



GOMS Model: User Deletes an Email

Applying the **GOMS (Goals, Operators, Methods, Selection rules)** modeling technique, here's a breakdown of user behavior for the scenario: *Goal – Delete the Mail*.

GOAL: Delete an Email

Subgoals & Methods

GOAL 1: Locate the target email to delete

- **METHOD 1.A:** Using the Inbox/List View
 - **OPERATOR:** Open email client or webmail application
 - **OPERATOR:** Navigate to the inbox or appropriate folder
 - **OPERATOR:** Scroll/scan the email list
 - **OPERATOR:** Identify the email to be deleted (by sender, subject, or date)
- **METHOD 1.B:** Using the Search Function
 - **OPERATOR:** Click on the search bar or icon
 - **OPERATOR:** Type relevant keywords (sender, subject)
 - **OPERATOR:** Press Enter/Return
 - **OPERATOR:** Review search results
 - **OPERATOR:** Identify the email to be deleted

SELECTION RULE 1:

- If user knows specific criteria for the mail (sender/subject), use METHOD 1.B (Search).
- Otherwise, use METHOD 1.A (Browse inbox).

GOAL 2: Select the email

- **METHOD 2.A:** Single Selection
 - **OPERATOR:** Click the checkbox or highlight/select the email
- **METHOD 2.B:** Multi-Selection
 - **OPERATOR:** Click and drag/select multiple checkboxes, or use "Select All" if deleting many emails

SELECTION RULE 2:

- If only one email, use METHOD 2.A.
- If multiple, use METHOD 2.B.

GOAL 3: Delete the email

- **METHOD 3.A:** Toolbar/Delete Button
 - **OPERATOR:** Click the "Delete" button/icon in the toolbar, or
 - **OPERATOR:** Right-click email and select "Delete" option
- **METHOD 3.B:** Keyboard Shortcut (if available)
 - **OPERATOR:** Press delete/backspace key, or custom shortcut for deletion

SELECTION RULE 3:

- If toolbar/delete button is visible, use METHOD 3.A.
- If keyboard shortcut is known/preferred, use METHOD 3.B.

GOAL 4: Confirm Deletion (if required)

- **METHOD 4.A:** Confirm Dialog
 - **OPERATOR:** View confirmation prompt ("Are you sure?")
 - **OPERATOR:** Click "Confirm" or "Yes" to proceed
- **METHOD 4.B:** No confirmation (auto delete)

SELECTION RULE 4:

- If confirmation appears, use METHOD 4.A
- If not, no action needed

GOAL 5: Verify email is deleted

- **METHOD 5.A:** Check trash/deleted items folder
 - **OPERATOR:** Open trash/deleted items
 - **OPERATOR:** Confirm deleted email is there (optional)

Summary Flow Example

1. Open email client → Inbox appears
2. Scan or search for email to delete
3. Select the desired email(s)
4. Click Delete icon (or press shortcut)

5. Confirm if prompted

6. Verify deletion (optional, by checking trash)

Key Insights

- This GOMS model makes clear the steps, variations, and choices a user makes when deleting an email.
- It highlights UI features (toolbar, shortcuts, confirmation dialogs) that can be optimized for minimum effort and error.

If you want analysis for a specific email platform (like Gmail or Outlook), let me know and I can tailor the GOMS steps for that interface!