

Design Evaluation Protocol - Employer

We are evaluating our design prototype for an application we are working on to see whether it works as intended. This session should take about 15 minutes.

We'd like you to make it clear that we are testing our design and how accessible it is and not you. So, it is okay if you make mistakes. As you are using this site, it is preferable if you speak as you think, so we'd know the thought process of users while using this website.

Please don't hesitate to let us know if you find anything confusing or frustrating. We are doing this to improve the design, so we need your honest feedback and thoughts.

We will record the entire testing duration, which includes your hand movements while testing the website, audio, and screen. Is that okay?

SkillSync is a platform that connects low-income individuals with local gig and freelance opportunities for hands-on jobs such as gardening, childcare, cleaning, home repair, and moving assistance. The platform focuses on underserved communities, helping them gain flexible, short-term employment to improve their financial stability. Unlike traditional freelancing platforms that often focus on digital or remote work, SkillSync serves workers who prefer or require in-person tasks within their local community.

Here, you will be the employer looking for new workers as per your requirements

Now, I will ask you to do some tasks, and after each task, I will ask you how easy or hard it is to complete it. Do you have any questions before we start?

Tasks

No.	Task	Successful?	Rating	Note
1.	First, I want you to login in as an employer and look at the job analytics and change the graph to july to december	yes	6	took time to find the dropdown
2	I want you to post a new job from scratch i.e., without using template	yes	5	clicked on existing templates first
3	Search for any result and view the worker profile in detail	yes	5	clicked on search icon then bar

4	From the screen you are in right now, I want you to message the worker	yes	5	clicked on pre existing messages
5	Now, I want you to view your active job postings	yes	6	took time to find i on the new bar
6	From the page you are on right now, view applicants and hire them	yes	6	he liked page
7	From the hired applicants, change their status to working.	yes	6	was easy to change the status

feedback

1) conformation after posting / before posting the job

2) herd to find message button