Memo

Date: December 13th, 2016
To: The Microsoft Outlook Team
From: Khalil Somani
               Tien Do
               Hannah Postings
               Jiewen Luo
Subject: Recommendation Report for Microsoft Outlook Calendar
Date of Testing: November 11th - 19th, 2016

Attached is the report for our study, "Creating Requirements for Microsoft Outlook Web Calendar Functionalities: A Recommendation Report." We performed our usability test on the Microsoft Outlook Calendar, more specifically the web version of Outlook on PC. The Outlook calendar has many uses, some of which include allowing a user to create events and inviting other people to events. We found some issues with this UI, and decided to test the usability of the Outlook calendar by testing the overall ease of moving through Outlook calendar functionalities, such as editing, sharing, and adding events.

In our test, we specifically focused on learning how a user navigates to the calendar, creates and saves a calendar event, edits and customizes an event, adds a charm, combines a calendar, and creates a calendar event from an email. To perform these tasks, we screened and recruited participants, then had them run through specific parts of the interface while we captured their audio and screen data using Morae. After that, we analyzed our data and wrote our findings up in a report.

We found that five out of eight participants had trouble saving a created event. This turned out to be an important issue, because we found that the event is only able to be saved after participants select "Repeat" and complete the option to fill out a "To:" textbox, which is offered subsequently for the due date - Most participants did not fill this out if they already filled out the "Start" textbox with today's date and the "End" textbox with our given end date. We also saw that users were confused upon seeing, "Secondary Calendars", "Holiday Calendars", and "Interesting Calendars" as their only options, and it was not clear to them that they needed to go to "Interesting Calendars" to find sports related calendars. In addition, when creating a calendar event, the user was shown to be "Busy" as default. When the purpose of an event was for a user to show others that they are available, the user typically did not know to change "Busy" to "Free". Lastly, participants questioned the meaning of the word "charm", and were also

frustrated that charms did not show on the monthly calendar, and that these charms were very small.

We recommend Microsoft make more concise event creation and availability functionalities, as well as clearer wording for adding calendars and charms.

Thank you for your time and please let us know if you have any questions. Here is the contact information for our team: Khalil Somani (somanik@uw.edu), Tien Do (nttd@uw.edu), Hannah Postings (hpost4@uw.edu), and Jiewen Luo (jiewen@uw.edu).

Creating Requirements for Microsoft Outlook Web Calendar Functionalities: A Recommendation Report

Prepared for: The Microsoft Outlook Team

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December 13, 2016

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EXECUTIVE SUMMARY

Our team of four was approved to run a usability study on the Microsoft Outlook Calendar. We wanted to know how users create, customize, edit, and navigate through calendars and calendar events. In our study we had users:
- Navigate to the calendar
- Create a calendar event
- Edit and customize an event
- Create an event and add a charm
- Combine calendars
- Create a calendar event from an email

In doing this, we found that the users had a number of problems with elements of some of the tasks we had given them. In analyzing the recordings we made of our study, we found that users had a great deal of trouble with:
- Creating and saving an event
- Differentiating between "Interesting" and "Secondary" calendars
- Understanding the meaning of charms
- Understanding the meaning of the status "Busy"

On the basis of our thorough analysis, we recommend that Outlook show error messages when the user is not doing/saving something correctly in creating an event. They should rename the add-on calendar features to make them more clear to the user, like to something such as "Entertainment Calendar" instead of "Interesting Calendar". Outlook should set the default user status in creating an event to be empty instead of "Busy", and have the user physically set the status as a requirement to saving an event. Lastly, Outlook should change charms to be next to the event name on the calendar to make their purpose more clear, instead of having them be hidden.

INTRODUCTION

Microsoft Outlook is a part of the Microsoft Office Suite that is used to manage information. It is often used as an e-mail application to manage e-mails from multiple email accounts, but it also has other functionalities such as calendar, task manager, contact manager, note-taking, journaling and web-browsing. The Outlook calendar has many uses, some of which include allowing a user to create events and inviting other people to events. We are testing the usability of the Outlook calendar by testing the overall ease of moving through the Outlook calendar functionality, such as editing, sharing, adding events and utilizing other additional calendars. Although Microsoft Outlook is available on multiple platforms, for the purpose of time and visibility, we were only looking at Outlook on PC. Our team chose to focus on the calendar because during our heuristic evaluation, we noticed a lot of confusing aspects within the calendar. For the purposes of availability and accessibility, we also only focused on undergraduate students as our target users. We were interested to see how experienced Outlook users, as well as new Outlook users, would interact with the calendar, and if this would be easy or would result in users encountering usability issues.

Our usability testing team includes four undergraduate students from the Human Centered Design and Engineering department at the University of Washington. We are testing this product as a class project for our Usability Testing Techniques class. The purpose of this report is to go over our testing process and present our findings and the design recommendations we feel could improve the product.

METHODS

PARTICIPANTS

For this study, we recruited eight test participants.. We recruited an even number of new users and experienced users of Outlook. We defined experienced users as people who have used Outlook at least three times for academic, professional, or personal reasons and have an Outlook account. New users were defined as people who had never used Outlook before. Our target users were undergraduate students so we recruited with a screening questionnaire from the university campus via social media (facebook). A screening questionnaire was created to recruit participants, and gender and age were not important factors in recruitment. The demographic information of the participants were recorded below in Table 1.

Participants	1	2	3	4	5	6	7	8
Gender	Female	Female	Female	Male	Female	Female	Female	Male
Major	HCDE	HCDE	Math	Health Informatics	Informatics	Business	Business	HCDE
Whether he/she has an outlook account?	No	Yes, only for work	Yes	No	No	Yes, only for work	Yes, use it for e-mail	No
Other email used by the participant	Gmail	Gmail	Gmail	Gmail	Gmail	Gmail	Gmail	Gmail

Table 1: Table of demographics of participants

STUDY DESIGN

For our test, we had the participants go through six different tasks, as shown in Table 2 below. The design of the tasks originated from our heuristic evaluations.

Task #1	
Goals	Navigate to the calendar
Scenario	You want to get organized with your school project team. To do so, you need to start by finding the calendar on the Outlook account we set up for you to view what upcoming homework assignments you have for your classes at the University of Washington. You have not checked on your assignments in a while and want to make sure nothing is due that you do not know about.
Task #2	
Goals	Create a calendar event
Scenario	You have a large group project in your Informatics class that is due in two months, and need to get started working on it. Create a calendar event for a group meeting for next Thursday that reoccurs every other Thursday until the due date of January 17, 2017. Label the event "Biweekly meeting!"
Task #3	

Goals	Edit and customize an event
Scenario	You need to add some information to the event and send it to your team members. Invite your teammates Josh (josndwedg@outlook.com) and Karen (oppdkkwe@gmail.com) to the event, and write a message to them. The message should say: "Hey let's get this project done, do not forget to come to this please." Edit the event's time period to be 3:00-7:00 PM, set your availability to show your friends that you are not busy during this time period, and set a reminder for yourself to occur in 3 hours so that you can check back to see if your friends have accepted the event.
Task #4	
Goals	Create an event and add a charm
Scenario	You need to create an event for your friend's birthday, and want to add some charms to the event to make it special. Create an event saying "Laura's Birthday dinner!" and add Laura (laura4265234@outlook.com) to the event. Add a charm menu to fit the occasion and write a message saying, "Happy Birthday Laura!". Set the event date a week from today at 7PM, and send off the event.
Task #5	
Goals	Combining calendars
Scenario	You know your teammates are all huge Seattle Seahawks fans, and want to make the calendar a bit more fun for everyone. Add the Seahawks Game schedule to the calendar.
Task #6	
Goals	Create a calendar event from an email (larrywetd@hotmail.com)
Scenario	Your friend sent you an email inviting you to a housewarming party next month. Add the event from the email to the calendar.

Table 2: Table of the task goals and scenarios

PROCEDURES

After recruiting our participants from social media with our screening questionnaire, we selected the participants that best matched our criteria for the usability test. Participants were notified of how long the test would take, and then we proceeded to schedule

testing times based on their availability. The tests took place during the week of November 11-19.

Each test followed a script from our test kit. Before each session, we had a checklist with all the necessities such as the setup of the hardware and making sure to cleanup the computer cache. The participants sat next to the moderator with a laptop in front of them while the note-taker and recorder were usually behind or in front of them. After the participants settled in and felt comfortable in their environment, we proceeded to ask them if they were ready to start the session. The moderator then followed the script to ensure consistency in every test that was conducted, even if other tests were conducted by different moderators. The moderator briefed the participants about the test and then asked the participants to sign a consent form, allowing us to use the data collected and giving us permission to record the participants during the test. Participants were notified that they have the right to withdraw from the testing at any point without any questions asked and can stop whenever they need a break. We wanted to ensure that the participants felt at ease during the test as if it was a replica of a normal environment in which they might use the product.

Once the participant signed the consent form, the participants took a pre-test questionnaire. After that. we started the recording and began going through the different tasks. The moderator read out the tasks and was there to prompt the participants if they needed help. Participants were asked to think aloud while they were going through the task so that we could record and understand their decision process. After each task is complete, the participants were then asked to complete a post-task questionnaire for us to collect qualitative data of the experience of each task while it is still fresh in their minds.

After the six tasks were complete, the participants were asked to take a post-test questionnaire to collect a sense of the overall experience of using the calendar. Participants were then asked whether they had any last questions before we thanked them and escorted them out. At the end of each test, the usability team came together for a quick debrief of findings and thoughts. The notes were polished and uploaded on a folder for later analysis.

When we were done with testing, we met up to analyze our data. We used affinity diagram analysis to find themes amongst the participants. We also calculated the total number of participants who were involved in each theme and gave different severity and priority ratings for each theme. We then used the observations of what each participant struggled with to create graphs and make inferences based upon the data.

In order to effectively and efficiently communicate our findings, we prepared an informative, short, and engaging PowerPoint presentation. We utilized Axure to make illustrations of our improved visuals for the Outlook calendar interface, so that the audience could better understand our findings and suggestions.

TEST ENVIRONMENT

We conducted a total of eight usability tests in controlled environments. The testing took place on the University of Washington campus, in empty reserved rooms. Most of the testing took place in Sieg Hall conference rooms. The people present were the usability team and the participants doing the study. Members of the usability team interchanged between the roles of note taking, moderating, and recording. The note-taker took notes during the test while the moderator interacted with and guided the participants through a list of tasks and the recorder made sure that the recording program was working during the test. The usability-testing tool that we used was Morae because of its ability to record the participants and the interactions between users and the product simultaneously. A laptop was setup for each test with Morae on Windows 10 since Morae only runs on Windows, and we signed onto a Microsoft account made with an alias for the purpose of this study. Room and testing equipment was prepared and checked before each study to limit technical difficulties during the test.

TYPES OF DATA COLLECTED

All participants were asked to think aloud during each task, which means that the user verbally talked through their decision process. Notes were taken on users behavior and comments. Participants were also asked for permission to record their performance during the test before beginning. Using Morae, we recorded the participant's face and voice while they were doing the test, including the screen they were working on.

After each task, participants were asked to fill out a post-task questionnaire to attempt to capture the participant's experience. A task was considered complete when the participant verbally said that they were done with the task, so we were able to keep track of success rates for each task.

USABILITY TESTING PROCESS

We followed the usability testing procedures from the lecture, to plan and perform the following steps.

Research Questions

Initially we chose Microsoft Outlook as the overall product to study. Before we began drafting research questions, we did a heuristic evaluation and a cognitive walkthrough of

the product to gain a user's perspective and to highlight preliminary problem areas. We noticed that the calendar aspect of Microsoft Outlook contained many different functionalities and ways to complete the same tasks. We wanted to focus on the calendar and composed the research questions based on our heuristic evaluation:

- Does the user encounter any complications finding the calendar?
- What path does the user take to start creating the event?
- How would a user create a calendar event from an email?
- How would a user combine different types of calendars?
- How easy is it for a user to go through the steps to finalize the event?
- Can the user successfully invite another user to the event?
- Is the user able to customize the event (message, set time, make recurring, cancel, view after the event has been created, and edit)?

Audience Analysis
Our audience is the Microsoft Outlook team, specifically the user experience researchers and designers who work on the Microsoft Outlook Calendar. We want our results and data from the Usability study to be used to help improve the user's experience while using the Outlook calendar.

Heuristic evaluation
By doing heuristic evaluations separately and comparing the results together, each of us had an opportunity to take a walk in the user's shoes and try to identify potential usability issues. During the evaluation, we noticed that users might be not very efficient at switching from one function to another using the shortcut, because they would have to click a small menu-looking icon in order to expand the function menu. The system did not give too many notifications or help for the user either. There were no help pages, documentations or pop-up error messages. After the evaluation, we identified efficiency and help/documentation as the two potential usability issues. The heuristic evaluation gave us a lot of insight into what we might encounter in the upcoming steps of our usability study, and what aspects or questions should we focus on.

Recruitment
To recruit participants to take the usability tests, we each found two participants (one who had used Outlook, and one who had not). We recruited two pilot participants but only used eight actual participants. We found these participants by both posting on social media, and asking our friends/peers in other classes.

Planning
We planned our usability tests by timing the duration of the test in a pilot session. Based on the average time this test took, we then scheduled the time slots for the participants based on their availability. We allotted a full week to complete the tests.

Usability testing kit
The usability testing kit included everything we had needed and used from before, during, and after our usability tests. It included a screening questionnaire to screen the participants and check whether they were eligible to do the test. It also included a consent form, and the scripts used during the facilitation to help keep us on track for each test. A pre-test questionnaire was also included so that we could learn more about our participants and gather demographics. The task scenarios were used to form the layout and composition of the test. We also included the post-task questionnaires, and post-test questionnaires, which allowed us to gather information from the participant to see how they felt about the test itself, and about the tasks they were presented. The participant was able to say whether they struggled with a task, or comment on how the task was presented to them. Finally, the kit included note-taking forms, so that we could keep track of the participant's actions during the test.

Configuring testing hardware and software
After coming up with the Usability Testing Kit, we spent a considerable amount of time configuring the testing hardware and software. We chose Morae as our usability testing software, and installed it on a two of our team member's laptops. While recording, Morae captures both the screen and the participant's face. Since the built-in camera on the laptop was compatible with Morae, we did not need to find another webcam for Morae. After that, we also made sure that the Google Chrome web browser on each laptop is up to date and is working properly with Outlook.com. By logging into Outlook.com using the alias ID, we checked whether everything would run smoothly before each testing session.

Pilot testing session
Before conducting usability tests for the actual data and recordings, we conducted a pilot test to identify any problems that might arise. This pilot test allowed us to test our software, and other parts of our usability testing kit. We observed what worked and what did not, and used the results to help modify our future usability tests. For example: how we worded questions, how we went about each task, and many other parts of the testing. The pilot test helped us smooth out how we conducted the tests, and the parts within it, so that the rest of the study ran smoothly.

Test sessions

The test sessions took an average of twenty minutes to complete. During these sessions, the participant filled out the required paperwork, and went through the tasks given. During these tests, we switched off between note-taking, moderating, and recording. Data was taken from both the notes that were taken and the recordings that were done on the laptop - specifically noting what the participant was doing on the laptop. This was a very controlled environment, so the sessions could provide very accurate data.

Data compiling and summarizing

Since we did not have a lot of experience with analyzing video and audio recording data, the notes taken by the observer of each session helped a lot during data compiling and summarizing. The observer notes included some crucial observations such as whether the participant struggled or complained at some point, or if the participant complimented a certain part of the product we were testing, etc. These notes were used as overviews of what we were going to look for in each session's video recording, making the process much easier.

In order to get the most out of the data, every team member first analyzed the session that he/she conducted as the facilitator. After that we would switch, and each of us analyzed another session that he/she did not conduct as the facilitator, so that the data could be analyzed from a new perspective.

Analysis

We took both qualitative and quantitative approaches to identify the major findings. Qualitatively, we wrote the individual findings for each usability study session onto sticky notes and performed affinity diagram analysis. Through affinity diagramming, we identified several major themes by grouping the individual findings together.

Quantitatively, for each theme we calculated the number of participants that had behaviors or observations that related to the given theme. Based on the number of participants involved in each theme, we ranked themes with different severities: the more participants struggled with a certain theme, the higher severity that theme would have. We used the themes with severity ratings in our finalized findings.

RESULTS

Since the role of note taking alternated amongst the usability team, we had every note-taker follow the same note-taking format for consistency. After each session, notes were polished, and if needed, we watched the recordings to fill in any missing details. We

also color-coded the data to easily identify where the participants struggled, including comments made by the participants or errors that arose during the session.

The results were analyzed mostly by affinity analysis where we recorded the color-coded notes from every session, with the participant number, on sticky notes and grouped them by similarities. After all the sticky notes were assigned to a group, we then labeled the grouping according to the overarching theme for that respective grouping. A few examples of groupings are "Task 2 Event Did Not Save" and "Charm invisibility". Most of our groupings identified problems which arose throughout the sessions.

The following are the results from each task:

Task 1: Navigate to the Calendar
- Every participant successfully completed this task
- 7 out of 8 participants accessed the calendar through the 9-grid icon on the top left - one participant accessed the calendar through the bottom left calendar icon

Task 2: Create a calendar event
- 5 out of 8 participants were not able to complete task 2 in first attempt
- A Calendar event could not be saved after adding repeat event
  - Researchers were unaware of this error until after first usability test
  - Participants were confused and frustrated to why the event did not save
  - Most participants did not see the "To:" option for a end date of the repeat event
  - An end date for the repeat needed to be filled in before saving the event

Task 3: Add and customize an event
- All participants were able to add people using the "+" function under "People"
- 2 out 8 participants were confused whether or not the event was saved after customization due to a lack of feedback
  - There was confusion on whether "Send" also meant to save
- All participants were successful with this task

Task 4: Create event and add a charm
- Participants were asked to create an event for a birthday and to customize it by adding a charm
- All participants started with creating a new "Birthday event" instead of a normal event

- 3 out of 8 participants did not find the charms
- 3 out of 8 participants questioned the point of adding a charm to the event

Task 5: Adding Seahawks calendar to the user's calendar
- 6 out of 8 participants asked if they could look it up using search engines at the beginning of the task
- 4 out of 8 participants wandered around for quite a while before completing this task
  - Participants were confused by the wording of "Interesting calendar" and "Secondary calendar"
  - Participants were unaware that they could click on the "Add Calendar" tab
  - Participants stumbled into a few other pages before they went back onto the right track
  - All the steps after clicking "Interesting Calendar" went smoothly
- Most of participants eventually completed this task through prompts from the moderator

Task 6: Create event from email invitation
- All participants could create the event by accepting the email invitation
- All participants could navigate easily and quickly from calendar page to email page
- Every participant went back to the calendar to check whether or not event was correctly saved

FINDINGS

SAVING A CREATED EVENT

Five out of eight participants had trouble saving a created event **(Severity 1, Priority 1).** Participants were asked to set a biweekly meeting from the current date to a due date of January 17, 2017. As shown in the table above, seven out of eight participants had trouble with this task, this included both experienced and inexperienced users. Five out of eight participants set the "End" date as the due date of January 17, 2017. The event is only able to be saved after participants selected Repeat, and completed the option to fill out a "To:" textbox which was then offered for the due date - most participants did not fill this if they already filled out the "Start" textbox with today's date and the "End" textbox with January 17, 2017. As a result, Outlook did not save the event onto the Outlook calendar. Outlook did not provide any reason for why the event did not save, and the user only noticed once they saw on the Calendar that the event was not present.

A recommendation we have made for this issue is to show error messages when the user is not doing or saving something correctly. When the user does not select an end date for the recurring section of the event, it would be beneficial to have an error message saying 'No "To date" selected, event cannot be saved'. This will allow the user to see they have missed a part of the creating an event, and they can immediately input a date and save the event.
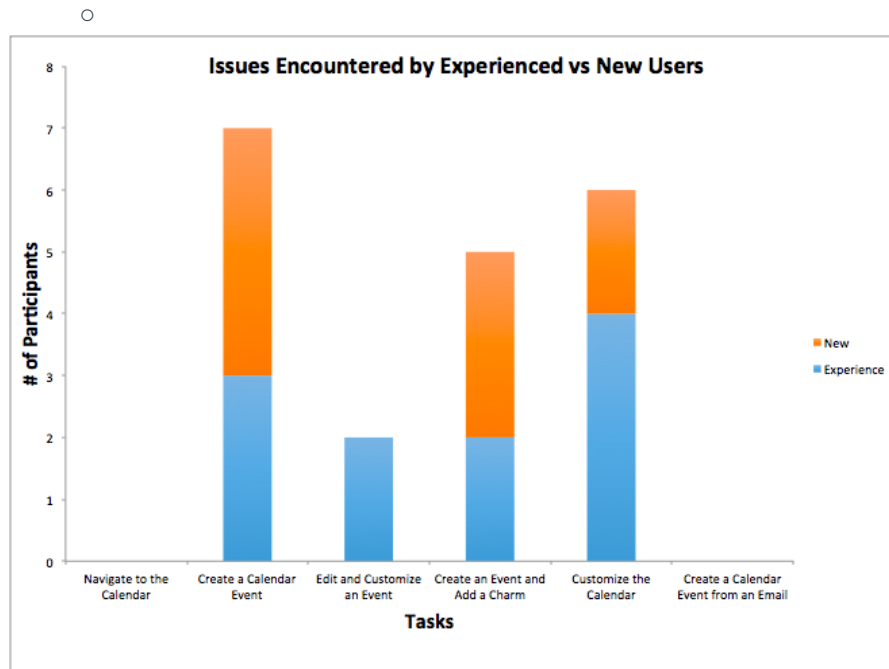
Graph 1: Issues Encountered by Experienced v.s New Users
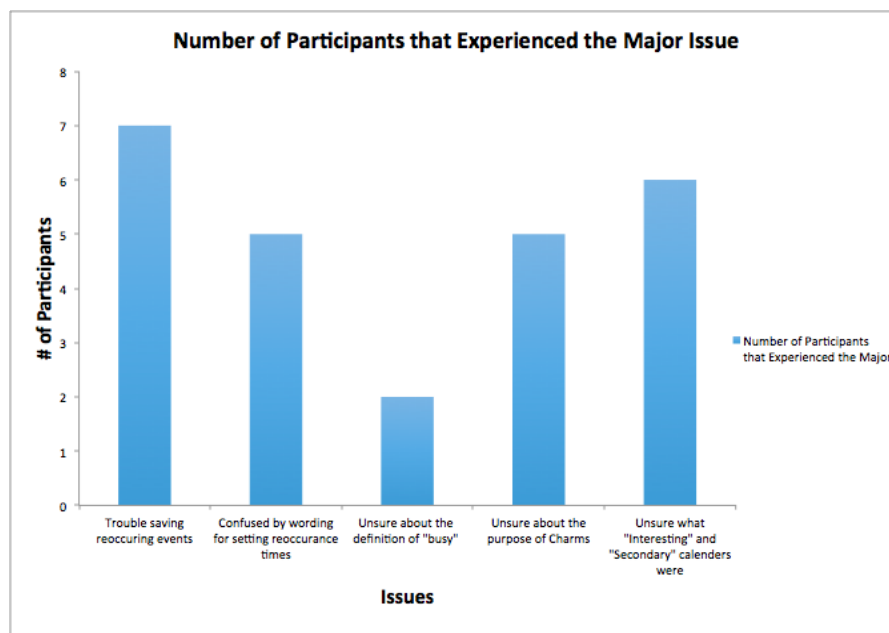
Graph 2: Number of Participants that Experienced the Major Issue

ADDING A CALENDAR

Adding a calendar is a way to synch other events to your calendar, for example synching the Seahawks game schedule to your calendar so that you can see when every Seahawks game is. When users tried to add the Seahawks game schedule to the calendars in our test, they were confused upon seeing, "Secondary Calendars", "Holiday Calendars", and "Interesting Calendars" as their only options, and it was not clear to them that they needed to go to "Interesting Calendars" to find sports related calendars. Most users figured this out, but it took a few tries or lead to moments of confusion **(Severity 3, Priority 1).** During this task, users tended to manually add in the schedule by looking up game schedule and creating a new event. Users also tended to search for a calendar (ex. Seahawks) to import into the calendar because they did not know that the interesting calendars were a function. All of the four inexperienced users had a problem saving the Seahawks calendar to the primary calendar, but only two of the experienced users had trouble with this task. The "Interesting Calendar" was a little ambiguous, especially for the inexperienced users, and users did not know what this tool was used for.

A recommendation we have for this is to rename the extra calendar features to make them more clear to the user. For example, for the sports calendar function, it could be renamed to "Entertainment Calendar" instead of having to find it in the "Interesting Calendar" section. This will make the calendar more noticeable and clear to the user.

SETTING A STATUS FOR EVENT

When creating a calendar event, the user was shown to be "Busy" as default. When the purpose of an event was to show others that they are available, the user typically did not know to change "Busy" to "Free" **(Severity 4, Priority 4)**. This was of a lower severity and priority because only two out of the eight participants were unsure about what the status being "Busy" meant, as shown in the table. However, all four inexperienced participants had trouble customizing the event, as shown in Graph 1, and were not sure about changing the status of the event. If the user did not see this option, it would block out a whole chunk of time (when the event is set for), which the user might want to have for additional activities.

Since the user typically did not notice this as an option to change, we recommend to make it be a required selection to save an event. We also recommend having the default for the status to be initially empty, so that the user has to physically set a status. If the user did not notice the option for this before saving the event, an error message should pop up saying, "No status was selected, event cannot be saved". This will make the status more clear to the user.

PURPOSE OF CHARMS

Two participants questioned the purpose of the charms. First, the meaning of the word "charm" did not make any sense to them. They would prefer more representative and intuitive expressions such as icons. Secondly, the charms did not show on the monthly calendar, they only showed up on the right side of the website and were too small to catch the attention of the user **(Severity 4, Priority 3).** When asked to add Charms to a birthday event, some participants just created a Birthday Event on the "New" tab instead - they clearly did not understand what the charms were (both experienced and new users).

A recommendation we have to make the purpose of the charms more clear is to include the charm next to the event name on the Outlook calendar. This will show what the charm was used for, and will add some character to the event's name.

CONCLUSIONS AND FINAL RECOMMENDATIONS

Through a complete usability study, we have found that Outlook has several usability issues. These issues include not giving error messages when the user tries to create an invalid recurring event, using confusing terminology in the adding of a calendar, misleading availability settings for events, and the ambiguous purpose of charms. For each of the issues we provided our design recommendations. We believe by applying these design recommendations to Outlook, the system will be both more efficient and user friendly. Thank you for your time, and please see the Appendix below for the entirely of out test kit. Feel free to contact us with any questions you may have.

APPENDIX – TEST KIT
Scripts Used During Facilitation

Checklist before the session starts:
- ☐ Setup the hardwares
- ☐ Record a test video
- ☐ Cleanup computer cache
- ☐ Show the participant the location of the bathroom after arrival
- ☐ Open the Google Chrome browser on the laptop with a blank page

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Start time_____
End Time_____

Note: The following content will be read out aloud by team members in order to inform the participants about the background of the usability study.

Thank you for agreeing to participate in our study. Do I have your permission to record this session?

My name is _____ and I will be walking you through this session today._____ is here to make sure we are accurately recording the session and he/she will be taking some notes along the way.

Our goal is to test the usability of outlook.com by having participants test out the product. We did not participate in the design or development process of the webpage and we are doing it for UW HCDE course. Please relax and do what you would usually do, because we are testing the website, not you.

We are going to collect data from you, and the data includes audio and video recording of the screen, the camera facing your face, pre and post session questionnaire, and all the notes written down by my peer here. We will walk you through tasks in a step-by-step fashion so that instructions are easy to follow. We ask that during the session you verbally walk through your decision process.

Feel free to ask us any questions at any point of the session or if you need a break. You also have the option to withdraw from the study at any point with no questions asked.

At last we thank you once more for agreeing to participate in our usability study and helping us improve outlook.com.

□ Ask the participant to sign the consent form
Note: The consent form will ask the participant for permission to video and audio recording. Video and audio recording will only be performed after they approve this term

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Now we will provide you with a series of scenarios and tasks. Each page represents 1 scenario and 1 task. You need to perform the task according to the scenario on the computer. We will ask you to think out loud and verbally go through each step.When you think you are done, feel free to turn to the next page. You can start now if you don't have any questions.

Pre-test Questionnaire

Gender	☐ Male
	☐ Femalex
	☐ Prefer not to say

Do you use outlook a lot	☐ Yes, quite a lot
	☐ Sometimes x
	☐ No, never

| Do you have an outlook account | ☐ Yes x |
| | ☐ No |

If Yes:

| Do you use Outlook for your regular email? | ☐ Yes x |
| | ☐ No |

How many times do you check Outlook a day?	☐ < 1 times x
	☐ 1-3 times
	☐ 4-7 times
	☐ 8+ times

How long have you had Outlook for?	☐ < 3 months
	☐ 3-6 months
	☐ 6-12 months
	☐ > 12 months x

Task Scenarios

Task #1	
Goals	Navigate to the calendar
Scenario	You want to get organized with your school project team. To do so, you need to start by finding the calendar on the Outlook account we set up for you to view what upcoming homework assignments you have for your classes at the University of Washington. You have not checked on your assignments in a while and want to make sure nothing is due that you don't know about.
Task #2	
Goals	Create a calendar event
Scenario	You have a large group project in your Informatics class that is due in two months, and need to get started working on it. Create a calendar event for a group meeting for next Thursday that reoccurs every other Thursday until the due date of January 17, 2017. Label the event "Biweekly meeting!"
Task #3	
Goals	Edit and customize an event
Scenario	You need to add some information to the event and send it to your team members. Invite your teammates Josh (josndwedg@outlook.com) and Karen (oppdkkwe@gmail.com) to the event, and write a message to them. The message should say: "Hey let's get this project done, don't forget to come to this please." Edit the event's time period to be 3:00-7:00 PM, set your availability to show your friends that you are not busy during this time period, and set a reminder for yourself to occur in 3 hours so that you can check back to see if your friends have accepted the event.
Task #4	
Goals	Create an event and add a charm
Scenario	You need to create an event for your friend's Birthday, and want to

	add some charms to the event to make it special. Create an event saying "Laura's Birthday dinner!" and add Laura (laura4265234@outlook.com) to the event. Add a charm menu to fit the occasion and write a message saying, "Happy Birthday Laura!". Set the event date a week from today at 7PM, and send off the event.
Task #5	
Goals	Customize the calendar
Scenario	You know your teammates are all huge Seattle Seahawks fans, and want to make the calendar a bit more fun for everyone. Add the Seahawks Game schedule to the calendar.
Task #6	
Goals	Create a calendar event from an email (larrywetd@hotmail.com)
Scenario	Your friend sent you an email inviting you to a housewarming party next month. Add the event from the email to the calendar.

Post-task Questionnaires

		1	2	3	4	5	6	7	
	Strongly disagree	Overall, I am satisfied with how easy it was to complete the tasks in the scenario							**Strongly agree**
	Strongly disagree	Overall, I am satisfied with how long it took to complete the tasks in the scenario							**Strongly agree**
	Strongly disagree	Overall, I am satisfied with the support information (messages, documentation) provided when completing the tasks							**Strongly agree**

Post-test Questionnaire

1. **Overall, please rate your experience using the Calendar in Microsoft Outlook.**

1	2	3	4	5
Unsatisfactory		Neither		Satisfactory

2. **Please rate your experience performing the tasks below:**
    a. **Create a Calendar event**

1	2	3	4	5
Unsatisfactory		Neither		Satisfactory

    b. **Customize an event**

1	2	3	4	5
Unsatisfactory		Neither		Satisfactory

    c. **Adding charms to event**

1	2	3	4	5
Unsatisfactory		Neither		Satisfactory

    d. **Customize the Calendar**

1	2	3	4	5
Unsatisfactory		Neither		Satisfactory

    e. **Creating event from e-mail**

1	2	3	4	5
Unsatisfactory		Neither		Satisfactory

3. **What did you like about the Calendar?**

4. **What did you dislike about the Calendar?**

5. **Is there anything else that you would like to let us know?**

6. **Can we contact you over email if we have follow-up questions from this survey? If so, please leave your name and email address below.**

Data-Logging

Individual Participant

Participant #:
Experienced (Y/N):
Time Start:
Time End:

Timestamp	Participant #	Task #	Notes

Task #	# of Steps	Completed? (Y/N)

Overall data

Task	Completion Rate	Patterns	Average # of Steps	Average Time	Comments
Navigate to the calendar					
Create a calendar event					
Customize an event					
Adding Charms					
Customize the calendar					
Create a calendar event from an e-mail					