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Project Title: Pin Base Application

Project Idea: Family Tracking App

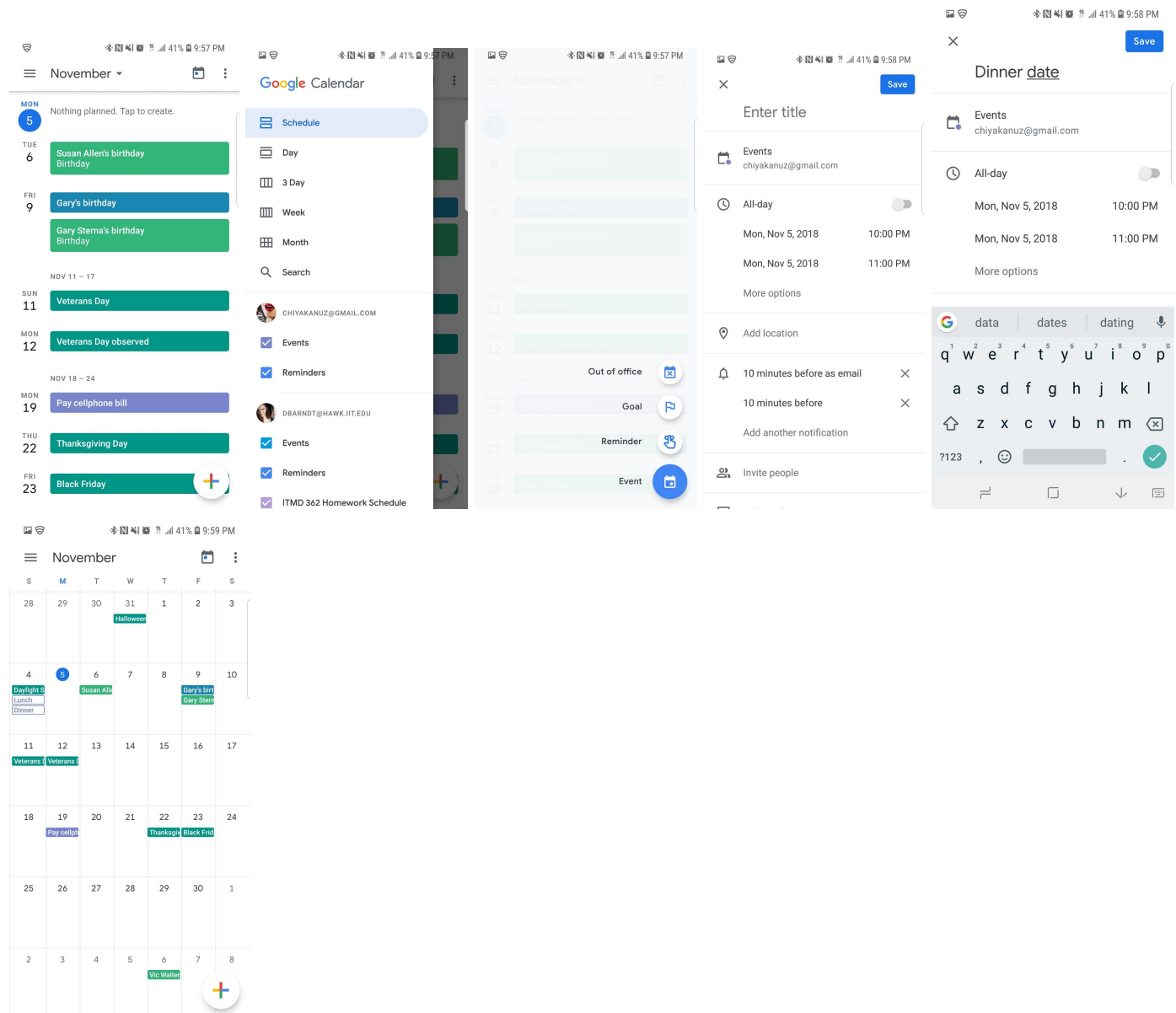
Contextual Inquiry: Create a schedule for family member

Interface: Google Calendar

Description of Interface:

The Google Calendar is a cloud-based interface that has different views available when you open the application which are: schedule, day, 3 days, week, and month. The default view is under schedule, which allows you to scroll through the month week by week. Each event created is colorized differently to differentiate it from the others, and similar events are colored the same. The application also automatically syncs with other events that are entered in other calendar applications that are available on the device and on your contacts. This interface also syncs with the Google Keep Notes to remind you about tasks and what you still need to do on your lists.

Photo of Interface:



Description of Goal:

Create an event using the calendar application and share it with a family member or friend.

Steps to create a schedule and share it with a family member or friend:

1. Click on Google Calendar application
2. Click on plus sign in bottom right corner
3. Select Event to create event for your schedule
4. Put the name of your event
5. Pick the day for your event
6. Pick the start time
7. Pick the end time
8. Add location of event
9. Set notification/reminder of event
10. Share/invite family member to event
11. Select color indicator of event
12. Click save to save to calendar
13. Repeat steps for each event scheduled

Description of First User:

The user is a 35 year old male. He is a financial accountant at a law firm downtown, and he has a very busy schedule at work. The user is familiar with using a smartphone and currently has a Samsung Galaxy Note 8. The user also has a desktop computer that he built himself, and an Acer Aspire F15 laptop.

Initial Interview Questions with First User:

01	Me: Have you used a calendar application before?
02	<i>User: Technically yes</i>
03	Me: How often have you used a calendar application?
04	<i>User: Twice a month</i>
05	Me: What do/would you use a calendar application for?
06	<i>User: Scheduling meetings at work. Reminding myself of bills to pay.</i>
07	Me: What do/would you look for when choosing a calendar application?
08	<i>User: Is it already installed on my system</i>
09	Me: Do/would you share your calendar with others? If so, with who and why do you share
10	it?
11	<i>User: Yes, my work calendar is shared with other co-workers so they know my</i>
12	<i>availability.</i>

First user's response to goal:

User is 35 years old, and seemed confident that they could create a schedule and share it with someone. They first searched for the app icon called calendar, then clicked on it to open it. The app then opened to their calendar view. Next, they clicked on the day that they want to plan out on the month. The user was then given a pop up that showed what day they selected, and then hit the plus sign. The next screen that he was shown on the app is to create an event. The user then decided to plan out for lunch, so he named the event "Lunch". After naming the event, they then selected the start time at noon and end time at 1pm. Then the user checked the setting for where the event will be set to, which was his gmail calendar and turned off the alert notification. Next, the user selected to share the event with a friend who will then get a notification of the event that they were invited to. The last thing the user did for this event was clicked on the save button to save the event to their calendar.

Then the user created an event for dinner by selecting the same day. When the prompt screen for the day popped up, the user then hit the plus sign. The event creation screen then displayed, and the user named the event "Dinner". Then they set the start time for 6pm and the end time for 7pm, and then set the alert notification off because they didn't need a reminder. The user noted that when they had deleted enough reminders the app seems to yell at you. Next, they clicked on the share event with a friend and selected the friend who will then get a notification and saved the event to their calendar.

The last task of sharing the entire calendar with someone became difficult for the user. They first tried to complete the task by checking the settings on the mobile application, and scrolled through the list. Then they clicked on one of the calendars on the list, which just turned off the calendar and then turned it back on. Next, they tried clicking on the day once again, but it just led him to create another event. The user then stated that they were not entirely sure how to share a calendar in the mobile application. Then they accidentally closed the application in search of how to share the calendar, and quickly re-opened the application. The user held down on the event for a longer period of time, and a prompt came up asking the user how they wanted to share the event. The options for sharing the event that were given were via text or a calendar file. They first selected the notification via text, and then selected the person that they want to text the event to on the friend's Google hangouts. Lastly, the user then tried the other option of notifying the user via calendar file. So they held down on the event screen again, and the new share option popped up once more. The user clicked on share event, and then selected the option calendar file. Once the calendar file was selected, the user was prompted to select how they wanted to share the calendar file. They then chose to send the calendar file on their friend's phone and hit send. The user then tried once more to share the entire calendar on the mobile application, but was unable to find a way to share the calendar. They felt that it had to do something with making it public or private, but they could not find that in their settings on the application.

First user's problem(s) with interface:

Can only share events with people on mobile device.

Must use the desktop version of interface to share the entire calendar.

Description of Second User:

The user was a male, who is 16 years old. He is a high school student, who plays sports after school. The user is familiar with using smartphones and currently has a Motorola G6 phone. He also owns a Macbook Air laptop.

Initial Interview Questions with Second User:

01	Me: Have you used a calendar application before?
02	User: No
03	Me: How often have you used a calendar application?
04	User: Never

05	Me: What do/would you use a calendar application for?
06	<i>User: Looking at dates</i>
07	Me: What do/would you look for when choosing a calendar application?
08	<i>User: it's ability to do the job - to show me the calendar</i>
09	Me: Do/would you share your calendar with others? If so, with who and why do you share
10	it?
11	<i>User: No</i>
12	

Second user's response to goal:

The user first found the Google calendar application on there home screen of their Motorola G6 phone. The user announced that he was going to click on it. Then the user clicked on the menu to see what options were there. He turned to the main page of dates listed. The user stated he was scrolling to "Thanksgiving". The user found November 22nd, which is the day Thanksgiving falls on this year. He clicked on already automatic event called "Thanksgiving" on November 22nd. The user seemed confused, I asked "What are you trying right now?" He answered "Make an event on Thanksgiving." After not being able to edit Thanksgiving, the user went back to the home page. He found the add event button at the button right hand side. The user announced he was making an event now. He named the event "Event" and set the event for today (November 4th) from 6-7pm. I reminded the user to share the event with a family member or friend. The user clicked on the edit icon of event page he created. He scrolled to the invite people option. He choose to invite a family member by email. The user confirmed the amount of people he wanted to add to the invite by clicking done. Then the user confirmed that he wanted to send the event he made to a family member by clicking the save button.

Second user's problem(s) with interface:

Simple confusion with editing an event but the user found a solution quickly after.