

Task:

Scheduling meetings and gatherings among friends and in the professional context.

Questions (General):

1. What do you put in your calendar?
 - Expected answers: Group events, One-on-one meetings, appointments, tasks, ...
 - If they mention multiple things: Do you prefer a separate calendar for everything or do you prefer to have everything in one place? What are the reasons for this preference?
2. What do you use to plan an event?
 - Agenda: Why do you prefer sticking to an analog solution? Have you previously used other methods?
 - Phone App: Which one? What do you like about this app, and why do you prefer it over its alternatives?
 - What type of events are you scheduling through which medium and why?

Questions (for each of the answers to 1, from now on called entries):

3. Can you walk us through your workflow to plan an entry?
 - Are you satisfied with how **you** plan entries? If not, why? If yes, what do you particularly like about it?
 - Are you satisfied with **your** current **tool**? If not, why? If yes, what do you particularly like about it?
 - How do you rate the user experience as you create and edit a new entry?
 - How do you rate the user experience after you have created the entry? (e.g., concerning rescheduling, getting reminded, confirming entries, ...)
 - How do you do things differently for different types of entries (events, appointments, ...)?
 - Are you using any other media/apps in your workflow for a complementary service that your main medium/app doesn't support? If yes, what are they and what do you use them for?
4. Do you like to be reminded of upcoming entries?
 - How are you currently reminded?
 - How **frequent** do you want these reminders to be?
 - How **much in advance** do you want these reminders to be?
5. How do you select a suitable timeslot for an entry?
 - What are **your** criteria for selecting a timeslot?
 - When in the process do you decide on a suitable timeslot?
 - What other things do you select for an entry? (e.g., location). Ask the above questions also for them.
6. How do you deal with overlaps (taking into account information from other people)?
 - What challenges do you face when resolving these?
 - How do you overcome these challenges? Which medium/app do you use?
7. How long does it take you to plan?
 - What takes the longest?
 - Are you satisfied with the duration? If not, why?
8. What are your reasons for rescheduling/editing or even cancelling an entry?

9. How do you obtain relevant information about entries (where to meet, what to bring, ...)?

Questions (further):

10. How do you treat recurring entries?
 - Do you find this convenient? If not, what ideas do you have to improve?
11. Did you ever run into problems when scheduling events? If yes, what are they?
 - Ask more detailed questions depending on what the problems are.
12. Did you ever miss an event? If yes, why?
 - How do you let others know that you are not attending an event?
13. What is your role in organising group events? (Are you the organiser, a participant, ...)?
 - What do you require from the medium/app when being in these roles? How do the requirements differ?
14. What are your tips and tricks for planning an activity?
15. Would you like to know if the other person is likely to be on time?
 - Do you plan things differently if you know the other person is likely to be late?
16. How long in advance do you plan events?
17. What does it take for you to consider switching to an app-based calendar (if you're not already using one)?