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Dr. Wright,

Attached is a proposal to test the usability of Microsoft To Do list application. This proposal responds to the instructor's request in English 3560 to submit a proposal for usability testing on an arbitrarily chosen application.

I look forward to working on this project. If you have any questions, please feel free to ask me. If not, I will be contacting you in a few days to discuss your opinions and suggestions regarding this proposal.

Regards,
Yutaro Kiyota

Recommendation Report

Microsoft To Do

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Table of Contents

<i>Executive Summary</i>	3
<i>Introduction</i>	4
Product Description	4
Testing	4
<i>Results</i>	6
Quantitative Results	6
Qualitative Results	8
Limitation of Study	9
<i>Recommendation</i>	9
<i>Appendices</i>	11

Executive Summary

Usability Testing was completed on Microsoft To Do mobile application. The testing was done to measure user-friendliness and effectivity of Microsoft To Do. This usability test was administrated to four individuals of age around twenty. First, participants were asked to set create tasks on Microsoft To Do and set reminder for a specific time. Secondly, participants were asked to record their response on a log form.

After the conclusion of this testing the results were analyzed. Some of the users posed difficulty on both of first and second part of the testing. One of the user struggles to set reminder. The final task producedmixed results as well. Some of the users showed significant improvement for response record rate with the app. On the other hand, one of user did not log records at all.

Introduction

Product Description

The Microsoft To Do application allows users to set reminders for future events by configuring various factors such as date and time. In addition to notifying users of upcoming tasks, it can also remind them to take action on flagged emails. Other features include the ability to set recurring reminders on specific days, import tasks from the Microsoft Outlook calendar, and include URLs in to-do lists. Microsoft To Do was initially launched as a preview with basic features in April 2017, with additional functionalities like task list sharing introduced in 2018.

Testing

The goal of this testing is to evaluate the validity of the Microsoft To Do app and identify any technological issues with its user interface. Specifically, we focused on the interface for setting a To Do list (reminder) and the method for receiving event notifications. Additionally, we tested whether Microsoft To Do effectively helps users remember tasks they need to complete.

The subjects of this test were four college students aged 18 to 20. The test was conducted in a study room in Thomas Jefferson Hall to minimize distractions. At the beginning of the test, the subjects were given a pre-test questionnaire, as shown in Appendix A, which gathered demographic information and their background with To Do lists. After completing the questionnaire, instructions were read to them, as outlined in Appendix B.

The test procedure followed the steps listed below.

1. Download Microsoft To Do
2. Open setting and enable notification for the app
3. Open the app
4. Sign in with a school outlook email
5. Add a task
6. Change the name of the task to test1
7. Set date to two days later
8. Set time to 9PM
9. Paste the response record form link to a note section
10. Add a task
11. Change the name of the task to test2
12. Set date to four days later
13. Set time to 9PM
14. Paste the response record form link to a note section

At this point, the subjects were given a post-test questionnaire, as shown in Appendix C. They were asked about possible improvements and structural issues in Microsoft To Do. These questionnaires and notes were filed for later analysis. Testing continued through the process described above until all volunteers had been tested. After this section concluded, the subjects were instructed to record their responses on the day and at the time they set the reminders. Additionally, they were required to record their responses the following day at 9 PM and again three days later at 9 PM.

Results

Quantitative Results

Once the testing was completed, the time to complete each task was broken down into each section for each subjects. The table seen below in Figure 1 shows the time taken to complete each tasks of each subjects and Figure 2 shows average task completion time of all subjects.

Figure1

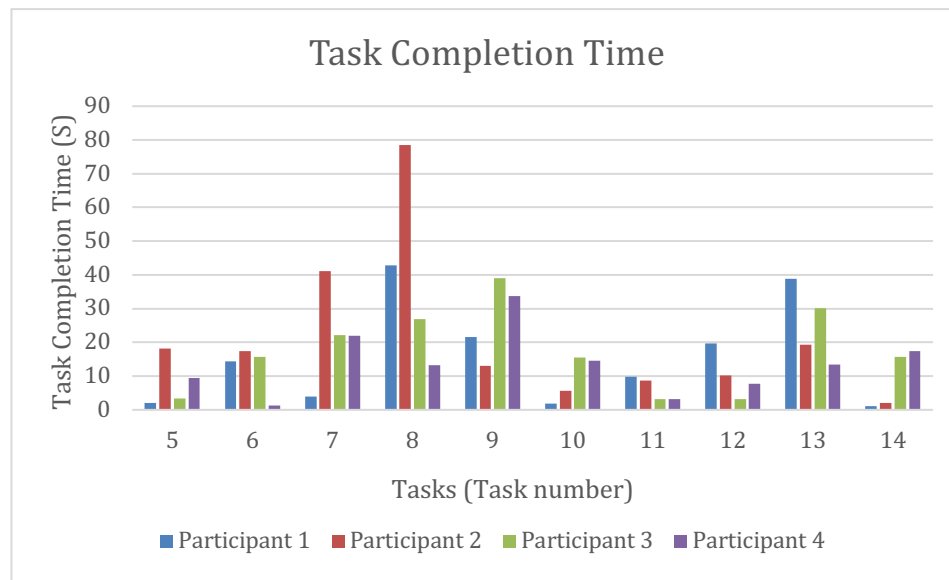
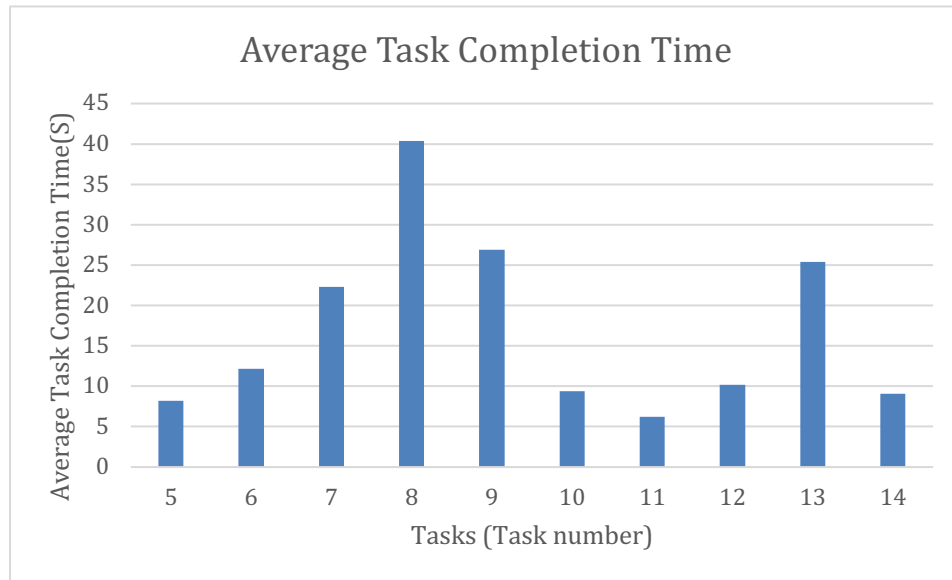


Figure 1-2

Task Completion Time

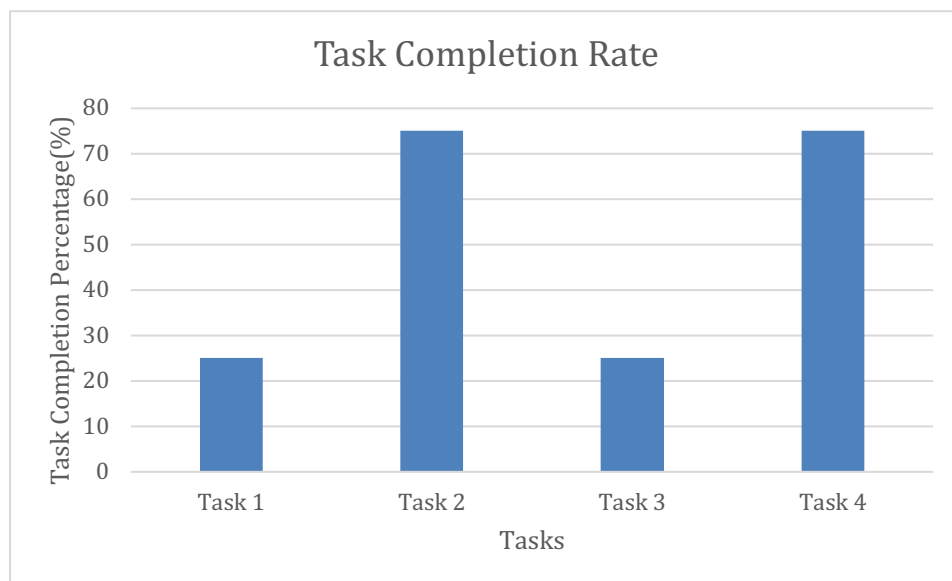
Task/Time	5	6	7	8	9	10	11	12	13	14
Participant 1	2	14.31	3.89	42.89	21.62	1.9	9.75	19.65	38.75	1.11
Participant 2	18.17	17.41	41.21	78.45	13.13	5.57	8.6	10.23	19.37	1.96
Participant 3	3.36	15.67	22.22	26.81	39.12	15.48	3.16	3.16	30.08	15.7
Participant 4	9.42	1.3	21.99	13.32	33.77	14.55	3.23	7.77	13.44	17.42

Figure2



As can be seen in the above figures, all subjects had a tendency, at task 8 and 13 (Set time to 9PM) most of the subject took relatively longer time. For task 8 average completion time is 40 seconds. On the other hand they spend relatively short time at task 5 and 10(Add a task). For task 5 average completion time is 8 seconds. This shows that task 8 and 13 were most complicated and task 5 and 10 were least.

Figure3



All subjects were required to record response at specific time without using Microsoft To Do for Task 1 and 3. For Task 2 and 4, they were also required to do same things in different days by using Microsoft To Do. As can be seen in the above figures, the error rates for Task 1 (without Microsoft To Do), Task 2 (with Microsoft To Do), Task 3 (without Microsoft To Do), and Task 4 (without Microsoft To Do) are compared. When participants used Microsoft To Do, the error rate was 25%, while the error rate without using Microsoft To Do was 75% (Figure 3).

Qualitative Results

Each subjects was able to complete first part of the tasks. All subjects were able to add tasks from a main page and change name of the tasks. However, most of subjects confused how to set notification time for reminders. They misunderstood the due date setting and notification time. One of the subjects set a due date instead of a reminder. The second task proves that Microsoft To Do effectively remind users about tasks at specific time. Subjects 3 succesfully recorded their response without Microsoft To Do. Subject 1 and 2 succesfully recorded their response only when they used Microsoft To Do. Subject 4 failed to record their response in any case. After both tasks subjects answered to post-test questionairre. Two of the four subjects answered that setting time accurately is the most difficult and other two answered that pasting URL links is the most difficult task.

Limitation of Study

This study is by no means perfect. The sample size was small, and all subjects were from the same school, suggesting they had similar backgrounds. Further, there was no money available to pay volunteers. This limited the scope of this project. There was also only a small time frame to complete this task. If there was more time given, then the testing could have been more thorough.

Recommendation

1. Set a due date and set areminder

Each user successfully completed Task 1; however, they were confused about how to set a reminder. As shown in Figure 4, "Remind Me" and "Add Due Date" are both options in the task settings. "Remind Me" is used to set a reminder, while "Add Due Date" specifies the task's deadline. However, the distinction between these two options is unclear. To improve clarity, they should be labeled more explicitly, such as "Set a Reminder" and "Task End Date." This modification would make it easier for users to differentiate between the two similar functions.

2. Pase to Note

Half of the users struggled to paste a URL link from the clipboard. This issue arises due to differences in the paste command behavior on iOS and Microsoft To Do (Figure 5). On iOS, holding down on the display shows the paste option, whereas in

Microsoft To Do, users need to double-tap the display to access the paste option. The method for selecting the paste option should be consistent across platforms.

Figure4

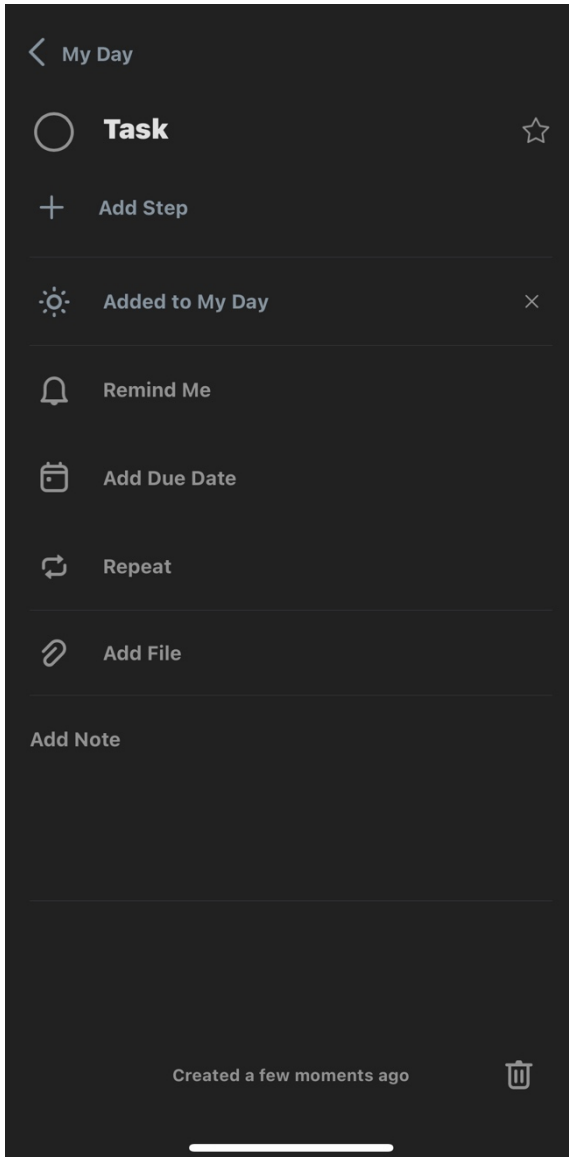
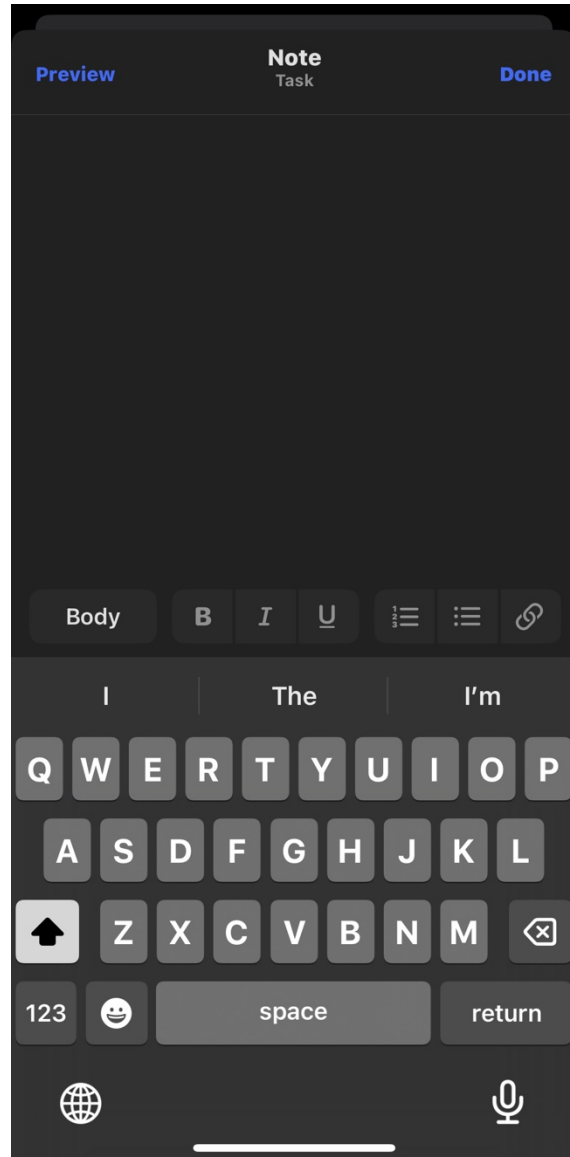


Figure5



Appendices

Appendix A- Pre-Test Questionnaire

Name_____

Date_____

Pre-Test Questionnaire

1. What is your Age?
2. What is your major?
3. Are you comfortable using cell phone apps?
4. Have you used Microsoft To Do app? (yes/no)

If you answered no for the previous question answer following questions

5. Have you used any To Do app or paper based To Do list? (yes/no)
- 5-1. If yes describe.

Appendix B- Instructions

Instruction A

Thank you for coming in today. My name is _____. Your participation will help us learn a lot about Microsoft To Do app and how it can be improved. It's important that you understand that there are no wrong answers, decisions, or implementations. We are testing how easily and by what methods people can use this equipment, so if you feel you're not able to accomplish anything, that tells us that the equipment is difficult to use. So, feel free to make your own decisions and experiment with options. At first please open a URL you received via email and record your response by selecting test. After this Instruction you may begin setting two elements in a To Do list with reminders for 9PM on a day that is two days and four days after today. Name of the tasks should be Test1 and Test2. Procedure of the task is set task name and set date and time afterward. You are also required to add a URL link that sent to you via email on note section of a task.

Instruction B

Now, you need to record your response on the day and at the time you set the reminders. Please record your response within twenty minutes of receiving the reminder. Additionally, you are required to record your response tomorrow at 9 PM and again the day after tomorrow at 9 PM. This concludes the session. I appreciate your participation.

Appendix C- Post-Test Questionnaire

Name _____

Date _____

Post-test questionnaire

Questionnaire after in-person test

1. What was the most difficult step?
2. What is a point you feel that can be improved?
3. What was the most frustrating thing about using Microsoft To Do?