EXPERIENCE

EXPERIENCE SUMMARY: # mentions

difficult to use (frustrating, clunky) 81
can't synchronize / issues with synch 53
great / useful service 47
not reliable / slow 35
prefer meeting maker / palm / outlook… 26
like shared access / not enough use it 22
like web access 14
limited printing 11
didn't like web client 9
repeating mtg issues 9
would like color coding 9
limited help, need more training 5
transition issues 5

• A great tool.
• A little rocky on the synch at first, but this has been a great service.
• Ability to access calendar via web is very convenient.
• All around a great program and service -- the web and desktop clients meet my need fully
• All I use TechTime for now is to look up colleagues' calendars to help me pick potential meeting times. Until I can synch my PDA, I would have to maintain 2 calendars, so I'll wait. I didn't realize it had an address book.
• any repeating meeting that was scheduled in meeting maker did not transfer over as such. my boss' entire calendar has been ruined and every week is a nightmare now!
• As part of the Tech support team, we would like a heads up on upgrades since at times it causes user interruptions especially to essential users designates.
• At first tech time, though good, had limited usage because you couldn't bring it with you to a meeting. But now with the ability to sync with a PDA its uses will improve expotentially.
• Because I cannot synchronize my Outlook Pocket PC calendar with TechTime I do not use TechTime. If I could I would definitely use it so that my assistant could know my schedule more easily than my printing my schedule out for her.
• desktop client is fine. web client was not acceptable. I still miss meeting maker, though.
• Difficult to get set up to synch last year. Now seems to be easier but users have had some unexplained problems where synching stops working for a while and then starts working again.
• Difficult to get started, icons not intuitive
• don't like the limited options for printing the calendar - Corporate time offers more ways to print
• Easy to use and zero maintenance for department. It is a pretty good application or we have not experienced something are really bad.
• fine
• For the most part, it's been very convenient and much more accessible than Meeting Maker.
• For what I'm using it for it's a bit "clunky" Yahoo calendar is much more user friendly Also, after I input all of my appts etc. for the month I like to print it out. It currently doesn't print very well at all.
• From my Linux machine, it doesn't appear to be possible to sync TechTime with my Palm. After a bit of research, it appears that Oracle has no intention to deploy a Palm conduit for Linux. This is a pity considering their promotion of the environment.
• Generally very favorable; was not particularly fond of MeetingMaker. I like all the print format options; print weekly and monthly calendar pages for my DayRunner.
• Good overall, but the repeat meeting function is difficult to use.
MIT TechTime User Survey – February 2004

EXPERIENCE

- Good. Personally I use it to keep track of classes and other appointments.
- Have not been able to sync my palm with tech time which is frustrating.
- haven't tried sync with my mac due to palm installation problem. looking forward to being able to use palm with tech time soon. Like having web access
- Haven't used much, just looked over once in a while. Use Outlook as my primary PIM.
- Haven't used too much because I haven't been able to synch with Palm and am instead entering dates into two different calendars.
- I actually use Corporate Time when I am on my desktop at work. I have been very disappointed with my inability to sync addresses.
- I am a new Tech Time user and only using the basics at this time. Would like to use more features.
- I am not at all happy with TechTime. It is not reliable (server problems), and doesn't have the versatility of Now Up to Date. It is not user friendly. Too many steps to complete functions.
- I am still finding it hard to find an easy way to gain access into the calendar. I find it clunky to go to tech time, click on web certificates and then gain access. If there is a way to have the calendar as a desktop feature that would be good.
- I am very disappointed that there is not an approved techtime conduit for using outlook with palm - it is essential that I be able to use outlook contacts and outlook calendar with my palm - using techtime to synchronize between the two would be ideal.
- I am very unhappy with the calendar. When the network is down, it impedes working on the calendar, which is 90% of my job.
- I continue to use TechTime occassionaly, but the inability to synch with PDAs has prevented our department from adopting TechTime, forcing us instead to continue using MeetingMaker.
- I didn't know about the address or ability to coordinate resources with it.
- I didn't know I could synch my palm to tech time! How do you do it?
- I don't care for the web version. I haven't been syncing my Palm because of problems however, now that we have a Sys Admin, I hope to start again soon.
- I don't know why some appointments I make in TechTime don't sync with my Palm. My systems administrator has contacted Theresa about it, but no results yet. Instead, I manually entered the appointments in my Palm.
- I don't use it because I cannot sync to Palm, otherwise I would love to use it.
- I enjoy it it is intuitive to use though some features of Meeting Maker were preferable.
- I enjoy it so far
- I feel TechTime is limited in comparison to Meeting Maker. It takes more time now to arrange/delete meetings than with Meeting Maker. I have heard that the desktop client version of TechTime has more options so I'm in the process of having that set up.

- I feel this system is a total disaster and would prefer the return of Meeting Maker or another system. My views are very widely shared at Sloan.
- I find it a very useful program as it allows my assistant to easily work on the same calendar as I do. I also appreciate that it allows others to access my schedule.
- I find it very annoying to use.
- I find Tech Time harder to use when working with several calendars for people in my department. Accessing Resources, etc. is also harder.
- I find Tech Time to be a difficult venue to use. It is a difficult system to learn.
- I find TechTime a wonderful tool if you are only working from your desk. However, it does not meet my needs at all. It still does not sync correctly with my palm, I cannot work on it offline. This does not meet the needs of someone who travels as I do.
- I find the ability to check others' calendars very helpful. And synching to my PDA is a huge help.
- I find the features are very confusing to use, but there has been training, so I am just learning as I go.
MIT TechTime User Survey – February 2004

EXPERIENCE

- I find the online/offline switching to be troublesome. I come on and offline quite often, and it doesn't handle it nicely. Sometimes it exits unexpectedly, and anything I entered online disappears if my 'net connection is cut.
- I had trouble with it when I tried it last time, and pretty much gave up. I couldn't get the same time to be blocked out every week without entering it numerous times. It was frustrating.
- I have also used Palm Desktop. I have a Palm but have not been using it with TechTime. Though I would like to.
- I have not started to use the desktop client/synching because I do not have the time to do the installation and setup yet. Soon....
- I have successfully synchronized TechTime with my pocket pc. I was not able to find helpful instructions in the IST site.
- I have very little comments on it because I just recently switched to TechTime and I haven't had a lot of time to look into it.
- I haven't tried to sync with my palm. Is it possible?
- I just discovered the ability to create groups, I love it!
- I just started a month or two ago. It seems somewhat intuitive, but I only use it for the very basics. I keep most of my personal activities on my PDA, as well as my to do's, in order to keep them private.
- I just started using TechTime. I'm concerned about integrating all my personal items with TechTime (is it secure? What happens if I leave MIT?), and plan on continuing to use palm desktop for my personal calendar.
- I like it better than MeetingMaker. I like the idea of an Institute wide calendar program. The search function in TechTime is great!
- I like it much better than MeetingMaker - print options are much clearer, ability to manage tasks is better. Some navigation is awkward (e.g. hopping instead of scrolling through week) but overall I'm impressed. Just started using last month.
- I like it. However, some features are a little hard to figure out. I suppose I should take a class on tech time use.
- I like Tech Time a fair amount, but have had problems with events and meetings not being synced with my PDA. It is not consistent, but fairly frequently, events are simply not copied one way or another.
- I like TechTime but lately it has been closing down. Other than this occasional inconvenience, I have been satisfied. I should add that I did not know you could schedule things like classrooms and A/v with TechTime.
- I like that TechTime is web based.
- I like the fact I can find my schedule anywhere anytime on the web.
- I love it. The web interface is awesome--it makes life so easy for me, especially when I am not at my work machine or on the run around campus.
- I love the techtime and I use it all the time.
- I may eventually use Techtime with a PDA if I feel the need to have to use a PDA.
- I need to be able to sync with latest Blackberry. Help to do this most welcome.
- I prefer TechTime over Meeting Maker.
- I preferred meeting maker. It was easier to maneuver in. You could drag things from one day to another. Others(with your permission) could more readily access and manage certain aspects of my calenar. Meetings or days could be color coded, etc. etc.
- I requested from the help desk that I have my tech time set up to use w/ my pdq, but it's been about 2 months and still not done. I use my pda not tech time for 99% of my meetings, etc.
- I signed up for it but since I started using my Franklin planner & Palm V, I haven't gone back to use it. Sorry.
- I successfully download my techtime info onto my Palm, but when I enter events on my Palm they start duplicating in both places each time I sync. I haven't figured out this problem yet, and I'm waiting for the official support from MIT.
I think it is has been fine, and I have only been able to use it since I started using the desktop client and am synchronizing with my PDA -- that is a critical ability.

I think it would be a great way to schedule meetings and could work well, but not enough people use it yet to make it effective.

I think it's an excellent calendar, but it doesn't suit my needs.

I think it's great to have an Institute-wide calendar system.

I think MM was easier to use, that is, flexible, yet stable. On the other hand, the fact that everyone is, or could be, on TechTime more than makes up for the disadvantages.

I think TechTime is a great service, however I find it frustrating to use sometimes.

I think this system is unnecessarily cumbersome and inflexible.

I tried it just to see what it would do. I have no need to coordinate meeting schedules, room use -- Bates is a self-contained lab. So I haven't made use of TechTime since I first tried it.

I use it as a calendar function for myself only. To coordinate meeting with others, I find we still have to communicate by phone or email.

I use it primarily to indicate standing meetings that I attend so others, who may use Techtime to set up or coordinate meetings will have an idea of when I'm available.

I use techtime to schedule appointments with the cell sorting facility routinely (in fact, that is the only use of techtime i make)

I use this primarily for task tracking and prioritization.

I want read/write (or at least read) to be easy in iCal before I really integrate TechTime into my life. I also need to find time to try out the native client.

I was pleasing to see that the techtime is for all the students and all of the employees.

I was very pleasantly surprised that it picked up my computer language settings and the entire TechTime environment is in Greek!

I wish that the 90-minute meeting refresh happened more frequently. Our staff propose meetings last minute often, and having to rely on my own refreshing more frequently is a tough thing to do.

I would love to use Tech Time for my PDA calendar and address book support. The few times I tried, I could not get on the web-based server due to high number of other users.

I'd like to print out a calendar that includes each month of the year, on one page. I use that to distribute through our dept. for meetings, as no one else uses TechTime. Right now, I've done it manually in Word--whoa, how laborious!

I'm a new user of TechTime, two weeks,. As I had been using MeetingMaker for many years some of my responses could change once I have had more experience with TechTime.

I'm a student and it is not efficient for scheduling classes as everything is treated like a meeting. The only way to color coordinate stuff is by importance level, it doesn't help you distinguish your classes and other things.

I'm confused as to why some in my office were set up with the desktop application and some with the web-based version. It makes it a little difficult for us to help each other with questions.

I'm planning to make a complete switch from the Palm Desktop now that the desktop client is available. It has more functionality.

I'm still getting trying to get use to it.

In general I like it about the same as MeetingMaker. It's advantage is the ability to schedule meetings with people outside my group in the MIT community.

It has been very useful...I wish everyone used it.

It is a useful resource for my daily work and reminders.

It is as good as the others I have used, and meets the basic needs.

It is counter intuitive and awkward.

It is not intuitive and is very cumbersome to use.

It is not intuitive and requires many steps to do simple tasks. The server is very slow. When I synchronize it with my Palm it puts events that I have rejected onto the Palm calendar.
MIT TechTime User Survey – February 2004

EXPERIENCE

- It is slow and clunky to work with. Meeting maker was a quick drag and drop mouse stroke to set up a meeting. Most important is that we should not have to make a choice between a web based calendar and PDA based access.
- It is so easy to view multiple agendas at once. I like that items hit and are removed from the schedule in real time. The system of confirming or declining
- It keeps getting better, although PDA synchronization would make life much easier.
- It seems more difficult to use and less straight forward than Meeting Maker.
- It seems to work okay for my limited use. I do like the e-mail notification (something that lacks with the way I have used Outlook) and I like the method to "invite" others to meetings.
- It was a little adjustment from Meeting Maker and I still like Meeting Maker better. The only thing I like better is being able to access my calendar on the Web from anywhere.
- It was a little clunky setting things and the "help" was not detailed enough.
- It would be useful to me personally if I could sync my PDA. It would be useful to our lab with the additions I mention below.
- It's a bit clunky in its interface, but I like that there is a web client - that's very convenient. So far I haven't been able to get the sync to fully work with my Palm - it can only do "Macintosh overwrites Palm" and not a 2-way "sync."
- It's a complicated system that has taken precious time to learn - when Meeting Maker worked just fine, thanks.
- It's a nice calendar (bells & whistles), but without a PDA sync there's no real reason for me to use it.
- It's great - I couldn't live without it.
- It's great, excellent to have it accessible anywhere.
- It's not as simple and user friendly as Meeting Maker.
- It's really nice that tools such as TechTime are made available for students and staff. Great work! I would use TechTime more if it were compatible with my PDA.
- It's somewhat more cumbersome to enter or change information and to access it, i.e., more steps. Otherwise it's okay, not great.
- It's swell. I especially like the new OSX client. We've been using it in my Dept for a while now, and it's made our work much more efficient (no more emailing about available times constantly).
- It's very annoying to not be able to scroll through months, but to have to click to jump ahead in one- or six-month increments. It is also annoying that when amending an entry, it only applies to the current entry, not all the one's going forward.
- It's very fussy, but once you get used to it, it is useful to have everyone notified of a meeting at the same time.
- I've had some synchronization problems. Also, I have learned the hard way that the month view doesn't always display everything in the box.
- I've never tried this, but if it works w/ my PPC, i might...
- I've only been on it for a couple of months now, but so far, so good!
- I've only been using it a couple of months and I like it. I'm aware I'm not using all of the capabilities but I'm happy with being able to check/alter my schedule from home or elsewhere. Thanks.
- I've only just started to use it in the past 2 weeks. So far it seems nice.
- I've recently decided to make the Browser access my primary access - it may have been my imagination, but my preferences didn't seem to be the same between the two. I've also found I can more reliably leave the Netscape window open to my calendar.
- Just recently started using techtime. Will try to synchronize with evolution. Will look into linux client
- loading is sometimes painfully slow, and learning to use it was not completely straightforward
- many issues, crashes, bugs
- Meeting maker was a much better user experience. Easier to get around. More responsive.
Meeting Maker was better - easier to see conflicts with proposed meetings, suggest times for a large group to convene.

MeetingMaker was easier to learn, more intuitive, easier to use. It just took me at least ten minutes in TechTime to figure out for the first time how to "cancel" a meeting! There is no excuse for an action so simple to be so difficult to figure out.

Mostly people needed to see "my" schedule. This tool is used by others to coordinate with me in a relatively informal fashion.

Moving from MM to TT was hard but some things work better in TT and some things are worse. But once I've learned it I like it. Having it on the web is also good for off-campus access.

native client user interface not as good as that of MeetingMaker, but the Web client is much better.

Often times, it is very slow. I'd also like to be able to designate the color labels myself and use them to designate different appointments (ie travel, student, off-campus, hold, etc)

Ok, but should be in sync with Outlook also.

Only started using it in mid-December so I'm still learning so there's a lot I haven't used and don't understand.

Our section uses Now up to Date for its ability to merge individual lists and categories at will. Tech time simply does not yet meet our needs for a scheduling software client.

outlook calendar is much more user-friendly than tech time, can change meeting durations, etc visually, it also prints more legibly

Overall good. At the end of '03 there were some recurrent performance problems but that seems to be better now.

Overall the system works, but there are a couple of drawbacks (see additions or improvements).

Overall, I feel it is a reasonable service, although help - compared to what is found at other higher ed institutions - in the way of web pages and general information is limited.

Overall, I'm pleased with Tech Time functionality and value the ability to check my calendar remotely with ease.

Poor rollout to facilities. Incredible confusion and disabling impact.

So far good. Don't like the way you have to log into a resource to manage it.

So far it has been good, but setting up repeating events, like classes, is a little clunky.

So far so good. The major issues I had were with conversion.

Sometimes when I'm using a computer at Lincoln Labs, I'm unable to update my calendar (the links for updating, etc. don't work).

Tech Time has been an invaluable resource for keeping my schedule in order.

Tech time would be great if I could to PDA synchronization with it.

Techtime can be very slow.

TechTime is a valuable resource, but only if it can sync.

TechTime is a vast disappointment. MeetingMaker and NowUpToDate were much better, and the majority of folks I've talked to agree.

TechTime is basically worthless without the capability to sync with Outlook, Palm, etc.

TechTime tends to be very slow on the server.

Techtime wastes too much screen space with the TecTime logo and blue banner above the toolbar. A monthly calendar view will not fit on a screen without having to scroll around. Repeating events or meeting cannot be revised in a "from now on" manner.

Techtime, while having some nice features, is very clunky. Meetingmaker was extremely nice and logical.

The address book is unreliable. I have lost the information in it twice and would like to have an electronic address book that isn't so vulnerable.

the calendar is not that easy to interpret visually. It is easy to misread times and meeting locations. The interface is not that user friendly.
MIT TechTime User Survey – February 2004

EXPERIENCE

- The desktop client routinely shuts down when the network signal fluctuates. Also have an error message currently when updating the desktop. I've been told I can't synchronize my PDA with TechTime which is very problematic.
- The icons could have better labels so you know what they are without having to hover over them.
- The icons in the web client take some getting used to; I am going to begin using the desktop client to see if that might be easier.
- The office staff put my meetings on techtime so in that sense I use it but I never open it myself because it's time consuming and irritating to do it through Outlook. I send my schedule to the staff by email and record my own schedule separately.
- The TechTime installed on my computer works well, but when I have to use the web version from home I run into problems.
- The training we were given made TechTime sound complex and difficult to use. Actually using it is not at all difficult, though I don't do the more complex tasks.
- The web client is too graphical, its annoying and less functional than the windows client.
- The web interface is clunky.
- very bland interface - no pizzaz! recurring meetings are difficult to change if only one date is to be changed.
- very dissapointed because of the lack of ability to synchronize with pda's and windows outlook which are most commonly available applications
- very frustrated that I can't sync desktop MM calendar onto my PDA
- Very poor experience. TT is slow, inflexible, non-intuitive and so on...
- we have only been using it for approx. 3-4 wks, Meeting Maker was much easier and quicker to check availability of the conference rooms & people to set up meetings.
- Web interface was the best addition to the calendaring system at MIT. Good Job!
- While a major step in the right direction and particularly promising if the Outlook Connector can be routinely supported, there have been recurrent "outages" in recent weeks as system updates/fixes/??? have been occuring.
- While generally satisfied with TechTime, I (a Mac user) sometimes find that the sign-in function gets caught in a loop (the little icon keeps spinning) and that I need to use Force Quit, then re-enter the program, in order to finally access my calendar.
- Wish it would synchronize with iCal. Is there anyway to use it as a webDAV server?
- works fine from the web, the ui is somewhat clunky
- Works great. Very helpful tool. Thanks!
- Works well, especially for dealing with group scheduling. More people need to use it for it to achieve maximum value.