

IMPROVING THE UC-WISE INTERFACE

TASK ANALYSIS

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1. The Six (6) Tasks

1.1. Checking grades

1.1.1 Task Description: The student wants to check the grades he has received on his various assignments. He wants to know where his current standing in the class is and figure out the answer to questions like: What kind of grades do I need to get on my next assignments/midterms in order to get an "A"? Why did I receive a "B" on this particular assignment?

1.1.2 Methods: The student clicks on the "My Course Grade" link found under the "Grading" foldout menu heading, which takes him to the grading page. Listed in a table are all the items (i.e. homework/labs/midterms) that the student has completed. For each item there is the grade the student received for this item, and the percentage of the total grade this item is worth. In the "Grading" foldout menu there is also a "My Assignments" link which includes a table of quizzes and assignments completed by the student. Each such row includes the score the student received the best possible score the student could have received, the percentage, and any comments related to the grading of this quiz/assignment.

A second alternative is for the student to use the 'glookup' command on his/her instructional account. This will list all those items that are graded, with the student's grades for those items, and sometimes grading comments are included. An extrapolated total is also included that lets the student know what his class total will be if he keeps up the same grades.

1.1.3. Objects and Communication: The student uses the UC-WISE portal to navigate to the grading section. This is completely web-based and can be done from any computer terminal. The 'glookup' command only works on the instructional machines and the student either has to go to the computer lab and log into the machines, or log into them remotely using some form of SSH. Questions or complaints about grading are usually communicated to the grader or TA's via email. There is no other form of communication.

1.1.4. Environment: The physical environment is a lab with 30 computers which are running Solaris UNIX operating system and the students are using Mozilla Firefox to access the UC-WISE portal. The UC-WISE portal is their main tool for the class, from which the students access the class calendar, their grades and their assignments. The social environment is 20-25 students doing the same lab as the user, on these computers. There is also a TA who supervises the lab and is available to provide help as needed.

1.2. Getting help

1.2.1 Task Description: The students will run probably run into questions during completing their labs and homework assignments. Their questions might be tool related (i.e. how do I do that in eclipse), programming related (i.e. looking for a bug) or class concepts related. At this point their main sources of help are their TAs and Google.

1.2.2 Methods: If the student runs into problems during lab he can ask one of the TA's for personal help. The student can also make use of the "Help" link that is offered in the navigation bar which offers links to the newsgroups or a link to the student learning center. The newsgroup is a place where students publicize their questions to the entire class, and the TA's and other qualified staff answer their questions periodically. The student learning center offers tutoring for students, but students have to signup and plan for tutoring

meetings in advance. The final method is to use third-party information usually accessed through search engines like Google.

1.2.3 Objects and Communication: The TAs and other qualified staff offer the best and most immediate solutions to students' problems. Students only have access to this resource during lab hours or during office hours. The newsgroup is a public forum where many questions are answered. Being a public forum it is available to all students in the class from any computer terminal. Questions communicated through the newsgroup usually receive answers sometime during the day when the question was posted. Third-party information residing in the web is made accessible through search engines and is accessible through any computer terminal.

1.2.4 Environment: See environment description above.

1.3. Completing lab assignments

1.3.1 Task Description: The student wants to finish the lab assigned to him during lab section. He needs to do the lab readings required for the lab, complete the quizzes and problems included in each lab. This usually involves coding problems so the student needs to use some sort of development environment to do that. (For the student to get help while completing the lab please refer the "Getting Help" section. For the student to find out which lab to do please refer to the "Assignments to be Completed" section.)

1.3.2 Methods: All the lab material is accessible through the UC-WISE portal. To get to the lab the student can navigate through the calendar that lists the labs that is accessible through the UC-WISE homepage. Upon clicking one of the lab links available on the calendar a new window pops up on which all the lab content is included. The student reads through the lab content, accessible through the navigation interface on this window, and finally answers all the questions. In order to answer the programming questions the student needs some sort of development environment. On the instructional machines the student might use Emacs or Eclipse. If the student is using his own machine he is free to choose any developing environment he wishes. As he finishes writing the code in his development environment, he copy and pastes the answers to the labs into the Wise window described above, and presses the submit button.

1.3.3 Objects and Communication: The UC-WISE portal is where all the lab related material is made available. Development environments are either available on the instructional machines or are setup by the student on his machine. The UC-WISE portal does not offer any sort of development environment.

1.3.4 Environment: See environment description above.

1.4. Completing homework assignments

1.4.1 Task Description: The student wants to finish the weekly homework assignments assigned to him in the class. He wants to find out what the problems of the assignments are, when the homework is to be completed, and the student wants to submit his completed homework. (For the student to find out when the homework is due please refer to the "Assignments to be Completed". For the student to find out which homeworks he has already completed and which are not yet done please refer to the "Assignments Completed" section. For the student to get help for his homework please refer to the "Getting Help" section.)

1.4.2 Methods: The homework content is accessible through the UC-WISE portal. The student can either use the calendar view to find the homework, or click on this week's lab which has the homework posted within the lab-content. Either way the actual homework content can only be accessed through this lab window. The student uses his choice of development environment to code the answers into the questions. A single submission file is created with all the necessary code that has the answers to the questions. To submit the homework the user, if using an instructional machine, submits the homework file using command line tools, if using his own machine the student must SSH the file over to his instructional machine and submit it from there.

1.4.3 Objects and Communication: The student uses the UC-WISE portal in order to access the homework content and SSH (or the UNIX command-line terminal) to submit the homework.

1.4.4 Environment: See environment description above.

1.5. Keep track of completed work

1.5.1 Task Description: Students need to keep track of the work they have completed. They want to be able to find out if they have finished labs, done the reading, made posts in the brainstorm or submitted the homework, from the website and not having to use any extra tools.

1.5.2 Methods: The students currently keep track of this information by remembering it. They also click through the previous labs to check if they have made posts in the brainstorm. There is no way a student can find out if homework has been submitted, through the portal. The student can see which readings they have completed by looking at calendar or semester view in which past readings are posted and remembering if they have done that reading.

1.5.3 Objects and Communication: Computer with UC-WISE system. Student clicks on links leading to lab related activities with a mouse. Student can talk to classmates and TA.

1.5.4 Environment: See environment description above.

1.6. Assignments to be completed

1.6.1 Task Description: Students need to know what work they have to do and when that work is due.

1.6.2 Methods: To find out when homework is due, students look at the previous homework, where this information is provided. They are not able to see all the due dates at once. They check for readings by looking at the links at the bottom of the portal. Students also use the semester and month views to see past readings and check when midterms are. The students know the homework is due a week after they are assigned and this makes it easier for them to remember the due dates.

1.6.3 Objects and Communication: Computer with UC-WISE system. Student clicks on links leading to lab related activities with a mouse. Student can talk to classmates and TA.

1.6.4 Environment: See environment description above.

2. Contextual Inquiry Plan

2.1 Talking points and questions

Introduction of project

- Our group is evaluating the user experience for the UC-Wise interface. For this project we are combining a class project for CS160 and a research project for Prof Clancy and the UC-Wise developers group.
- The purpose of the evaluation is to analyze how the students interact with the UC-Wise interface, identify any possible shortcomings of the website and find desirable extra functionality. Finally our group will redesign some parts of the interface such that we address the shortcomings and add functionality.
- The interviews and the contextual inquiry are our main sources of information on how the interface interacts with its primary users, so your feedback is both crucial and appreciated. Although our questions might involve your TAs and classmates your answers will not have an impact on anyone and anything other than the webpage.
- You will be able to see some of your suggestions come to life when we implement some parts of the interface, on a later stage we will also contact you to participate in a voluntary 15 minute evaluation of the prototype.
- As an exchange for your participation you will be able to waive the mandatory CS61B interview, we will need your full name e-mail and SID to forward to Prof. Clancy for that.

Interview questions

- What is the best thing about the interface?
- What is the worst thing about the interface?
- What are your overall impressions with the interface?
- How would you know if there is something due today?
- How would you check your grades?
- If you run on a problem similar to the homework from two weeks ago, how would you find something to help you do it?
- How will you submit this week's homework?
- How would you find this week's homework?
- If you run into a problem specific to java or eclipse how would you go about solving it? If you run into a problem specific to class material how would you go about finding it? How would you contact your GSI during lab?
- How about from home?
- How often do you need to contact your TA? (from home and lab)
- How responsive is the GSI or lab assistants?
- Do you work with your peers?
- How do you work, communicate with your peers?

2.2 Key tasks

- Check urgent matters
- Check for grades
- Complete and submit homework.
- Complete and submit labs
- Find the reading for the next lecture (and past readings)
- Get a comprehensive look on the future deliverables
- Access resources on class material
- Access resources on tools (eclipse, java)
- Communicate with peers and instructors
- Login and Logout

2.3 Methodology description

We will meet with the volunteers during their lab, which we believe to be the most intensive use of the interface. However, during lab the volunteers are likely to concentrate on a couple aspects of the interface and not explore all the tasks that we want to observe. In order to get them to perform all the tasks we want to observe the questions are designed so that they lead them to perform those tasks. The questions are also general enough so that if they do not use the interface for specific tasks then they are not leading.

For each interview we have two interviewers. One person will talk to the volunteer, ask him or her questions and answer any questions the volunteer might have, the other person will take notes. The person who will conduct the interview will not take down notes because we feel that that will be destructing to the volunteer, the other person will introduce himself, or herself, to the volunteer and will try not to interfere. If the volunteer seems uncomfortable with a person taking notes in the background then both the members of our team will be asking questions and take down notes at the same time.

Our questions will directly or indirectly cause the user to do the tasks we want to observe. However, we do not want to lead the user into doing the tasks in a specific way, rather we want them to do the tasks the way they usually do. For this reasons the questions are purposely worded in a very general way.

2.4 Wrap-up talking points

- This is all the time we have, so we have to end the enquiry.
- Is there anything you want to say about the interface that we have not gotten to?
- Do you have any suggestions on how we could make the interview more effective or more pleasant?
- Do you have any general suggestions?
- If you remember anything, or if later you feel like there is something important that we should know, please contact us at loucasp@berkeley.edu.
- Please don't forget to give us your full name, SID and e-mail to forward to Prof. Clancy.
- We will contact you later in the semester for a brief evaluation of our prototype, where you will be able to see some of your suggestions being implemented.
- On behalf of the whole group I would like to thank you, your time and effort are greatly appreciated.

2.5 Modification of plan between interviews

After the first interview, we decided to ask the user what they felt were the best and worst parts of the UC-WISE interface.

After Interview 2, we observed that users concentrated their feedback on the WISE interface. Since this is outside of the scope of our project, we changed our interview plan to direct the users to focus on their use of the UC-WISE portal.

3. Analysis

3.1. What tasks do users now perform?

The user performs a variety of tasks when using the UC-WISE system. The first task is always to login. The user provides his or her login and password and is taken to the portal for their course.

After logging in, users usually check for urgent matters—important announcements regarding the exams, assignments, and other issues related to the course. Occasionally, the user will check for graded assignments, although the frequency with which users do this varies significantly.

Users spend the majority of their time on the system working on assignments: labs, which are intended to be completed during the lab session, and homework, to be done outside of lab. A lab consists of a set of numbered components, including quizzes, readings, and exercises. These are all done directly through the web interface to the system. The guidelines and necessary code for the homework are available at the end of each lab, although the homework assignments are completed and submitted outside of the web interface via the user's class account.

Another task that users perform is to get information about assigned readings. Users check what the reading is for the next lecture, as well as what readings have been assigned in the past (especially when studying for an exam).

Users also access resources through the UC-WISE portal. The resources contain links and documents relevant to the course material and tools (Eclipse, Java, etc...).

Frequently, users communicate with other people. In the lab, the users may request assistance from the teaching assistant or lab assistants, and users also interact with other students for help and collaboration. Outside of lab, users may use their email accounts to contact the teaching assistant, although this task is separate from the UC-WISE interface.

Lastly, users log out of the system when they are finished with their work.

3.2. What tasks are desired?

There are several tasks that the users would like to do, although the current interface does not facilitate this or makes it very difficult to perform these tasks.

The most commonly expressed desire was to be able to find out easily and quickly what assignments the user needs to complete in the immediate future. The user wants to be able to see from the UC-WISE portal which assignments are due today or this week, for example.

In the same vein, users would like a way by which they can keep track of which labs, homework assignments, and readings they have completed. This will allow them to skip over items that they have already completed and easily focus on what still needs to be worked on.

Similarly, users would like to for a way to get a glimpse into what will be due in the coming weeks or two, so they may be able to plan their schedules accordingly.

3.3. How are the tasks learned?

There are several mechanisms by which the user learns how to perform the tasks. There is a tutorial lab that the user completes during the first week of instruction that introduces the user to the UC-WISE system. However, this does not cover all the tasks a user needs to perform and only covers a few activities specific to the curriculum.

Many of the tasks, in fact, are learned through simply exploring the links available in the site navigation. This works well for the simple tasks such as checking grades, although some more complicated tasks require trial-and-error (click on different part of the interface and seeing what happens).

Users can also learn about the tasks through their interaction with peers and the teaching staff during lab sessions.

3.4. Where are the tasks performed?

There are two primary environments in which the tasks are performed.

Many of the tasks are performed during scheduled lab sessions in the instructional labs in Soda Hall. There are approximately 20-25 students during the lab, a teaching assistant (usually a graduate student instructor), and a lab assistant. The workstations in the labs run Solaris 9, and for I/O a user will have available a keyboard, mouse, and monitor (15"-19"). While users routinely perform all the aforementioned tasks in the instructional labs, they spend a large portion of their time completing the lab assignments. Students may also use the instructional computers to perform the tasks outside of the scheduled lab hours.

Users also perform tasks outside of instructional computing labs, using their personal computers at home. Generally, users at home work on completing homework assignments, although they perform other tasks as well.

3.5. What is the relationship between user and data (personal, private, public, meaning to the user, etc.)?

The information stored on the server is crucial to the student's success in the class. The system is an access point for students to gather information about the class and their status therein. Private data on the site includes student grades, assignment/lab progress, and personal preferences (email, password, etc.). This data is vital to the user, who wishes to verify his/her progress in the course. Public data on the site includes all dates for assignments/labs/readings, all announcements (about coursework, office hours, etc.), relevant resources, general info, and site help. This data is selectively vital to the user, who wishes to see each announcement at least once, anticipate his/her upcoming work/reading schedule, and find help when needed.

3.6. What other tools does the user have to complete the tasks?

Any handouts or course readings will be important for users to complete tasks. The user may also visit an instructor's office hours for help or information. In lab, users may communicate with each other when having difficulty with a task. Our interviewees also chose to do Google searches for help.

3.7. How do users communicate with each other regarding the tasks?

Users talk to each other in the labs, or they use an electronic method (an Instant Messaging system, email, or newsgroups). They may also call each other outside of class if they need additional help.

3.8. How often are the tasks performed?

Task repetition varies per task. Users probably check for announcements every day, check their grades once a week, check for assignments/readings every couple days, complete assignments/readings/labs as-assigned, and look for online help as-needed (possibly once or twice per assignment). These rates are based on what a user may sign on specifically to do. The current user-interface bombards the user with varying information in such a way that users repeat some of these tasks more often than

desired (reading old announcements, redundant information, and seeing the same calendar/schedule layout over and over again).

3.9. What are the time constraints on the tasks, if any?

The two major tasks for the students are the lab and the homework or projects.

The homework and projects have a strict deadline however they get posted early. The homework is posted usually about a week early and the projects two to three weeks before they are due. Although we have reasons to believe that students will start close to the deadline our volunteers stated that they try to finish their homework early so we don't see a reason to consider the deadline as a time constraint. The homework and projects are also not intensive on the website, usually just the instructions are posted on it and the students work off eclipse.

The labs are supposed to be finished within the three hours of the lab. However, if the students don't finish on time they have a week to complete them and turn them in – even so this deadline is not as strict as the one of the homework. The students, and the instructors, usually like to finish within the lab time so we should treat this as a time constraint although not as a crucial one since they can still get full credit turning it in late.

A minor time constraint is related with the Wise server, on which we cannot change anything. If the Wise window (homework assignments and some lab exercises) remains open for more than 15 minutes it logs out for safety reasons and the students have to go through some trouble to log in – all of our volunteers were bothered by this – so this is a time constraint we have to deal with.

3.10. What happens when things go wrong while performing tasks?

Since this is a web based application the users usually close the browser and start it again.

If the problem persists they logout of their class account and log back in (this resets the security features of the browser and sometimes fixes the problem)

If they believe it is the client's problem they usually switch client terminals, but this seldom helps.

If they are in lab they sometimes choose to go home and finish the lab on their own computer (also at a different time when the website and the network have less workload)

If they are in lab they can also ask their T.A. and lab assistants for technical help, although they are unlikely to be able to help with problems concerning the website.

If at home they can restart their browser, restart their computer.

If at home they can also send an e-mail to Prof. Clancy or their e-mail reporting the problem and asking for help, but resolving a problem in this way will take at least 24 hours.

Most of the problems concern network problems and some minor bugs on the UC-Wise implementation. They don't save any sensitive work on the website so if it suddenly drops it is not a big deal but it is frustrating.

The only problem that might be important is if the website is down for a long time the night before the midterm or the night before something is due.

4. Observational Notes

4.1 Subjects

Interview 1: Sylvain La, sylvainla@berkeley.edu

Interview 2: Filip Furmanek, FilipFurmanek@hotmail.com

Interview 3: Channing Cheng, channing@berkeley.edu

4.2 Interviewer and observer roles

Interview 1: Loucas Papayiannis, interviewer; Levy Klots, observer

Interviews 2 and 3: Sinan Kabak, interviewer; Sanja Curgus, observer

4.3 Interview transcripts

Interview 1 (La)

- 1) *What are the first things you do before starting a lab?*
 - a. *login*
 - b. *check announcements although usually already said in class so it acts as reminders.*
- 2) *How do you navigate to the lab?*
 - a. *When first logs in has weekly view where lab is.*
 - i. *Sometimes wants to see what the reading assignments are and that is only available in the semester view. Takes a long time to load.*
 - ii. *Reading is always "supplementary" so usually does not do it.*
 - b. *Clicks on the first lab item which is usually a quiz. A new window opens with the quiz section first and other lab sections links on the left hand side. These other links are also included in the calendar view, but usually does not use them, since clicking the first lab item already makes them accessible.*
- 3) *How do you use your lab or homework?*
 - a. *Has an eclipse window open.*
 - b. *Reads problem toggles back to window. Types some code. Switches back to lab window. Does this several times.*
 - c. *If doing a lab, when code is ready and compiled, he copies and pastes the code from eclipse into the lab window.*
 - d. *If doing a homework would ssh the file over to his instructional account.*
 - e. *Eclipse is where most of the time is being spent.*
- 4) *How do you keep track of what you have done?*
 - a. *There is no good way.*
 - b. *Usually just remember and if need be look at the work I have so far done and compare to what needs to have been done and figure out where I am.*
- 5) *How do you get help?*
 - a. *Almost always uses Google. Opens new window and types in url.*
 - b. *Lots of lab TA to help, but does not usually use them.*
 - c. *Does not use any resources offered in UC-WISE system.*
- 6) *How do you submit homework?*
 - a. *Does homework and lab on non-instructional machine.*
 - b. *Writes code on his machine using eclipse.*
 - c. *SSH to instructional account, copies over files and submits command line.*
- 7) *How do you plan your lab and homework activity ahead of time?*
 - a. *Does not usually plan ahead.*
 - b. *Labs are posted the day of lab so there is no way to look at them.*

- c. Homework posted one week before due date always.
 - d. Can't really plan farther ahead.
 - e. Calendar is useful to see when things are assigned but have to look at actual assignments to see when they are due.
 - i. They are usually due in regular intervals so that is not a big deal.
- 8) How do you keep track of important events like midterms?
- a. Uses the semester view. Midterms are under special events.
 - b. Most important events are included in the syllabus.
- 9) What are some annoying things?
- a. When clicks on the "Home" link sends him to the week-view of the first week of August, even though it is not August.
 - b. Hard to find syllabus and uses it fairly often.
 - c. Does not like the way the calendar looks and the way it is setup, but likes the idea of a having a calendar to organize work.
- 10) Are there features you don't use or don't know about (we showed all the features that we found in our use of the UC system and asked him if he knew about it)?
- a. Does not use the brain feature (used for taking persistent notes)
 - b. Does not know about "All Work" link which lists all those activities pertinent to him, and whether or not he has submitted what is asked in the activity.

Interview 2 (Furmanek)

First thing looked at:

check announcements, they are more like reminders

After that:

click on first item in lab

back track to previous homeworks

go through pages (tabs) in wise

If something due more than 1 day previous have to remember that

it is not indicated anywhere

generally not the case though

The lab starts with a quiz

this works well

Links

Grades link

don't see point of overall grade section

links back to individual assignments are nice

it would be nice if you could link back to completed hw & see solution

Resources link

some excerpts from reader

otherwise "very thin"

extra material is integrated into lesson or printout

haven't needed to use so far

Homework to do:

to find current homework look at previous one

submitting homework

done outside UC-WISE

from the class account with submit

have workspace folder in class account

copy homework file to day folder & submit

Readings to do:

"i think they made a syllabus at some point"

in the portal there are links to current reading only

"haven't looked at these"

How get idea whats due in coming week:

wouldn't be able to
how do you know dates of midterms
on syllabus
they are in the calendar as a special event
there is an announcement as well
future weeks are empty
labs aren't posted until day of, 10 mins before lab starts
dont know if not written yet or just not posted

Calendar use:

never used month or semester b/c doesnt allow to look ahead
does give you look back but only on reading assignments
if want to know lab/hw would have to click back on labs

Checking if completed hw:

not possible in UC-WISE
don't know if can use submit in class account to check
TA says no

Getting help: peers

in class yes
for hw not really
on newsgroup outside wise
all students do not participate

Getting help: TAs

do answer questions
a way to get help outside of class

How to find a problem similar to before

load up portal & go back 2 weeks
or access to files from unix
can't tell which tab has what in it
must go back & forth between tabs
can't save & edit responses

Extra brain

broken code, it would crash
links don't work
no reason to have notes separate from code
use paper instead because need to represent things graphically
convoluted
would like to be able to bookmark page instead

Would like it if icons showed what tab was about, how long it would take

tell apart at a glance
currently vague title only

Projects are outside of UC-WISE, get help from newsgroup

End of lab:

at end do collaborative review
pair up with someone for that
problem
there is coding but people have to code separately
system doesn't allow to collaborate on code based level
good idea in general
would like online quiz that you could work on together
respond together
track that people are working together

Best thing about portal: not sure

*Worst thing: for homework its hard to tell what is due for a certain day
would like it tagged with due date, visible in portal*

Interview 3 (Cheng)

First thing you do:

log in

Then

check announcements

go to today's quiz

open, read, look at question

go back to previous labs to figure out quiz

have to remember which lab

Observed that clicking on links opens up new window or in the current window:

random which will happen

How do you know what hw due today:

says what have to read but not hw for that day

have to go to old hw to figure out hw due

don't like tell you for discussion that you have to read last paragraph to post

then go back to last hw back a week, then open up a new one

have to go back to old discussion & post comments, by today

probably wont

weird having to go back a week

better if direct link

Other tasks during lab:

work on whatever working on before

have to remember if done something yet

clicks through tabs to see if posted

First lab activity is a quiz:

After taking a quiz the TA will tell you if right or wrong

if wrong, clicks on extra brain & write what did wrong what right is

save it & associate with step

his way of looking back at quizzes

don't know what buttons in extra brain do

Checking grades:

go to grades once a week

Resources:

don't click on links except grading

don't use

Checking whats due in a few weeks and when exams:

might look at month calendar, can look at everything there

haven't picked midterm date, lab doesn't show up until today

Getting help:

talk to friends or TA

how many times do you call TA?

6 times – sometimes more or none

might have to wait a little but not long

can't get to TAs website, link doesn't

Other tasks from portal

from home:

eclipse & wise parallel in windows

easier

in lab:

sometimes displays previous page from another lab

have to close everything

if quiz takes a while says log back in but that log screen doesn't do anything

must go to original screen

calendar

days besides tue/thur

*always due tue thur
no feedback on hw
other days are useless
other people in wed/fri will use but not labs on tue/thu
tells about lab but nothing else
tells about midterm*

End of lab:

*collaborative, did at 1st, don't do it now
not caught up, not finished, other stuff to do*

Calendar:

*never use semester calendar
use month to go way back
look at all the quizzes, week by week
b/c our class is open note, have calendar & quickly copy the notes & past on
notepad and look at what need to study
ignore reading assignments, haven't done much reading, nice that links are
there instead of being hidden like homework
would be nice to have something that tells this is due or you have to do this
usually look at week calendar
usually don't read lab step in portal, just click on it
like the semester calendar, better than month
better because it is in list form
easier to just go down as opposed to calendar
if got rid of unused days wouldn't make much difference
best thing: the weekly calendar
worst thing: not having everything you need to do all in one place
it is easy to fall behind*