



WebMail Survey Results

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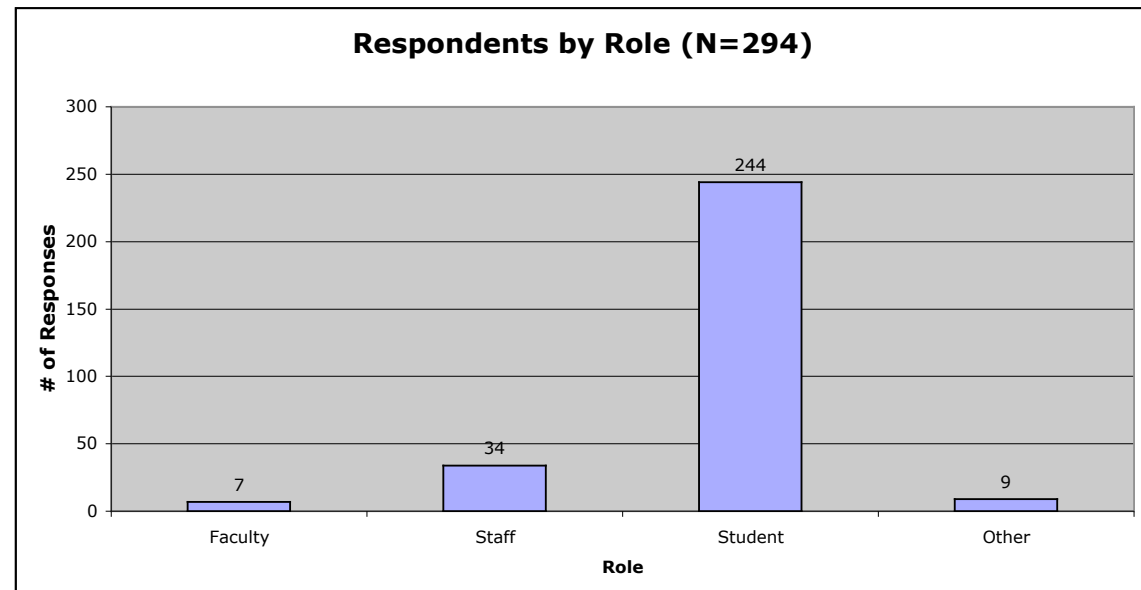
The following report presents a summary of the results from the recent user survey for WebMail (June 26-July 4 2003). The first section presents the quantitative results, including charts revealing the relationships between the data. The second section presents the qualitative results from the open-ended portion of the survey, and indicates the frequency of common themes that emerged from users' responses.

Specific recommendations beyond those made following the previous usability study do not accompany this document. However, the usability team is happy to discuss certain findings with the WebMail team and assist with determining the optimal design adjustments prior to the release scheduled for later this month.

Quantitative Results

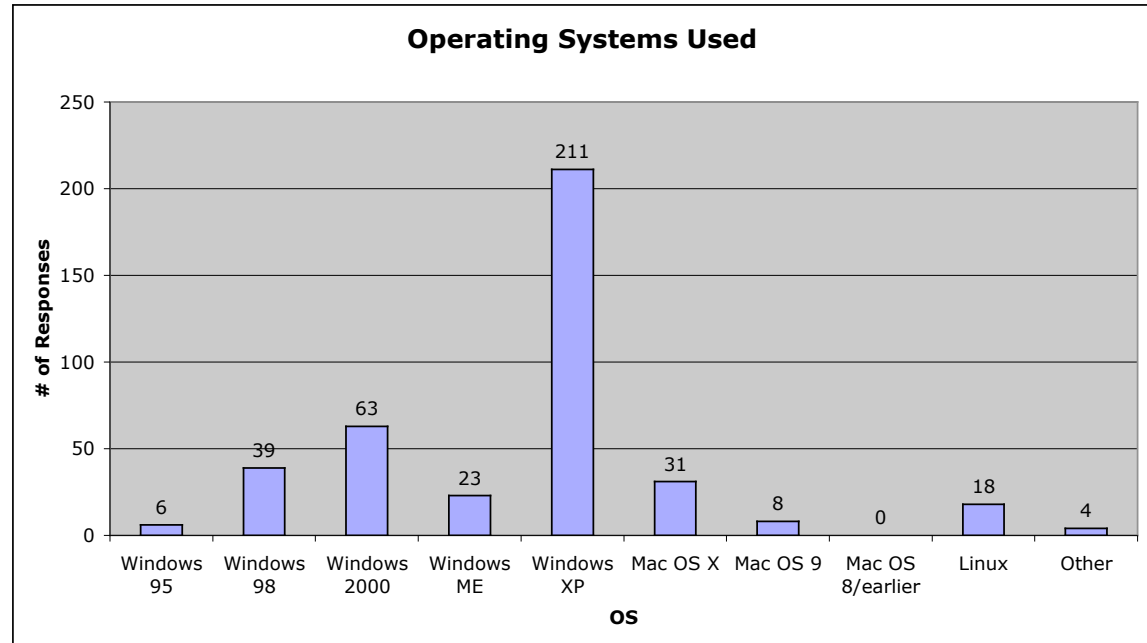
Respondents to the Webmail survey represented a variety of different roles at Indiana University (see Figure 1). Those in the role of 'other' included guest speakers, alumni, postdocs, researchers, and individuals who identified themselves as having more than one role (e.g AI/staff/student).

Figure 1



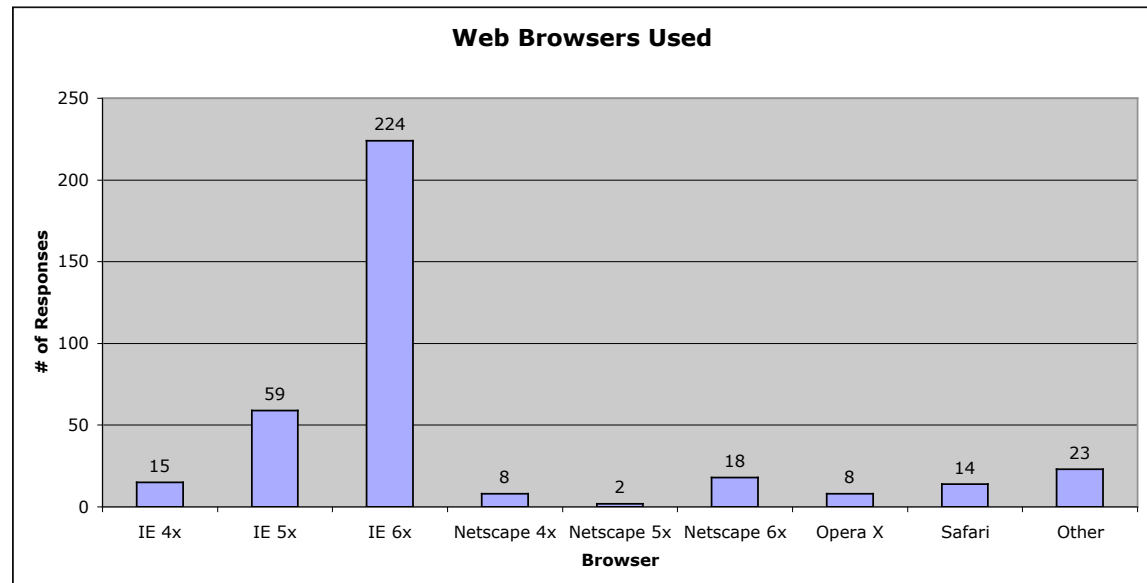
Respondents reported using a variety of operating systems including several versions of Windows, as well as Mac OS and Linux (see Figure 2). The most common operating system indicated was Windows XP used by 211 of the 294 respondents. The “other” category included Dell (?), Solaris, and Mac OS 8.6. Note that many respondents reported using more than one operating system. As a result, the total number of operating systems reported (403) far exceeds the total number of survey respondents (294).

Figure 2



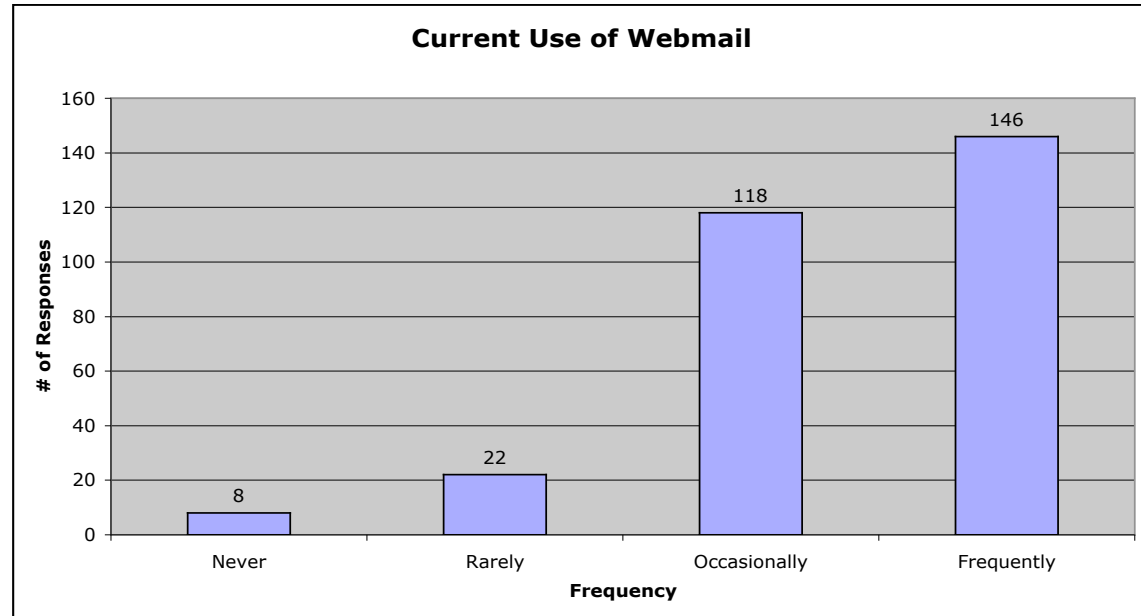
Respondents reported using a variety of web browsers (see Figure 3). By far, the main web browser used was Internet Explorer. Browsers included in the ‘other’ category included Firebird/Mozilla, Netscape 7, Camino, and AOL. Many participants reported using more than one browser so the total number of browsers used exceeds the number of respondents.

Figure 3



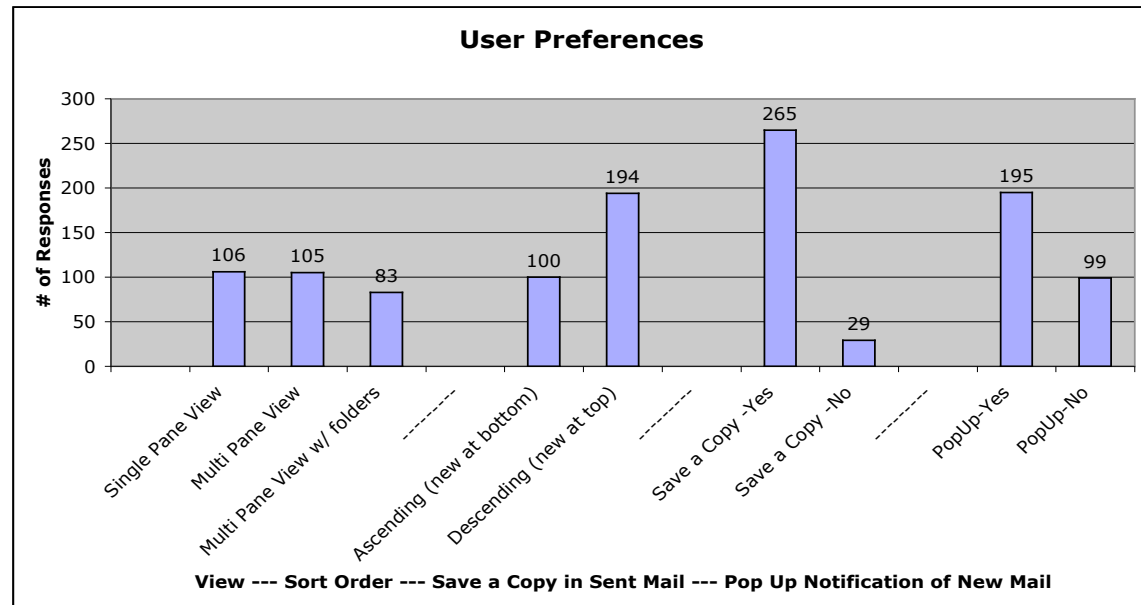
Approximately half of the respondents reported using Webmail on a regular basis (see Figure 4). Respondents were categorized as ‘Occasionally’ if they used Webmail now and then, but generally used another mail application. The ‘Rarely’ category was defined as having used Webmail only once or twice.

Figure 4



User preferences for view, sort order, saving a copy of sent mail, and notification of new mail can be seen in Figure 5. Regarding the type of view, users are fairly evenly split in their preference for single, multi, or multipane with folder views. The decision of what view to present as the default is not entirely clear therefore, and an emphasis should likely be placed on ensuring that users recognize that different views exist.

Figure 5



The remaining items indicate a pretty clear preference for descending sort views, saving a copy of sent mail, and pop-up notification of new mail. These results should help direct the default settings for these features within the new Webmail application.

Qualitative Results

The table on the following pages is designed to give the reader an overview of comments made by respondents concerning things they liked or disliked about the system, and/or thought others should know prior to using the system. The table contains three columns as described below.

- *Frequency* – the number of respondents commenting on a given issue.
- + *Comments* – reflect positive statements made by respondents.
- – *Comments* – reflect either negative statements regarding some aspect of the system, or features that users would like to see within the system that are not currently offered.

The data within the table are organized into categories that represent the major types of issues raised during the study. The categories include:

- *Layout/aesthetics* – Items in this category concern the overall look of the interface, placement of elements within the screen, and color use.
- *Efficiency* – Items in this category address issues such as system speed and users' ability to complete tasks in a simple efficient manner.
- *Features* – Items in this category address user comments concerning features that are offered in the system as well as features that users would like to see added.
- *Navigation* – Items in this category reflect user comments concerning moving from page to page within the system.
- *Overall System Properties* – Items in this category include general comments about the system.

Within each category, issues that came up most frequently are listed first with issues that came up less often listed last within the category.

Layout/aesthetics		
52	<ul style="list-style-type: none"> • Clean simple interface • Layout is easy to understand 	
30	<ul style="list-style-type: none"> • Colorful • Users like color coding for message status but would prefer different colors 	
30		<ul style="list-style-type: none"> • Do not like color choices • Too many colors • Allow user to customize colors • Allow user to be able to choose from themes
21		<ul style="list-style-type: none"> • Interface is too cluttered and confusing • Some options on the left, others on the right • Fonts and icons are too small • Allow the user to switch fonts
Efficiency		
16		<ul style="list-style-type: none"> • System is very slow • If graphical interface is causing the system to slow down, simplify
15		<ul style="list-style-type: none"> • Users do not like to have to purge mail to get it to delete. Requires two steps to do what should be done in one step • Emails were not being deleted – disappear in Webmail but still appear when the account was accessed via another application.
13	<ul style="list-style-type: none"> • System seemed faster/fast enough 	
11		<ul style="list-style-type: none"> • Cursor is not in the user name field on the login screen – requires user to tab or click before entering username.
11	<ul style="list-style-type: none"> • System automatically checks for new mail and notifies user when new mail arrives. 	
7		<ul style="list-style-type: none"> • System requires the user to select a campus – seems like an extra and unnecessary step in the process.

Frequency + Comments

- Comments

Features		
39	<ul style="list-style-type: none"> Quota meter is an excellent feature 	
35	<ul style="list-style-type: none"> Users like all of the available features and customizations offered by the system 	
19	<ul style="list-style-type: none"> Users appreciate the pop-up windows for creating and reading mail. New window opens for selected html links 	
13	<ul style="list-style-type: none"> Adding/opening attachments is easier than in old Webmail 	
13		<ul style="list-style-type: none"> Users would like an easy, reliable way to export address books into Webmail Process for creating distribution lists is not clear Addresses disappeared from address book
12	<ul style="list-style-type: none"> Deleted messages can be recovered Requiring user to purge deleted messages helps reduce accidental deletions. 	
12		<ul style="list-style-type: none"> Adding/opening attachments is cumbersome Users would like to be able to attach files directly from CFS account
11		<ul style="list-style-type: none"> Users dislike frames If frames have to be used, allow the user to resize
11		<ul style="list-style-type: none"> Users would like to have a spam filter to reduce unwanted email
6		<ul style="list-style-type: none"> System does not currently provide an out-of-office/vacation automated reply
5	<ul style="list-style-type: none"> Ability to sort on columns is helpful 	
5	<ul style="list-style-type: none"> Ability to display other languages/characters 	
4		<ul style="list-style-type: none"> Too many features Unclear what all the features are and how to use/customize them
3	<ul style="list-style-type: none"> Spell check is a good feature 	

Frequency + Comments

– Comments

Navigation		
12		<ul style="list-style-type: none"> System does not provide a way to get back to the inbox from the address book – users must use the back button
8	<ul style="list-style-type: none"> Navigation is easy 	
6		<ul style="list-style-type: none"> Navigation is not easy/intuitive
General		
33	<ul style="list-style-type: none"> System easy to use 	
20	<ul style="list-style-type: none"> System seems to be much more stable than the current Webmail 	
17	<ul style="list-style-type: none"> Prefer the new Webmail over the old Webmail 	
6	<ul style="list-style-type: none"> Access from any computer with internet access 	
4		<ul style="list-style-type: none"> Prefer the old Webmail over the new version
4		<ul style="list-style-type: none"> Not enough storage memory available
3	<ul style="list-style-type: none"> Open source Alternative to exchange 	
3		<ul style="list-style-type: none"> System difficult/confusing to use Too complex to use
2		<ul style="list-style-type: none"> System did not work properly when accessed from a Mac