

Task Difficulty

Rubric for Scoring Tasks

Score	Definition
1	No issue whatsoever Task is completed without difficulty by the user (according to user reactions and time to complete task). User voices no concerns about task difficulty, confusion, or redundancy,
2	Slight latency or confusion Task is completed with minor hesitation or latency (according to user reactions and time to complete task). User may express some confusion during task.
3	An obstacle or extra step Task is completed by the user with minimal difficulty or obstacle (can be an extra step, self-correction, some confusion). User is able to recover and complete the task despite the setback.
4	Path of desire/workarounds Task is difficult for the user and due to cognitive load, confusion, or frustration. User finds an alternative way to complete task other than the intended task flow (e.g. user screenshots a file instead of attaching it; creates a group chat, but not a channel; sets an event, but not a reminder)
5	Cannot complete Task is difficult for the user and is not completed. User experiences confusion and is unable to self-correct or identify a workaround to complete the task.