Structured User Roles for Calendar Management System

Role Name: MeticulousScheduler  
Focal Role: Yes  
Salient Background: Minimal formal training with computers however work usually requires basic computer skills. Education can range from high school on up. Very experienced with scheduling and planning.  
Domain Knowledge: high  
System Knowledge: high  
Proficiency Profile: 0% low/novice, 50% medium/intermediate, 50% high/expert  
Interaction Profile: required interaction, high frequency, predictable use, regular interaction, medium/high intensity, distributed interaction, continuous, high volume, complex, user-driven  
Information Profile:  
Dominant Flow: balanced  
Origin: aural, telephone, or network  
Available Information Volume: high  
Data complexity: Medium  
Supporting Capabilities: Ability to easily set up to the minute appointments for a day and to review those appointments in a basic overview or specific view. Allow easy modification of appointment and the ability to move appointments around. Basically sees appointments at a daily level as opposed to weekly or monthly, but also the capability to enter in appointments way in advance.  
Usability Objectives: efficiency, rememberability, user satisfaction. Should be very clear and provide easy entry and viewing to see clearly many different appointment perspectives. Easy to learn and to use shortcuts to enhance use. Easy to use in different environments.
Role Name: ProfessionalTypePerson
Specializes: MeticulousScheduler
Focal Role: No
Salient Background: Minimal formal training with computers however work
usually requires basic computer skills. Well educated with a fairly high
intelligence. Probably well organized.
Domain Knowledge: high
System Knowledge: high
Proficiency Profile: 0% low/novice, 70% medium/intermediate, 30%
high/expert
Interaction Profile: required interaction, high frequency, predictable use, regular
interaction, low intensity, distributed interaction, continuous, high volume,
moderate, process-driven
Information Profile:
   Dominant Flow: to user
   Origin: aural, telephone, or network
   Available Information Volume: high
   Data complexity: Medium
Supporting Capabilities: Ability to easily set view appointments that have been
placed in by another user (probably the secretary/receptionist role). Need to
be able to communicate the secretary/receptionist role if the appointment
schedule is appropriate or needs to be changed. An hourly user always
looking at the application for the next appointment. The whole day is
planned on the CMS. Infrequently enters own appointments.
Usability Objectives: Should provide a clear interface to view a daily schedule of
appointments. Provide feedback regarding appointment specifics upon
requests. Simple to use as it is a basic tool for information and should not
hinder other roles.
Role Name: Secretary/Receptionist
Focal Role: No
Specializes: MeticulousScheduler

Salient Background: Minimal formal training with computers however work usually requires basic computer skills. Doesn't have to be well educated. Experiences with scheduling and planning varies.

Domain Knowledge: high
System Knowledge: high
Proficiency Profile: 0% low/novice, 35% medium/intermediate, 65% high/expert

Interaction Profile: required interaction, high frequency, predictable use, regular interaction, medium/high intensity, distributed interaction, continuous, high volume, complex, user-driven

Information Profile:
Dominant Flow: from user
Origin: aural, telephone, or network
Available Information Volume: high
Data complexity: High

Supporting Capabilities: Ability to easily set up appointment into current schedule. Should have shortcuts to expedite setting up appointments. Make finding available times easily. Gets feedback from ProfessionalTypePerson role if the appointment is appropriately timed or not. Must be able to schedule appointments from an hourly, monthly, or yearly perspective. Allow easy modification of appointment and the ability to move appointments around.

Usability Objectives: Speed of entry is key as this application will be an essential tool for working with supervisor. Allow flexibility to allow experienced users to fly through the system while making sure new users can properly enter appointments.
Role Name: MeetingInstigator
Focal Role: Yes
Related To: Casual Scheduler
Salient Background: Minimal formal training with computers however work usually requires basic computer skills. Well educated. Very experienced with scheduling and planning.
Domain Knowledge: high
System Knowledge: high
Proficiency Profile: 50% low/novice, 50% medium/intermediate, 65% high/expert
Interaction Profile: discretionary interaction, low frequency, variable use, irregular interaction, low intensity, distributed interaction, discontinuous, low volume, simple, user-driven
Information Profile:
- Dominant Flow: from user
- Origin: mental process
- Available Information Volume: medium
- Data complexity: low
Supporting Capabilities: Ability to request appointment times with a varied number of users. Able to receive replies to request that will enable rescheduling the meeting so all users may attend. Alerts to when an appointment request is denied or accepted. Receives accountability information regarding the attendance of other users.
Usability Objectives: Easy to use. May not be frequently used as the MeticulousScheduler role. Easy to remember the process to request an appointment time. Efficient and quick, should not take a lot of time and effort to accomplish goal.
Role Name: CasualScheduler
Focal Role: No
Related To: MeetingInstigator

Salient Background: Minimal formal training with computers however work usually requires basic computer skills. Doesn’t have to be well educated. No experience with scheduling applications.

Domain Knowledge: low
System Knowledge: low
Proficiency Profile: 75% low/novice, 25% medium/intermediate, 0% high/expert

Interaction Profile: required interaction, low frequency, unpredictable use, irregular interaction, low intensity, distributed interaction, discontinuous, low volume, simple, user-driven

Information Profile:
  Dominant Flow: from user
  Origin: aural, telephone, mental process, visual, or network
  Available Information Volume: low
  Data complexity: low

Supporting Capabilities: Ability to create, read, update, and delete appointments. View appointments on a monthly basis. Enter appointments on various day as opposed to hour to hour. Weekly or monthly alerts to upcoming appointments.

Usability Objectives: Rememberability will be key since the application will be used infrequently. Simple to learn. Clear explanation of commands and features available.
Role Name: MeetingAttender

Focal Role: No

Salient Background: Minimal formal training with computers however work usually requires basic computer skills. Doesn’t have to be well educated. No experience with scheduling and planning.

Domain Knowledge: no
System Knowledge: no

Proficiency Profile: 80% low/novice, 20% medium/intermediate, 0% high/expert

Interaction Profile: required interaction, low frequency, unpredictable use, irregular interaction, low intensity, distributed interaction, discontinuous, low volume, simple, process-driven

Information Profile:
  Dominant Flow: to user
  Origin: visual or network
  Available Information Volume: low
  Data complexity: low

Supporting Capabilities: Allow the user to see request for attendance to various meetings. Show the user if the meeting conflicts with a currently scheduled meeting or not. Allow user to respond to request if they will be able to attend the meeting or not.

Usability Objectives: Rememberability will be key since the application will be used infrequently. Simple to learn. Clear explanation of commands and features available.
User Model For Calendar Management System
By Scott Shimokawa

Focal Role

MeticulousScheduler

Specializes

ProfessionalTypePerson

Secretary/Receptionist

Focal Role

MeetingInstigator

resembles

CasualScheduler

MeetingAttender