# **Microsoft Sharepoint**

# **Usability Study Kit**

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# Description

Microsoft Sharepoint is a web-based application that can be used to create, store, and distribute information. It allows you to collaborate with others by using content and features in a website-like format. Sharepoint is highly customizable and can be used as a platform to build anything from a personal portfolio or department website to an intranet for a group or organization.

# **Research Questions**

The following are the key research questions we will investigate through our study:

### Efficiency & Effectiveness:

How easily and successfully can users create, edit, and organize different types of Sharepoint web parts on their own communication sites?

Are users able to successfully edit each section's layout and appearance

**Success Rate:** What issues do they encounter in the creation process of each type of web parts respectively?

### Learnability & Intuitiveness:

Can users fully comprehend the use of all provided types of web parts and select the suitable ones for some certain tasks without difficulty?

Can users perform some common tasks with established benchmarks?

### Usefulness & Satisfaction:

Does the site provided the functions users need and expect for creating a website/page?

Are users able to successfully edit each section's layout and appearance



# **Facilitation Guide**

Before the participant comes

Participant Connection	heck Participation Survey Result	Room Booking	
Materials Printed 🗌 Laptop	Checked 🗌 Page Setup		

Participant Connection - Send confirmation message or calendar invite once a participant is scheduled with time and location. Contact the participant one day before the scheduled test with a reminder message.

Check Participation Survey Result - Make sure being familiar with the participant self-report experience of web-creation or managing.

Room Booking - Book the testing location in advance.

Materials Printed - Print out more than needed study scripts and scenario materials in advance.

Laptop Checked - Bring two laptops in case one is broken during the test. Make sure clear off all other windows or notifications. Stay plugged in during the test. Check the laptop webcam and microphone as well set up Morae in advance.

Page Setup - Set up the laptop to the correct starting status of the first task before the whole testing session starts.

After the participant comes

Before the test starts, ask a few friendly questions to build rapport with the participant.

Sit close enough to the user that you can watch them use the app, but not so close they feel uncomfortable to use the app freely.

Remember to take notes of impressions you have or observations that may not be captured by Morae or the video camera.

Pay attention to the user and remember to ask probing questions if they stop talking or your notice behavior that may indicate a significant thought they didn't verbalize.



### Screening questionnaire

Hello, everyone! We are a UW graduate student team conducting a usability study for Microsoft Sharepoint. We are currently looking for UW administrator participants to test one of their programs. The study will only take an hour of your time and Microsoft will provide a \$40 gift card for your participation. Please fill out this survey if you're interested, and we appreciate your participance so much!

1. Please add	your name
3. Are you cu 〇 Yes	rrently living in the Seattle area?
4. Have you e 〇 Yes	ever created a website that did not require coding it?
5. Have you e 〇 Yes	ever managed a website (created, edited or posted content)? $\bigcirc$ No
6. lf you have	any experience creating or managing a website, what program did you use?
Wix	
Weebly	
Squarespace	e
Wordpress	
Google sites	
Other	

7. Would it be okay for us to contact you for additional information after the test? If yes, please enter your email address.



## **Consent Form**

Title of Project: Microsoft Sharepoint Usability Study

#### Please check all boxes

- 1. I confirm that I understand the details for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.
- 2. I understand that my participation is voluntary and that I am free to withdraw at any time without giving any reason.
- 3. I understand that data will be collected during the interview in the forms of audio and video recordings.
- 4. I am of 18 years or older.
- 5. I agree to take part in the above study.

Name of Participant	Date	Signature
Test Moderator	Date	Signature

# SharePoint

# **Introduction Script**

"As part of our Human Centered Design and Engineering class we are evaluating the Microsoft Sharepoint web application. Thank you so much for taking the time to participate in our study. We would like to determine the program is intuitive and we would appreciate your feedback.

In the first section of this study, we will provide you a scenario that you will use to complete several tasks within the application. As you complete these tasks, we may ask a number of questions to help us understand your use and perception of the application. We would like to iterate that we are not testing you but only the program itself so there are no right or wrong answers to the questions or tasks. As you work through the tasks, we would encourage you to "think aloud" to help us gain a clear understanding of what you are thinking and experiencing. In the end of the study we hope that Microsoft will use your feedback from this session to improve upon the program.

[Moderator walks participants through think aloud practice in advance if the participant asks. Example: "When I walk into the house the first thing I see is a window to my left…"]

In the second portion of this study, we will ask you to rate several items related to your use of the application. This will help us evaluate how satisfying different components of the application are.

Our study is expected to last approximately an hour. If you have any questions, concerns, or feel discomfort of a kind please feel free to ask or notify us. You can also take a break or discontinue the study at any time if you need to.

We would like to use a video camera to record your use of the application, as well as your verbal and nonverbal responses. This will aid us in reviewing your responses accurately later on. No identifying information will be used or retained in the final results of this process. We may also take a few handwritten notes.

If this process sounds ok, please read and sign this consent form, which essentially indicates you will not share the details of the study with others and give us permission to record you."

### [Hand the consent form]

"Do you have any questions before we move on to the next step?" [Answer the question]



# **Facilitation Script**

Start Morae 🗌 Explain Morae 🗌 Hand the hard copy of participant scenario

### **Pretest Questionnaire**

"First, I will ask you some questions to learn about you as our participant."

#### [Read the pre-test questionnaire]

#### **Think Aloud Practice**

" Through today's session, I will be asking you to think aloud. To give you a better understanding of thinking aloud, let us do a quick practice. Please walk me through how many windows there are in your house."

#### Task Scenario

#### [Hand the Participant Scenario 1 and read the general task background for them]

"Imagine that you are tasked with managing the University of Washington Graduate & Professional Student Senate (GPSS) website. You just created a new site, and you are on your completely blank homepage now. Below is our first scenario with a few subtasks that you may have to complete to successfully build the webpage, please try to work through them one by one. Refer to the materials provided in the Testing Materials folder on the desktop. We have also provided a picture of website sample as a reference.

Please read the scenario provided and move through the tasks. A sample of the webpage is also available for you. You could use it as a reference for the scenario but you don't need to be exactly the same with it. As a reminder, we are testing the application not you, and we would love to hear both positive and negative feedback that will help us understand what your thinking and feeling as you use the application. Also, please let me know when you feel the task is accomplished."

[Hand the Participant next Scenario when they finish the previous one]

#### Post-task Questionnaire

"You have completed task X. please fill in the form after the scenario."

#### Post-test Questionnaire

# SharePoint

"Thank you for completing the tasks in our study. Now, we would like you to take a post-test questionnaire on the computer. This will help us gather information on your experience using Sharepoint during our study. I will read the questions aloud, and you can walk me through your answers. Your answers won't hurt us, so please be honest."

### [Hand the participant the Post-test Form]

### **Post-Test Interview**

"Thank you, again. Before we finish, I will be asking you a few questions about the tasks you did during your study."

[Ask Post-task Interview questions]

### Closing

"Thank you again for your time. We appreciate your thoughts and experience in helping us improve Microsoft Sharepoint, and we will keep your responses confidential. Here is a small compensation for your time."

### [Hand them the gift card]

"Please feel free to contact us if you have any questions or concerns, or would like to add something you have thought of after you leave today. Thanks again for participating in our study."



# **Pre-test Questionnaire**

These questions will be asked verbally to participants before the testing will begin. The designated note taker will record all answers.

1. If student: What is your class standing (undergraduate, master's, Ph.D.)? What are you studying?

1. If administrator: What is your administrator position title? Which department do you work in?

- 2. Have you ever used Sharepoint before? If yes, for what purpose?
- 3. If the participant has website creation or management experience
  - 1. From our survey we have noticed that you have created/ managed a website in (name of website builder before) can you tell us more about that experience?
    - a. What do you usually use the website for?
    - b. What kinds of content do you post on the website? (Publish news, events, send newsletters, etc) Can you list the most common activities associated with the website creation or management?
    - c. What did you like about the program? Dislike? Any features that you found very helpful or features that you felt were missing that could have made your experience better?
  - 2. How often do you manage content on your website or the website that you manage?
    - a. Once a month
    - b. 2-4 times a month
    - c. Once a week
    - d. 2-4 times a week
    - e. More than 4 times a week



## Post-task Questionnaire

Participants will be asked to fill out the following form after each of the five scenarios. Each scenario description will be written on its own page with a post-task questionnaire added below it. All participants will receive a packet of this information and a pen to complete it.

Post-Task Form (print for participant)

1. How easy was it to complete the tasks in this scenario?

Very Difficult	Difficult	Neutral	Easy	Very Easy
1	2	3	4	5

2. How understandable was the process of completing the tasks in this scenario? (To elaborate, did the process of creating all of the elements for the scenario needed flow logically in your mind? )

Very Difficult	Difficult	Neutral	Easy	Very Easy
1	2	3	4	5

#### Post-Task Questions

These questions will be asked verbally after the participant has completed the form. The note taker will take note of the participant's response.

- 1. What made the tasks easy or difficult to complete?
- 2. What made the tasks confusing?

\*Verbally ask for more specific feelings based on the tasks to understand why the participants gave the ratings in the post-task form\*



## **Post -Test Questionnaire**

These questions will be asked verbally after the participant has completed the form. The note taker will take note of the participant's response.

Post-test Form (print for participant)

Instructions: Please complete each scaled or free form answer question based on your experience with the Sharepoint today.

1. On a scale of 1 – 5, 1 being very poor and 5 being great, how would you rate the content functionality of the application (meaning the ability to add subject matter and details)?

Very Poor	Poor	Neutral	good	Great
1	2	3	4	5

2. On a scale of 1 – 5, 1 being very poor and 5 being great, how would you rate the structure functions of the application (meaning the ability to change the layout of the information, and the organization of the menus, tabs, and pages)?

Very Poor	Poor	Neutral	good	Great
1	2	3	4	5

3. On a scale of 1 – 5, 1 being very poor and 5 being great, how would you rate the interaction functionality of the application (meaning the behavior of the cursor, links, tabs, buttons, videos, etc.)?

Very Poor	Poor	Neutral	good	Great
1	2	3	4	5



4. On a scale of 1 - 5, 1 being definitely no and 5 being definitely, how likely would you be to use this application to create, share, and collaborate with your educational needs?

Definitely No	Not Likely	Maybe	Very Likely	Definitely
1	2	3	4	5

#### Post-test Interview

\*After completing the questionnaire, we will verbally ask our participants to indicate what they liked and did not like about the design, content, structure and interaction functionality. This will allow us to get a better understanding of the results given on the Likert scale.\*

1. Which parts of this application do you believe are of the most valuable to your work? In other words, what would you highlight to recommend the application to others?

2. Which part of the application did you enjoy using the most?

3. Which tool was the most difficult to use for you?

4. What content (meaning the subject matter, subject details, and length of information) would you want or expect to find on this application?

5. What features would you want or expect to find on this application?



### Moderator/Observer Task Scenarios

General Background:

Imagine that you are tasked with managing the University of Washington Graduate & Professional Student Senate (GPSS) website. You just created a new site, and you are on your completely blank homepage now. Below are some of the tasks you may have to complete to successfully build the webpage. Please refer to the materials provided in the Testing Materials folder on the desktop. We have also provided a picture of website sample as a reference.

Scenario 1- Set up Profile Page & Links		
T1. Add Texts, T2. Ac	ld an image, T3. Add links, T4. Add a video from YouTube	
Starting state	Blank homepage	
Scenario Script	<ul> <li>GPSS wishes to update their home page, please</li> <li><u>Add a picture</u> as the heading and provide <u>a brief introduction</u> of the organization with the information given.</li> <li>Next, please provide an <u>external link to UW homepage</u> and upload a <u>Youtube video</u> about the University of Washington on your homepage.</li> </ul>	
Prompts	Could you please check the task list?	

#### Level 1: Create and Edit Direct Web part



Level 2: Create Subpage Content and Show Abstracts on Homepage

scenario 2 - Create	Posts and Manage Documents
T5. Post news on the	homepage, T6. Add quick links, T7. Create document library and add files
Starting state	Homepage saved after L1
Scenario Script	The GPSS yearly officer election is coming up next week, please
	• <u>Post this news</u> on the homepage and <u>give a brief description</u> .
	<ul> <li><u>add</u> some <u>relative links including the homepage</u> you worked on in scenario 1</li> </ul>
	• Finally, let's <u>attached files</u> as supporting information.
Prompts	Maybe try to save now?

Scenario 3 - Post Ev	Scenario 3 - Post Events				
T8. Create a new eve some events on the h	T8. Create a new event page and post events, T9. Link event page to the homepage and show some events on the homepage.				
Starting state	Homepage saved after L1				
Scenario Script	<ul> <li>GPSS hosts many events every week. Please</li> <li><u>Create a new event page</u> and <u>post an event calendar</u> which shows the events information.</li> <li>Also, please <u>show this page in the navigation bar</u> so that you could find it later, and <u>display the events on the homepage</u>.</li> </ul>				
Prompts	Which web parts would you need if you want to display the events?				



### Level 3: Organize Homepage

Scenario 4- Reorganize the Website				
T10. Change layout				
Starting state	Homepage saved after L2			
Scenario Script	<ul> <li>You've already created all of the desired web parts on your homepage, but you've found that viewers respond better to a <u>two</u> <u>column layout</u> for some contents.</li> <li>Can you please take the sample as a reference and improve the homepage layout?</li> </ul>			
Prompts	Can you look closely between the sections?			



#### General Background:

Imagine that you are tasked with managing the University of Washington Graduate & Professional Student Senate (GPSS) website, which is a student government organization on campus. You just created a new site, and you are on your completely blank homepage now. Below are some of the tasks you may have to complete to successfully build the webpage. Please refer to the materials provided in the Testing Materials folder on the desktop. We have also provided a picture of website sample as a reference.

# Participant Task Scenario 1

Participant \_\_\_\_\_

GPSS wishes to update their home page, please

- <u>Add a picture</u> as the heading and <u>provide a brief introduction</u> of the organization with the information given.
- Next, please <u>provide an external link to the UW Website</u> and <u>add a Youtube video</u> about the University of Washington on your homepage. (it is located on the next browser tab)

1. How easy was it to complete the tasks in this scenario?

Very Difficult	Difficult	Neutral	Easy	Very Easy
1	2	3	4	5

Very Difficult	Difficult	Neutral	Easy	Very Easy
1	2	3	4	5



# Participant Task Scenario 2

Participant \_\_\_\_\_

The GPSS yearly officer election is coming up next week, please

- <u>Post this news</u> on the homepage and <u>give a brief description</u> about how the process works
- Create a group of 3 links on the news page. Two of them can be found in the material folder, and one is the link to the homepage you created in scenario 1. (please refer to the picture provided)
- Finally, <u>attach three files</u> as supporting information.

1. How easy was it to complete the tasks in this scenario?

Very Difficult	Difficult	Neutral	Easy	Very Easy
1	2	3	4	5

Very Difficult	Difficult	Neutral	Easy	Very Easy
1	2	3	4	5



# Participant Task Scenario 3

Participant \_\_\_\_\_

GPSS hosts many events every week. Please

- <u>Create a new event page and post a group of events</u> that are coming up in the next few weeks (please refer to the material folder).
- Please <u>show the events page in the navigation bar</u> so that you could find it later, and <u>display the events on the homepage</u>.

#### 1. How easy was it to complete the tasks in this scenario?

Very Difficult	Difficult	Neutral	Easy	Very Easy
1	2	3	4	5

Very Difficult	Difficult	Neutral	Easy	Very Easy
1	2	3	4	5



# Participant Task Scenario 4

Participant \_\_\_\_\_

You've already created all of the desired web parts on your homepage, but you've found that viewers respond better to a <u>two-column layout</u> for some contents. Can you please refer to the sample and improve the homepage layout?

#### 1. How easy was it to complete the tasks in this scenario?

Very Difficult	Difficult	Neutral	Easy	Very Easy
1	2	3	4	5

Very Difficult	Difficult	Neutral	Easy	Very Easy
1	2	3	4	5



# **Data-logging Form**

(\* small scale example of data-logging form\*)

Session	Time	Participant	Scenario	Sub-task	Task Success	Task Failure	Number of Hints	Comments*

#### Comments\*

To differentiate different types of comments, we define different comments codes here, followed by an example:

#### Normal comments

eg: goes to the sub-menu

#### "Comment maken directly by the user"

eg: "this is too confusing"

#### COMMENTS GUESSED BY THE OBSERVER / OBSERVER'S ACTIVITY

eg: THINKS SHE IS ALREADY ON THE HOMEPAGE / GIVE HINT TO GO BACK HOMEPAGE



# Attachment: Webpage Sample

#### Scenario 1 Homepage





### Scenario 2 Homepage

Office 365     SharePoint	Q 🐵 ? MA
517TestPage-L2	★ Following 🖻 Share site
Home Documents Pages GPSS Event Page Site contents Edit	
+ New V 🛞 Page details Dra	aft saved 2/24/2019 🧷 Edit 🛄 Publish
GRADUATE & PROFESSIONAL STUDENT SENATE	
The Graduate and Professional Student Senate (GPSS) is the official student government representing the 15,000 graduate and professional studen University of Washington. GPSS provides and advocates for the tools needed to enhance personal and professional development, and safeguards t of the students it represents.	he interests
GPSS actively supports graduate and professional students and builds community among them with regular communications and opportunities for as well as social events throughout the year. GPSS represents students to the University and the Legislature, funds graduate programming, and hos social events.	involvement its regular
Big News	
+ Add ~ 2019-2020 GPSS Officer Elections	
The approved Elections Guide for the 2019-2020 GPSS Officer Elections is now available. Nominations will be accepted until Monday, April 22, 2019, at 5:30 p.m. a	
MOD Administrator 2 days ago 4 views	
https://www.washington.edu/	
UW Homepage www.washington.adu Honors and Awards UW is a top producer of Fulbright recipients. Fifteen graduate and undergraduate students from the University were awa Fulbright grants for 2018-2019 — among the leading research schools in the country and more than any other L.	inded
	ter Share
Comments	
Add a comment. Type @ to mention someone Post	
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### Scenario 2 News Page

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+ New \vee 🖾 Send by email	🛛 🖘 Promote 🔞 Page details	Published 2/24/2019 / Edit
	2019-2020 GPSS Officer Elections	
	MOD Administrator	
X		
	The approved Elections Guide for the 2019-2020 GPSS Officer Elections is now available. Nominations will be accepted until Monday, April 22, 2019 p.m. and elections will be held Wednesday, May 1, 2019 at 5:30 PM at the HUB. All current and incoming graduate students are eligible to run for a	, at 5:30 position,
	but only currently registered GPSS Senators may vote in the GPSS Officer Elections.	
	For any questions of concerns about this guide, please contact the Elections Committee Chair, Frances Chu, at Chur@ow.edu.	
	Relative Links	
	GPSS Homepage GPSS Official Website O19-2020 GPSS Officer	
	Elections   Oracuate damp, r	
	Documents	See all
	+ New ∨ 🔻 Upload ∨ 🖓 Sync 🛱 Export to Excel 🗦 All Docum	nents $\vee$
	Name ∨         Modified ∨         Modified By ∨	
	GPSS Officer Election 2 days ago MOD Administrator	
	GPSS-Goals_B5801.pdt 2 days ago MUU Administrator	
	Comments	
	Add a comment. Type @ to mention someone Post	
🖒 Like 🖓 Comment	⑦ 5 Views □ Save for later	Feedback



### Scenario 3 Homepage

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	GRADUATE & PROFESSIONA SENATE	L STUDENT		
	About GPSS			
	The Graduate and Professional Student Senate (GPSS) is the offic University of Washington. GPSS provides and advocates for the to of the students it represents.	ial student government representing the 15,000 graduate and professional students at the ools needed to enhance personal and professional development, and safeguards the interest of the student students and professional development.	sts	
	GPSS actively supports graduate and professional students and b as well as social events throughout the year. GPSS represents stu social events.	uilds community among them with regular communications and opportunities for involvem dents to the University and the Legislature, funds graduate programming, and hosts regular	ant	
	Big News			
	H Add ∨     2019-2020 GPSS Officer Elections     The approved Elections Guide for the 2019-2020 GPSS Officer Election     available. Norminations will be accepted until Monday, April 22, 2019, at     MOD Administrator 2 days app     4 views	s is now 5:30 p.m. a		
	Upcoming Events + Add event	Se	e all	
	MAR MAR 16 15			
	Get-together Meeting GPSS and the Sorcerer's Social Executive Committee M	Aeeting		
	Sat, Mar 16, All day Center for Urban Horticulture, 3501 NE 41 Add to my calendar Add to my calendar	n, Austria		
	Https://www.waterington.edu/ UW Homepage www.wathrogton.edu Heners and Awards UW is a top produc Fubright grants for 2018-2019 — amo	er of Fulbright recipients . Fifteen graduate and undergraduate students from the University were awarded rg the leading research schools in the country and more than any other L		
	University of Washington Campus Tour	Watch later Share		



### Scenario 3 Event Page

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517TestPage-L2			★ Following
Home Documents Pages GPSS Event Page Site content	s Edit		Search this site
+ New \vee 🖾 Send by email 🤜 Promote 🛞 Page details			Published 2/24/2019 🖉 Edit
GPSS Event Page			
Event Calendar + Add event			See all
Get-together GPSS and the Sorcerer's Social Sat, Mar 16, Ali day Center for Urban Horticulture, 3501 NE 41 Add to my calendar Comments	MAR 15 Meeting Executive Committee Meeting Fri, Mar 15, 5/30 PM Hub 303, 3244 Ruprechtshofen, Austria T Add to my calendar		
Add a comment. Type @ to men	uon someone	Post	
🖒 Like 🖾 Comment 💿 3 Views 🗍 Save for later			Feedback



### Scenario 4 Homepage

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https://www.washington.edu/ WHomepage www.washington.edu Honors and Awards UW is a top producer of Fulbright recipients. Fifteen graduate and undergraduate students from the University were awarded Fulbright grants for 2018-2019 — among the leading research schools in the country and more than any other L.		
Comments Add a comment. Type @ to mention someone Post Could be a	nhile ann	Feedback



# Attachment: Materials Folder

### Scenario 1 Folder

1. About GPSS text file

About GPSS

	-	
DOCX		CRACKATE & COURSE & COURSE
About GPSS	Links	GPSS

The Graduate and Professional Student Senate

(GPSS) is the official student government representing the 15,000 graduate and professional students at the University of Washington. GPSS provides and advocates for the tools needed to enhance personal and professional development, and safeguards the interests of the students it represents.

GPSS actively supports graduate and professional students and builds community among them with regular communications and opportunities for involvement as well as social events throughout the year. GPSS represents students to the University and the Legislature, funds graduate programming, and hosts regular social events.

### 2. GPSS Heading image



### 3. Links

UW Homepage https://www.washington.edu/

4. Youtube Video Page (<u>https://www.youtube.com/watch?v=gOmiwd2HS\_c</u>) Open for Participant



#### Scenario 2 Folder





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	DD	-	



links



news file-1.pdf

news file-2.pdf

news file-3.pdf

news

1. News text file

2019-2020 GPSS Officer Elections

The approved Elections Guide for the 2019-2020 GPSS Officer Elections is now available. Nominations will be accepted until **Monday, April 22, 2019, at 5:30 p.m.** and elections will be held **Wednesday, May 1, 2019 at 5:30 PM at the HUB**. All current and incoming graduate students are eligible to run for a position, but only currently registered GPSS Senators may vote in the GPSS Officer Elections.

For any questions or concerns about this guide, please contact the Elections Committee Chair, Frances Chu, at <u>chuf@uw.edu</u>.

2. Relative links

GPSS yearly officer election <u>http://depts.washington.edu/gpss/gpss-officers-election/</u>

GPSS Official Website http://depts.washington.edu/gpss/

3. News files. pdf provided



#### Scenario 3 Folder

1. Upcoming events text file Executive Committee Meeting When: Fri, Mar 15, 5:30 pm – 6:30 pm Where: HUB 303



Upcoming Events

The Graduate and Professional Student Senate (GPSS) is the official student government for all graduate and professional students at UW-Seattle. GPSS represents students to the UW administration and state and federal governments and puts on regular social events. Each UW department sends two Senators to a meeting every other week on Wednesday evenings at 5:30 PM in HUB 303.

GPSS and the Sorcerer's Social

When: Sat, Mar 16, 2019

Where: UW Center for Urban Horticulture

Facebook Link: https://www.facebook.com/events/283853175624440/

Join your fellow graduate and professional students for a glass of butterbeer or pumpkin juice and a riddikulusly fun evening at our winter social! GPSS will be hosting a Harry Potter themed social for all graduate and professional students! Dress as your favorite character, sport your house colors, or just come as you are to mingle with other students and enjoy a night of Harry Potter frivolity.