice that she has time at 7 AM for both Monday and Tuesday
 - Realize she doesn't know where the professor is located and go back to Professor Directory tab, expresses surprise that the more details / filter have disappeared and reapplies the Computer Security filter to click on Clarkson again
 - Notes the office is in Gates
 - Goes back to Schedule view
 - Notes that since she has an event in Gates at 9 AM on Tuesday, can meet Clarkson that morning also in Gates
- Scenario #3: Find a schedule item
 - Was already on the last day of the schedule from the last task scenario
 - Immediately sees Board Bus to the Tech Campus at 1 pm
 - Tries to click to expand for more info, then sees the location note underneath the event title (Outside Statler Hotel)

B. 5/14 User Test 2 Notes

Description: Justin is a senior studying Information Science at Cornell, they are interested in pursuing a PhD after graduating (they are not sure if they want to go for an MPS first).

Scenario 4: Find a Schedule Item

- Justin is already on the home page
- Sees that he is already on the first day but also sees Day 3 as a tab
- Clicks on it
- Sees that the final item is the "arrive in nyc" and right before it is the board bus item
- Tries to click on the card but nothing happens
- Task has been completed

Scenario 3: Find a Professor's Hours and Location

- Justin is on the home page, sees that there are no professors there
- Goes to faculty directory page
- Views that Clarkson is on the second card
- clicks on it
- Sees that the hours are Mon-Wed and sees the room and campus
- Goes back to schedule screen, is going to see if they are free at Monday from 7am-7pm
- They are! They see that they are free from 2-3pm
- They can meet Clarkson at that point
- Task is done

Scenario 2: Use category filters to find a professor

- On home page, goes to the faculty directory
- sees that there are categories
- Begins to scroll to right, looks intuitive
- comes across computer security, presses on it
- Sees that Michael Clarkson is the only professor (sad)
- task completed, found someone in computer security

Scenario 1: Use time selector to find a lab

- okay so I am imagining I have free time
- Don't have to use the schedule right, also it's on the first day
- goes to the lab view of app, sees that the time selector is there
- A little hard to interpret based on the color
- Clicks on it and sets the times
- Notes that scrolling through the times is a little laggy
- Finishes selecting and sees that Center for Advanced Computing is there
- Notices that there is a Cloud Computing tag in there as well
- clicks on it to see location
- notices that it is in the location called Center for Advanced Computing in Rhodes
- Task done!

C. 5/14 User Test 3 Notes

Description: Roxanne is a first semester senior majoring in Information Science at Cornell University. She is interested in pursuing a masters degree in Information Science at Cornell after graduation.

Task Scenario 2: Find a Professor

1. She starts from the home screen - the Schedule page
2. Clicks on the professor directory page from the navigation bar
3. Swiped down on the page briefly
4. Scrolled back to the filters at the top
5. Scrolls through the filters pretty confidently
6. Sees computer security and clicks immediately
7. Sees one person on the screen “There’s only one person”
8. Asks me if Michael Clarkson works

Task Scenario 3: Find a Professor’s Location and Office Hours

1. (Continued from where she left off from the last task)
2. Clicks on michael clarkson, she is already here
3. Found the hours on the page and scrolls down a little
4. Reads to me the location “Gates Hall room 461. The hours are right here” (pointing)

Task Scenario 1: Find an Event in the Schedule

1. (After the last scenario, leaving off from Michael Clarkson’s details page)
2. Clicks back button from details page on Michael
3. Clicks on schedule icon in nav bar
4. Scrolls down on schedule component first day
5. Clicks on the next day in tabs, seems to have forgotten which day she is looking for
6. Clicks on last day in tabs of schedule
7. Scrolls down
8. Tries to click on the “boarding bus” schedule item
9. Reads aloud “it’s outside statler hotel, board bus to tech campus”

Task Scenario 4: Finding a Lab from Lab Directory

1. Starting on schedule page
2. Clicks on professors directory icon in nav bar
3. Scrolls down a little
4. Asks me if this is right, she seems confused
5. Clicks back to schedule page from nav bar
6. Clicks back to professor directory from nav bar
7. Scrolls on filters
8. Then clicks on labs tab in nav bar
9. Asks me why the icon is not a lab
10. Scrolls on filters and selects cloud computing– she ignored the time picker filter
11. Finds center for advanced computing and asks me “is this the lab?”
12. Clicks on center for advanced computing

13. Tells me the labs icon in the nav bar should be labeled with a name, says “I knew the page after seeing every other page”

D. User Test 4 Notes

Task 2:

Gregory has made a list of faculty that he thinks he would be interested in working with, particularly those working in Computer Security. Find a professor interested in Computer Security

- stared at the nav bar for a few seconds
- clicked on the professors directory on the first try, mentioned “that looks like a contact page”
- First thing: scrolled up very quickly, saw how long the list is, then scrolled back to the top
- Stared briefly, but then quickly tapped on Michael Clarkson’s card when he saw the tag for computer security

Task 3:

Gregory sees that Michael Clarkson is also interested in Computer Security. He wants to find out when and where Michael Clarkson is available. Find Michael Clarkson’s available hours and his office location.

- Was already on Michael Clarkson’s details page, scrolled up and down very briefly
- Immediately identified Clarkson’s hours and office which were at the top of the page

Task 1:

Gregory arrives in Ithaca for Visit Day a little early. He has some time to explore ongoing research at Cornell, and is particularly interested in Cloud Computing research. To explore research labs' vibes and what their goals are, he wants to use this free time to visit a lab. Imagine you know you have free time from 2:00 pm - 5:00 pm on the first day of Visit Day. Find the name and location of a lab specializing in Cloud Computing that you could visit in this free time.

- Stared at the nav bar again, but not as much as the first time they opened the app.
Hesitated, and said “maybe the calendar?”
- Tapped on Sunday, and looked at the schedule for a bit
- Tried tapping on “Arrive in Ithaca” card a few times, saw it did nothing
- Tried tapping on lab directory button in nav bar
- Tapped the filter “Available between...”
- Clicked add start time
- Understood how to use the scroller, and plugged in Sunday 2 PM
- Clicked add end time
- Plugged in Sunday 4 pm
- Saw that the first result was the Center for Advanced Computing, and gave that as a final answer

Task 4: Gregory has checked out of the hotel and is just wrapping up his tour with the Ph.D. students on the last day of Visit Day. He forgot what time he needs to board the bus

to leave Ithaca. Gregory needs to quickly find out where the bus will be and what time he needs to board, in order to not miss the bus to the Tech Campus.

- Tapped on schedule view
- Skimmed through Sunday, didn't see what he needed
- Skimmed through Monday, didn't see what he needed
- Skimmed through Tuesday, saw the event to board a bus to the Tech campus, noted how it starts at 1 pm, and gave that as a final answer