
ADMIN SCRIPT

GREETING AND ORIENTATION

Hello, and thanks again for coming.

My name is <FIRST NAME> and I will be walking you through today's session. Let me also introduce my colleagues <FIRST NAMES>. They will be silently observing and taking notes during the session.

You will notice me reading from this sheet most of the time. We do this to ensure that we give the same information to all our participants.

Let me explain a little bit about what we are going to do here today, so you know what to expect:

- First, I will explain the purpose of this study
- I will then have you sign a consent form and answer a brief questionnaire
- We are going to use a think aloud method for the study, so I will demonstrate what that looks like
- After that, we can commence the study!
- I will also ask you to complete a short summary questionnaire at the end of the study

This is a usability study; the purpose of this study is to evaluate the functionality of Google Calendar. Just to be clear, we are testing the product, and not your knowledge, so you do not have to worry about making mistakes, you can do nothing wrong here today.

The session will take no more than an hour, and we will give you a <pat on your back> for participation. I would like to inform you that we will be videotaping this session, should we miss something while taking notes. Your identity will not be associated with the tape or with any of the study materials, once the study is complete.

CONSENT FORM

<HAND FORM>

Here is a consent form that I would like you to sign. It simply states that we have your permission to record this session. Please read the form and let me know if you have any questions or concerns. When you are done, please sign and date on the bottom. And remember, you can choose not to participate or end the session at any time.

PRE-STUDY QUESTIONNAIRE

Now, we would like to ask you about your background and experience. Please take a few moments to fill out this questionnaire <HAND QUESTIONNAIRE>, and let me know when you are ready to proceed.

DEMONSTRATE THINK-ALLOUD

Now, I would like to explain what I mean when I ask you to “think out loud.”

Essentially, I would like you to tell me what you’re doing and what you are thinking as you progress through the different tasks. It may feel a little awkward or redundant at first, but it will help us understand your thought process. Let me give you an example.

<DEMONSTRATE CREATING POWERPOINT DOCUMENT>

It is basically a running commentary of your thought processes while performing the tasks.

COMMENCE STUDY

EXPLAIN ID/LOGIN and that you must be in Gmail.

Before we begin, do you have any questions for me?

Okay, let’s get started!

Please read Task 1 on your packet out loud, and let me know when you are ready to proceed.



BEGIN RECORDING

THANK PARTICIPANT AND ADMINISTER POST-STUDY QUESTIONNAIRE

Great job, thank you so much again for your willingness to participate; before you leave I would like you to fill out this brief summary questionnaire

PRE-STUDY QUESTIONNAIRE

Participant Number: _____

Date: _____

1. What is your age?

- 18 – 24 years
- 25 – 34 years
- 35 – 44 years
- 45 – 55 years
- 55 years or over

2. What is your gender?

- Male
- Female

3. Have you ever used an Internet-based time-management, scheduling, or calendar tool?

- Yes
- No

4. Are you familiar with using any portable time management tools (phones, PDAs)?

- Yes
- No

5. Do you use a paper calendar to keep track of your activities?

- Yes
- No

6. During a week, how many events or outings do you plan, either for yourself or with others?

- Less than 3 a week
- More than 3 a week

7. How frequently do you forget or almost forget about these events?

- Never
- Sometimes
- Frequently

8. How often do you use a computer for work and/or personal purposes?

- Everyday
- At least 5 times a week
- Less than 5 times a week

9. Which one of the following Web-based email services do you use at least 2-3 times a week?

- Gmail
- MSN Live or Hotmail
- Yahoo! Mail

MANAGING EVENTS

Task 1. How do users create events on the Google calendar and what methods do they use? What happens when they use multiple methods to create events?

Sucessful? <input type="checkbox"/> Y <input type="checkbox"/> N	
Participant Actions:	Participant Comments:
For follow-up	Other:

Task 2. Can users add guests to the events they create? What method do they use to type in their email addresses and what happens?

Sucessful? <input type="checkbox"/> Y <input type="checkbox"/> N	
Participant Actions:	Participant Comments:
For follow-up	Other:

Task 3. Do users understand privacy settings associated with an event and what is their interpretation of the various privacy settings?

Successful? <input type="checkbox"/> Y <input type="checkbox"/> N	
Participant Actions:	Participant Comments:
For follow-up	Other:

Task 5. Can users find and add a Weather calendar for their area? What happens when they try?

Sucessful? <input type="checkbox"/> Y <input type="checkbox"/> N	
Participant Actions:	Participant Comments:
For follow-up	Other:

PARTICIPANT TASKS

TASK 1

Your best girlfriend Alex suggested that you sign up for Google Calendar, an online time management tool. Your significant other, Sam, has been talking about it and how he loves to use it, but you have never bothered to look into it, until now. Alex comes over to set your calendar up, and shares your calendar with (1) Sam, (2) herself, and (3) another friend of yours, Rachel.

You just moved into a new home, and are planning on throwing a housewarming party. Now that you're all signed up for Google Calendar, you would like to add your housewarming party on your calendar for the 5th of December at 7p.m.

Login to your Gmail using the username and password below.

Add your housewarming party to your calendar for the 5th of December at 7p.m.

Your sign-in username is: hcde.517.1

Your password is: hcde517pass

TASK 2

Now that you have your housewarming party marked on your calendar, you want invite Alex, your friend to the event. You recall that her email address is alex.hcde.test@gmail.com from emails you had previously exchanged with her.

Invite Alex to the event you just created.

TASK 3

You and Rachel just finished having coffee, and she tells you that she is going to be on a business trip from December 1, 2009 to December 20, 2009. It suddenly strikes you that she will not be able to make it to your housewarming! You worry that Rachel may look at your calendar and realize that she is going to miss your party. Not wanting to upset her, you decide to change the event so that she cannot see its details and know that she is going to miss a fabulous get together.

Change the housewarming party event so that Rachel cannot see its details.

TASK 4

Your mom has been calling you for a month now about wanting to know your schedule. She works for a big IT company, and is very tech savvy. She has requested that you share your calendar with her.

You do not want her to know the details of any of your plans, but do want her to know when you are busy or free. Share your calendar with your mom, whose email address is mom.hcde.test@gmail.com.

Share your calendar with your mom, but don't allow her to see any details of your schedule.

TASK 5

Living in Seattle is a constant battle with the weather! Carrying an umbrella is too cumbersome, and you would like to know what the weather is going to be for the week, so you can be better prepared. You remember your mom mentioning something about being able to see the weather with your Google Calendar, so that you can glance at the forecast. You think that this is a good idea, and wish to do the same.

Add the local weather forecast to your Google Calendar.

TASK 6

Your week is getting quite hectic, and your schedule is packed. You're curious to see what Sam has on his schedule, but do not want to see yours or other people's events on the Calendar view. You decide to switch off all calendars except Sam's.

Switch off all calendars except Sam's.

POST-STUDY QUESTIONNAIRE

Participant Number: _____ Date: _____

Please rate the difficulty level of performing the following tasks during the test on a scale of 1 to 5 with 1 being most difficult and 5 being least difficult. Circle one.

1. Creating events in the Google calendar:

Not easy
1 2 3 4 Very easy
5

2. Adding guests to an event:

Not easy
1 2 3 4 Very easy
5

3. Getting to/Accessing your own calendar settings:

Not easy
1 2 3 4 Very easy
5

4. Adding the Weather calendar to your own calendar:

Not easy
1 2 3 4 Very easy
5

5. Turning off or hiding specific calendars:

Not easy
1 2 3 4 Very easy
5