

Project: Evaluation and Redesign of To Do App

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Abstract—To do list is very commonly used in people’s daily life and so there are a bunch of to do list apps in the app store. To do list helps people to organize and prioritize the tasks according to their own preference in all types of context such as work, school and life. In this assignment, Microsoft’s To Do app is selected for evaluation and redesign to improve its interface.

1 INTRODUCTION

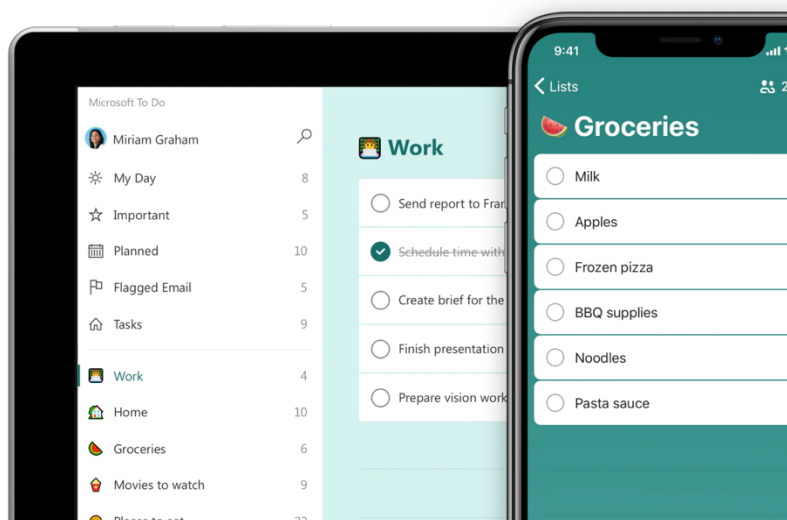


Figure 1— Microsoft To Do interface

To increase productivity and focus on the things that matter most, people use to do list to help them keep track and manage the tasks. In this assignment, Microsoft’s To Do app is selected for evaluation and redesign. The app is available to download in the app store. To access it, you need to go to the list, open the list of my day. Then you type in the task of your day into the text box then press return button. The task will be added to your today’s to do list. If you want to add a reminder or due date, you press the icon of alarm and calendar. Then you set up the reminder time and due date and voila. After adding the task, you can also add steps to complete the task. The steps are like subtasks and by slicing the task into steps, people might be more motivated to complete the task. If you want

to add more details into the task, you can click on the specific task, then it shows the options to repeat the task, add to my day, attach file, add notes, and star the task for emphasis. Beside creating tasks, you can also create a shopping list, take notes, set bill reminders by the app.

2 INITIAL NEEDFINDING

2.1 Problem space

People have to face many tasks every day from small task such as making a coffee to some big ones such as writing project reports to project directors. In some work busy days, the tasks may seem endless and pile up and people have to put a high memory load to memorize everything. I personally used to write down everything into my sticky notes when my brain power shuts down and cannot load more tasks into the memory. In people's daily life, they need to go grocery or buy stuff that run out but not in urgency. In this way, they probably tend to note down the items first and then wait till weekend to buy all the things at the same time. In the other cases such as at school, the students have many assignments due in a week and they need to set a reminder for the assignment due dates in case they miss the submission dates. In these contexts, a to do list app will be very helpful for them to accomplish the tasks. Besides the app, they probably will also need the sticky notes to transfer from physical notes to digital ones.

2.2 User type

The to do app is designed for a broad range of users as almost everyone in their daily life faces different tasks everyday and to do list help them to organize and better manage the tasks. Users may have either low or high expertise with the app. The audience will be diverse as they may have diverse background, professions, age and gender.

2.3 Needfinding plan 1: Survey

A survey will be conducted to gather some insights for user's needs. The survey will be published on peer survey and 25 responses are expected from the survey. The questions in the survey were attached in the figure below. The questions try to answer the data inventory questions including: who are the users, what's their goals and what's the context why they use the app. There might be bias coming from the survey format. For example, people may have social desirability bias

that they want to make the surveyor happy so they choose the answers positively. To avoid this, questions are designed in open ended format and there are options for people to choose “prefer not to answer”. Another bias may be the recall bias. As people may have difficulty to recall things after the event. To minimize the recall bias, a gif picture showing the app interaction was attached in the survey to remind people how the app actually works.

2.4 Needfinding plan 1 execution

The survey was conducted on peer review platform and received 11 responses. The questions in the survey are attached in appendix. The survey results show that most of the users are young adults of 18-29 years old and some of them are 30-39. 36% of the users use the app in the work and same amount of users use it at school. Around 45% of the users use it at home. And one of the questions ask them why they use the app, 100% of the users use it for making task list and set reminders. 36% of the users use it for taking notes. And 27% of the users use it for making shopping list, while some other goals include managing projects and plan events.

The takeaways from the survey are that people use to do mainly to make task lists and set reminders. Some of them also use it for other purposes including taking notes and making shopping list. They are not very happy for the current features of setting reminders and sharing task list. They also mentioned that they would like see reminders within team, remind of the cancelled meetings, and being able to create a subtask list to divide it between people.

2.5 Needfinding plan 2: Product review

To further find the users’ needs, I looked for the reviews on the app store for Microsoft To Do app and tried to figure out what people likes and dislikes about the interface. It’s noticed that some of the critiques from years ago was replied by Microsoft team and the app was improved in the way that users would like to use. Such as the sorting functions were added so that people can sort according to their own preferences. And also the adding file and adding notes features were added to the app so that users can include more information into the task list. However the app is not perfect and many people have left some very helpful reviews on the app store. Some of the most helpful reviews have been collected and attached in appendix.

2.6 Needfinding plan 2 execution

I summarized some of the very helpful reviews and their suggestions for improving the app:

- Include features for showing star items with different categories. This will be very helpful for grocery in different stores
- Would like to include features for duplicating task and list
- When in the my day list, the list of suggestions will automatically pop up every time and the list is not what I expect to add to my day list.
- Would like to have a feature to add specific time (day, hour,minute) and locations for the reminder
- Would like to include a next week list to include the days that I choose
- Would like the tasks with due day today be added to my day list automatically instead of manually
- The sound of completing a task is annoying especially at night when family is disturbed by my completing sound
- Hard to sync from other device
- Cannot integrate from other apps such as outlook or one note
- Do not have the feature to email the task
- Need a way to create to do list for next day or future date before that day

However, reviewing the online reviews may have the confirmation bias as I was the only one that conducted the review and gathered information from the reviews. I might only read the reviews that I am interested and I want to read. To minimize the bias, I tried to read from different platforms such as iPhone app store, Google Play app store, to do reviews from YouTube, reviews from Reddit forum. Reading from different platforms decreases the bias as I was able to read from different sources and see both favorable and negative reviews.

2.7 Data inventory

2.7.1 *Who are the users*

After reading some most critique and helpful reviews on different app store platforms, I noticed that the users use the interface in certain contexts and have similar pain points in some ways. The users have a broad background, as some of them are working professionals and some are housewives and some are students.

2.7.2 Where are the users & what is the context of the task

They use the interface in different places and scenarios. Some users use it at home when they need to note down the grocery list or shopping list. Some users use it for work. They take down the important tasks to do in a day and record their important client information. Some other users are students and they use the app at school for keeping track of the due dates. The app reminds them for coming due dates and exams.

2.7.3 What are their goals

For home grocery buyers, their goal is to use the app to memorize grocery list and buy everything on the list without missing anything.

For professional workers, their goal is to record and keep track of important information related to work. And complete the task on time according to different dates and priority.

For school student, their goal is to keep track of their assignment and exam due dates and not miss anything. The app reminds them for coming due dates and exams.

2.7.4 What do they need

To accomplish their goal, the users need a computer to interact with the interface. Some of the users mentioned they need sticky notes to write down the list first and then transfer to the interface.

2.7.5 What are their tasks/subtasks

The users' tasks are to add task into different list. When adding the task, they have subtasks including setting reminders, adding due dates, adding files, adding notes, adding repeat, adding steps and so on.

2.8 Requirements

From the needfinding executions, we find out that the interface need to improve its usability such as adding tasks and subtasks to a list and sorting the task according to category. Some other features such as moving up due today tasks into my day list, adding trash bin list are also mentioned in the needfinding process. The usability of these features can be explored in the interface.

For novice users, the learnability is very important to them. As some of the people are not familiar how to add task and create new list of tasks, the interface should be self-exploratory enough to show them how to use these features. Also for novice users, it requires that the interface can tolerate the users' slips and mistakes to some extent. The interface should be able to teach the user to minimize the mistakes and be able to go back to the correct status from the mistake.

For expert users, the interface should focus more on the efficiency. The interface should help the users to achieve their goal more efficiently comparing to without the use of interface such as taking down notes manually. In addition, the interface should help the user to complete their tasks more efficiently by planning and organizing task lists.

3 HEURISTIC EVALUATION

3.1 What works well?

Some users in the needfinding survey mentioned that they think the interface is user friendly and seems like it's easy to use. The to do app is easy to create a task list and check the task when it's completed. The users also find it easy to set deadlines when they create the task. For expert users, they know how to create the task and set reminders immediately as the design of interface is consistent with other to do list. For novice users, they find that they don't have to spend lots of effort to learn how to interact with the app as the learning curve is fast.

3.2 What makes it work well?

Analyzing the interface from the perspective of gulf of execution and evaluation, the interface shows a narrow gulf of execution and evaluation when creating tasks and completing the tasks.

When adding a task, the interface shows a text box at the bottom of the page with a "+" icon as signifier. The icon minimize the gulf of execution as users will understand that the box is to add contents. The text box also have an explicit label showing "add a task" which tells the users that this is the place to add your task. The users will know what actions they need to take and how to take the action. When the users type in the task contents, they need to press enter to enter the task into the list. The task will immediately show up in the to do list above. The immediate feedback narrows down the gulf of interpretation. This enables the

user to immediately know what status the system is in and whether they have completed the task and achieve the goal.

When the task is open and yet to be completed, the interface uses an open circle to represent the status. This narrows down the gulf of evaluation as the open circle is consistent with other interfaces when a circle or a square is open, it represents that the option is not selected or completed. The consistency between this and other interfaces shortens the gulf of evaluation that users can immediately understand that the task is yet to be completed. Once they complete a task, they need to click on the circle and the circle be filled in and shows a check mark inside. This color change and the use of a signifier in the circle minimize the gulf of evaluation as users perceive the status change of the task. The task will also be removed from the to do list to completed list with a cross out mark, which also narrows down the gulf of evaluation as the users will notice that the task is no longer in their to do list.

The completion of task also maps what people experience in the real life. When they finish a task on their physical notes, they will cross out the item or put a checking mark on it. The interface maps the practice and this can minimize the cognitive load from the users and make the interface easy to interact.

3.3 What doesn't work well?

The interface also has its shortcomings. Some users in the survey mentioned that it was not greatest in its list arrangement and adding the tasks to my day. The to do app has a list of my day, important, planned, assigned to me and task. Sometimes it's confusing to the users which list they want to look at and what's the relationship between these lists. In addition, I found that I usually mistakenly click on some tasks that I haven't finished. As a result, the task will go to the completed section. I have to go back to the completed section to release it and bring it back to unfinished task.

Also the interface is not the best to add a reminder as the survey shows a low satisfaction rate for the reminder function. The sorting functions of task also have certain drawbacks as I cannot customize the level of the importance. As in work, I usually have to prioritize the task by level of priority. But here I can only star a task and when I sort the importance, the starred tasks can only be sorted in alphabetical order.

3.4 Why doesn't it work well?

The confusions of different task list is partly due to that it disobey the principle of structure. The structure of task list doesn't align with user's mental model. The task inbox was placed in the end of the list. However the task list is the home page of all the tasks and should be in the first hierarchy level. User's mental model is that the highest hierarchy level is on the top. When the tasks in the home task list have been customized in terms of importance, scheduled time, they will show up automatically in the other list. So the mess up of structure makes it difficult for the users to understand the relationship between each list.

Another principle that the interface fails to follow is tolerance. When the user makes a mistake or slips, the interface cannot tolerate the mistakes and help the user to figure out a way to correct it. For novice users, they may not know that by clicking on the circle button they can finish a task. They may think the button is to edit the task details. If the user doesn't pull out the completed task list, he will be confused what results his previous action leads to. The interface should provide options for the user to correct their mistakes or reverse the action.

Some users failed to set reminders in the interface, this may be caused by the poor discoverability of the features. Once a user creates a task in the task list, he thinks that's it and he is done. He did not realize and discovers that there are more options to customize the task due date, reminder and so on. To enable these features, he needs to click on the specific task and can see the features. The discoverability of the features is low that they are not visible enough the user to notice.

The sorting function doesn't work so well because it over follows the simplicity principle. The principle of simplicity is to keep the interface simple and remove the unrelating information. However the sorting by importance function seems to oversimplify the function and leaves only a star function to keep everything at the same level of importance. The priority levels have been cluttered into a single level and you need to check the importance task list to track your importance tasks, which is not very user friendly. It's better to listing tasks on the same page but with different priority levels instead of listing them on a separate importance page.

4 INTERFACE REDESIGN

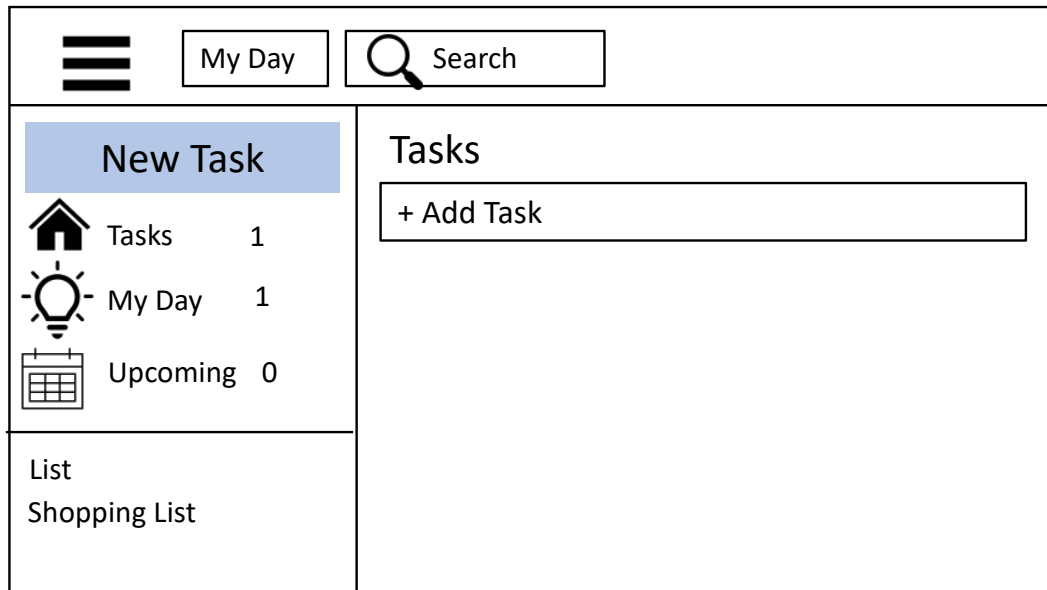


Figure 2— Card prototype of to do app home page

Figure 2 shows the card prototype 1 of the to do app home page. On the page header it has a navigation button and a search bar. You can search the task in the search bar and you can filter the task list to find the one you save your task. On the left side, it shows the task bar with different task lists “tasks”, “my day”, “upcoming”. Underneath the tasks, the side bar has a list section where users can

share the list with other users. On the body section, it shows the adding task feature.

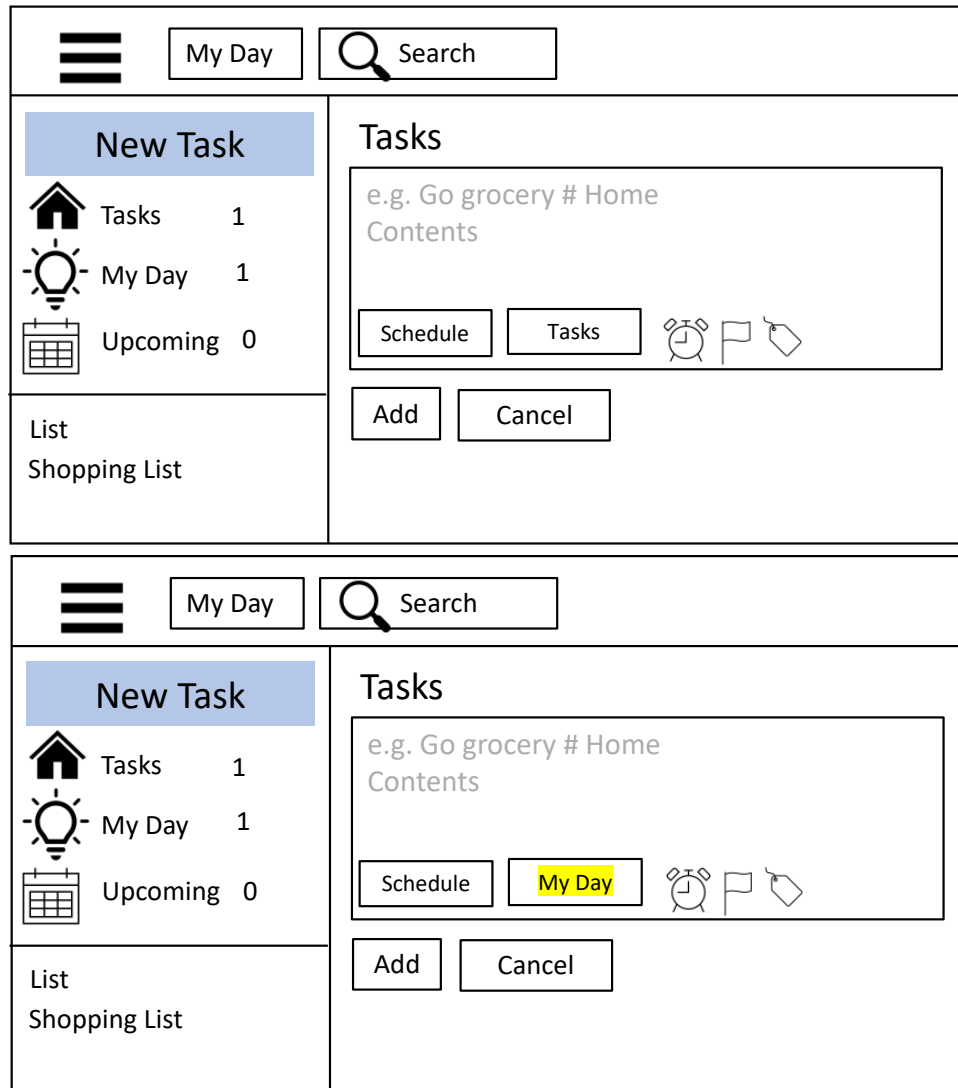


Figure 3— Card prototype of to do app adding task feature

Figure 3 shows the adding task feature. When the user click on the “+” sign or anywhere in the adding task box, it will show a content box to adding the tasks with different features. If the user wants to save it to “my day” to do list, he can simply select “my task” list and the task will be automatically added to “my day”.

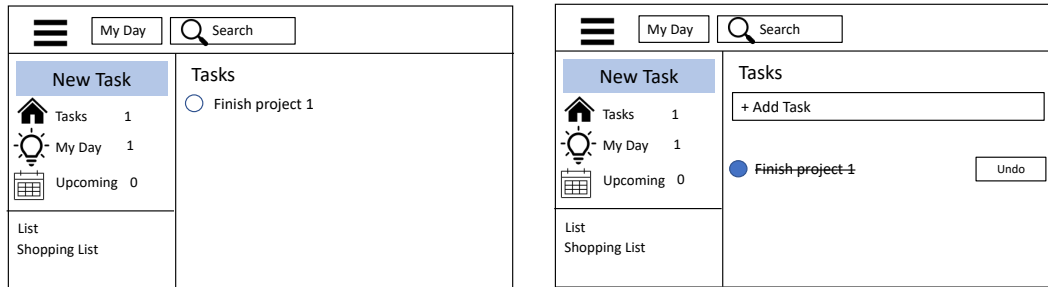


Figure 4— card prototype of to do app adding and completing a task

Figure 4 shows the adding and completing task features. When the task is added, the page will show the task with an open circle. If the user completes the task, he will click on the circle and the open circle becomes filled and a strikethrough will show on the task with a button “undo” beside the completed task.

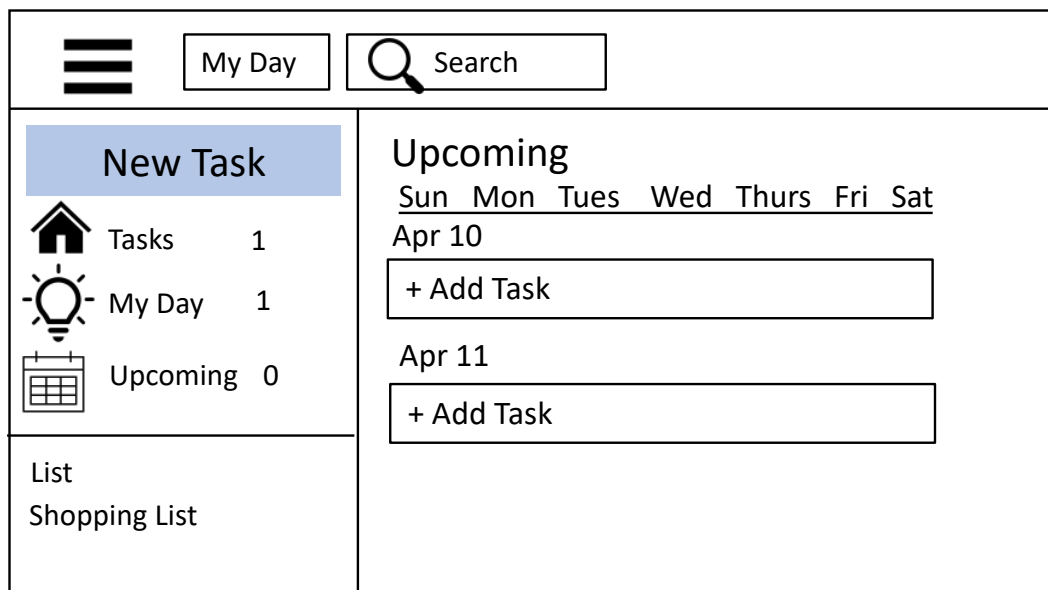


Figure 5— Feature of upcoming tasks

Figure 5 shows the feature of upcoming tasks. The page shows the tasks in the calendar order. User can choose the date they want to add the task and plan ahead.

5 INTERFACE JUSTIFICATION

The redesign aims to improve interface usability and feedback with features adding and removal. Comparing to the old design, the new design has below modifications:

- Restructured the task list order
- Added the new task button on the side bar
- Added the text box with different features such as schedule, reminder, priority and tag
- Updated the planned task list to upcoming task list
- Showed completion task and added undo option

The first card shows the redesign of the structure of task list and the main page of task adding. The list of “tasks” is moved to the first on the side list. The change for tasks page position matches users’ mental model better as the tasks home page is in the highest hierarchy level and all the tasks in the list will go to the other lists according to user’s arrangement. The rearrangement of the list shows the principle of structure. Meanwhile, task adding box was moved from the bottom of page to the up side of page as the bottom of the page is usually the blind spot of user, so it’s sometimes hard for the user to discover where to add the task. Usually user’s eye will focus in the middle and up part of the screen and only when they scroll down the page will they move their eyes to the page bottom. The adding task box moves right underneath the list title of “Tasks” and it improves the discoverability. Another change is new task button on the left up corner of the page. This button provides user with alternatives to add the task. The design of adding task button shows the principle of flexibility with the interface should allow the user to add tasks with alternatives. The searching bar was moved to the top of the page, and a filter box was added which shows the dropdown menu of all the lists that the user want to search for. The button and searching bar layout maps the layout of Microsoft Outlook, where a new message button is shown on the left up corner and the searching bar for all mailboxes on the top of the interface. The mapping reduces user’s cognitive load and matches their mental model.

The second card prototype shows what happens after the user clicks on the add task button or presses the add task box. A text box will show up and users can see that there are already some texts in the box such as “Go grocery #Home” in the title line. The contents were greyed out, indicating that they are not real contents and they are just examples. It teaches the users how to interact and this improves the learnability of the interface. On the lower part of the task box, it shows the options to make schedules, set reminders, add priority, add labels. Comparing the original design the user has to click on the task added to discover

these options, the new interface improves the discoverability without extra clicking on the task. The user can use these reminder functions directly when they are editing the task. Also the interface uses icons of label, alarm and flag as signifiers to make it easy to understand the functions for each button. The use of icon as signifier narrows the gulf of execution as it offload some cognitive load from the user and make them understand the use of each icon right away.

The redesign also improves feedback and tolerance for user's mistakes and slips. Previously, when the user completes the task and click on the open circle, the task will disappear from the screen and it sometimes confuses the user as they can't interpret the status of the task. And some users might mistakenly or accidentally click on the open circle. To improves this gulf of interpretation, the redesign shows the completed task underneath the task list with strikethrough lines, indicating the completion status. Also it has a button of undo that user can undo the completing task if they make a mistakes or slips.

Besides the improvement on original design, the new design also preserve the merits of original design. First the layout and structure of the page is preserved in the new design. Users can organize their tasks in "tasks""my day""upcoming" as the original one. The task adding feature remains same look as the old one to keep the consistency. The features of adding reminders, setting deadlines and other features were also preserved as they are important in the data inventory.

Overall, the new design keeps the merits of original design and improves the usability and feedback based on it. The gulf of execution and interpretation are narrowed by these changes.

6 EVALUATION PLAN

To evaluate the card prototype, I will use think aloud protocol and demonstrate the prototypes in real time to the participants. After that an think aloud interview will be conducted for the participants and I will ask them to speak out what they are thinking when they interact with the interface.

6.1 The participants

The participants are people who are novice or experts of the to do list.

6.2 The method of recruitment

The participants will be recruited from friends and family.

6.3 The location of the think aloud interview

The interview will take place virtually by virtual meeting.

6.4 The record

The interview record will be taken as notes and summarized in the appendix. A audio or video record will also be kept for me to go back and review participants' feedback to make sure that I didn't misinterpret their words.

6.5 Think aloud question contents

To investigate whether the new design improves the feedback and usability, I will ask questions during the think aloud process.

I want to ask questions below to evaluate the how users perceive the interface and what they think does well and what doesn't.

- What do you think the restructured task list? Do you think it's helpful for the changes?
- How do you like the "new task" button?
- Do you think it's easy to discover the features such as adding schedule, setting reminder and etc?
- How do you like showing the completed task and undo feature?
- On the scale of 1 to 5, how do you rate the easiness of adding task and setting different parameters?
- Which feature do you like the most and why?
- Which feature do you dislike the most and why?

The questions focus on the feedback and usability of the interface and it also has open ended questions to figure out what users like and dislike. This will be helpful in the next iteration of prototyping.

6.6 Bias control

One of the bias of think aloud method is confirmation bias that the observer only notes that he wants to know. To avoid or minimize this bias, I took the participants' audio or video record to go back to review again. that people's action

might be altered when they are actively thinking and speaking out. They might put more cognitive effort into the interaction and consciously change their behavior with cognitive effort. To avoid this bias, I incorporated post-event method into think aloud method. Sometimes after the event, I would ask the participants questions like “ why do you do this”, “what do you think of this function”, “what do you expect to see when you press the button”. Instead of interrupting them during the event, I waited till they finished the task and ask these questions.

7 EVALUATION EXECUTION

7.1 Raw result

Two participants were recruited and think aloud protocols were conducted to gather feedbacks on the card prototype. One of the participant was novice user and she has never used the to do before but she used sticky notes to manually take down the tasks. Another participant was expert user and she used to do or other similar apps frequently in the work and life. Before the think aloud process, I showed them a think aloud demo video to show them how to do a think aloud with interface interaction. The full notes from five participants can be found in Appendix.

The first participant was novice in the to do app and she managed to discover the adding task function and add the task successfully. When I asked her to set a deadline and set the priority, she did not understand the features easily. She mentioned that it would be helpful to show some explanations on the icon or list when hovering. And she also mentioned that the page should have a help function that can show detailed explanation of each functions. She also mentioned that the new task button is not very helpful to her as she only notices to add the task on the task bar. Overall she is satisfied with the design as to adding tasks and completing the tasks.

The second participant is expert in using the to do or similar apps. She thinks that the new structure of task lists is helpful for her to understand the functionality of each list. And she thinks that it's helpful to simplify the task list as she seldom uses the “assign to me” list. And the important list is too redundant as she wants to see tasks in priority order in one list. Similar to the first participant, she also thinks that the new task button is not helpful as she did not realize that it was a button and it's redundant to have it. She likes the completed task

showing in the list and the “undo” button to revise the action. Overall she thinks the interface is easy to use and the feedback is good for her to know what’s happening for her actions.

7.2 Results analysis

The results from the think aloud process shows that overall participants are able to interface with the newly designed interface with ease and understand how to add the task and add other requirements to the task. When they finish the task, they can figure out how to remove the task from the to do list and what to do if they mistakenly remove the task from list.

The think aloud results also shows that for expert user, the interface is quite self-explanatory and shows a narrow gulf of execution and interpretation. As expert user can easily understand the icon of signifiers and expect the feedback. On the hand other, novice users need more help and guidance to help them recognize each feature and so the learning curve can be shortened. As the interface is not interactive and hard to show the hover effect on certain icons, I have to explain to the user and she is able to understand and take actions after explanation.

Overall, the participants find the new interface is helpful for them to add task, add deadline, set reminder, priority and tag. Also they find the feedback from the completed task feature narrow the gulf of interpretation comparing to the original interface. Previously the task just disappear from the list when the user completes it, which confuse some of the users.

7.3 Changes in prototype

Most of the feedbacks are positive toward the prototypes regarding structure, adding and completing task features, feedback and easiness to reverse the mistakes or slips, while some point out that certain changes can be made to the current version prototype. First, the new task button can be removed as participants can’t discover it and find it redundant with the adding task bar. For the principle of simplicity, any unrelated or redundant contents should be removed. Secondly, the schedule button can be changed to something like “deadline” or can be combined with reminder button to make it more clear to some users. The button to move the task to different task list can be removed as well as people are confused of its function. And the task shall be automatically moved to “my day” or “upcoming” list when the user set the schedule. Lastly, the upcoming list page

should be more consistent with other calendar app and show the timeline by month and enable the user to add tags for each task so that they can easily plan and organize their tasks day to day.

8 CONCLUSIONS

Overall, the redesign of to do app shows positive feedbacks regarding to its usability, learnability and effective feedback. The new interface preserves some of the merits from the old design such as the layout, list classification, and task features such as setting reminders. Meanwhile, the new design adds in some new features such as setting priority levels, adding tags to improve usability for adding tasks. Besides that, the interface keeps the completed task in a separate list and provides “undo” option for the user to revoke the mistakes, which improves the gulf of interpretation and the tolerance for user mistakes.

9 APPENDIX

9.1 Needfinding survey questions

- Select your age
- What's your profession?
 - Student;Working professional;Other;Prefer not to answer
- If you selected 'Other' in the previous question, please specify
- Have you used Microsoft To Do before? or Similar App?
- What's your scenario when you use To Do?
 - At work;At school;At home;Driving;Other
- If you selected 'Other' in the previous question, please specify
- Why do you want to use To Do?
 - Make task list;Set reminder; Make shopping list;Take notes;Plan events;Manage project;Other
- If you selected 'Other' in the previous question, please specify
- How satisfied are you with the ease of setting a reminder/due date?
- How satisfied are you with the ease of sharing a list?
- Do you think adding a feature of duplicate task and list will be helpful?
- Do you think adding a trash bin list will be helpful?
- Is there anything about To Do you like?
- Is there anything about To Do you dislike?
- Are there features from other app that you wish To Do had?

9.2 Needfinding survey responses

response,Q1,Q2,Q3,Q4,Q5,Q6,Q7,Q8,Q9,Q10,Q11,Q12,Q13,Q14,Q15

1,18 - 29,Working professional,,Yes,At school;At home,,Make task list;Set reminder,,3-Somewhat satisfied,4-Very satisfied,Yes,Yes,I like that it's simple,I wish I could use it on the computer as well as on the app,Not that can think of

2,18 - 29,Student;Working professional,,Yes,At work;At school,,Make task list;Set reminder;Make shopping list;Take notes;Plan events,,1-Very dissatisfied,1-Very dissatisfied,Yes,No,yes ,no,reminder feature

3,18 - 29,Working professional,,Yes,At work,,Make task list;Set reminder,,1-Very dissatisfied,2-Somewhat dissatisfied,Yes,Yes,No,it is not the greatest at notifications. I randomly see my Todos in Outlook from time to time but it isn't as strong as a Team plugin,Reminders within teams

4,18 - 29,Working professional,,No,At home,,Make task list;Set reminder;Make shopping list;Take notes;Plan events;Manage project,,4-Very satisfied,4-Very satisfied,Yes,Yes,Interface looks very user friendly and seems like its easy to use,n/a,n/a

5,18 - 29,Student;Working professional,,Yes,At school,,Make task list;Set reminder,,3-Somewhat satisfied,1-Very dissatisfied,No,Yes,It's ok,Reminding me when something is cancelled,Cancel my canceled appointments

6,18 - 29,Student;Working professional,,Yes,At school,,Make task list;Set reminder;Make shopping list,,3-Somewhat satisfied,3-Somewhat satisfied,Yes,Yes,You can create tasks from flagged emails,It would be nice if it was an actual desktop app instead of a web app,The ability to convert apple pencil writing into text.

7,18 - 29,Student;Working professional,,Yes,At home,,Make task list;Set reminder,,4-Very satisfied,3-Somewhat satisfied,Yes,No,Makes it easy to create lists and deadlines,Sometimes confusing the way things Tasks and Planned,N/A

8,30 - 39,Student;Working professional,,Yes,At work,,Make task list;Set reminder;Take notes,,3-Somewhat satisfied,3-Somewhat satisfied,Yes,Yes,It's pretty standard. Nothing special which means I don't have to learn anything new

to use it.,it's not revolutionary so oftentimes I don't use it if I don't need to.,being able to create a subtask list to divide it between people or between scope

9,18 - 29,Student;Working professional,,Yes,At home,,Make task list;Set reminder,,1-Very dissatisfied,2-Somewhat dissatisfied,Yes,Yes,Good to write down ideas easily,Not good enough reminders,recurring reminders

10,30 - 39,Student;Working professional,,Yes,At work,,Make task list;Set reminder;Take notes;Manage project,,3-Somewhat satisfied,3-Somewhat satisfied,No,Yes,Simple and easy to use,A little annoying to integrate between systems. I don't like how it works on my mac so I mostly use Reminders now.,"Ability to add line returns in ""notes"" section"

11,30 - 39,Student;Working professional,,Yes,At home,,Make task list;Set reminder,,2-Somewhat dissatisfied,2-Somewhat dissatisfied,Yes,Yes,UI good,Hard to organize,Visualize hierarchy

9.3 Product reviews

★ ★ ★ ★ ★ March 29, 2022

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I have a master grocery list sorted alphabetically. When I need an item I star it so that I can easily see what I need when in the store. Hover that list doesn't stay in alphabetical order. Still wish you would bring back the Wunderlist feature that would show you by category what is starred. I shop at several different stores and that was such a useful feature. it made my shopping trips so much more efficient as I could see if there was something I needed at any of the stores.

Great app! Been using it for years and Wunderlist prior to that. But they really need to add the ability to duplicate tasks. This is a sorely missing feature for a variety of workflows for task-oriented people. (And on the technical side, it shouldn't be too difficult.) 5 stars once the ability to duplicate tasks is added!

There's a very annoying bug that hasn't been fixed for quite some time. You would be just looking at the My Day view and then the list of suggestions would pop up and down from the bottom of the screen repeatedly. It never stops and it can make it frustrating to use this view. Like how does this even pass your QA

It's a great app and very collaborative. I would like to see the option to set your reminder for whatever time you choose (day, hour, and minute) and a "location based" reminder would be excellent (i.e. "remind me when I arrive at: example address"). Still excellent and handy, My experience with the app itself, I would rate it 4 stars. Great little app for what it does. What would bring it to a five? A setting for Next Week to pick the day of my choice. Feature parity across clients. I recently reported a sync issue to tech support, worked with them for a

This used to be an awesome simple app, especially before Microsoft took it over. I'm using a Google Pixel 6 and the widget does not work in many of the sizes and even when you get it to work, the next day it may show nothing on your list. When it does this you can't even click on the widget to get in to the app. I have the latest firmware and software updates as of 03

I'm not limited to alphabetical or 'the order entered' like other apps. I give it 4.5 stars, the only thing this app needs is the ability to move anything marked with due date of today to the My Day List automatically.

9.4 Think aloud interview notes

Interviewee 1 novice, never use to do before

1. I feel it easier to understand the tasks when it's put on the top of the list. And simplifying the list makes the page look minimalism and easy to follow.
2. I am confused for the schedule button and reminder feature. I feel it can be combined into one button.
3. When I try to finish a task, I don't know where to press: the circle or the text. I might click on the task text for first time use instead of on the open circle
4. The new task button is not very helpful to me.
5. Some features need to have some explanations when hovering to help users learn to use the interface.
6. Reminder feature is hard to know what kind of reminder it can give.

7. I like the completed task being shown underneath the task list and the “undo” button that can revise the action.
8. I would like to see help page that can give me more details about how to use the app.
9. Overall, I would give 4 points to adding the task and setting different requirements.

Interviewee 2 expert, used to do app and other to do list before

1. The upcoming task list only shows one week plan and task, and I want to see more weeks or months tasks. I expect it to be in monthly calendar format and I can add task like what I do in the calendar app. The task can be tagged in different color so that I can tell immediately if the task is related to work, personal or others.
2. The searching bar is useful for me to find out the task in the pile of task list.
3. When the task is added, it did not show the details such as notes or deadline. You need to click on the task to see more details.
4. I didn't realize the new task on the up left corner is a button and it has function to add new task. To me this is not very helpful. I would click on the add task box directly.
5. When you add the task, the button next to schedule is confusing as I didn't realize you could add the task to different lists. To me, I feel if you want to add the task to “my day” or “upcoming”, you just set up the schedule and the tasks will automatically show up in the above lists.
6. Overall, the interface is easy to interact and each feature is easy to use. I can expect the results and know that my task is added or completed. And comparing to the original one, I can undo the completion which is really helpful.