

CEN5728 User Experience Design

Project 2: Cycle 4

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Introduction

When you work for an organization and put in your 100% efforts and you know you are accomplishing something extraordinary for yourself and the team as well, you would like to be recognized for going above and beyond with your efforts and be appreciated. Appreciation can come in any form, maybe a small gift, a memento, a monetary gift, or maybe a word of praise. But wouldn't it be better if the entire organization is able to view your efforts, vote for you, and leave words of encouragement for you? Sometimes we are so caught up in our work that we forget to look around us and take a small break to know what is happening around us. There might be a lot of cool events happening around in the organization that might interest you and might act as a stressbuster for you or an event which you can learn a lot from.

This project is based on the higher theme where the different ways to be appreciated for the employee's work have been discussed. We also saw that the employees like to stay abreast with the events happening around them in the organization so that they can also be a part of them if any event interests them. Instead of such portals already existing being scattered, they can be combined under one roof and be presented to the employees.

The main objective of this project is to identify the different ways how the employees of ExxonMobil would like to be appreciated for their efforts and contributions to their work, and teams along with staying up to date with the various events happening across the organization. This allowed designing a solution interface deemed fit to nominate and vote for the employees for their efforts and also a dedicated section to show the events happening. It could be designed in a way that would make users feel at ease while using the application if developed sometime in the future.

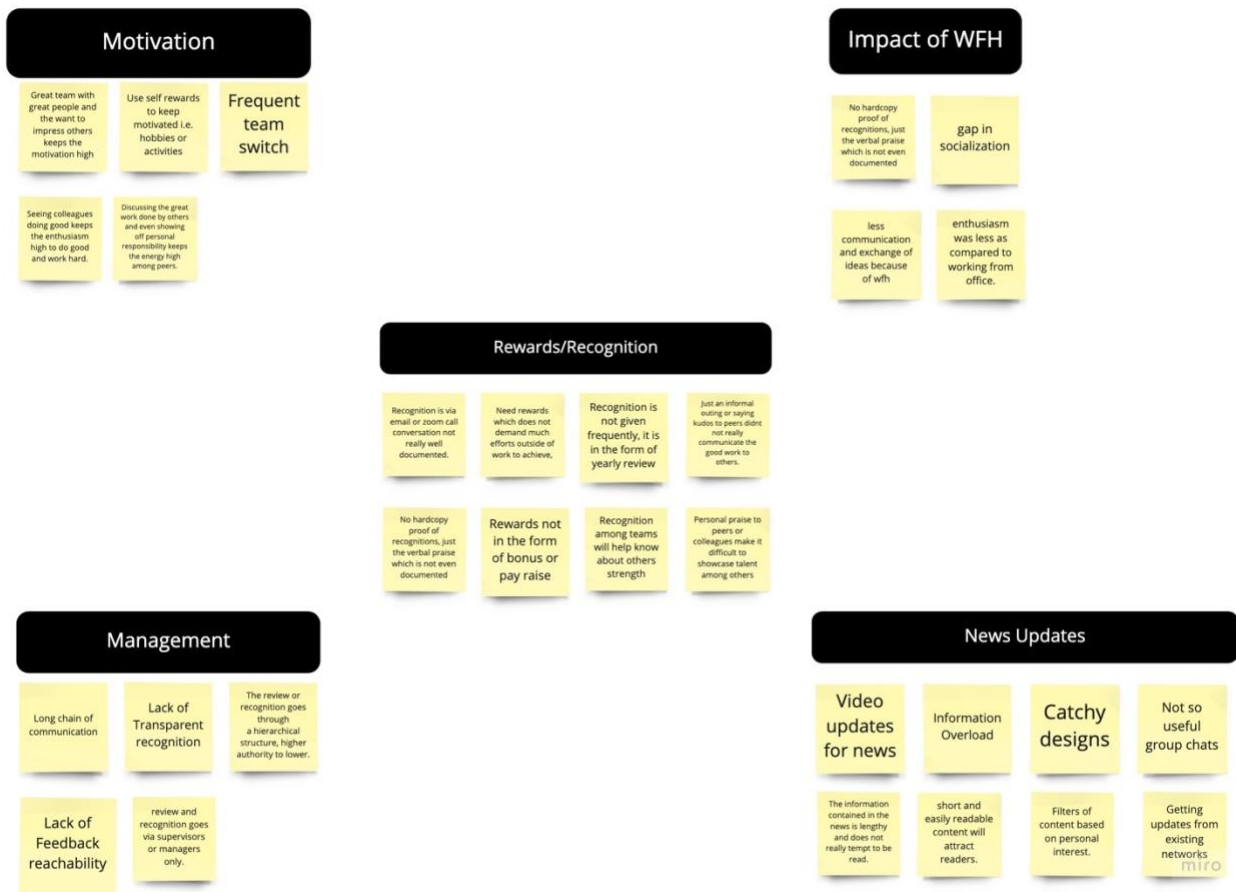
Interview Script/Guide

Focus Statement	<p>This user interview looks for ways to enhance the appreciation system for the great work being done by the employees at ExxonMobil. This may entail researching the most effective strategies to incorporate ways to enable employees to nominate and vote for their team-mates to recognize their contributions. Along with this, this interview is to understand how the employees keep themselves updated with the news and events happening in the organization. The researcher wants to look for any problems that the employees face and provide solutions. The result will be to assist in showcasing the work by the employees and to make sure they are recognized, along with keeping them in loop about the happenings in and around ExxonMobil.</p>
Discussion Guide	
- Introduction	<p>Hello, we are members of Team A, and today we're here to interview employees at ExxonMobil as a part of course project where we'll be talking about the employee reward system and how appreciation works in the company.</p> <p>We will also be recording the audio of these interviews so that they can be referred to later in the project. These records would be kept confidential post project and these interviews would be no longer than 20-25 minutes long.</p> <p>With these interviews, you'll be helping us in giving insight about how the cycle of appreciation and rewards work in the company. Also, we will try to gather little information about how you keep yourselves updated in the organization. We are hoping to identify issues and find some ways to address them, so that the experience with rewards system can be improved in the future.</p>

<p>- Key demographic questions</p>	<p>Let's start this interview with some basic information. If you are comfortable to talk about this, I would like you to tell me a bit about yourself. If you don't mind answering some of our questions then,</p> <ol style="list-style-type: none"> 1. Please introduce yourself, like your name, where are you from, your educational background. 2. How long have you been with ExxonMobil? Is this your first company? (If no, where did you previously work? How was the transition, how was the company, what was your role?) 3. What is your current role at ExxonMobil?
<p>- Warm-up questions (Factual answers)</p>	<p>Now I would jump to more questions specifically about ExxonMobil and your team.</p> <ol style="list-style-type: none"> 1. Are you part of a very big team right now? Approx. how many members are there typically in a team? 2. Do you work from home or office? Which one do you prefer and why? 3. Do you mind sharing some of your responsibilities in the team at ExxonMobil?
<p>- Main questions (Open-ended discussions)</p>	<p>Working in such a big organization comes with its own set of responsibilities and problems. Among all of this,</p> <ol style="list-style-type: none"> 1. How do you keep yourself motivated to do your daily tasks? 2. What is the employee review structure at ExxonMobil? How often do you interact with your complete team and even your higher managers? 3. Apart from the general review that happens in the company, do you wish to have a system of appreciation within a team for all small or huge impact that you make in your team so that every single employee feels that their opinion matters? 4. How do you feel about the idea of having the right to get recognized by colleagues at your level in the team and this would apply to any employee at any level. 5. We are pretty sure that you would feel great to be a part of this huge and amazing organization. But, how informed do you feel you are about the company and its ongoing events? Do you feel there should be any other way the information comes to you or to represent it?

	<p>This pretty much sums everything that we wanted to ask you. But is there anything that you would specifically like to talk about, that you think we missed out. Please share if you have any such thoughts.</p>
Design Probe(s):	<p>While answering, if the user stops in between for more than 10 seconds, prompt them: “You can remember to think aloud.”</p> <p>If the user is still stuck about what to say for more than 30 seconds, prompt them: “Would you like to tell me about what you are thinking?”</p> <p>If the user still can’t figure out what to say and if it looks that no progress would be made for more than 90 seconds, complete the task, and move on to the next question: “Ok, thank you so much for giving the question a try. Let’s move on to the next question.”</p>

Affinity Diagram



User Persona 1



VICTOR WINSTON

The Visionary

"Life is all about thinking about future and what should be left behind for upcoming generation"

PERSONALITY

- Bold
- Optimistic
- Persistent
- Innovative

INTERESTS

- Driving
- Reading
- Adventure
- Exercise

MOTIVATION

- Moving past status quo and ushering in new projects.
- Social impact of the project currently working on.
- Working with risk-taking and persistent team.
- Getting to explore innovative ideas.

FRUSTRATIONS

- Not having proper channel for recognizing talent within organization through awards/appraisal.
- Due to work from home, not having enough meetups with the team.
- Lengthy organizational updates with not-so-catchy headline.
- Lack of retrospective meeting for peer-to-peer review.

USER NEED

Victor, a visionary and a Project Manager, needs all the organizational news/update in concise format and proper employee recognition system in order to keep himself updated and his team motivated.

User persona 1: "Victor Winston"	Scenario
<p>This user persona is of type Proto. It has been created based on assumption of an end user and has tried to depict the same.</p> <p>Victor is a 34-year-old Project Manager at ExxonMobil with 11 years of prior work experience. He has graduated from University of Florida with MS in Computer Science. He is trying to get list of good performing employees in the company for his team.</p>	<p>Victor has joined ExxonMobil a week ago as Project Manager as is trying to indulge himself with the culture. He must build a development and QA team consisting of people from different business vertical/horizontal. To do the same he is trying to gather reviews about potential individual from his colleague meanwhile, he got to know about new system where he can find potential candidate being nominated for awards, appraisal, recognition and their work and team details which</p>

	<p>will help him to choose member for his team. Since, he is new to the company and is expected to quickly cop-up with the company's past and future missions and vision, Victor visits the newly deployed news website which brings news from all over the company on single page with catchy heading and limited number of words. This helped victor gain confidence and layout the project plans and schedule.</p>
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Storyboard 1


EGUL IT
 STORYBOARD

1



Victor is trying to find best people for his team.

2


Victor checks with his colleagues for reviews and feedback about some of the employees who can be a potential member of his team.

3


Victor gets to know about new employee recognition system from his peers.

4


Victor visits the website and finds list of employees who are nominated for awards, appraisal or recognition along with their work details and performance.


5


Victor shortlisted some people from the portal based on the details available there for his team and interviewed them.

6


Victor managed to build a strong team quickly with the help of new employee recognition system.

User Persona 2



MATTHEW PETERSON

The Traveler

"Exploring new countries in my free time and learning new concepts in my career boosts me"

PERSONALITY

- Persuasive
- Honest
- Hardworking
- Helpful

INTERESTS

- Traveling
- Sports
- Books
- Photography

MOTIVATION

- Working with the people in my team.
- Successful completion of a sprint with good reviews.
- Working in multiple fields and gaining experience.
- Socializing with people outside of my work zone.

FRUSTRATIONS

- Lengthy and overwhelming information regarding the company's day-to-day.
- Appreciation in the form of Kudos via Zoom call or email.
- Not getting recognized among teams.
- Infrequent review activity.
- Unable to push forward colleagues when they are doing great.


USER NEED

Matthew, a Network and Security Engineer from Mexico, wants to have a clear and frequent employee review structure in his company for his motivation to be high while he is working there.

Persona 2: "Matthew Peterson"	Scenario
<p>This user persona is of type Proto. It has been created based on assumption of an end user and has tried to depict the same.</p> <p>Matthew is a 25-year-old Network and Security Engineer at ExxonMobil with 2.5 years of prior work experience. He has graduated from University of Florida with MS in Management Information system. He is from Mexico, wants to have a clear and frequent employee review</p>	<p>Matthew is a hardworking person. He is mentoring an intern Shelby who is extraordinary in her ongoing project. He really wants that other people at ExxonMobil know her capability so that interns as well as permanent employees get boosted up to show excellence in their fields. He speaks to their manager about it and his manager informs him that at ExxonMobil they have a new website that allows anybody to nominate his/her peers for their</p>

structure in his company for his motivation to be high while he is working there.	exceptional impact without having to wait for the higher managers to recognize later.
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Storyboard 2



EGUL IT


STORYBOARD

1




Matthew is really impressed with Shelby's extraordinary skills, an intern working under him.

2




Matthew wants that other interns as well as peers can see her talent and feel motivated.

3




Matthew goes and speaks to his supervisor regarding this.

4




Supervisor suggested him to use a newly made website called EGUL IT to recognize Shelby.

5



Matthew goes to EGUL IT, describes about Shelby's exceptional impact on the company, and rewards her as an "Extraordinary Intern".

6



After seeing Shelby's reward in the portal, everyone is motivated and energized to outperform like Shelby.

User Persona 3



SHANE WATSON

The Fun-Lover

"My hobbies and support from my peers makes office environment more cool"

PERSONALITY

- Easy to approach
- Friendly
- Calm
- Extrovert

INTERESTS

- Cyber Security
- Finance
- Politics
- Exercise

MOTIVATION

- Good work-life balance.
- Being praised by team-mates for the work.
- Supportive team
- Getting to explore innovative ideas.

FRUSTRATIONS

- Long cycle to get rewards.
- Feedback cycle with management team once a year..
- No bonus.
- Lack of retrospective meeting for peer-to-peer review.


USER NEED


Shane, an employee of ExxonMobil, needs a better feedback timeline from his higher management team to know more about his good work and the rewards he would get along with a proper channel to congratulate his peers/team-mates whenever they contribute something remarkable to the team.

User persona 3: "Shane Watson"	Scenario
<p>This user persona is of type Proto. It has been created based on assumption of an end user and has tried to depict the same.</p> <p>Shane is a 25-year-old Treasurers application support analyst at ExxonMobil with 2 years of prior work experience. He has graduated from University of Florida with MS in Data Analytics.</p>	<p>Shane, working at ExxonMobil has been an excellent employee over the past two years. Everyone in the team knows him for his remarkable contributions in the team. He also has a great communication with his superiors whenever he meets them. Although he's satisfied with the work he does, he's not sure about what and how the superiors feel about his work. He desires to have more regular feedback instead of just the yearly one and wants other employees in the</p>


	<p>organization to know more about his work apart from just his team. Sometimes, he feels he does not know what other team-mates are accomplishing and wishes to appreciate and reward them by himself instead of going through the cycle of his supervisors. The website allows his manager or supervisor to nominate him for his exceptional work and showcase his work to others in the organization. Also, it enables him to nominate peers of his level for their remarkable contribution and make sure his teammates also get noticed.</p>
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Storyboard 3




1



Shane is happy with his work at the company.

2



His team-mates and higher-ups know him for his exceptional work.

3



He has yearly feedback but wants it more regularly and also wants to know what his peers are achieving in their work.

4


The new website allows him to show his work to larger audience and to nominate and vote for his peers.


5


All the team-mates got to know how one was contributing to the team.

6


Rewards and awards were given depending on the votes received.

User Persona 4



DEV MAHONI

The Optimistic

"Not getting recognition for hard-work and still continuing to do the same with enthusiasm, is optimism."

PERSONALITY

- Enthusiastic
- Optimistic
- Social
- Innovative

INTERESTS

- Data Science
- Coding
- Reading
- Exercise

MOTIVATION

- The success of his efforts.
- Reaching objectives.
- Peer- to-peer Learning.

FRUSTRATIONS

- No details regarding the activity of other teams.
- Work is only seldom acknowledged.
- Information is complex and unrelated.


USER NEED

Dev, an employee of ExxonMobil, is a sociable and passionate individual who is constantly curious in knowing the information going around the company, needs accurate information with headings highlighted and related images in order to keep himself up to date with ongoing in organization.


User persona 4: “Dev Mahoni”	Scenario
<p>This user persona is of type Proto. It has been created based on assumption of an end user and has tried to depict the same.</p> <p>Dev is a 30-year-old Software Engineer 2 at ExxonMobil. He graduated from the University of Florida with MS in Computer Science. He is trying to keep informed about the innovations and news going around the company.</p>	<p>Dev, a software engineer presently employed by ExxonMobil, is very enthusiastic and a tech nerd, thus he is particularly interested in learning about the company's most recent innovations and noteworthy news. Due to the headline's lack of relevance to the news, he quickly skimmed over vital information. He learned about EGUL IT, a well-organized and interesting website, via his</p>

	pals. He immediately began utilizing it, staying up to date on any news pertaining to him.
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Storyboard 4




1




Dev has a strong desire for latest news.

2




Because of irrelevant headlines, he missed a crucial company breakthrough.

3




He became so frustrated that he decided to read everything, which takes a lot of time, in order to be sure he didn't miss any news.

4




He learned about EGUL IT, a website with organized, exact information, through his colleague.

5



He, then started using it, and kept himself informed.

6



Dev is now a satisfied employee because he can access all organizational news in one location with accurate information.

Interview Notes

1. Marcus Del Vecchio

- Graduated in 2020, from UF
- Finance in information systems
- Replacing the tool
- Planning project, before this he was supporting treasury, (cash, investing money, insurance policies).
- Security, right user, right info
- Interned, worked with multiple teams
- Struggles in another team
- Work from home and office
- Typically, work from office - Easy to reach out in work from office
- Rewards, do hobbies, take a break, good work life balance
- Reward yourself, motivation is through people around, impress my teammates.
- Enjoy people's company around
- No bonuses, no more pay for rewards, feedback once a year, knowing value in the work we do, business customers or teammates, high level people, yearly, nice, or not nice feedback.
- Hierarchical rewarding but with not any tags as such, only yearly.

2. David Santiago Alberto

- UF alumni,
- 2 years exp, first IT job out of UF. ISOM
- work as networking analyst.
- IT infra support.
- Easy in terms of support from people, learning wise - a lot, overwhelming initially
- Key responsibilities - solve tickets raised by customers.
- Secure the environment with certain procedures.
- More recognition in terms of just saying, more organized recognition, within team and outside.
- Work from home or work from office affected recognition. Almost same
- Review structure? Email or a zoom chat not a really organized one.

- Yes, knowing rewards of peers and colleagues will motivate.
- Homepage of ExxonMobil gives news, but scroll bar, we don't really use it.
- Usually email links I get, I see them.
- IT news, new employees in the company news.
- Short and brief but informative and energetic.
- Personal right to appreciate someone, good to have that.
- All to know about, what tags and who can we appreciate.
- Money rewards are cool.
- More reachability if we know someone doing something outstanding and then can easily reach out to ask doubts.
- Person come and ask about achievements rather than me writing about it. Verbal and immediate easier than putting all together somewhere

3. Leah Elias

- First company, intern plus full time, first 6 month was online
- Key responsibility: support application for legal system, moving into cyber security role.
- Highschool Qatar, from Houston, in Texas bailers
- Appraisals or reviews: yearly reviews within team supervisor managers only recognize, ranking is there based on experience.
- Peer team recognition, personal level like going out for coffee, monthly one on one with supervisor
- Leadership is shown in hierarchy
- Rare evident recognition, just very informal ones
- "Kudos" it didn't really work, was online, was not really used properly
- Some certificate will be good
- Lots of information, overwhelming, get lost in that loads of data
- Monthly video about the company, but difficult to keep track
- Video does not cover everything.

4. Eugene Y Byon

- With ExxonMobil more than 25years
- First 21 years as software developer

- Moved to agile coaching then
- 2 times contestant of Who wants to be a millionaire?
- What has kept you going? Passionate about what I'm doing, even holding on to the things I want to do
- Appraisal motives you? Rewards didn't tempt me, outcome impact does
- Not at all interested in recognition, totally content with what impact he gives
- There is a way called performance feedback system, once a year, informal feedback also there
- Encouraged behavior, financial rewards, some small initiatives
- Management dependent, per team
- Easier system for recognition? No, I don't
- Existing tools to recognize, tokens of appreciation board, which we use
- Articles, video updates
- Talking to folks getting info, existing network
- No need of newsletters

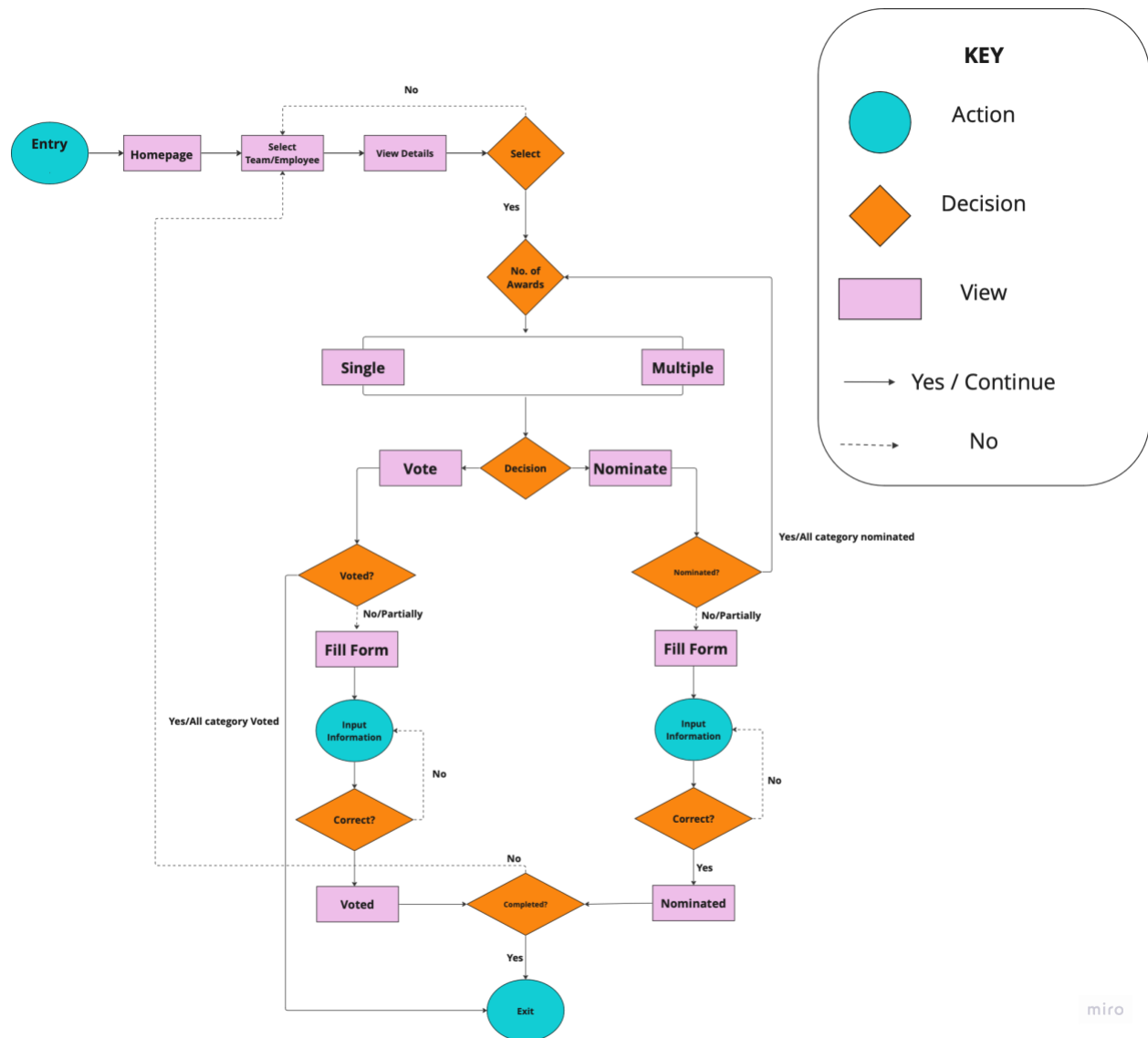
5. Ravi Kohli

- Sprints every 2 weeks and recognition every two weeks, team based
- No info about other teams, that is the issue
- I like the idea of peer-to-peer management- its lacking there now
- Someone you connect to, and you know they are impacting, would be good if I can praise
- Big grp chat, but not helpful, only managers talking
- Newsletters are there, usually read the header not the body
- Catchy headers or pics

User Taskflows

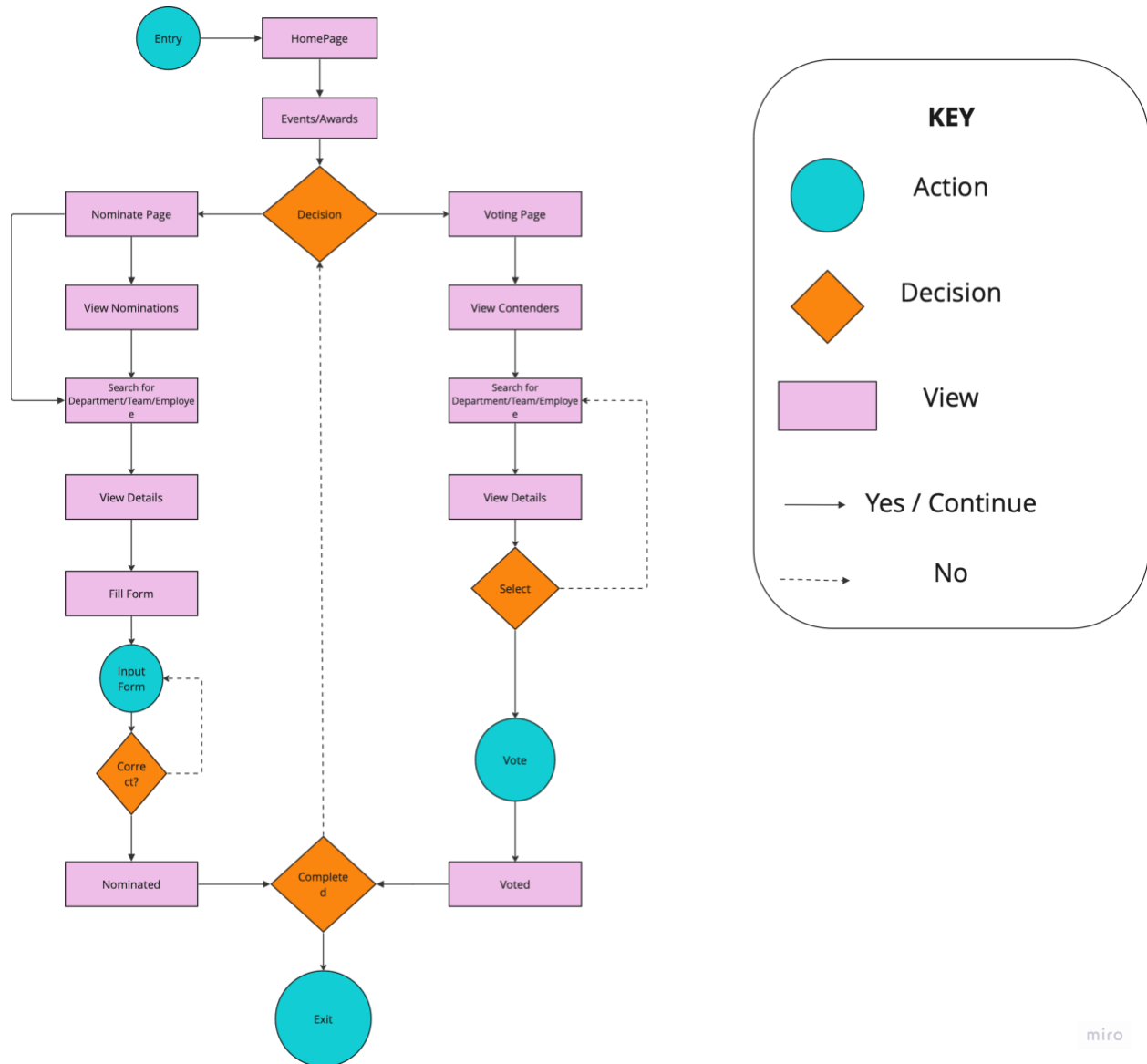
We have the following three user taskflows which form the basis for our designs created for the potential website.

User taskflow – 1



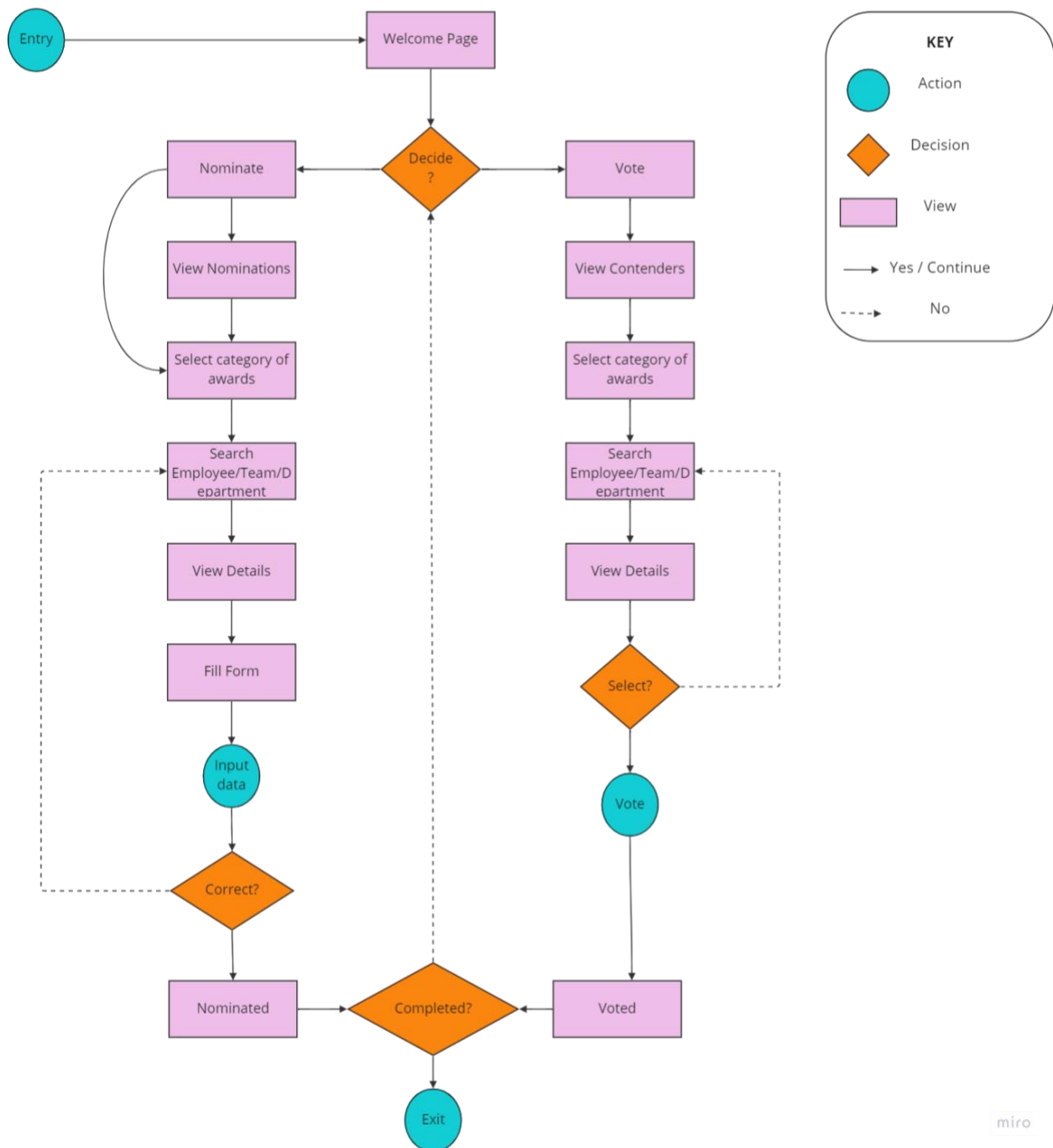
The user can select a different number of award categories for the nomination or voting procedure using this task flow design. There may be only one category or many categories to choose from. This aims to lessen the number of times the user must switch between screens to either nominate or vote for an organization employee.

User taskflow – 2



This taskflow design lets the user see all the available categories of awards as the first step. From there, the user can decide which award to choose from and navigate to either Nominate or Vote for an employee of the organization.

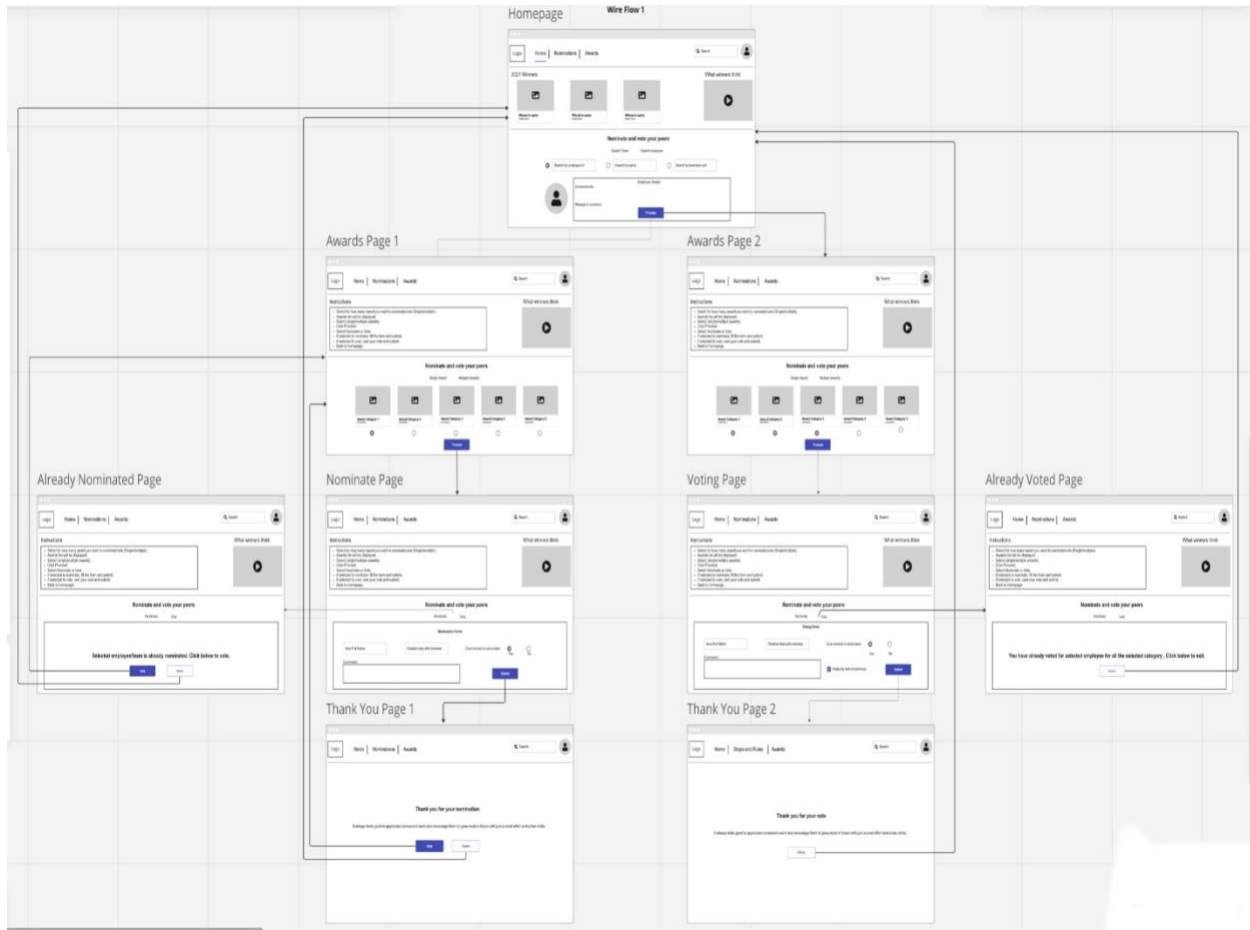
User taskflow – 3



In this task flow design, the user needs to decide early on if they want to either vote for an employee or nominate an employee for their exceptional work. Once this decision is done, the user moves forward to see the available categories of the awards and then either cast a vote or nominate an employee.

Wireflows

Wireflow – 1



Note: For a clear view of the wireflows, the link to the Miro board at the end of the section can be used. The below link gives access to User Taskflow – 1 and the corresponding wireflow as well.

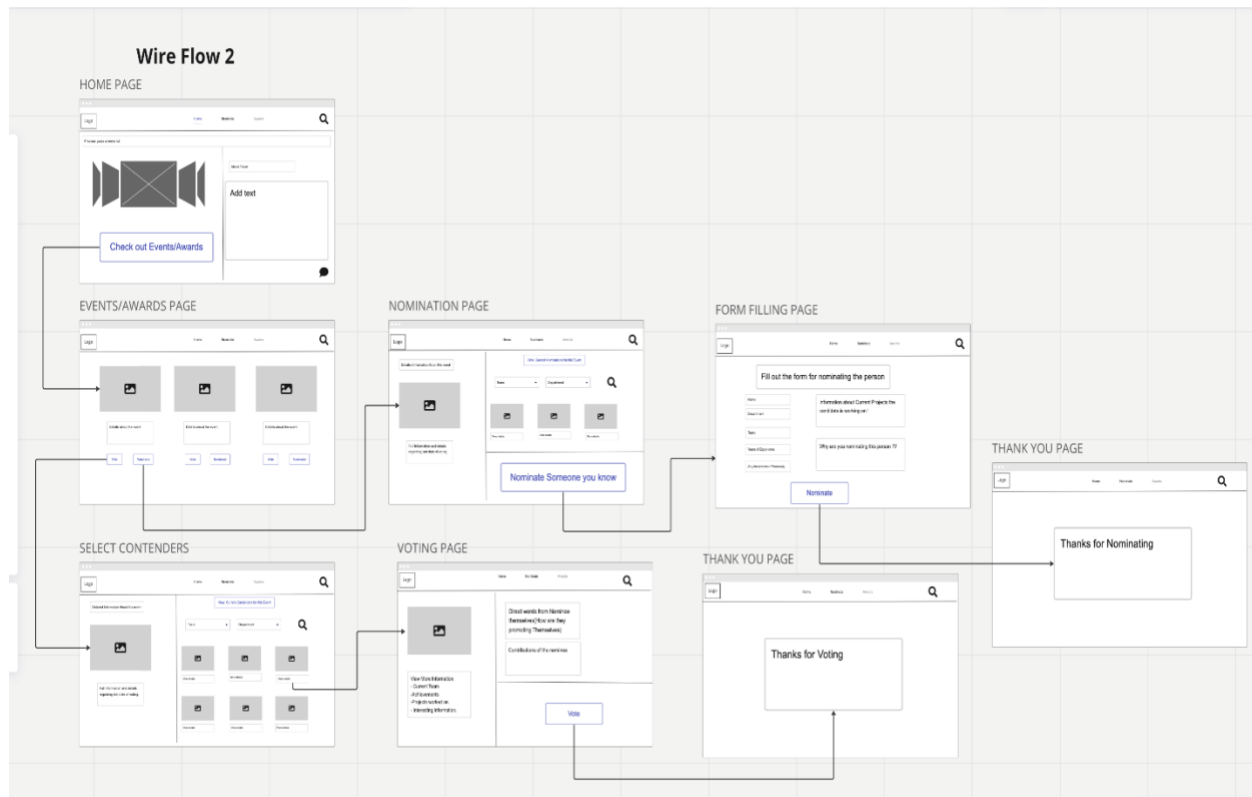
https://miro.com/app/board/uXjVPORo1-E=?share_link_id=59075197280

Steps –

1. This wireflow is based on the User Taskflow – 1.
2. The Homepage in this wireflow shows the previous winners. It also gives us the option to search for employees based on different parameters such as their team, name, or department and then proceed to either nominate or vote respectively.
3. In this design approach, the user even gets to select single or multiple categories of awards to either nominate or vote for a person.

4. Upon going to the Nominate page, the user can see the existing nominations, and add a new nomination under a category. If the employee is already nominated, the user can be taken forward to the Votes page.
5. On the Votes page, the user can cast his vote for the employee for single or multiple categories.

Wireflow – 2



Note: For a clear view of the wireflows, the link to the Miro board at the end of the section can be used and scrolling a bit to the right would give you access to the User Taskflow-2 and the corresponding wireflow as well.

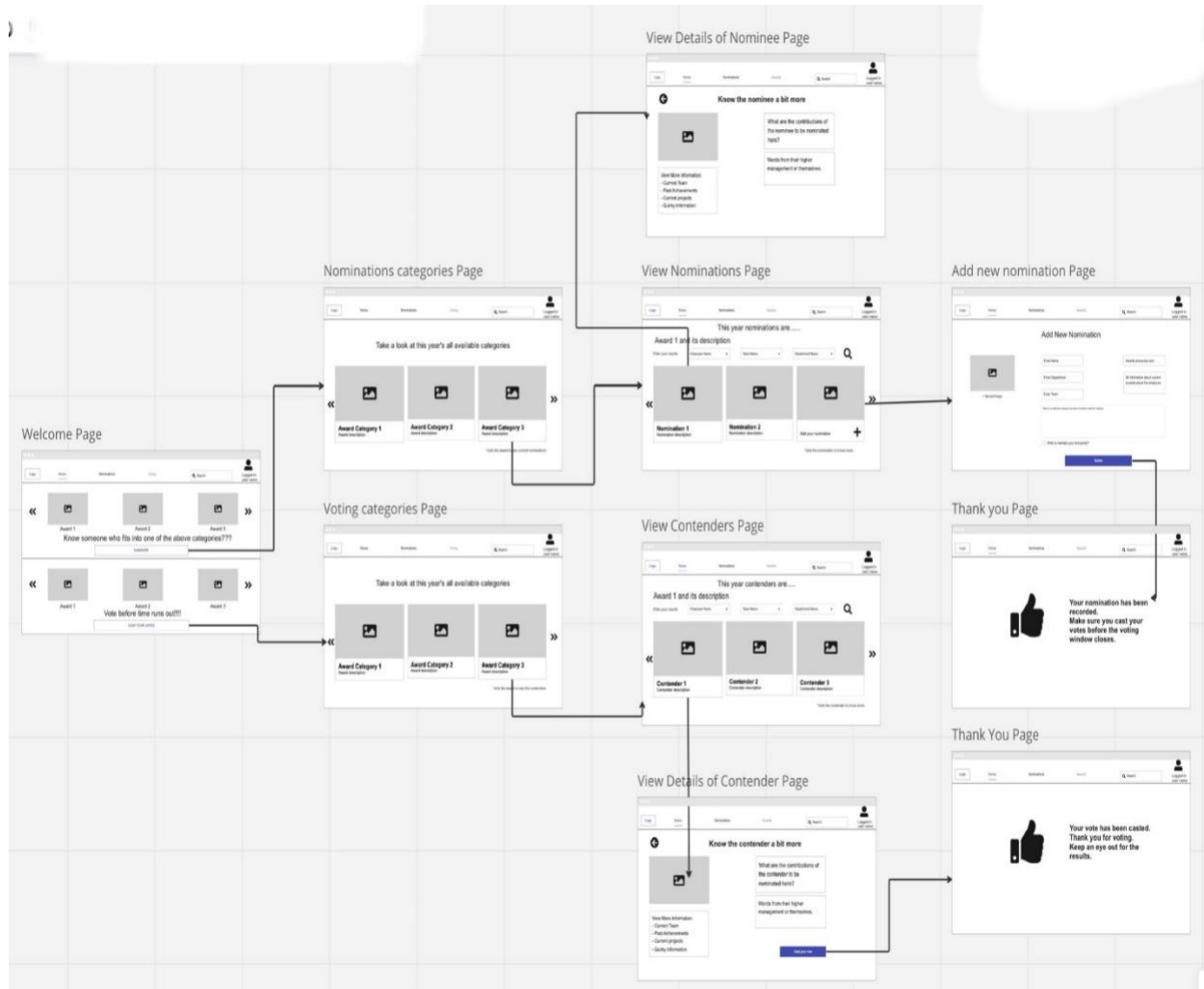
https://miro.com/app/board/uXjVPORo1-E=/?share_link_id=59075197280

Steps –

1. This wireflow is based on the User Taskflow – 2.
2. In this wireflow, the welcome page shows images of previous winners, previous achievements, etc.
3. Upon going to the Events/Awards page, the user would be able to see the available categories to vote for or to nominate for.

4. Depending on what button is clicked, the user would be taken to either see the nominations under an award or the list of contenders to vote for under an award.
5. On the nomination page, the user will have the option to nominate someone if they think they should be appreciated for their work.
6. On the voting page, the user needs to cast their vote for the contender they see fit to win the award.

Wireflow – 3



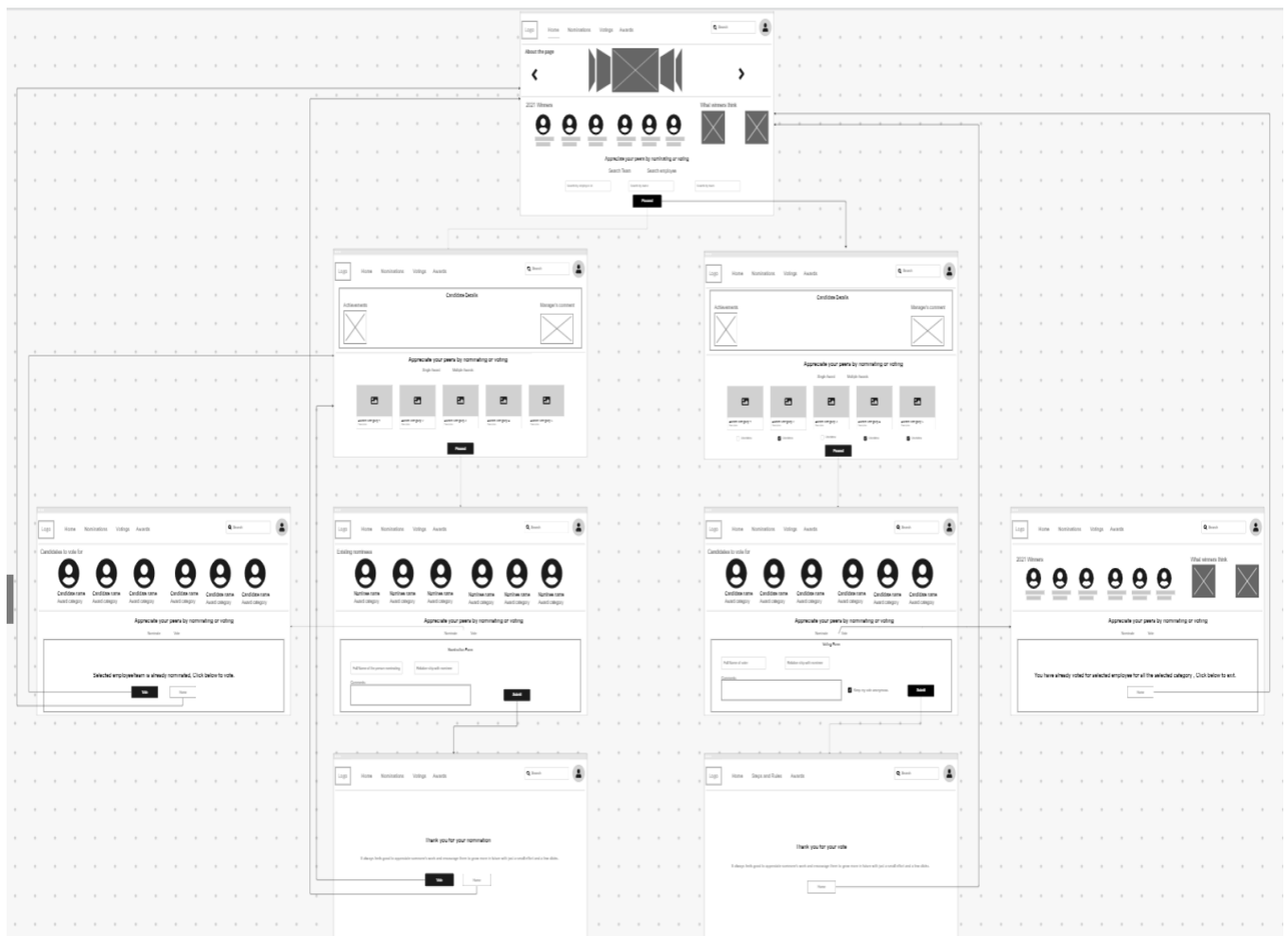
Note: For a clear view of the wireflows, the link to the Miro board at the end of the section can be used and scrolling a bit to the right would give you access to the User Taskflow-3 and the corresponding wireflow as well.

https://miro.com/app/board/uXjVPORo1-E=?share_link_id=59075197280

Steps –

1. This wireflow is based on the User Taskflow- 3.
2. The welcome page shows two sections where the user would have the option to either checkout the nominations for the award categories or the ongoing voting for the awards.
3. In both cases, he will have the option to see the different categories of awards that are available to be considered.
4. Under both Nominations and Voting Pages, the user would be able to see more elaborated details of the award, of the user to know more about them.
5. Under the Nominations category, the user will have the option to add a nominee by themselves if they want to do so.
6. Under the Voting category, the user gets an option to directly cast their vote as per their liking.

Wireflow – 4



Note: For a clear view of the wireflows, the , the link to the Miro board at the end of the section can be used and scrolling a bit to the right would give you access to the Wireflow-4 which is based on User Taskflow -

1 as well.

https://miro.com/app/board/uXjVPORo1-E=?share_link_id=59075197280

Steps –

1. This wireflow is based on the User Taskflow – 1.
2. The Homepage in this wireflow shows the previous winners along with some information about what the page is about. It also gives us the option to search for employees based on their team, name, or department and then proceed to either nominate or vote respectively.
3. In this design approach as well, the user gets to select single or multiple categories of awards for nominating or voting for a person.
4. Upon going to the Nominate page for a specific award, the user can see the existing nominations and add a new nomination. If the employee is already nominated, the user can be taken forward to the Votes page.
5. On the Votes page, the user can cast his vote for the employee for single or multiple categories

Dynamic Prototype

The prototype designed for this cycle can be accessed through this link –

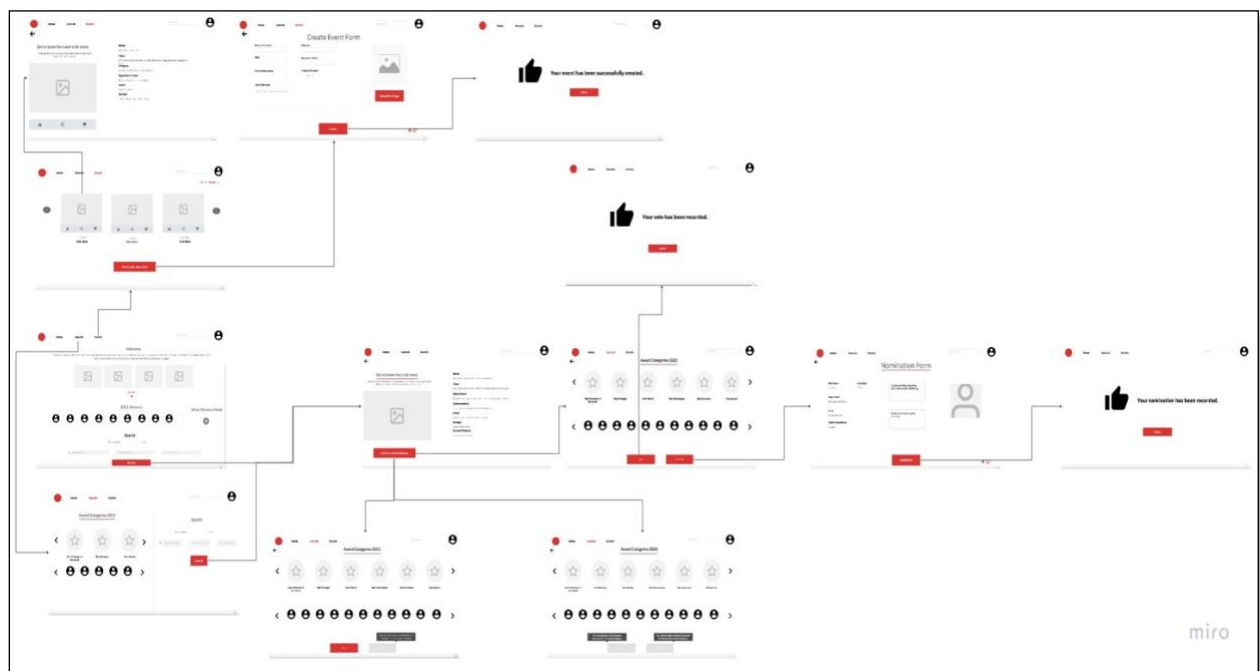
<https://pr.to/1TE690/>

Dynamic prototype flow diagram: -

https://miro.com/app/board/uXjVPNsWgAs=/?share_link_id=880071530663

Dynamic prototype YouTube video link –

<https://youtu.be/-lOgPe6-czw>



Screenshots

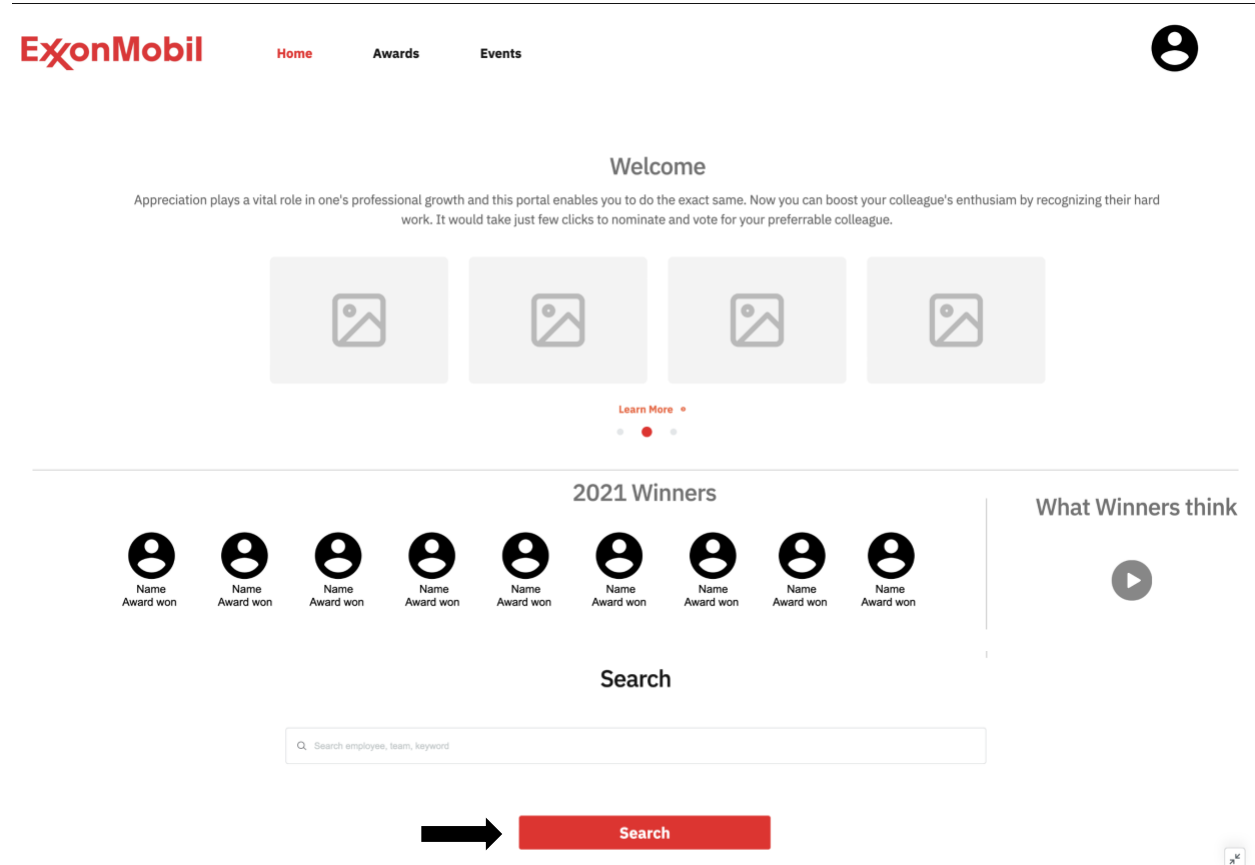


Fig 1: Home page

These screenshots display the user's initial landing page after opening the application. The previous winners are shown alongside the portal about section. The user can look for an employee or team they want to either nominate or vote for by using the global search bar at the bottom. Upon clicking the select button (marked with a black arrow) user will be directed to the employee/team details page.

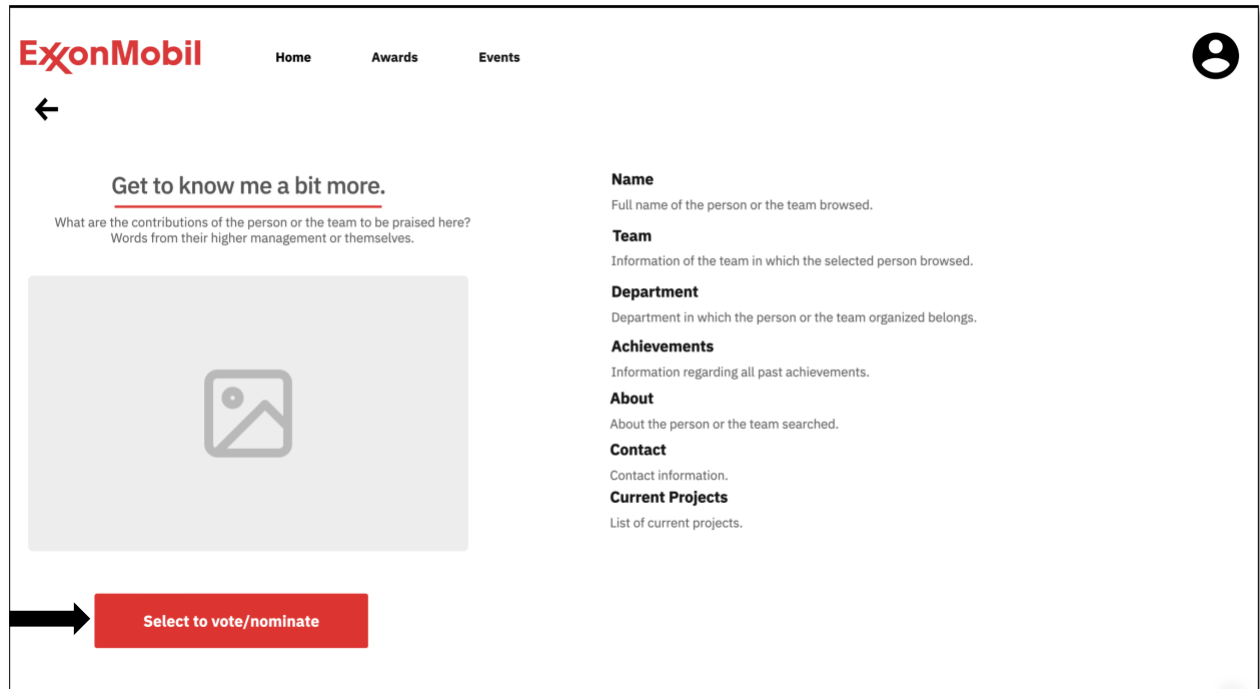


Fig 2: Employee/Team detail page

The page where the user can learn more about the employee, they are looking for is depicted in the second screenshot. Here, general information can be presented, including a person's name, picture, the department they work for, and any amusing facts they choose to share. Upon clicking the “Select to vote/nominate” button (marked with a black arrow) user will be directed to the Awards category page.

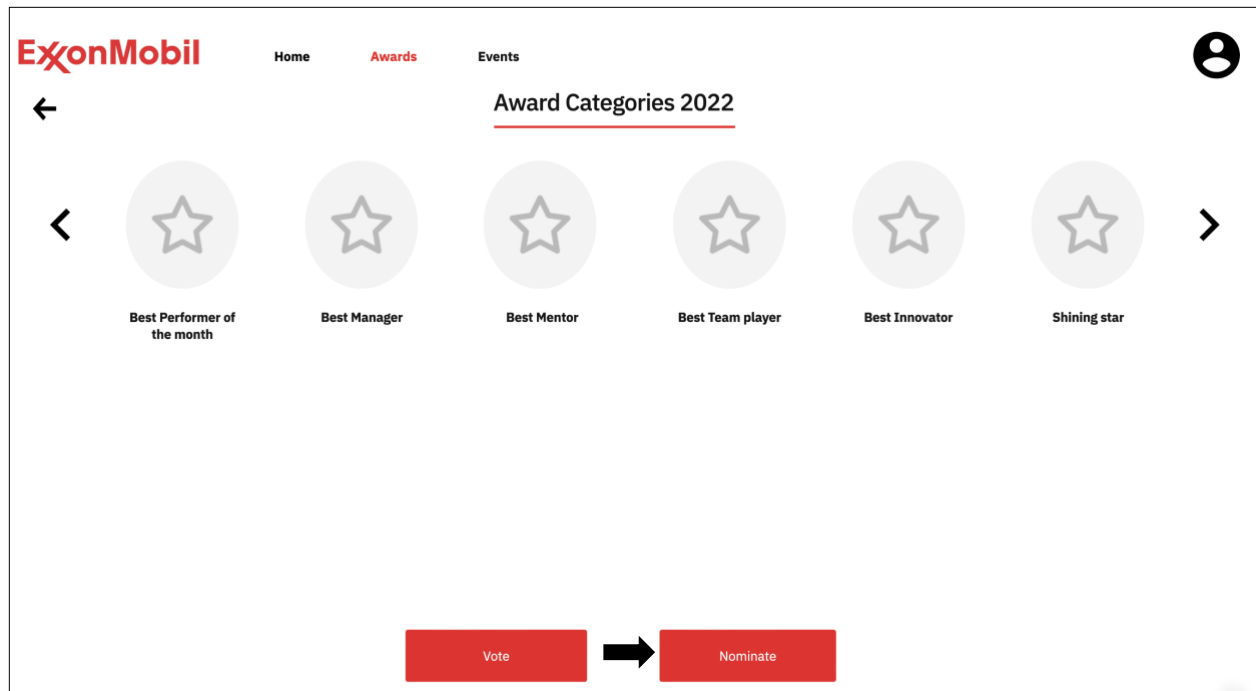


Fig 3: Awards category page

The above screenshot shows the available categories for a user to nominate or vote for the previously searched employee. This page also shows the nominations that are already there under a particular category. Upon clicking the “Nominate” button (marked with a black arrow) user will be directed to the Nomination page.

ExxonMobil Home Awards Events

←

Nomination Form

First Name
Nikhitha

Last Name
Sudati

Department
Banking and Finance

Team
Global Payment

Years of experience
3 years

Current contributions of the employee you are nominating.

Reason for nominating this employee

→ **NOMINATE**

Need a help?

Fig 4: Nomination page

The above screenshot shows a form to be filled out while submitting a nomination for the searched employee. It already shows the prefilled data and there is a part where the user can add any comments or any quirky information they might know about the employee. Upon clicking the “Nominate” button (marked with a black arrow) users’ nominations will be recorded and thank you page will be displayed.

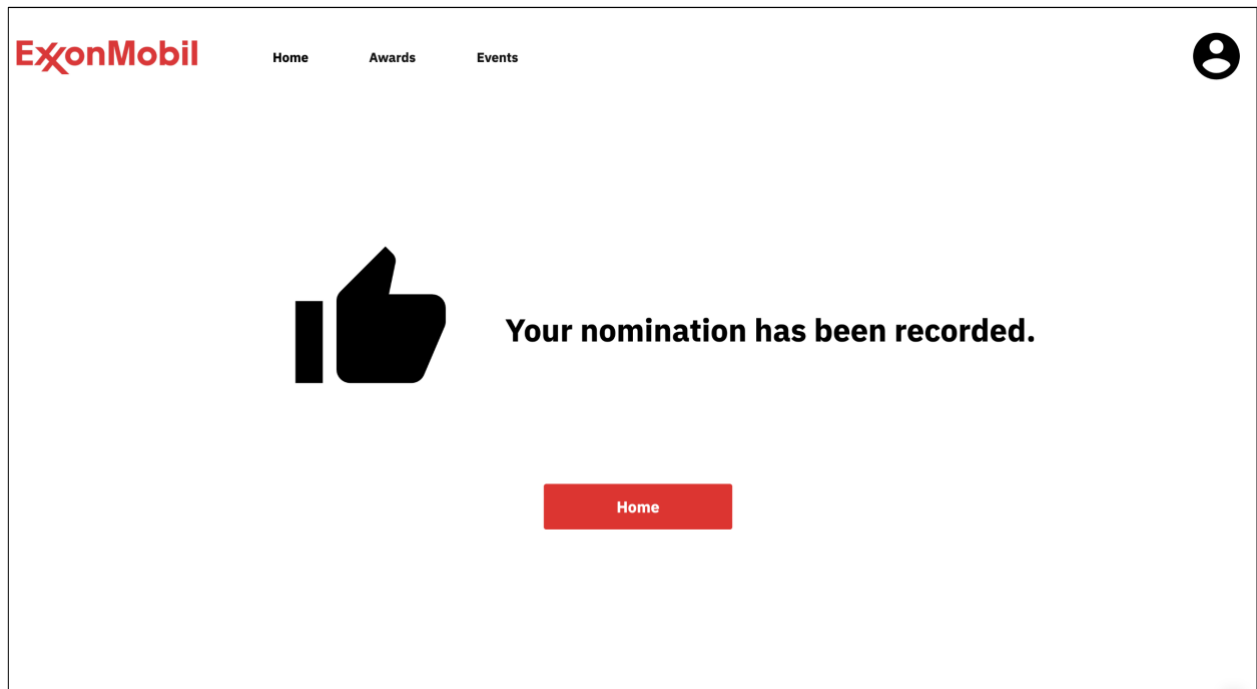


Fig 5: Thank you page

This page shows that the nomination has been recorded for that employee under a specific category. Upon clicking the “Home” button user will be redirected to the home page.

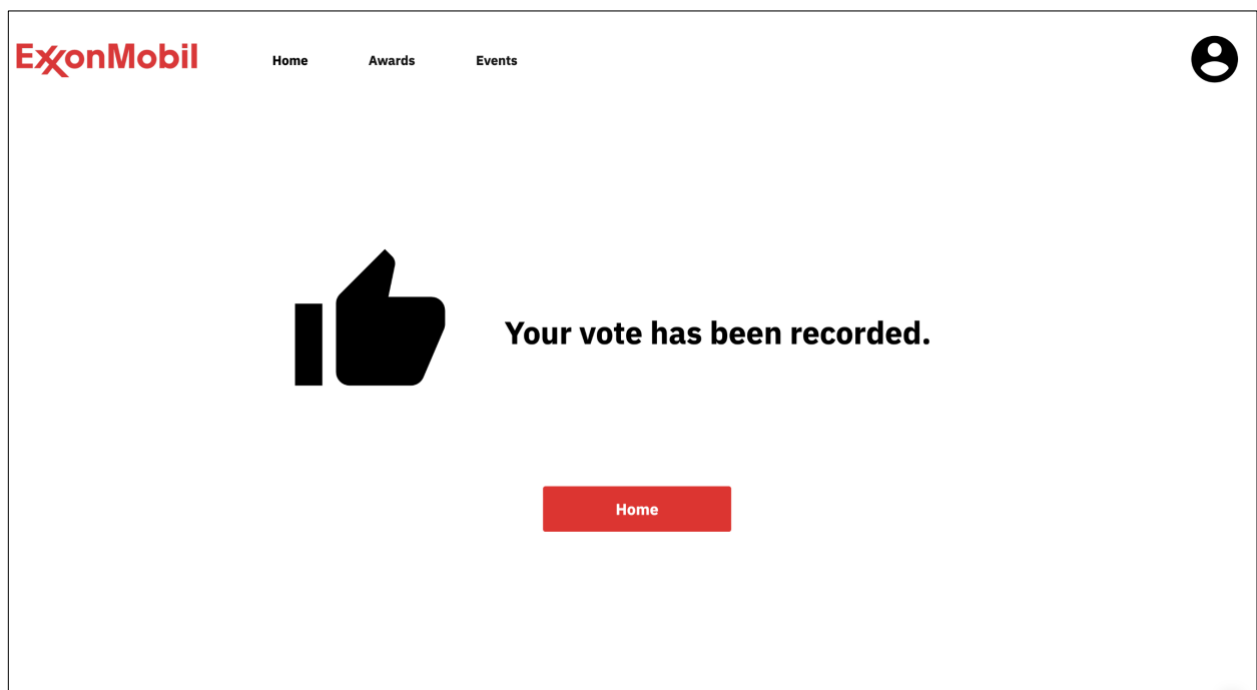


Fig 6: Thank you page

The above screenshot comes up when the user has given his vote for an employee under a specific category by clicking the “Vote” button on the “Awards Category” page (fig 3). Upon clicking the “Home” button user will be redirected to the home page.

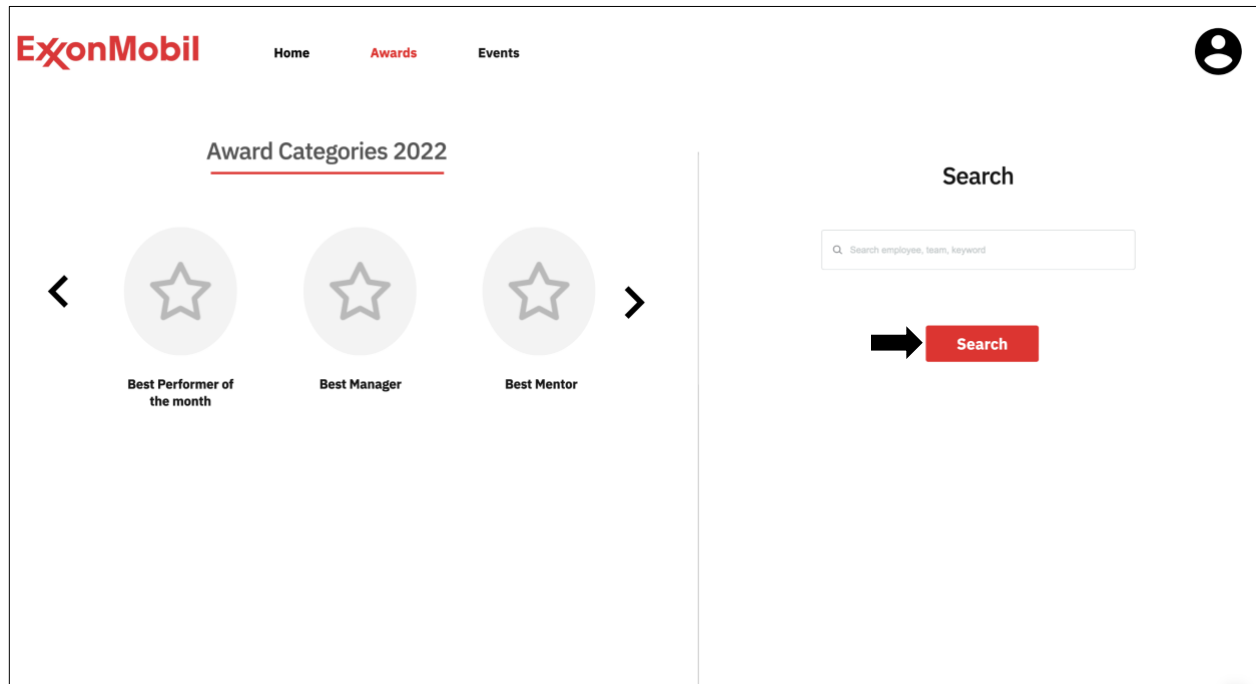


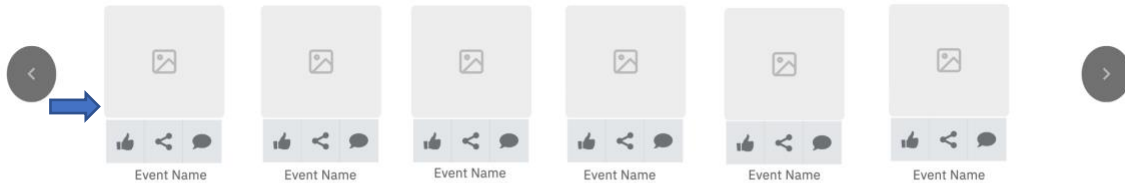
Fig 7: Awards Page

The above screenshot shows the page which pops up when a user comes to the Awards page directly instead of searching for a specific employee. This page has the existing award categories to choose from along with the search option on the side to look up an employee or a team. Upon clicking the “Search” button (marked with a black arrow) user will be directed to the “Employee Details” page and thereon same flow as above will be followed.



Sort by: ▾

Upcoming Events



Past Events


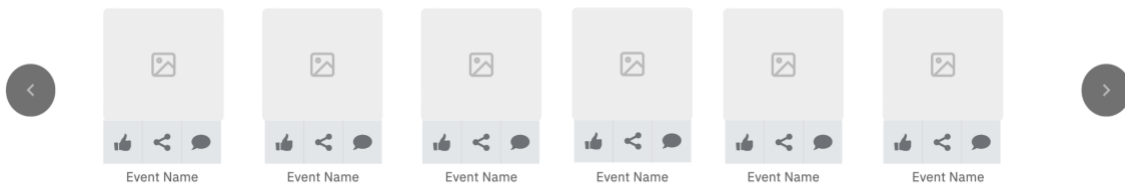
 [Create your own event](#)

Fig 8: Events Page

The above screenshot is to show the page under the Events tab. This is to show the available events in the organization for the employees to know more about and follow them. Upon clicking the “Create your event” button (marked with a black arrow) user will be directed to the “Create event” page (fig 10) and upon clicking the event image on the top (marked with a blue arrow), the user will be directed to “Event details” page.

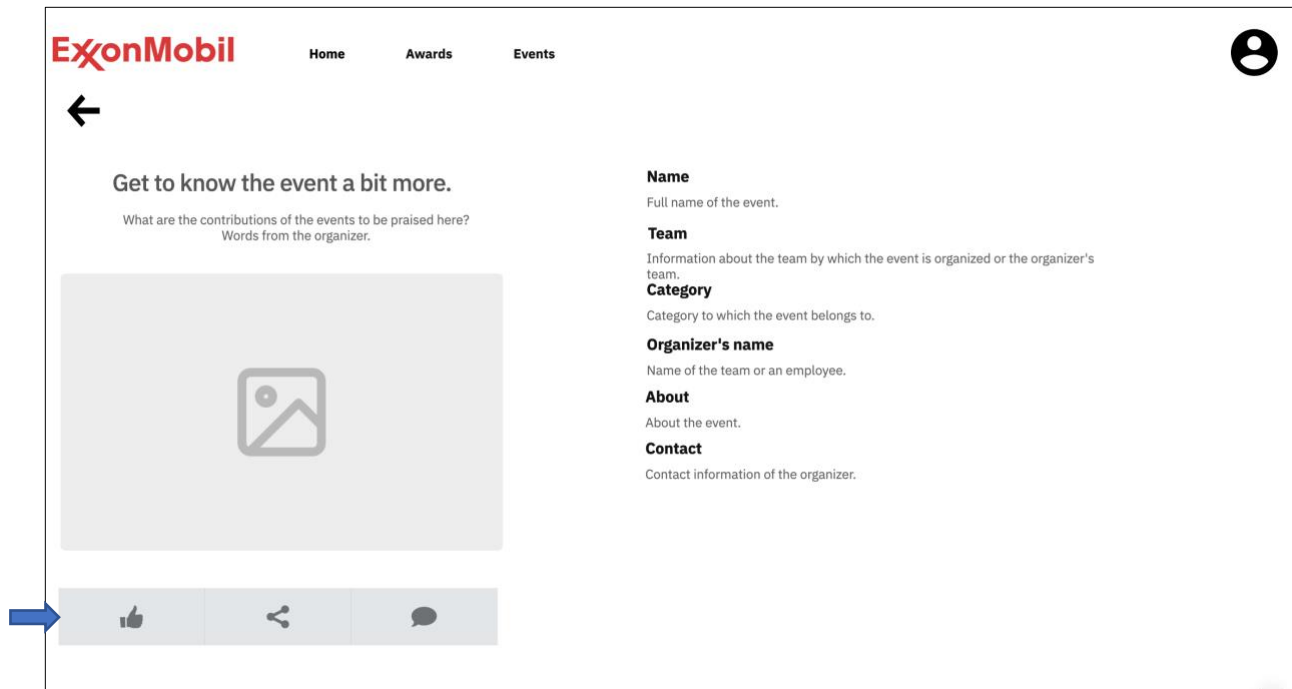


Fig 9: Event details page

The above screenshot is to display the details of an event that the user might have selected to know more about. Users can like the event by clicking the thumbs-up button (marked with a blue arrow), share the event through the mail by clicking the button beside the like button, and support the event by clicking the heart button.

ExxonMobil Home Awards Events

Create Event Form

←

Name of the event

Team


Contact information

About the event

Category

Organizer's Name

Mode of the event
Select ▾



Upload the image

Create

[Need a help?](#)

K

Fig 10: Create an event page

This screenshot is in terms of creating a new event and adding it to the existing events in the organization and letting more people know about what is coming up or what event was conducted. Upon clicking the “Create” button (marked with the black arrow) user will be directed to thank you page saying the event has been created.

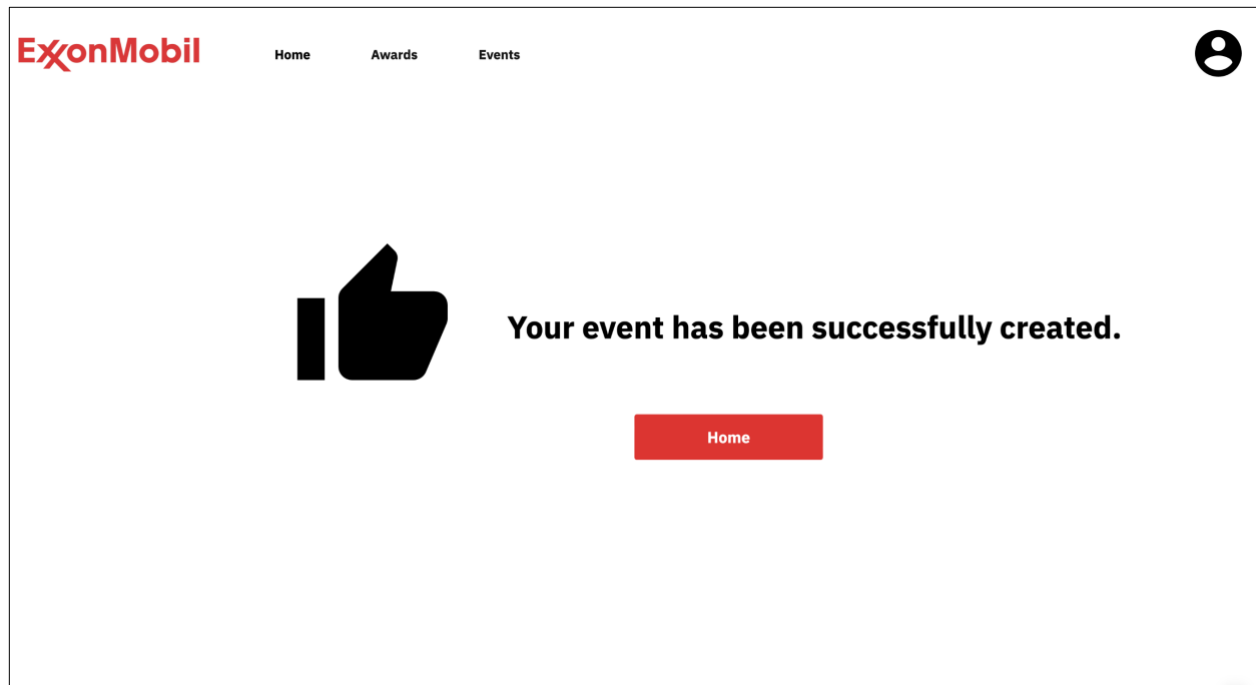


Fig 11: Thank you page

This is the final screenshot in our prototype and this one is to show the successful creation of an event by the user.

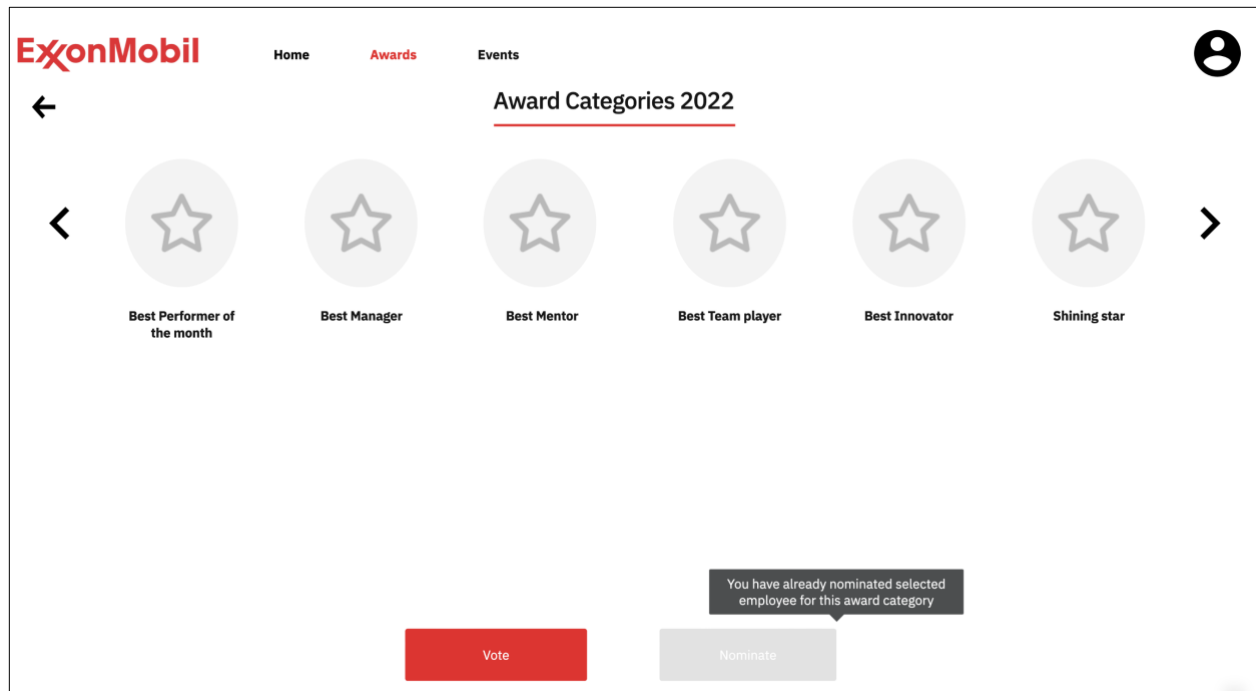


Fig 12: Awards page with the already nominated option

This screenshot shows the disabled nominate button with a pop-up saying you have already nominated.

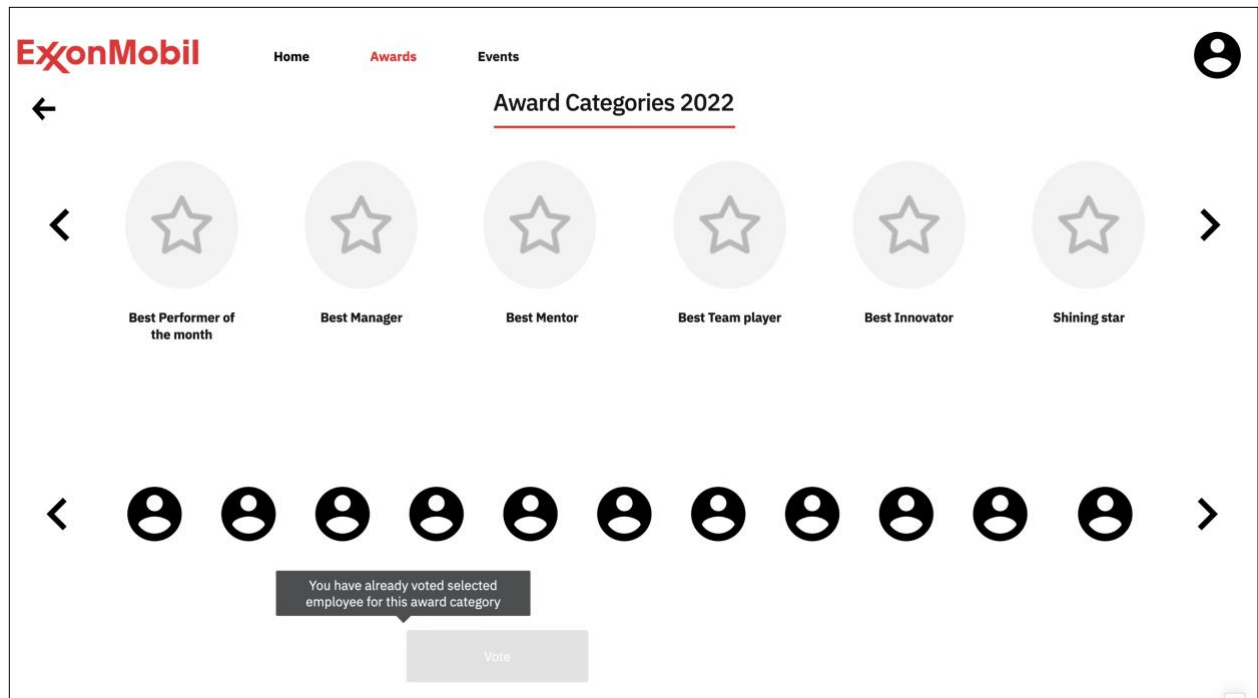


Fig 13: Awards page with the already nominated option

This screenshot in our prototype shows the disabled vote button with a pop-up saying you have already voted.

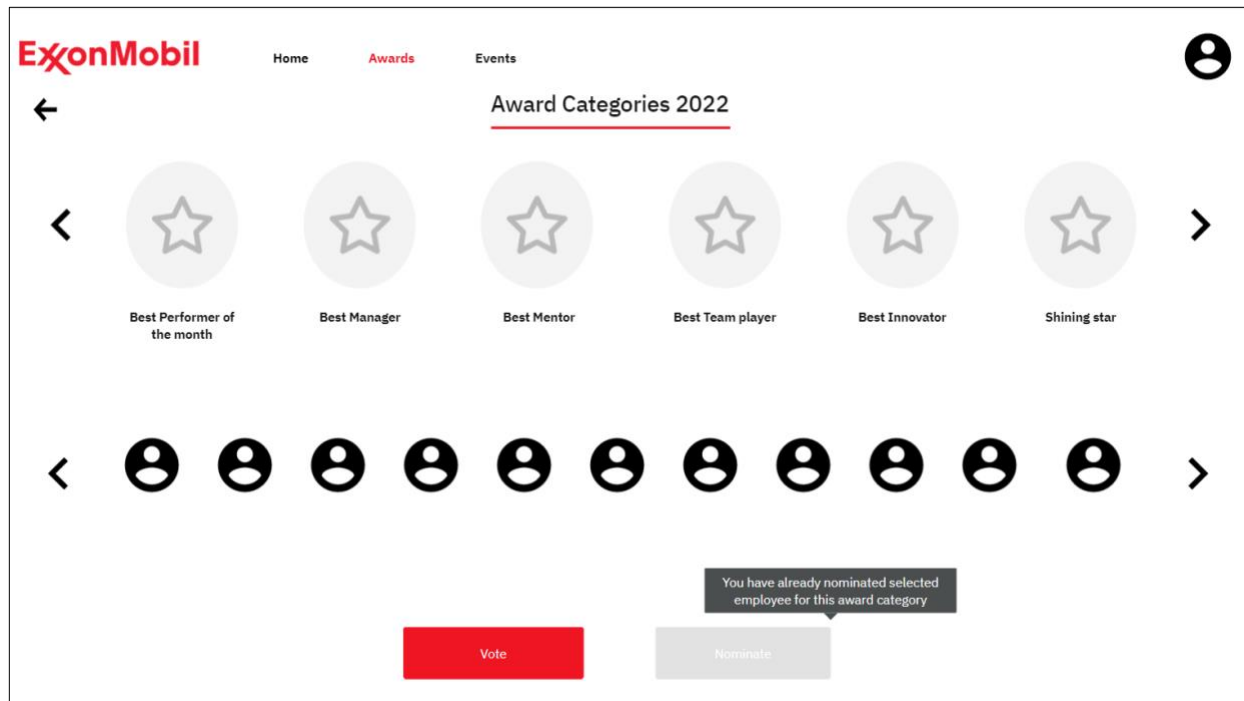




Fig 14: Awards page with the vote removed by the user

The above screenshot shows the user the screen after the user clicked on the greyed-out button to remove their vote for a particular user under a particular category.

ExxonMobil

[Home](#)[Awards](#)[Events](#)





Submit your details

First Name
Nikhitha

Last Name
Sudati

Department
Banking and Finance


Team
Global Payment

Years of experience
3 years

Tell briefly about yourself

Enter your achievements

Enter details about your current project



Submit

Fig 15: Page where an employee submits details about themselves

The above screenshot shows the page where the user can submit details about themselves to the system without any external interference.

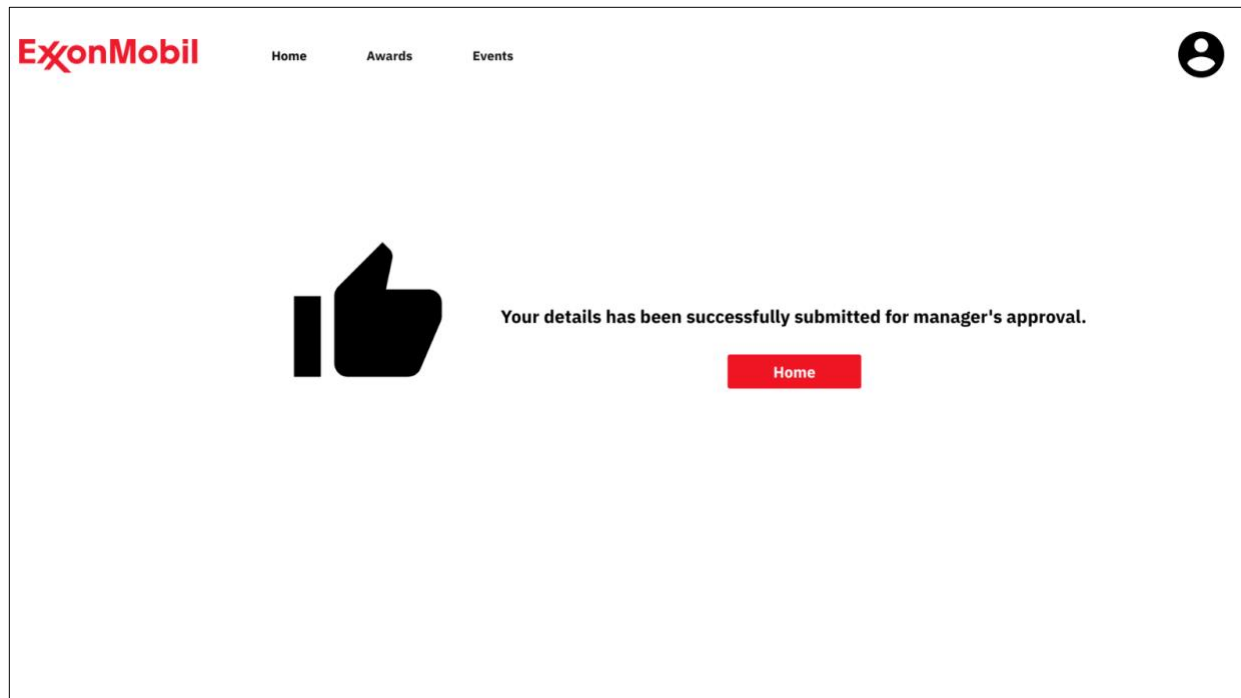


Fig 16: Thank you page after submitting the details

The above screenshot is the final screen in our prototype, and this comes up when an employee submits their details to the system, and it goes further for their manager's approval.

User Feedback

Once our dynamic prototype was designed, we had three users test the prototype and let us know their views and feedback about the design. Before the users began testing, we made sure we explained to them what to expect from the design. We also gave them a high-level walkthrough of the designed prototype for ease of their understanding and then let them handle the design to go about as they wanted. We also made sure to let them know that they can stop at any point if they want any clarifications along with their feedback.

During testing, User 1 was satisfied with a lot of our design rationales, but he expressed concern about how we designed to restrict the same person from being nominated multiple times or votes being cast multiple times. But they were able to get the answer to their questions from the screens and the interactions that followed. They were happy with how easy it looked to the eye and how we were able to get hold of the color scheme close enough to the one that the organization already uses.

User 2 while testing also complimented the easy-to-look pages in the design. But they also pointed out how we could integrate the three search columns into one to reduce the space. They also suggested that we move the search part on the home page to the top so that it is easy for the user to understand where to search for an employee and not scroll more. Along, with this, they also mentioned what difference between the Thumbs-up sign and the Heart sign on the Events page show and suggested that it would be better if we could explain it to the users. Rest, they were happy with the ease of navigation across the different pages along with the easy usability across different pages and gave a rating of 4 out of 5.

User 3 while testing let us know how satisfied they were looking at the application because it kind of resembled the already existing applications in the organization. They suggested how we can work on reducing the number of pages in one of the flows corresponding to nominating an employee. Even they mentioned integrating different fields of Search options into one as most organizations have which would also save space in the design. Apart from this, they also suggested that we could give the user an option to remove their vote for an employee instead of showing a tooltip that they have already cast their vote for an employee. They were satisfied with the usage of the color schemes and gave us the colors and different combinations of colors that the organization uses to make it look more like the existing applications. In terms of navigation, and usability, the user rated them as 4 out of 5 and told that the flows do not look that complex to understand which is good.

From the above feedback, we will be tweaking our design in terms of the Search bar, and the difference of icons of the Event page to make it user understandable. We will be considering the suggestions about reducing the number of pages in the flow and see if we can accommodate it. Along with these tweaks, we will also be looking into making our design more eye-catching without making it too overwhelming.

After the completion of Cycle 3, we again had user feedback in Cycle 4 regarding the changes that we made based on the suggestions and feedback received previously. The changes we made were small but were received positively. The merging of different options under Search was appreciated. Also, the option to Submit details by the employee himself also fetched praises as it makes work easy for the admin team. The change where the user can remove their vote was highly encouraged. Some of the most visible changes were made in Events page and it was appreciated that it looked more realistic, and it made it much easier for the users to understand what events have already occurred and what are yet to happen. Overall, it was a good and a refreshing user feedback session.

Citations

All the images used in our report are free use. The formats for user personas have been created by us using Adobe Express. For the storyboards, we used the online website visme.co to utilize the formats. The images used in these are utilized from the available stock of images available on the respective websites and are free to be utilized.

To create the user task flows and wire-flows, we used the tools and templates provided to us by Miro. Our final dynamic prototype was created using proto.io where we were able to get all the UI components and placeholders as required. Also, the logo for ExxonMobil that has been used in the prototype is of free use.


User Acknowledgement Form

Participant Acknowledgment Form

Submitted by

Bhavana, Namita, Shriyans, Nikhitha

Participants: By signing this form, you acknowledge that you have participated in a focus group or user test for the above group related to the above course on the date indicated below. In addition, you acknowledge that you are aware that you are bound by UF's honor policy in signing this form to indicate that you have actually participated in a focus group or user test for the class as required.

Printed Name of Participant	Signature of Participant	Date of Participation
Marcus Del Vecchio		10/24/2022
David Santiago Alberto	David Santiago Alberto	10/24/2022
Leah Elias	Leah Elias	10/25/2022
Eugene Byon	Eugene Byon	10/25/2022

Group Members: please initial below to indicate that your group members acknowledge that you are aware that you are bound by UF's honor policy in students signing this form only if they have actually participated in a focus group or user test for the class as required.

(Group members initials)	SBN, NN, SN, NS
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