

Human Computer Interaction

HCI4774 Group project – Final Report

JustWork – “*learn by trying*”

Team members:

- Domenico di Stasio
- Federica Terramagra
- Samaneh Gharehdagh Sani
- Elisa Cali

1. Project name, value proposition, team members' names, and group name

- *Project Name:* Just Work
- *Value proposition:* "learn by trying"
- *Team members' names:*
 - Domenico di Stasio
 - Federica Terramagra
 - Samaneh Gharehdagh Sani
 - Elisa Cali
- *Group name:* HCI4774

2. Problem/solution overview

Many young individuals face challenges when transitioning into the workforce due to the insufficient support provided by traditional education. This often results in a lack of practical skills and confidence in areas such as job applications and interviews, hindering a smooth entry into the professional world.

Just Work addresses this issue through "try jobs" events, offering participants hands-on experience, constructive feedback, and simulated job interviews. These events not only bridge the knowledge gap but also enhance networking opportunities, empowering young individuals with the practical skills and confidence needed for a successful transition into the working world.

3. Needfinding

- a. ***Description of the domain of interest:*** We're interested in helping young people transition from school to work because we've noticed that traditional education doesn't always cover practical job skills. As students go through school, there isn't enough support in preparing them for the working world. Although there are some efforts like orientation days and courses on CV writing and job interviews, they often don't provide adequate help. Many students end up not knowing how to write a good CV or handle a job interview effectively.

So, our goal is to understand what young people need as they step into the working world for the first time.

- b. ***Interviews***

- i. ***Methodology and procedure:*** Interviews were conducted with young individuals approaching the working world for the first time. We recruited them online, using Instagram stories, asking our friends and colleagues if they know someone in our target. We interviewed 5 people: Riccardo as lead user, a 24 years old freelancer that often have to look for jobs, Davide as lead user, a 29 years old worker who changed more than one job in order to find a better one, Domenico and Mariachiara as immediate users, two young students that are now approaching the working world and Michelangelo as domain expert, an experienced HR manager that works for a company.

All the interviews were conducted in the same way: one of us did the interview in people house/office or working place and another one was online, connected by videocall, taking notes.

Here it is a set of questions focused on understanding their challenges, needs, and preferences:

Questions to Immediate/Lead user	Questions to expert user
<ul style="list-style-type: none"> - What's your name? - How old are you? - Which university are you attending? / What is your occupation? (chosen according to who we were interviewing) - What are you studying? / What is your job? (chosen according to who we were interviewing) - In a scale from 1 to 10, where 1 is no knowledge and 10 is expert level, what is your level of knowledge on how to write a curriculum? - In a scale from 1 to 10, where 1 is no knowledge and 10 is expert level, what is your level of knowledge on how to perform a job interview? - On a scale from 1 to 10, where 1 is no knowledge and 10 is expert level, what is your level of knowledge on how to find the right job for you? - In which way are you approaching/did you approach to find a job? (chosen according to who we were interviewing) - If you use/used jobs platforms, how often and what for? if not, what are other methods you are using/used for learning about the working world? - What do you do to find an available position related to your cv? - What do you do to prepare for a job interview? - What do you do to prepare your curriculum? - Have you ever received feedback on your CV? By whom? Saying what? - Regarding the methods you are using/used for learning about the working world, what do you find useful and what less useful? - On a scale from 1 to 10, where 1 is too difficult and 10 is super easy, how difficult have you found using these methods? Can you explain why? - What do you think are the advantages and the disadvantages of using them? - Can you tell us one event when you have some issues with them and another when they helped you, if any? - How have these methods ever helped you on learning how to write a curriculum? - How have these methods ever helped you on learning how to perform a job interview? 	<ul style="list-style-type: none"> - What's your name? - How old are you? - What is your occupation? - In a scale from 1 to 10, where 1 is no experience and 10 is expert level, from your experience, what is your level of knowledge on how to write a curriculum? - In a scale from 1 to 10, where 1 is no knowledge and 10 is expert level, what is your level of knowledge on how to perform a job interview? - In a scale from 1 to 10, where 1 is no knowledge and 10 is expert level, what is your level of knowledge on how to find the right job for you? - What people do right and wrong when they write their curriculum? - What people do right and wrong when they attend a job interview? - What people that attend a job interview don't know about the working world? - From your experience, what is the biggest problem that job applicants have? what does lead them to be rejected or not considered? - How do most of the job applicants find about an open position? - What would you suggest to young people for learning more about working world? - What is the impact of writing a good curriculum for a candidate in order to be interviewed? - What is the impact of doing a good job interview in order to be enrolled in the corporate?

- | | |
|---|--|
| <ul style="list-style-type: none"> - How have these methods ever helped you on learning how to find the right job for you? - How much these methods had an impact on learning how to write a perfect cv and to perform a job interview? why? - How much learning how to write a perfect cv and how to perform a job interview have an impact on finding the right job? | |
|---|--|

Team member roles and used materials:

1. **Riccardo** (lead user, freelancer):

Interview: Domenico
 Taking notes: Federica
 Material: Audio recorder and Camera

2. **Davide** (lead user, worker):

Interview: Elisa
 Taking notes: Domenico
 Material: Audio recorder and Camera

3. **Mariachiara** (immediate user, student):

Interview: Elisa
 Taking notes: Domenico
 Material: Audio recorder and Camera

4. **Domenico** (immediate user, student):

Interview: Domenico
 Taking notes: Elisa
 Material: Audio recorder and Camera

5. **Michelangelo** (domain expert, HR manager):

Interview: Federica
 Taking notes: Elisa
 Material: Audio recorder and Camera

During this process just three of us did the interviews because we weren't able to find native english speakers and the fourth member doesn't understand italian.

ii. Results

1. SUMMARY OF THE ANSWERS

Overall, from the answers given by immediate users to the questions, several things emerged:

- they rate their level in writing a CV, carrying out interviews or finding the right job for them, low. Mainly due to the absence of detailed feedback on the CV, lack of interview simulations and difficulty in self-evaluating and not knowing people who can direct him or help him understand what is right for him as well as lack of work experience.
- they approach the world of work thanks to university, career days, linkedin, joiners and company websites in particular. Other methods are also instagram

- To find a job position related to your CV and experience, look for companies that are hiring for your role, evaluate the skills they require and compare your studies and what seems to be most similar to their abilities. To prepare for job interviews, they find out about the company, review what they studied at university and underline the characteristics that the company is looking for
- To prepare their CV they use Canva, underline the skills required by the position they have to apply for and refer to the projects they have already carried out such as the thesis
- The feedback they receive on their CVs is mostly from friends and relatives
- To learn things about the world of work, they find career days and meeting other people who have work experience useful. Overall they believe it is easier to go to career days with the advantage of being able to receive feedback and get to know the companies. They also consider using LinkedIn easy but it is aseptic as you never have real contact with people. Compared to LinkedIn, they prefer company or joiner sites because they are less dispersive.
- Career days and the knowledge of experienced people helped users in writing their CV as they received feedback
- Joinrs helped in learning how to carry out a job interview because they participated in meetings with HR in which they simulate interviews
- Finally, the methods mentioned have helped users learn about the world of work

Summing up, from the lead users' responses we noticed that:

- They think they are slightly better at writing CVs and conducting job interviews, partly due to the need that has arisen to write many different CVs and partly thanks to the fact that they have received feedback from HR
- Lead users also believe they are not yet sure what the perfect job is for them
- Like the immediate users, the lead users also approached the world of work thanks to the institutions where they completed their studies and sites such as linkedin and joinrs, but as soon as their work situation stabilized they stopped using them as they are not comfortable with the fact that the sites are social media
- To find jobs related to their experience they use networking, that is, the knowledge of other people with common work interests and they consider it more useful than online job advertisements

- To prepare for a job interview and write the CV, they study the company for which they have to apply and take the interview, trying to understand the mission and how they can impress the company's recruiters, trying to write true and positive things on the CV
- Lead users received feedback several times, especially from professors, on their CV, in particular on the format and aesthetics
- They believe that sending lots of applications and applying for a position with lots of candidates is not very intelligent and not very useful, while they believe it is useful to hit the target well and apply only for the proposals in which you are really interested
- The use of sites such as LinkedIn and Joiners is considered easy and immediate thanks to gamification, and they consider it positive that they have the advantage of bringing new generations closer, making them feel at ease in a social network. At the same time, a contrast is created between real and online, for example an employer can describe a company life that is very different from reality and a way of treating employees that is diametrically opposed to the real one
- The methods they used helped them to be more sincere and original in drafting their CV, having an overall positive impact on learning things about the world of work
- Finally, they argue that learning how to write a CV and how to conduct an interview is essential to finding the perfect job for you

Michelangelo, the HR Manager we interviewed:

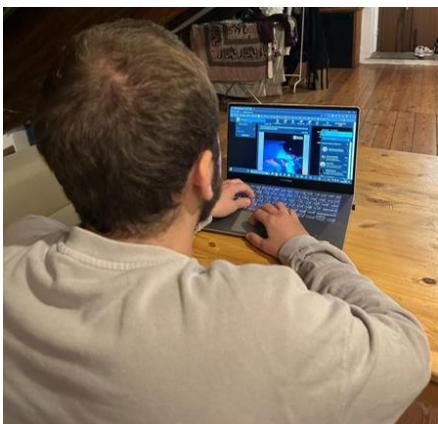
- he has in-depth knowledge on how to write a CV and conduct a job interview because he has participated in training courses and participated in many interviews both as an interviewee and as an interviewer. However, he doesn't believe he is equally competent in knowing what the perfect job is for him
- He told us that the main mistakes that candidates make in their applications are being too verbose in the CV, inserting irrelevant information, the lack of quantifiable results and not knowing how to communicate and convey confidence in your abilities, and in your soft skills
- According to him, the biggest problem that leads candidates to be rejected is the inability to appear prepared, reliable and capable of communicating
- He also told us that the main channels through which they recruit new people are sites like LinkedIn and university channels

- He advises young people to explore and acquire new work experiences, as only teaching experience is limiting
- Considers both the CV and the performance in the oral interview to be very important because, thanks to the CV you are contacted by the company, but thanks to the oral interview you are actually selected

2. KEY FINDINGS

Key findings included the lack of practical experience, uncertainty about job preferences, and the need for guidance in job-related skills like CV writing and interview preparation.

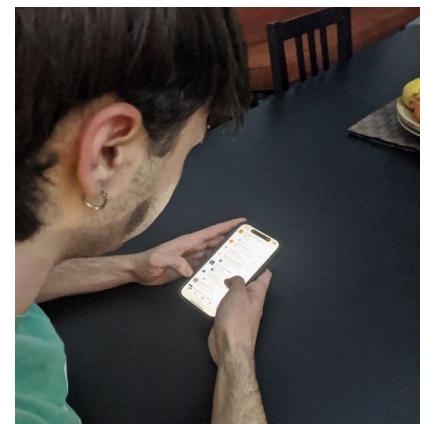
3. PHOTOS



Riccardo



Mariachiara



Domenico

4. KEY QUOTES

- "The most useful methods are: to hit the target well before rushing headlong, to only apply for the positions you would really like to work for, to frequent environments you appreciate."
- "The interview is the first approach to the corporate and you should prepare for it, just showing your CV is not enough."
- "You shouldn't limit yourself to the surface of your studies. You should try lots of oral interviews to gain confidence."
- "To learn things about the world of work, you find it essential to get to know other people with work experience, for comparison."

5. WHAT WE LEARNED

From the interviews conducted, a clear picture emerges of the dynamics and strategies adopted by users in the world of work. Firstly, both immediate users and lead users revealed a certain insecurity in evaluating their skills and finding the ideal job.

This is often due to a lack of detailed feedback on the CV and difficulty in self-evaluating.

Both groups, both immediate users and lead users, used various platforms and channels to approach the world of work, including universities, career days, LinkedIn and Joiners. However, while immediate users also tend to appreciate Instagram, lead users tend to become disinterested in social media once their work situation has stabilized.

A key aspect that emerged concerns the importance of networking and knowing people with experience in the desired work sector. This approach is considered more useful than simply searching for job ads online.

Both groups invest time in preparing resumes and interviews, trying to adapt to the company's needs and highlight their skills and experience. Receiving feedback, especially from professors or HR personnel, is considered a fundamental step in improving your CV.

For his part, Michelangelo, the HR Manager interviewed, offered valuable advice based on his vast experience. He stressed the importance of being concise in resumes, providing quantifiable results and communicating confidence in one's abilities and soft skills. Furthermore, he highlighted that preparation and the ability to communicate effectively are crucial to success in interviews.

Finally, everyone agrees on the importance of gaining practical experience in the world of work and the importance of both your resume and interview performance in obtaining satisfying job opportunities.

6. CONSENT FORMS

[Consent form Michelangelo](#)

[Consent form Davide](#)

[Consent form Riccardo](#)

[Consent form Mariachiara](#)

[Consent form Domenico](#)

c. Synthesis

i. List of brainstormed user needs:

Domenico - 22 years - student

he needs to do some practice with job interviews to be familiar with it

he needs to learn how to write a good cv

He needs to avoid unnecessary time-wasting features on job platforms to concentrate on finding an ideal job

Davide - 29 years - worker

he needs to understand what a company does, to understand if that job is good for him

he needs to understand what that company does and its values, to underline some of his characteristics in a job interview

he needs concrete feedback on his cv(not generic) to understand if he's writing a good cv

he needs to find a way to have the best match in terms of requirements in the job advertisement

he needs to do some practice with job interviews to be familiar with it

he needs to understand if she's conducting a good job interview

Michelangelo - 30 years old - HR manager

users need to learn how to write a good cv

users need a way to be more connected with people in a job-oriented way (networking)

users need to align their own values to corporates values

users that approach work for the first time need to learn about logistics and financial terms to be ready to answer contract-related questions during the job interview

users need to do a lot of different kind of job experiences in order to enhance their soft and hard skills

users need to be more confident with public speaking to be more fluent during job interviews

Mariachiara - 23 years - student

She needs to understand if she's writing a good CV

She needs to understand if she's conducting a good job interview

She needs to learn more about what she likes about work

she needs a way to be more connected with people in a job-oriented way

She needs to avoid unnecessary time-wasting features on job platforms to concentrate on finding an ideal job

she needs to receive more infos on the jobs she's applying to, to understand if it's right for her or not

she needs to learn how to write a good cv

she needs a way to learn what she likes before she starts working

Riccardo - 24 years - worker

he needs to do some practice with job interviews to be familiar with it

he needs a way to find a job that aligns with his values and goals

he needs to be able to network and to connect with people

he needs to receive more clear information on the jobs on job search process

he needs to avoid unnecessary time-wasting features on job platforms

he needs to receive feedbacks on his CVs regarding the layout and aesthetic

he needs a way to understand the environment of the company he's applying for

he needs to differentiate himself from other candidates/ stand out

he needs to connect with more realistic job search platforms in terms of people who he's connecting with

he needs a way to show his portfolio

ii. Deep user needs:



We selected them because they were the most repeated ones. Here is a list of each need linked to the interview where we found it:

- **Need to do simulations of a job interview** based on Domenico and Riccardo's first need and David need number 5 from the list
- **Need to learn how to write a good cv** based on Mariachiara need number 9 and Domenico second need and Michelangelo's first need from the list
- **Need to avoid unnecessary time-wasting features on job platforms to concentrate on finding an ideal job** based on Riccardo's need number 5 and Mariachiara's need number 5 .
- **Need a way to be more connected with people in a job-oriented way** based on Riccardo and Mariachiara's need number 3 and Michelangelo's second need from the list.

d. *Solutions*

i. **Solutions for each deep user need**

To create them we took 5 minutes in a meeting where each of us wrote some solutions for each deep user need.

Users need to do simulations of a job interview:

- to see video of real interviews, they should be classified as good interviews
- to meet someone expert in job interviews and practice with him, university can signals these people
- read a book/notes that summarize how perform a good job interview and what you should not do
- practice with mates - they are not expert but you can have a feedback
- Host online or in-person workshops with professionals who guide users through the interview process, providing feedback and tips.
- Share their recorded interviews and receive peer reviews, offering constructive feedback.
- to do job interviews during their studies, maybe with teachers
- to do simulate job interview using ai chatbots
- to practice their public speaking skills with other people

Users need to learn how to write a good cv related to content and layout:

- to see cv that are evaluated as good cv - possibly divided company by company (like every company says: this cv that is a real cv for me is also a good cv)

- cv aesthetic templates, that describe the structure of it
 - create a cv customized on a job position and on a company
 - users can submit their CVs for professional review and feedback on content and layout.
 - Host workshops or webinars that focus on CV writing, covering both content and design aspects, with templates and guidelines.
 - to receive a templates from the companies that are hiring
- Users need to avoid unnecessary time-wasting features on job platforms:**
- clear job advertisement that immediately show you if your skills match job requirements
 - enable/disable time-wasting features in order to have all the possibility that that platforms gives if and when you want
 - customize their job alerts and notifications to receive only relevant job postings.
 - Provide users with analytics on their job application habits to help them recognize and eliminate unnecessary time-wasting practices.
 - Create a virtual assistant within the job platform that offers guidance and suggestions on how to optimize the job search process.

Users need a way to be more connected with people in a job-oriented way:

- attend workshops, meetings, call with people that have same or similar interesting
- participate to events where companies describe themselves
- participate to "try jobs" event where you can try a job that you would like to do
- write on forums/chat/groups related to job categories and share opinions on technologies/jobs
- join specialized social networks for different industries where users can connect, discuss job opportunities, and share insights.
- matches users with experienced mentors in their desired industry to facilitate job-oriented connections.

ii. Top Solution

The top solution is the "try jobs" events, offering a comprehensive approach to address multiple user needs. The decision was made using the Post-it voting method, considering its ability to cover various aspects and provide a new and effective approach.

This solution aligns with the team's goal of providing a practical and engaging platform for young individuals to navigate the complexities of the working world.

4. Tasks and Storyboard

a. *List of the simple, moderate, and complex tasks:*

- **Simple Task:** applying to a “work session”, an event/chance to experiment a job for a limited amount of time

- **Moderate Task:** take part in a motivational interview after being considered for the work session

- **Complex Task:** ask for additional professional feedback from company employees you work with during the session

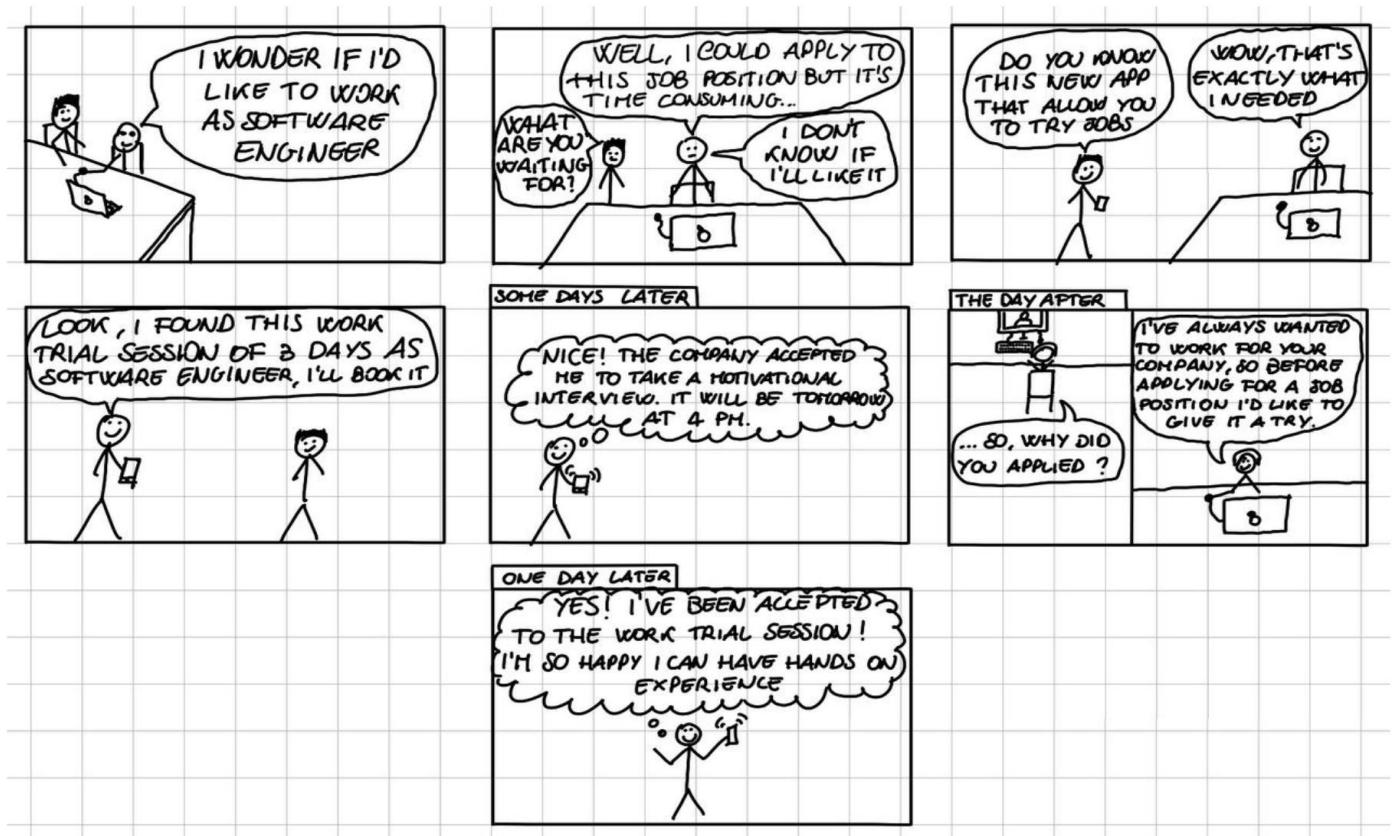
The first task allows users to dip their toes into different work environments and roles without a long-term commitment.

The motivational interview serves as an intermediate step, providing an opportunity for users to reflect on their experiences and express their motivations.

Seeking feedback from employees during the work session adds depth to the user's understanding of the job and their performance.

The progression from a simple task to more complex ones allows users to gradually immerse themselves in the job exploration process. These tasks aim to empower individuals to make better-informed career decisions by providing them with practical experiences, self-reflection opportunities, and insights from professionals in the field.

b. *Storyboard:*



The storyboard effectively captures the user's perspective, providing a clear portrayal of the challenges faced by unemployed individuals entering the workforce.

It successfully communicates how the application efficiently addresses and transforms these challenges into opportunities for users.

However, a notable weakness is the storyboard's focus solely on the viewpoint of the individual seeking employment, neglecting the perspective of the hiring company or employer.

Applying to a "work session" (simple task): The storyboard is successful in illustrating the user's initial challenges in finding suitable employment opportunities and how the application aids in overcoming these challenges.

Taking part in a motivational Interview (moderate task): The storyboard effectively conveys how the application supports users in expressing motivations and reflections during the interview process.

5. Low-fidelity Prototypes

- a. **Modalities exploration:** as modalities we considered:

Speech:

- Good for the relationship part, where the unemployed meets and work with a company
- Good for receiving feedback
- Bad for the searching part where the user has to find the "just work" experience
- Bad for just remote experiences

Smartphone:

- Good for the relationship part, where the unemployed meets and work with a company
- Good for receiving feedback
- Good for the searching part where the user has to find the "just work" experience
- Good for remote and on site experiences
- Good for having access to the application from wherever the user is
- Good because every young person has a personal smartphone

Computer:

- Good for the relationship part, where the unemployed meets and work with a company
- Good for receiving feedback
- Good for the searching part where the user has to find the "just work" experience
- Good for remote and on site experiences
- Good for having access to the application from wherever the user is
- Bad because not every young person has a personal computer

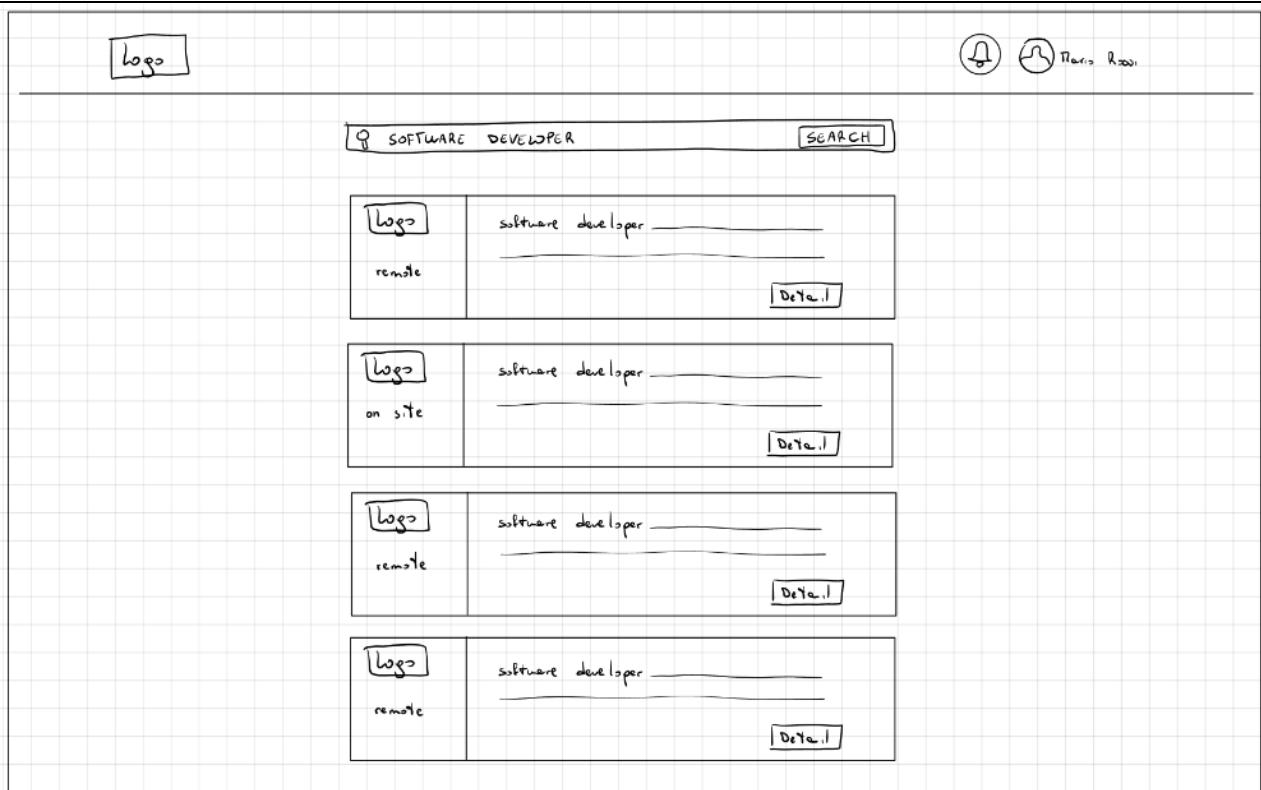
At last, we chose smartphone and computer, because smartphones could be the most used way that the young person will use. Computer can be a good alternative to the smartphone because it is better for participating in online work sessions.

Target Devices/Platforms: iOS and/or Android smartphones. Windows and/or macOS computers.

b. Paper prototypes

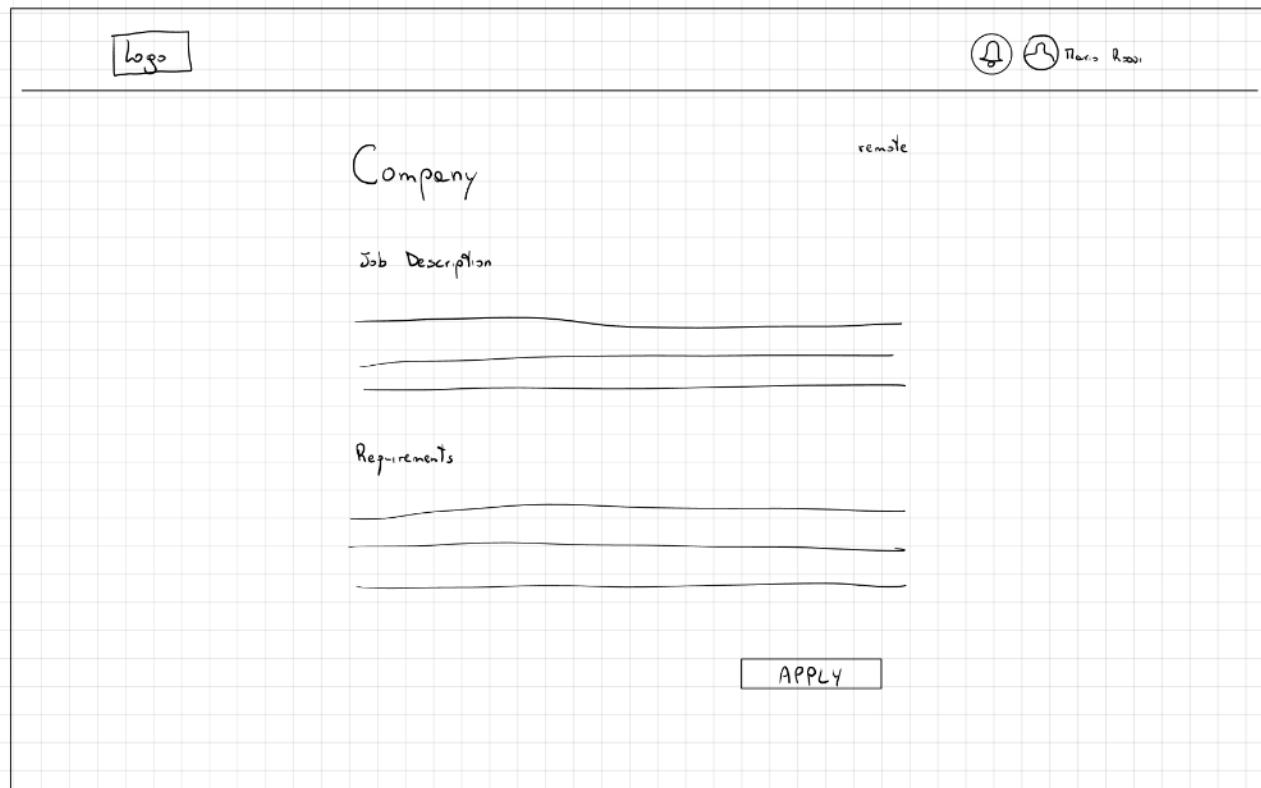
i. Overview of paper prototypes:

Computer:



Homepage

This is the main page of the application. Here the user can find a list of possible jobs of his interest, search for them with searchbar and see more details by clicking the Detail button.



Job Details Page

In this page there are more details about the job. The user can read the requirements and find out if he can apply for a motivational interview.

Logo

Profile icon Name: Maria Rossi

Book an appointment for your interview

Select date and Time

13/11	13/11	17/11				
morning slots						
9:10	9:20	9:30	9:40	9:50	10:00	10:10
10:20	10:30					
afternoon slots						
15:10	15:20	15:30	15:40			

No slots founded? Send a message

NOT INTERESTED ANYMORE

BOOK IT

Appointment booking page

After the user is selected for a motivational interview, he has to book an appointment by choosing a timeslot. If he doesn't attend the interview in the timeslots in the selection, he can try to send a message to the company to ask for more slots.

Logo

Profile icon Name: Maria Rossi

Tell The Company when you are available

Write here...

Send

"Send a message" page

Here it is the page where you can send a message to the company. It's pretty simple. The user writes his message in the textbox and sends the message by clicking Send button.

Logo

Mario Rossi

Your just work

Evaluating application waiting for interview waiting for result
 in progress done rejected

Logo	description	Detail
remote waiting for interview	date	

Logo	description	Detail
on site in progress	date	

Logo	description	Detail
remote rejected	date	

Logo	description	Detail
remote evaluating application	date	

Job JustWork page

In this page every user has all the job position he applied for. He can use the filters in the top of the page to see only the jobs in a given status, for example "done".

Logo

Mario Rossi

Company

waiting for interview remote

Job Description

Applied on: 03/11/23

Interview on: 05/11/23 09:30

[Join The Interview](#)

Any problems? Send a [message](#)

Job Details Page (waiting for interview)

This page is identical to the work details page, but in a different status (waiting for interview), so the user can join the interview by clicking the "Join the interview" button.

Logo

Profile icon Name: Maria Rossi

Company

waiting for result remote

Job Description

Applied on: 03/11/23

Interview on: 05/11/23 09:30

Any problems? Send a message

Job Details Page (waiting for result)

Logo

Profile icon Name: Maria Rossi

Company

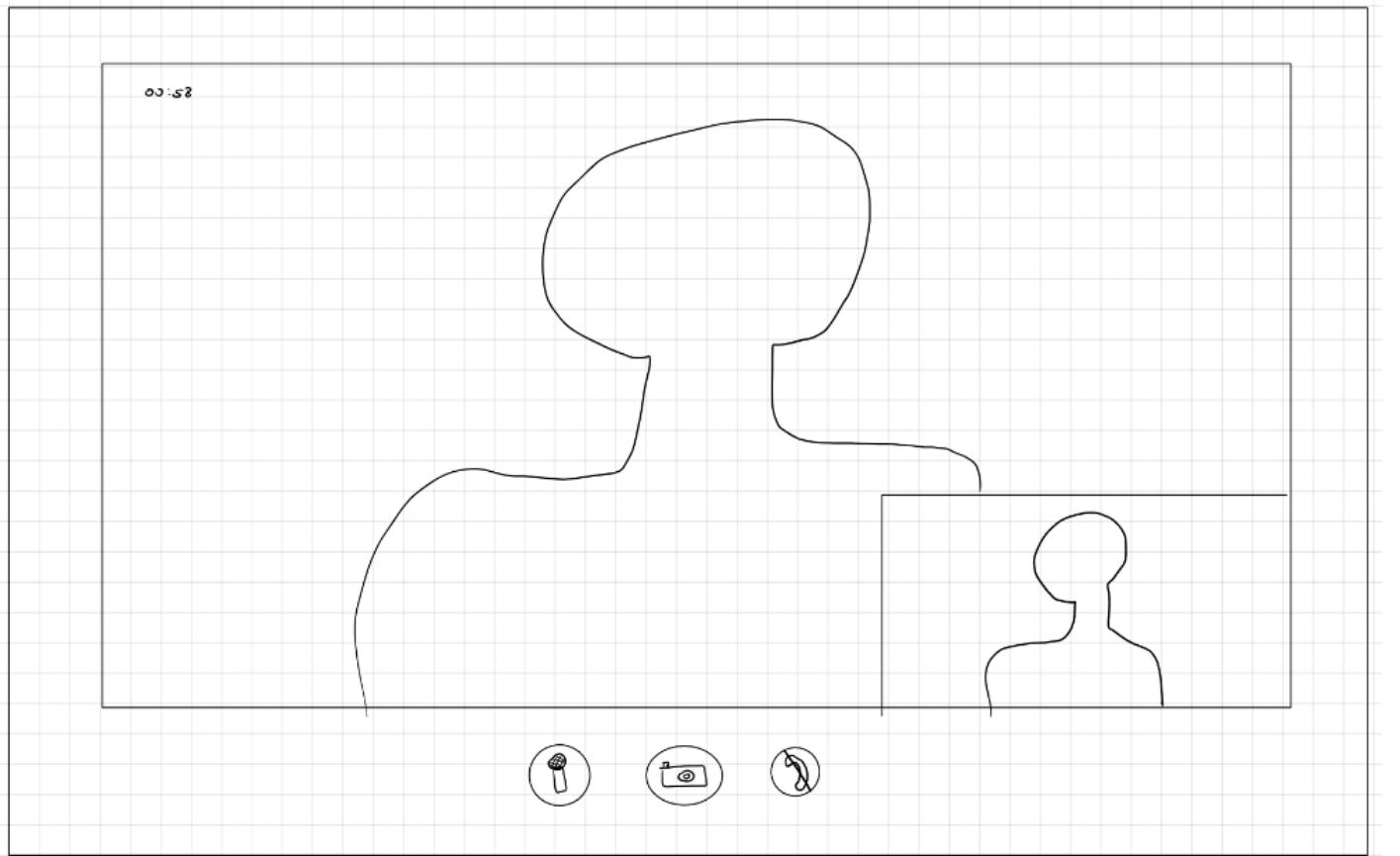
evaluating application remote

Job Description

Applied on: 03/11/23

Any problems? Send a message

Job Details Page (evaluating application)



Videocall Page

This page is used for the interviews and sometimes for the jobs, it's a standard videocall interface.

Logo	<small>Maria Rossi</small>
Company	<small>rejected</small> <small>remote</small>
Job Description	<hr/> <hr/> <hr/>
Applied on: 03/11/23	
Any problems? Send a <u>message</u>	

Job Details Page (rejected)

Logo

Profile icon Name: Maria Rossi

Company

in progress remote

Job Description

Applied on: 03/11/23

Interview on: 08/11/23 09:30

Start date: 08/11/23 15:00

End date: 18/11/23

Start the job

Any problems? Send a message

Job Details Page (in progress, remote)

Logo

Profile icon Name: Maria Rossi

Company

in progress on site

Job Description

Applied on: 03/11/23

Interview on: 08/11/23 09:30

Start date: 08/11/23 15:00

End date: 18/11/23

Any problems? Send a message

Job Details Page (in progress, on site)



Company

done

remote

Job Description

Applied on: 03/11/23

Interview on: 05/11/23 09:30

Start date: 06/11/23 15:00

End date: 18/11/23

[See feedbacks](#)

Job Details Page (done)



Your feedbacks

20/11/23	Jhon Smith	Download
21/11/23	Anonymous	Download

[Ask for more feedback](#)

Feedback Page

When the user complete a job, and the status is "done" the company sends him a feedback that he can find and download in this page.

Logo



Mario Rossi

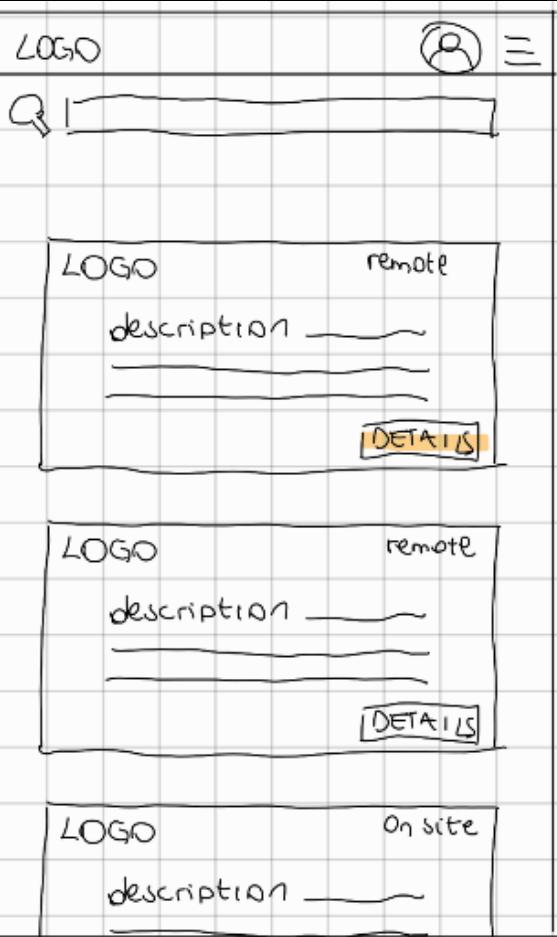
Ask the company for more feedbacks

Write here...

Send

Ask for more feedback Page

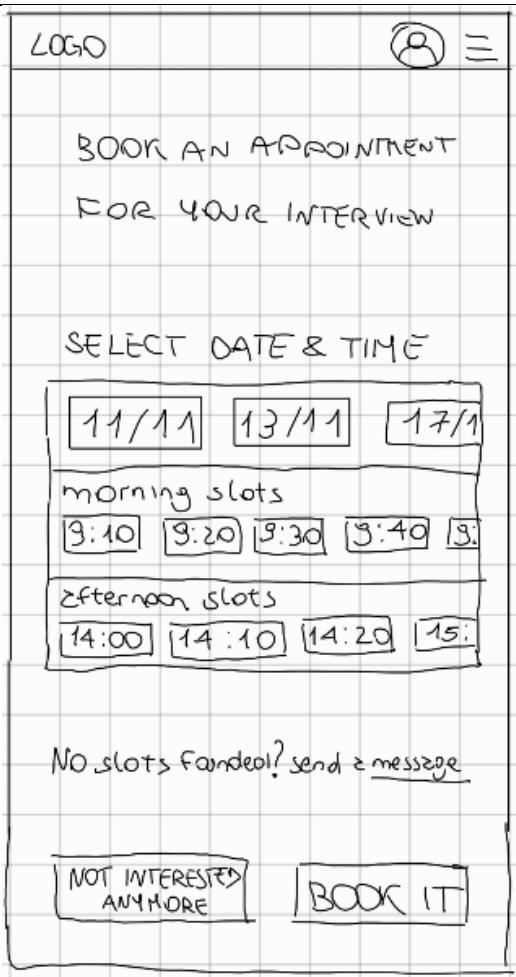
Smartphone:



Homepage



Job Details Page



Appointment booking page

LOGO		≡
YOUR JUST WORK		
WAITING FOR RESULT	DONE	EVALUATE APPLI
LOGO	remote - done	
description _____ _____		
DATE	[DETAILS]	
LOGO	on site - evaluating application	
description _____ _____		
DATE	[DETAILS]	
LOGO	remote - rejected	

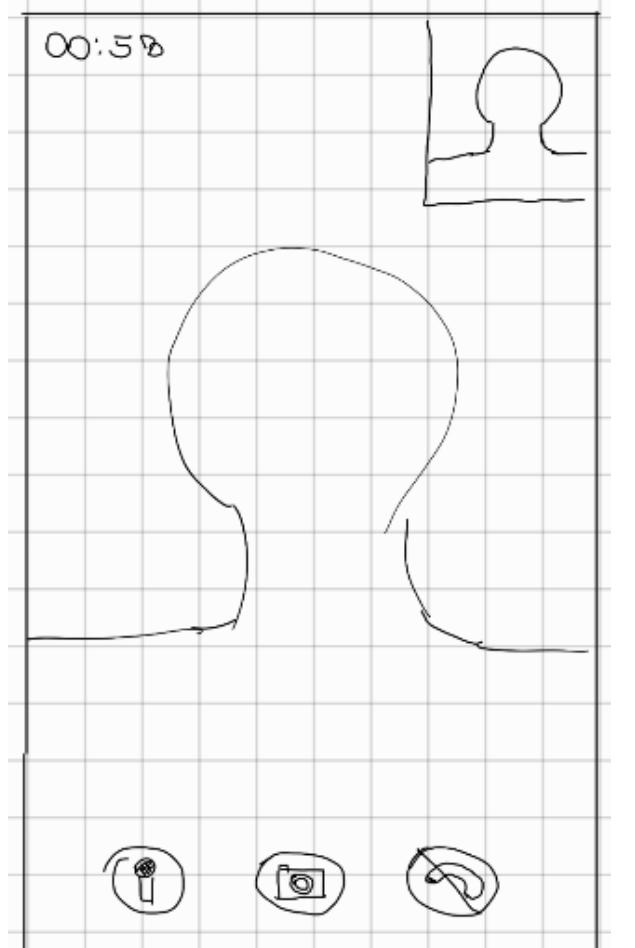
Your JustWork Page

"Send a message" Page

LOGO		≡
remote waiting for interview		
COMPANY		
JOB DESCRIPTION		
APPLIED ON : 03/11/23		
INTERVIEW ON: 05/11/23 09:30		
[JOIN THE INTERVIEW]		
Any problems? Send a message		

Job Details Page (waiting for interview)

LOGO		≡
remote waiting for result		
COMPANY		
JOB DESCRIPTION		
APPLIED ON : 03/11/23		
INTERVIEW ON: 05/11/23 09:30		
Any problems? Send a message		



Job Details Page (waiting for results)

LOGO	
COMPANY	remote rejected
JOB DESCRIPTION	
— — —	
APPLIED ON : 03/11/23	
Any problems? Send a message	

Videocall Page

LOGO	
COMPANY	remote in progress
JOB DESCRIPTION	
— — —	
APPLIED ON : 03/11/23	
INTERVIEWED ON: 05/11/23 09:30	
START DATE : 08/11/23 15:00	
END DATE : 18/11/23	
<u>START THE JOB</u>	
Any problems? Send a message	

Job Details Page (waiting for results)

LOGO	
COMPANY	on site in progress
JOB DESCRIPTION	
— — —	
APPLIED ON : 03/11/23	
INTERVIEW ON: 05/11/23 09:30	
START DATE : 08/11/23 16:00	
END DATE : 20/11/23	
Any problems? Send a message	

Job Details Page (in progress, remote)

LOGO	
COMPANY	remote done
JOB DESCRIPTION	
— — —	
APPLIED ON : 03/11/23	
INTERVIEWED ON: 05/11/23 09:30	
START DATE : 08/11/23 15:00	
END DATE : 18/11/23	
<u>SEE FEEDBACKS</u>	

Job Details Page (in progress, on site)

Job Details Page (done)

 ≡	 ≡
YOUR FEEDBACK :	
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> 20/11/23 Jhon Smith </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> 21/11/23 Anonymous </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> ASK FOR MORE FEEDBACKS </div>	
<i>Feedbacks Page</i>	ASK THE COMPANY FOR MORE FEEDBACKS <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> Write here ... </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> SEND </div>
<i>Ask for more feedback Page</i>	

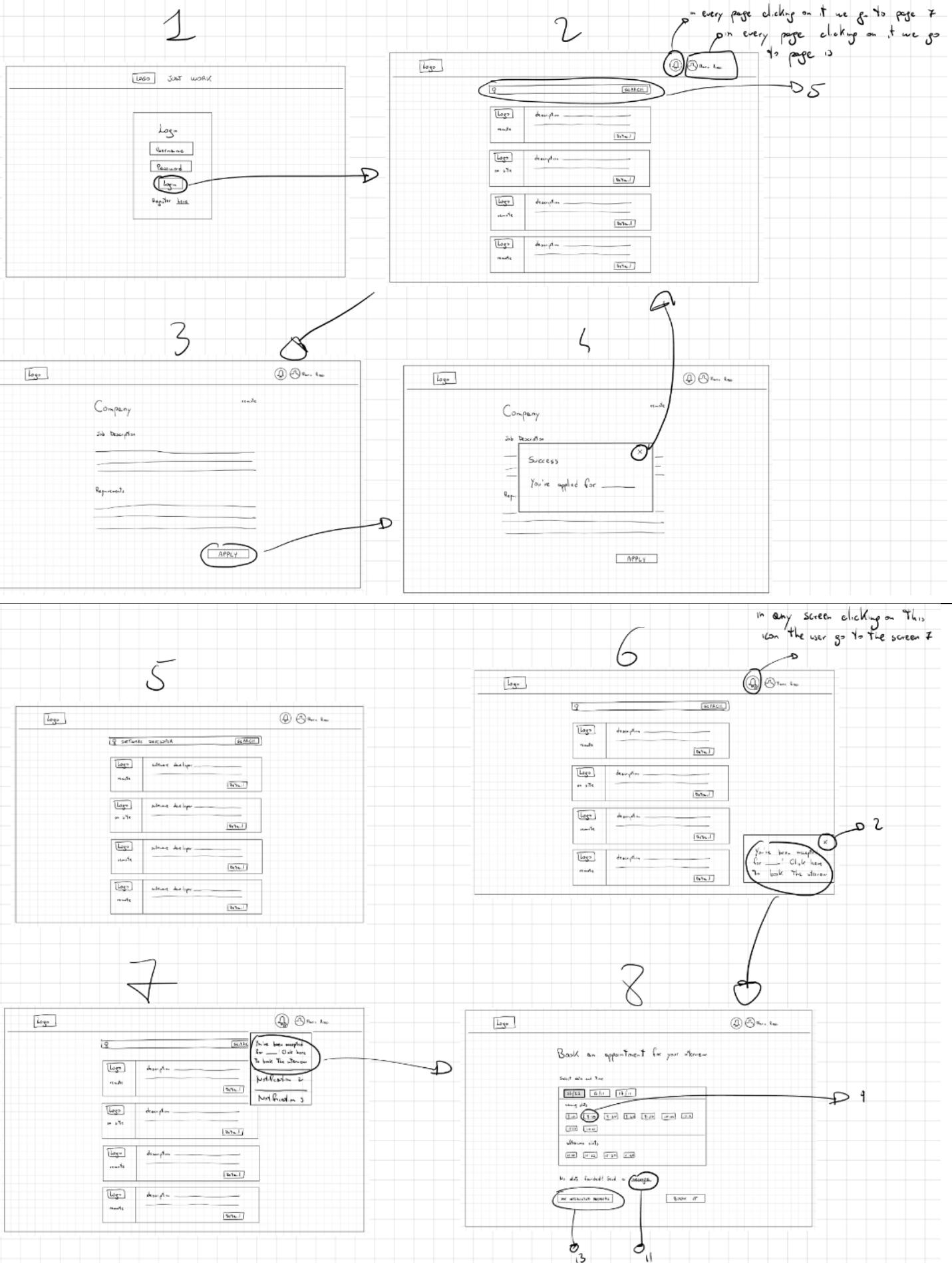
ii. How they connect to the storyboard and the project goal and the three tasks:

They are linked to the storyboard as users, upon logging in, can browse and select job applications of interest, read their descriptions, and submit applications. If the company approves the candidate, they can then participate in a motivational interview within the application.

Regarding the three tasks, users have the ability to search for preferred job advertisements, submit applications, participate in job interviews through the application, and monitor the various states of their applications. Additionally, users can engage in remote work sessions through the application. Upon completing this experience, users can review feedback provided by the company and, if desired, request additional details.

iii. High-level flow of the “screens” of both paper prototypes:

Computer:



9

Book an appointment for your interview

Select date and time

10:00	10:15	10:30	10:45	11:00
11:15	11:30	11:45	12:00	12:15
12:30	12:45	13:00	13:15	13:30
13:45	14:00	14:15	14:30	14:45

Interview slots

10:00	10:15	10:30	10:45
11:15	11:30	11:45	12:00
12:30	12:45	13:00	13:15
13:45	14:00	14:15	14:30

No slot found? Send a message.

10

Book an appointment for your interview

Success

You've booked the interview

No slot found? Send a message.

D 2

Tell the company when you are available

Write here...

11

Tell the company when you are available

(X)

Message sent correctly!

D 2

13

Book an appointment for your interview

Are you sure you are not interested anymore?

No slot found? Send a message.

The user goes to the page where he was coming, so 8 or 9

14

Book an appointment for your interview

(X)

Your request was correctly deleted

No slot found? Send a message.

D 2

15

Logo

④ ⑤ New Job

For Job Name
Setting
Logout

Logo	Description	[Delete]

16

Logo

④ ⑤ New Job

Your last work
including application, waiting for review, waiting for result

Logo	Description	[Delete]

clicking on one or more filters the user will see the list updated

26, if the job is remote he goes to 25

if the user has been rejected before doing the interview he will go to 23, otherwise he goes to 21

17

Logo

④ ⑤ New Job

Company
using for interview - remote

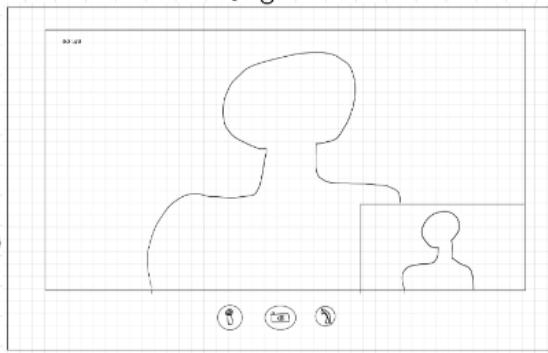
Job Description

Applied on - 10/10/2012
Interview on - 10/10/2012 10:30

[In the interview]

Any problem? Send a message

18



19

from page 17 you reach this page if you click on a card "waiting for result - remote"

Logo

④ ⑤ New Job

Company
using for interview - remote

Job Description

Applied on - 10/10/2012
Interview on - 10/10/2012 10:30

[In the interview]

Any problem? Send a message

20

Logo

④ ⑤ New Job

Company
existing application - remote

Job Description

Applied on - 10/10/2012

Any problem? Send a message

21

Logo

④ ⑤ New Job

Tell The company what's the issue
[Write here...]
[Send]

22

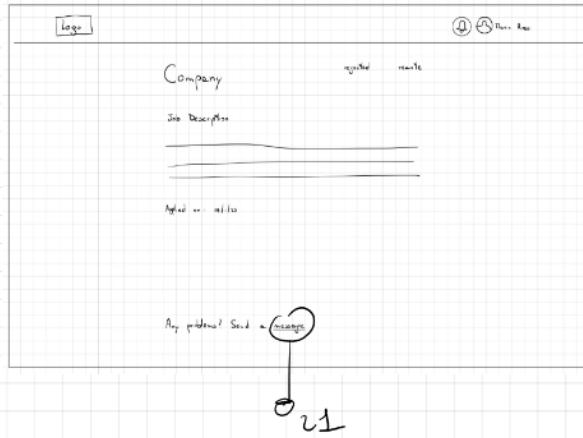
Logo

④ ⑤ New Job

Tell The company what's the issue
[Message sent correctly!]
[Send]

The user goes to the page where he was coming from, so like

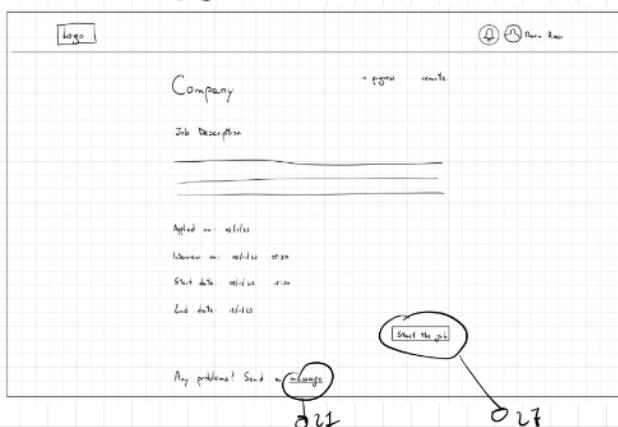
23



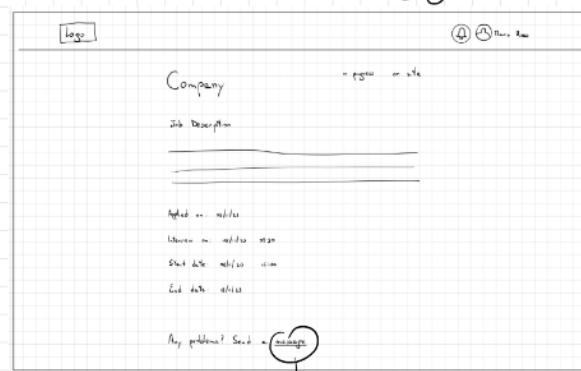
24



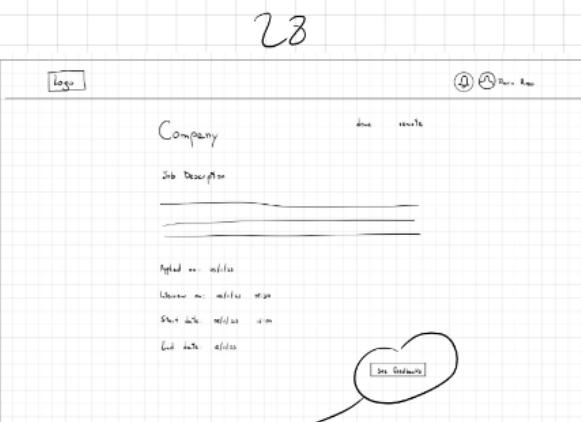
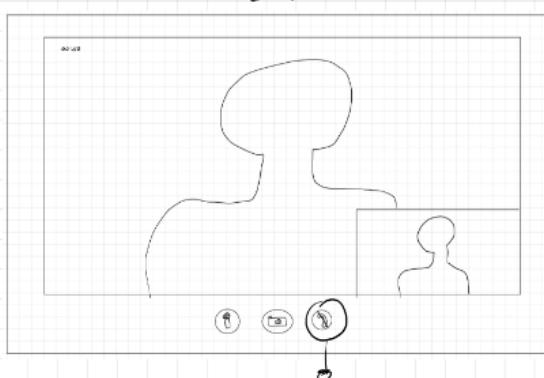
25



26



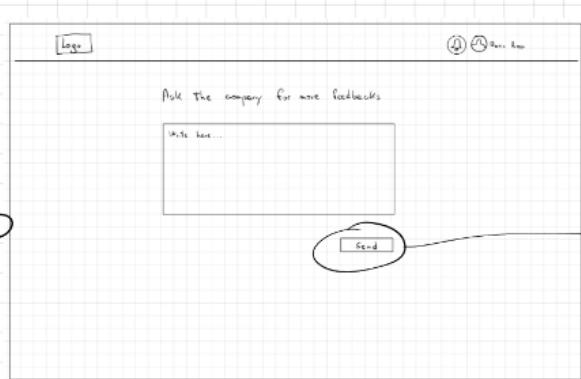
27



29



30



31

Logo

④ ⑤ Name Name

Ack the company for more feedbacks

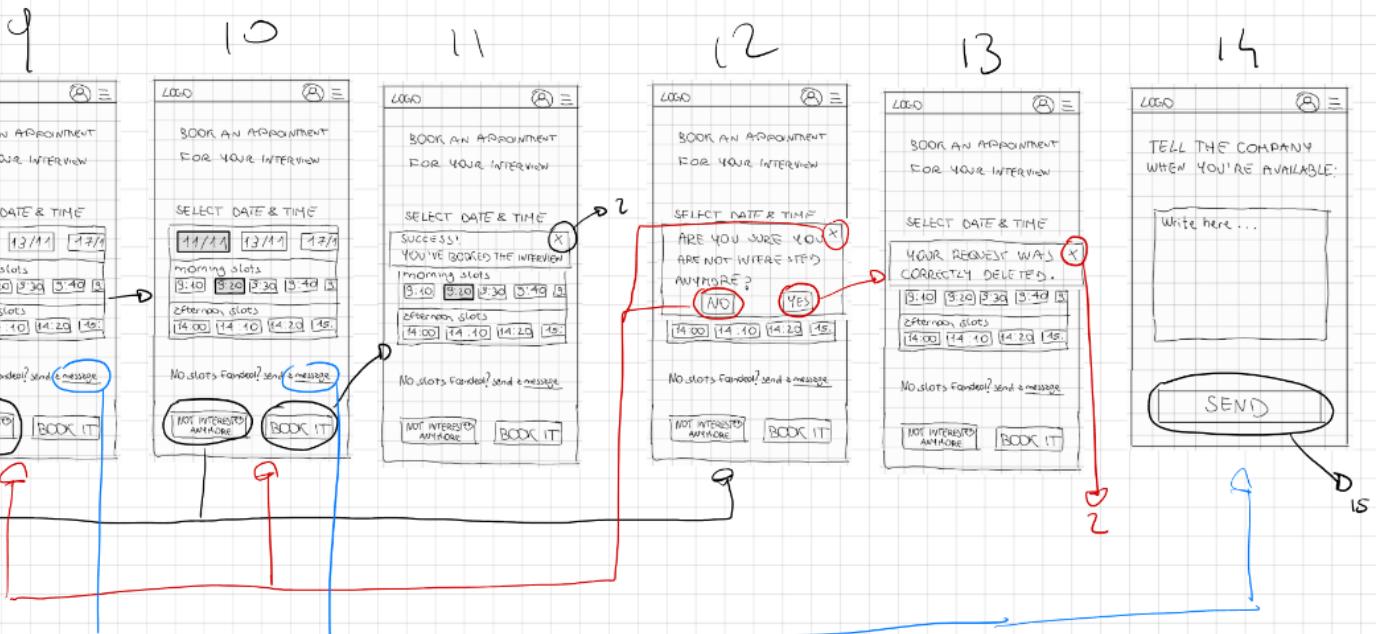
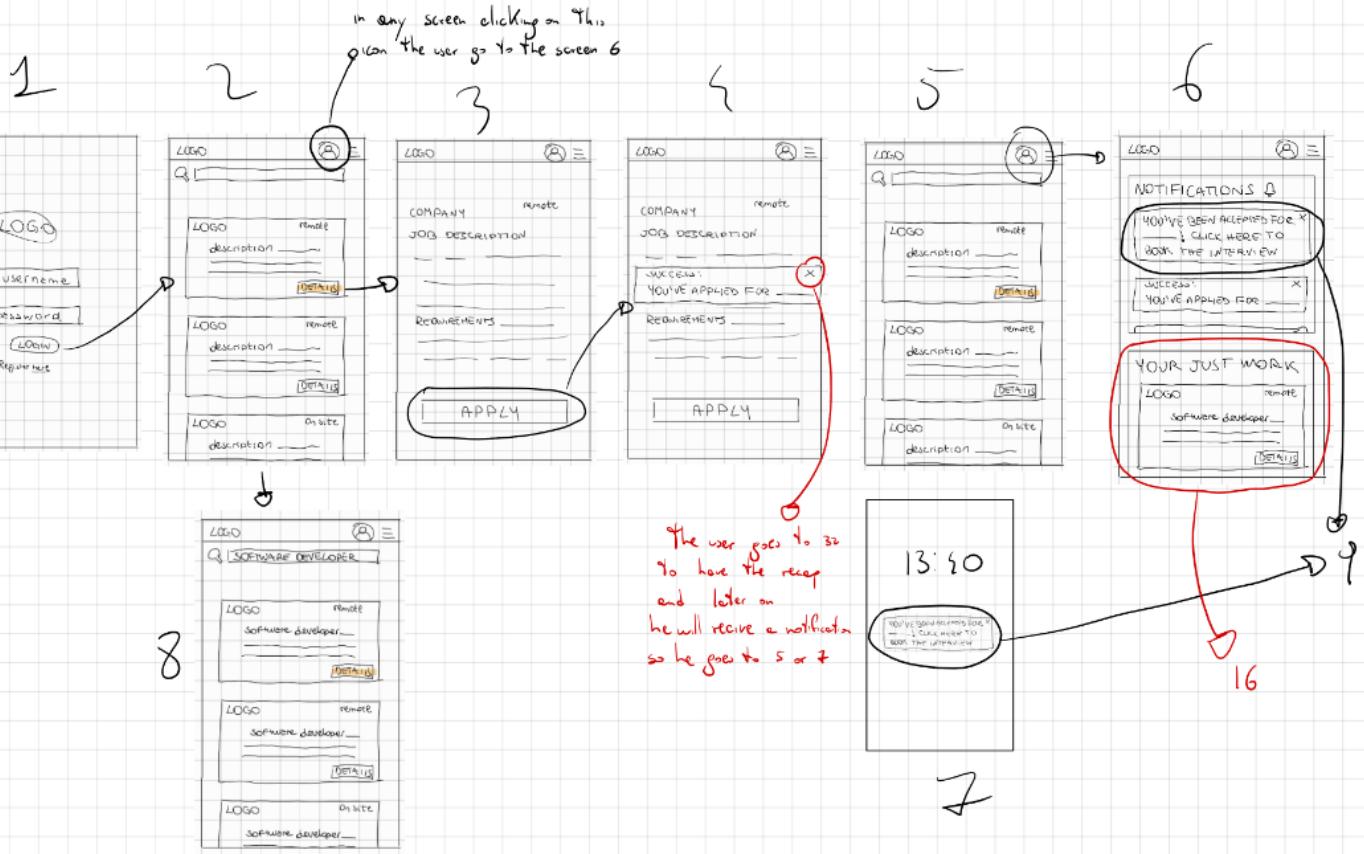
Write here...

X

Message sent correctly!

Mobile:

When the user applies for a "just work", the element will have the state "evaluating application". If he will not be accepted, the state will be "reject", otherwise it will be "waiting for interview". When he will book the interview, the state will not change. After attending the interview, the state will be "waiting for result". If he will not be admitted, the state will be "rejected", otherwise it will be "in progress". When the work experience will be ended and the company upload at least one feedback, the state will be "done".



clicking on one or more filters the user
will see the 1st filtered

16

The user can go to 22 or 23. It depends on
if the user was rejected before or after doing
the motivational interview

15

LOGO  3

YOUR JUST WORK

TELL THE COMPANY WHEN YOU'RE AVAILABLE:

I write here...

MESSAGE SENT CORRECTLY! 

32

LOGO  3

YOUR JUST WORK

LOGO remote - done
description _____

DATE 

LOGO on-site - evaluating application
description _____

DATE 

LOGO remote - rejected
description _____

DATE 

LOGO remote - waiting for interview
description _____

DATE 

LOGO remote - in progress
description _____

DATE 

LOGO remote - waiting for result
description _____

DATE 

2

27

17

18

19

LOGO  3

COMPANY _____

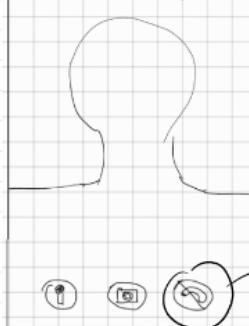
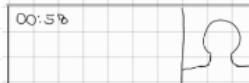
JOB DESCRIPTION _____

APPLIED ON: 03/11/23

INTERVIEW ON: 03/11/23

09:30

Any problems?



APPLIED ON: 03/11/23

INTERVIEW ON: 03/11/23

09:30

Any problems?

20

If the user has already
booked the interview he
goes to 18, otherwise 19-22

D 24, if the job
is on site it will go
to 25

20

20

21

22

23

24

LOGO  3

TELL THE COMPANY WHAT'S THE ISSUE

I write here...

LOGO  3

TELL THE COMPANY WHAT'S THE ISSUE

I write here...

MESSAGE SENT CORRECTLY! 

LOGO  3

COMPANY remote rejected

JOB DESCRIPTION _____

APPLIED ON: 03/11/23

INTERVIEW ON: 03/11/23

09:30

Any problems?

The user goes to the
page where he was
coming from, so like
17, 19, 22, 23, 24, 25, 31, 32

20

LOGO  3

COMPANY remote rejected

JOB DESCRIPTION _____

APPLIED ON: 03/11/23

INTERVIEW ON: 03/11/23

09:30

Any problems?

LOGO  3

remote in progress
COMPANY _____

JOB DESCRIPTION _____

APPLIED ON: 03/11/23

INTERVIEW ON: 03/11/23

09:30

START DATE: 08/11/23
15:00
END DATE: 18/11/23

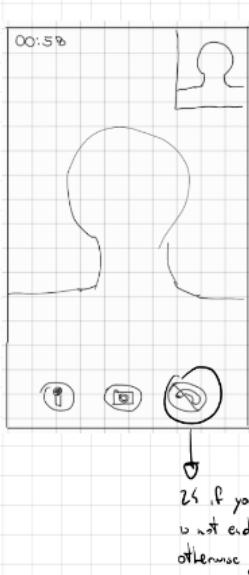
26

20

25

LOGO	(@)	≡
COMPANY	on site in progress	
JOB DESCRIPTION	— — —	
APPLIED ON:	03/11/23	
INTERVIEW ON:	05/11/23 09:30	
START DATE:	08/11/23 16:00	
END DATE:	20/11/23	
Any problems? Send message		
26		

26



27

LOGO	(@)	≡
COMPANY	remote done	
JOB DESCRIPTION	— — —	
APPLIED ON:	03/11/23	
INTERVIEWED ON:	05/11/23 09:30	
START DATE:	08/11/23 16:00	
END DATE:	18/11/23	
SEE FEEDBACKS!		

28

LOGO	(@)	≡
YOUR FEEDBACKS:		
20/11/23	John Smith	↓
21/11/23	Anonymous	↓
ASK FOR MORE FEEDBACKS		

29

LOGO	(@)	≡
ASK THE COMPANY FOR MORE FEEDBACKS		
Write here...		
SEND		
30		

30

31

32

LOGO	(@)	≡
ASK THE COMPANY FOR MORE FEEDBACKS		
Write here...		
MESSAGE SENT CORRECTLY!		
SEND		

27

LOGO	(@)	≡
COMPANY	remote waiting for interview	
JOB DESCRIPTION	— — —	
APPLIED ON:	03/11/23	
BOOK THE INTERVIEW		
Any problems? Send message		

28

LOGO	(@)	≡
COMPANY	remote evolving evolution	
JOB DESCRIPTION	— — —	
APPLIED ON:	03/11/23	
Any problems? Send message		

29

c. ***Heuristic Evaluations***

i. **Description of the heuristic evaluation we received:**

To receive a heuristic evaluation of our prototype we met at the university during one lab session. One there we divided ourselves into two pairs so that while one was the "computer" and moved the pieces of the prototype, the other could be the facilitator and introduce the projects and goals, explain to the evaluator how it works and provide the three tasks, the project solution and context.

The evaluations were conducted in this way:

- Evaluation 1

- Prototype: Desktop
- Evaluator: Haochen He
- Facilitator: Elisa Cali
- Computer: Domenico di Stasio

- Evaluation 2

- Prototype: Desktop
- Evaluator: Liu Yonghu
- Facilitator: Elisa Cali
- Computer: Domenico di Stasio

- Evaluation 3

- Prototype: Mobile
- Evaluator: Alessandro Andrea Gaudino
- Facilitator: Domenico di Stasio
- Computer: Elisa Cali

- Evaluation 4

- Prototype: Mobile
- Evaluator: Kevin Gjeka
- Facilitator: Federica Terramagra
- Computer: Samaneh Gharehdagh Sani

- Evaluation 5

- Prototype: Desktop
- Evaluator: Elia Ferraro
- Facilitator: Samaneh Gharehdagh Sani
- Computer: Federica Terramagra

The heuristic evaluation feedback highlights positive aspects of the application's consistent design style and overall positive impression. However, areas for improvement include alert windows lacking user options post-operation, unclear aspects in interview management, and some introductory text for new users needing clarity. The evaluations suggest improvements in notification management, more

user information during interaction, and additional controls for error prevention and enhanced user freedom. Furthermore, for the mobile there were some issues with the navigation, which wasn't smooth. Addressing these areas, along with resolving minimal cosmetic problems, will contribute to a more user-friendly mobile/web application.

Here the links of all the feedback:

[Feedback 1](#)

[Feedback 2](#)

[Feedback 3](#)

[Feedback 4](#)

[Feedback 5](#)

ii. List of violations

Desktop prototype:

1. H3 User control and freedom

Where: In almost each page

What: Lack of clear navigation buttons to come back to previous pages (also in send message)

Why: When I am in a page and I want to come back to check other pages or other information, I cannot, unless I click on the logo which brings me to the homepage but then I have to repeat all the steps to get where I want to go

Severity: 3

2. H4 Consistency and standard

Where: In the popup which is shown after a successful application

What: Misleading behavior of the closing X button

Why: By closing the popup, the system comes back to the homepage that is not what the user meant to do. He just wanted to close the popup.

Severity: 3

3. H3 User control and freedom

Where: In the message writing page

What: Lack of the possibility to come back

Why: Even if this problem occurred in other pages also, here it is more serious because the only way to go out from this page is to send the message. So, if the user decides not to write anything, he cannot

Severity: 3

4. H3 User control and freedom

Where: In the applications list

What: Lack of the possibility to undo the application to a job proposal

Why: In the entire app there is not the possibility to cancel the application of a proposal. So, if a user changes his idea about a job position, he cannot undo his application

Severity: 3

5. H1 Visibility of system status

Where: In the application details page

What: Unpredicted behavior of the “join the interview” button

Why: Since the possibility to click on the “join the interview” button depends on the time slot selected for the interview, at a certain point, the button will disappear (since the time slot expires) and the user is never notified about it. Maybe it is better to show not only the start timestamp but also the end timestamp to make the user conscious about the interview situation

Severity: 2

6. H6 Recognition rather than recall

Where: In the applications list and in the application details page

What: Lack of and explicit and clear location indication

Why: There is no information about the place where the job is. It should be clearly visible instead of looking for it in the long description inside the details page

Severity: 2

7. H1 Visibility of system status

Where: In the application details page

What: Lack of page title

Why: There is no clue about where I am, I just see random information about a random application. Maybe it is better to let the user know that he is looking at the description and other details about the job he clicked on

Severity: 2

8. H2 Match between system and real world

Where: In the time slot selection page

What: Misleading label of the “Not interested anymore”

Why: This label is unclear since if the user clicks on it, he doesn't know if he is not interested in the time slot selection or if he is not interested in the application anymore

Severity: 2

9. H2 Match between system and real world

Where: In the popup for reverting the selection of a time slot

What: Misleading “Yes” / “No” buttons

Why: The buttons “Yes” / “No” are not clear and they require the user to think and read multiple times the question to understand the correct answer. Is the user interested or not interested?

Severity: 2

10. H7 Flexibility and efficiency of use

Where: In the application details page

What: Difficult to distinguish two different job proposals from the same company

Why: If I have multiple proposals from the same company, they would have the same “company” title and the only way the user has to distinguish them is by reading the description. It is not very user friendly

Severity: 2

11. H6 Recognition rather than recall

Where: In the feedback list page

What: Lack of context, missing Application title

Why: The user clicked on the “see feedback” button in the application details page and the feedbacks list is shown but in the actual page there is no cue about what application these feedbacks refer to

Severity: 2

12. H4 Consistency and standards

Where: in the whole app / to the time slot selection

What: No way to reach the time slot selection page rather than from the notifications popup

Why: Since all the other actions related to the application can be done from the application page, also the time slot selection for the interview should be done from there and not only from the popup of notification. That could be a shortcut for expert users.

Severity: 2

13. H2 Match between system and the real world

Where: In the application details page

What: Misleading “start the job” button meaning

Why: The user sees the “start the job” button and when he presses it, the video-call is opened, like the “join the interview” button does. Maybe it is better to clarify what these buttons really do. “Join the interview” is clear, but “start the job” doesn’t.

Severity: 1

14. H8 Aesthetic and minimalist design

Where: In “Your JustWork” page

What: Possibility to have too many items

Why: Since there is not the possibility to delete some past job experiences, this page will be soon very busy

Severity: 1

15. H8 Aesthetic and minimalist design

Where: In the time slot selection page

What: No need of morning/afternoon distinction

Why: In this type of page, there is no necessity to separate in two different sections time slots for morning and for afternoon. It doesn't add nothing to the user experience. Maybe it is also better to use a select, instead of printing lot of time slot buttons

Severity: 1

16. H8 Aesthetic and minimalist design

Where: In the notification popup

What: Possibility to have a messy, very long, list of notifications

Why: There is not the possibility to remove a notification, so, after a long period of time, too many notifications will be present in this section and the user will not be able to browse them correctly. In addition, this popup is the only window where notifications are listed.

Severity: 1

17. Heuristic 1 VideoConference Status

Where: the problem is occurred in page 18 for the task take part of interview after it is considered and participating the work in the page 27

What: we think the the username should show up on the videoconference both for all user

Why: the people need to know with who is talking

Severity: 3 Major usability problem; important to fix

18. Heuristic 3 VideoConference Control

Where: the problem is occurred in page 18 for the task take part of interview after it is considered and participating the work in the page 27

What: the call is full screen, if the user want to navigate other content of the web in this case he should stop the call or he should open another browser tab to browse the site he cannot browser the content and having call contemporaneously , if the call can be minimized there should be a minimize button

Why: the user may need to browser the content of website meanwhile having a call

Severity: 3 Major usability problem; important to fix

19. Heuristic 10 site purpose presentation

Where: the problem is occurred in page 2 for the task 1 apply for an event of job

What: although is a simple task if a new user registered that doesn't know how the site work, he would like to see the application flow for a new job

Why: give to new user a fast user guide

Severity: 1 Cosmetic problem only; need not be fixed unless extra time is available

20. Heuristic N 2 person same slot

Where: the problem is occurred in page 9 for the task 2 take part of interview after it is considered

What: although with clarification during presence heuristic evaluation is clarified that the slot is inserted manually by the operator event organized (mean each person accepted has unique time slot for him to choose) but there is still chance that manual operation can have errors so the scenario that 2 person with same slot time can happen

Why: since as we understood the interview is one vs one so in this case how this error is managed?

Severity: 1

21. Heuristic 6, Recognition rather than recall

Where: the problem is occurred in page 15 for the task 1, 2, 3.

What: in this page, they use "your just work", by clicking this button to go next windows where it would show all activities that users attend, however the button not clearly show the meaning to the next page.

Why: it is a little hard to understand what is the purpose of this button, especially when users just start using this website.

Severity: 2, Minor usability problem: fixing this should be given low priority

Mobile prototype:

1. H3 User control and freedom

Where: In almost each page

What: Lack of clear navigation buttons to come back to previous pages

Why: When I am in a page and I want to come back to check other pages or other information, I cannot, unless I click on the logo which brings me to the homepage but then I have to repeat all the steps to get where I want to go

Severity: 3

2. H4 Consistency and standard

Where: In the popup which is shown after a successful application

What: Misleading behavior of the closing X button

Why: By closing the popup, the system comes back to the homepage that is not what the user meant to do. He just wanted to close the popup.

Severity: 3

3. H3 User control and freedom

Where: In the message writing page

What: Lack of the possibility to come back

Why: Even if this problem occurred in other pages also, here it is more serious because the only way to go out from this page is to send the message. So, if the user decides not to write anything, he cannot

Severity: 3

4. H3 User control and freedom

Where: In the applications list

What: Lack of the possibility to undo the application to a job proposal

Why: In the entire app there is not the possibility to cancel the application of a proposal. So, if a user changes his idea about a job position, he cannot undo his application

Severity: 3

5. H1 Visibility of system status

Where: In the application details page

What: Unpredicted behavior of the “join the interview” button

Why: Since the possibility to click on the “join the interview” button depends on the time slot selected for the interview, at a certain point, the button will disappear (since the time slot expires) and the user is never notified about it. Maybe it is better to show not only the start timestamp but also the end timestamp to make the user conscious about the interview situation

Severity: 2

6. H6 Recognition rather than recall

Where: In the applications list and in the application details page

What: Lack of and explicit and clear location indication

Why: There is no information about the place where the job is. It should be clearly visible instead of looking for it in the long description inside the details page

Severity: 2

7. H1 Visibility of system status

Where: In the application details page

What: Lack of page title

Why: There is no cue about where I am, I just see random information about a random application. Maybe it is better to let the user know that he is looking at the description and other details about the job he clicked on

Severity: 2

8. H2 Match between system and real world

Where: In the time slot selection page

What: Misleading label of the “Not interested anymore”

Why: This label is unclear since if the user clicks on it, he doesn’t know if he is not interested in the time slot selection or if he is not interested in the application anymore

Severity: 2

9. H2 Match between system and real world

Where: In the popup for reverting the selection of a time slot

What: Misleading “Yes” / “No” buttons

Why: The buttons “Yes” / “No” are not clear and they require the user to think and read the question multiple times to understand the correct answer. Is the user interested or not interested?

Severity: 2

10. H7 Flexibility and efficiency of use

Where: In the application details page

What: Difficult to distinguish two different job proposals from the same company

Why: If I have multiple proposals from the same company, they would have the same “company” title and the only way the user has to distinguish them is by reading the description. It is not very user friendly

Severity: 2

11. H6 Recognition rather than recall

Where: In the feedback list page

What: Lack of context, missing Application title

Why: The user clicked on the “see feedback” button in the application details page and the feedbacks list is shown but in the actual page there is no cue about what application these feedbacks refer to

Severity: 2

12. H4 Consistency and standards

Where: in the whole app / to the time slot selection

What: No way to reach the time slot selection page rather than from the notifications popup

Why: Since all the other actions related to the application can be done from the application page, also the time slot selection for the interview should be done from there and not only from the popup of notification. That could be a shortcut for expert users.

Severity: 2

13. H2 Match between system and the real world

Where: In the application details page

What: Misleading “start the job” button meaning

Why: The user sees the “start the job” button and when he presses it, the video-call is opened, like the “join the interview” button does. Maybe it is better to clarify what these buttons really do. “Join the interview” is clear, but “start the job” doesn’t.

Severity: 1

14. H8 Aesthetic and minimalist design

Where: In “Your JustWork” page

What: Possibility to have too many items

Why: Since there is not the possibility to delete some past job experiences, this page will soon be very busy.

Severity: 1

15. H8 Aesthetic and minimalist design

Where: In the time slot selection page

What: No need of morning/afternoon distinction

Why: In this type of page, there is no necessity to separate in two different sections time slots for morning and for afternoon. It doesn’t add nothing to the user experience. Maybe it is also better to use a select, instead of printing lot of time slot buttons

Severity: 1

16. H8 Aesthetic and minimalist design

Where: In the notification popup

What: Possibility to have a messy, very long, list of notifications

Why: There is not the possibility to remove a notification, so, after a long period of time, too many notifications will be present in this section and the user will not be able to browse them correctly. In addition, this popup is the only window where notifications are listed.

Severity: 1

17. H1 – Visibility of System Status

Where: Page with all Company's Proposals.

What: It's not intuitive to know what page the user is, without guessing.

Why: There isn't the page's title.

Severity: 2

18. H3 – User Control and Freedom

Where: Book an Appointment page.

What: The user cannot choose the date and time at a later moment.

Why: If the user started to choose the booking date and time, but something happens so he/she needs to choose the details at a later moment, he/she cannot do it.

Severity: 2

19. H3 – User Control and Freedom

Where: Application List Page or Application Details Page.

What: The user can't delete or modify an application he made.

Why: If a user made a wrong application or he/she can be present anymore, he/she can't delete or modify it.

Severity: 3

20. H3 – User Control and Freedom

Where: All pages with no "Home" Button.

What: The user cannot go back to the home page easily.

Why: The user doesn't have a simple way to go back to the home page.

Severity: 3

21. H4 – Consistency and Standards

Where: Pages with “Not Interested Anymore” button.

What: The button contains too long text for a simple button.

Why: Because, normally, the user doesn’t have time to read all the text, or the text could be too small to be read in a simple way (Especially on a mobile device).

Severity: 2

22. H5 – Error Prevention

Where: Join Interview Page and Calling Page.

What: The system doesn’t show a method to change the starting configuration for the call.

Why: The user could want to start the call with the microphone or the camera, (or both), turned off.

Severity: 2

23. H5 – Error Prevention

Where: Call Page.

What: The system doesn’t show a confirmation popup before exiting from a call.

Why: The user could mis-click the “Exit” button of a call.

Severity: 2

24. H5 – Error Prevention

Where: Send messages to Company pages.

What: The “Send” button doesn’t show a popup with a message the user wants to send.

Why: If I click the “Send” button and then I forget something in the message, I can’t change it.

Severity: 3

25. H5 – Error Prevention

Where: Start job Page.

What: The system doesn’t show a confirmation popup before starting a job.

Why: The user could mis-click the “Start the job” button and he/she doesn’t want to start it.

Severity: 3

26. H5 – Error Prevention

Where: Application Page.

What: The system doesn't show a confirmation popup before applying for a job.

Why: The user could mis-click the "Apply" button and he/she doesn't want to apply for it.

Severity: 3

27. H6 – Recognition rather than recall

Where: Available Company's Applications.

What: The page doesn't show the scrollbar that indicates how many applications there are.

Why: The user doesn't know how much he/she needs to scroll to see all the applications.

Severity: 3

28. H6 – Recognition rather than recall

Where: User's application list.

What: The page doesn't show the scrollbar that indicates how many filters there are.

Why: The user doesn't know what filters he/she can use.

Severity: 3

29. H7 – Flexibility and Efficiency of use

Where: On each page in which following the click of a button, a popup is displayed.

What: The popup button can be closed by only clicking the X. (It is not automatic).

Why: It could be more efficient to use a button that disappears automatically.

Severity: 1

30. H7 – Flexibility and Efficiency of use

Where: Send a message for an available date and time.

What: The page doesn't allow the user to pick a date and time with a component.

Why: It could speed up the interaction for the expert user or could simplify the interaction for an inexperienced user.

Severity: 1

31. H7 – Flexibility and Efficiency of use

Where: My Feedbacks.

What: The system only allows the user to download the feedback and not to see it into the software.

Why: The user wants to just see the feedback in a simple way without downloading it. Because if it has got too much feedback, he/she has to download them and then delete them manually.

Severity: 3

32. H8 – Aesthetic and Minimalist design

Where: Book an Appointment.

What: The page shows both morning and afternoon slots.

Why: The user wants to book just for morning slots, so the afternoon slots are irrelevant.

Severity: 1

33. H8 – Aesthetic and Minimalist Design

Where: Page where there is the “Details” button.

What: The page shows the card with a “details” button without having the card clickable.

Why: In order to open a details page, the user has to click only on the “details” button and he/she can't click directly on the card.

Severity: 2

34. H10 – Help and Documentation

Where: All pages.

What: The page doesn't allow the user to understand better what the status of an application means.

Why: The user could not understand deeply what some status means, for example what “In progress” means.

Severity: 2

35. H10 – Help and Documentation

Where: All pages.

What: The system doesn't provide a quick way to contact the customer service.

Why: The user could have some problem during his interaction with the system and he wants to contact the customer service without going to a particular page with “Send a Message”.

Severity: 3

36. HN – Non Heuristic Issue

Where: All pages with “Send a message” functionality.

What: Missing information on where the user will receive the answer for a sent message

Why: The provided pages don’t include where the user will receive the answers for the sent messages.

Severity: 2

d. ***Selection of mobile prototype***

The choice to focus on the creation of a mobile prototype rather than a desktop prototype was motivated by various considerations that led us to discuss and compare.

First, we considered the fact that smartphones are currently the predominant device for accessing the internet and using applications. Therefore, developing a mobile prototype is challenging due to the need to adapt the application to the needs and habits of modern users, ensuring greater relevance and accessibility.

Secondly, considering the target audience of our project, users are likely to be more inclined to use mobile devices than desktop computers. College students and young people in general tend to be more connected through their smartphones, making a mobile prototype a more suitable choice to effectively reach our target audience.

Finally, the presence of more heuristic violations in the mobile prototype compared to the desktop prototype pushed us to consider the creation of the mobile prototype as a stimulating challenge and a learning opportunity. Addressing the specific challenges of designing for mobile devices allows us to broaden our skills and take on more challenges.

From the desktop prototype we decided to bring into the mobile prototype the timeline present in each application sent which tells the user the state the job application is in (e.g. rejected, in progress, done). Our plan was to bring it back exactly as it was in the desktop prototype, trying to make slight changes if the size limitations of the mobile prototype forced us to do so.

6. Medium to High-Fidelity Prototype

The chosen platform for medium fidelity prototyping was Figma, a versatile and collaborative design tool known for its user-friendly interface and seamless integration capabilities.

Figma was selected as the primary tool due to its inherent strengths in facilitating the creation of interactive and visually appealing prototypes. Its cloud-based nature allowed our team members to collaborate in real-time, streamlining the design process and ensuring a cohesive and consistent outcome.

Figma's extensive library of UI components and its ability to mimic realistic user interactions enabled us to convey the essential features of our project without delving into unnecessary intricacies at this stage.

Throughout the design process, Figma proved instrumental in capturing and visualizing our ideas effectively. The ease of iteration afforded by the platform allowed us to incorporate feedback promptly and make necessary adjustments, ensuring a refined and user-centric prototype.

Your JustWork

←

Ux designer 1 week On site

Evaluating application Waiting for interview Waiting for result In progress Done

Ux designer
We are looking for a UI Designer to join our Customer Experience team inside the Digital and Advanced Technologies Department for...
09/12/23 [See more](#)

Ux designer
We are looking for a UI Designer to join our Customer Experience team inside the Digital and Advanced Technologies Department for...
09/12/23 [See more](#)

Ux designer
Rejected Remote
We are looking for a UI Designer to join our Customer Experience team inside the Digital and Advanced Technologies Department for...
09/12/23 [See more](#)

Ux designer
Waiting for interview On site
We are looking for a UI Designer to join our Customer Experience team inside the Digital and Advanced Technologies Department for...
09/12/23 [See more](#)

Ux designer
Google, Torino (TO)

We are looking for a UI Designer to join our Customer Experience team inside the Digital and Advanced Technologies Department for one week. The candidate will support the Customer Experience team in shaping the user experience of the IVECO digital products by creating clear, concise, and user-centric experience and prototype both for Off-board and On-board Solutions, connectivity web portal and driver's mobile apps. The UI Designer will work closely with the UX design team, product managers, and marketing to craft compelling experiences on our digital touchpoints.

[Read less ^](#)

Applied on: 09/12/23
Interviewed on : 13/12/23 09:30
Start date: 18/12/23 09:00
End date: 22/12/23

See feedback

Home Folder Bell User

These two screens of the medium-fidelity prototype showcase the page that aggregates all submitted job applications and the detailed page pertaining to a specific job position. These screens are particularly pivotal, as the page displaying submitted applications maintains a layout identical to the homepage but incorporates additional filters for sorting applications based on their status.

These two pages serve as the focal points, being the means through which users initially interact with the application. Consequently, they must be user-friendly and intuitive. The page containing details about a job position is equally significant, given its wealth of information crucial to the user. Therefore, it stands out as one of the most vital pages where implementing a well-thought-out design is imperative to facilitate seamless user interaction.

Here it is a [link on the medium-fidelity prototype](#) on Figma.

List of the violations of the mobile prototype and solutions

1. H3 User control and freedom

Where: In almost each page

What: Lack of clear navigation buttons to come back to previous pages

Why: When I am in a page and I want to come back to check other pages or other information, I cannot, unless I click on the logo which brings me to the homepage but then I have to repeat all the steps to get where I want to go

Severity: 3

Solution: We implemented two ways to move across the application. We inserted a navigation bar on the bottom of all pages where you can click to fast change section of the application and, when you are not in a page directly connected to the navigation bar (homepage, notification, your just work page, profile) we added a “go back” button on the top of the page. Due to the redesign of the navigation system, we decided to remove the logo of the application from the top of the page.

2. H4 Consistency and standard

Where: In the popup which is shown after a successful application

What: Misleading behavior of the closing X button

Why: By closing the popup, the system comes back to the homepage that is not what the user meant to do. He just wanted to close the popup.

Severity: 3

Solution: We decided to remove the x button and add a new button with a label that explain to the user where he will be redirected.

3. H3 User control and freedom

Where: In the message writing page

What: Lack of the possibility to come back

Why: Even if this problem occurred in other pages also, here it is more serious because the only way to go out from this page is to send the message. So, if the user decides not to write anything, he cannot

Severity: 3

Solution: For us this violation is a repetition, restricted to the message page, of the point 1. In addiction, it's not totally true that the user must write something because he could click on the logo of the application. With the resolution of the violation 1 we are going to fix also this one.

4. H3 User control and freedom

Where: In the applications list

What: Lack of the possibility to undo the application to a job proposal

Why: In the entire app there is not the possibility to cancel the application of a proposal. So, if a user changes his idea about a job position, he cannot undo his application

Severity: 3

Solution: Right now the user can delete his application when he chooses the time slot for the interview and sending a message to the company by the detail page of the job application. We will add a button in the detail page of the job application where the user can delete his application until its status is not "in progress" or one of the following status.

5. H1 Visibility of system status

Where: In the application details page

What: Unpredicted behavior of the "join the interview" button

Why: Since the possibility to click on the "join the interview" button depends on the time slot selected for the interview, at a certain point, the button will disappear (since the time slot expires) and the user is never notified about it. Maybe it is better to show not only the start timestamp but also the end timestamp to make the user conscious about the interview situation

Severity: 2

Not a violation: For us this is not a violation because the button will appear for a longer time, not just in the small slot of the interview. Moreover, if the user might have some internet connection loss, the company has the user contacts, so they can communicate with him.

6. H6 Recognition rather than recall

Where: In the applications list and in the application details page

What: Lack of and explicit and clear location indication

Why: There is no information about the place where the job is. It should be clearly visible instead of looking for it in the long description inside the details page

Severity: 2

Solution: We will add the city where the job is going to take place.

7. H1 Visibility of system status

Where: In the application details page

What: Lack of page title

Why: There is no cue about where I am, I just see random information about a random application. Maybe it is better to let the user know that he is looking at the description and other details about the job he clicked on

Severity: 2

Not a violation: For us this is not a violation because we have a lot of title (eg. Book an appointment, Tell the company when you are available, Your JustWork...).

8. H2 Match between system and real world

Where: In the time slot selection page

What: Misleading label of the “Not interested anymore”

Why: This label is unclear since if the user clicks on it, he doesn't know if he is not interested in the time slot selection or if he is not interested in the application anymore

Severity: 2

Not a violation: for us this is not a violation because in this page the user has the button “no slots founded? send a message” and under it the button “Not interested anymore” so it's clear that if the user wants to do the job that he applied for he must chose a time slot, if he doesn't find a suitable time slots he can ask for more and if he is not interested anymore in the application he can click on this button. In any case, we will change the label to be more explanatory.

9. H2 Match between system and real world

Where: In the popup for reverting the selection of a time slot

What: Misleading “Yes” / “No” buttons

Why: The buttons “Yes” / “No” are not clear and they require the user to think and read the question multiple times to understand the correct answer. Is the user interested or not interested

Severity: 2

Solution: we are going to change the title of the modal and the labels of the buttons to be more explanatory.

10. H7 Flexibility and efficiency of use

Where: In the application details page

What: Difficult to distinguish two different job proposals from the same company

Why: If I have multiple proposals from the same company, they would have the same “company” title and the only way the user has to distinguish them is by reading the description. It is not very user friendly

Severity: 2

Solution: we will add the title of the job in the application detail.

11. H6 Recognition rather than recall

Where: In the feedback list page

What: Lack of context, missing Application title

Why: The user clicked on the “see feedback” button in the application details page and the feedbacks list is shown but in the actual page there is no cue about what application these feedbacks refer to

Severity: 2

Solution: we will add the logo of the company and the title of the job.

12. H4 Consistency and standards

Where: in the whole app / to the time slot selection

What: No way to reach the time slot selection page rather than from the notifications popup

Why: Since all the other actions related to the application can be done from the application page, also the time slot selection for the interview should be done from there and not only from the popup of notification. That could be a shortcut for expert users.

Severity: 2

Not a violation: we already have this feature, probably the user wasn't able to explore that flow during the prototype evaluation.

13. H2 Match between system and the real world

Where: In the application details page

What: Misleading "start the job" button meaning

Why: The user sees the "start the job" button and when he presses it, the video-call is opened, like the "join the interview" button does. Maybe it is better to clarify what these buttons really do. "Join the interview" is clear, but "start the job" doesn't.

Severity: 1

Solution: it's not a difficult feature to implement, we'll add a confirmation pop-up eventually.

14. H8 Aesthetic and minimalist design

Where: In "Your JustWork" page

What: Possibility to have too many items

Why: Since there is not the possibility to delete some past job experiences, this page will soon be very busy.

Severity: 1

Not a violation: we think that filtering the past experiences is already enough to keep them ordered, also because this should be a platform to try jobs and ideally you won't have this much of past JustWork experiences.

15. H8 Aesthetic and minimalist design

Where: In the time slot selection page

What: No need of morning/afternoon distinction

Why: In this type of page, there is no necessity to separate in two different sections time slots for morning and for afternoon. It doesn't add nothing to the user experience. Maybe it is also better to use a select, instead of printing lot of time slot buttons

Severity: 1

Not a violation: the company provides a limited amount of slots, so having a distinction between morning and afternoon slots it's not a violation for us.

16. H8 Aesthetic and minimalist design

Where: In the notification popup

What: Possibility to have a messy, very long, list of notifications

Why: There is not the possibility to remove a notification, so, after a long period of time, too many notifications will be present in this section and the user will not be able to browse them correctly. In addition, this popup is the only window where notifications are listed.

Severity: 1

Solution: It's an easy thing to implement, we did a separate page for notifications and also we plan to add the possibility to delete notifications.

17. H1 – Visibility of System Status

Where: Page with all Company's Proposals.

What: It's not intuitive to know what page the user is, without guessing.

Why: There isn't the page's title.

Severity: 2

Not a violation: it's the homepage, we think it's also really similar to other similar platforms known by young people.

18. H3 – User Control and Freedom

Where: Book an Appointment page.

What: The user cannot choose the date and time at a later moment.

Why: If the user started to choose the booking date and time, but something happens so he/she needs to choose the details at a later moment, he/she cannot do it.

Severity: 2

Not a violation: it's actually not true, you can go back to that page by the button "book the interview" when you want.

19. H3 – User Control and Freedom

Where: Application List Page or Application Details Page.

What: The user can't delete or modify an application he made.

Why: If a user made a wrong application or he/she can be present anymore, he/she can't delete or modify it.

Severity: 3

Solution: We'll add the possibility to delete the application until the state is "waiting for result", after that it would not make sense to delete the application.

20. H3 – User Control and Freedom

Where: All pages with no "Home" Button.

What: The user cannot go back to the home page easily.

Why: The user doesn't have a simple way to go back to the home page.

Severity: 3

Solution: We've added the home button in the navigation bar as suggested, replacing the logo of the application.

21. H4 – Consistency and Standards

Where: Pages with "Not Interested Anymore" button.

What: The button contains too long text for a simple button.

Why: Because, normally, the user doesn't have time to read all the text, or the text could be too small to be read in a simple way (Especially on a mobile device).

Severity: 2

Solution: Shorten the text on the "Not Interested Anymore" button to make it concise while still conveying the intended action. Ensure that the text is clear and easily understandable at a glance. This adjustment will enhance consistency and adherence to design standards.

22. H5 – Error Prevention

Where: Join Interview Page and Calling Page.

What: The system doesn't show a method to change the starting configuration for the call.

Why: The user could want to start the call with the microphone or the camera, (or both), turned off.

Severity: 2

Not a violation: The prototype was designed with a focus on our three main tasks, and we intentionally did not delve into intricate details beyond that scope.

23. H5 – Error Prevention

Where: Call Page.

What: The system doesn't show a confirmation popup before exiting from a call.

Why: The user could mis-click the "Exit" button of a call.

Severity: 2

Not a violation: While we acknowledge the potential concern, we currently do not view it as a violation within our design framework. Moreover, it's not common in call applications that when you want to hang up the call it is asked confirmation to exit it.

24. H5 – Error Prevention

Where: Send messages to Company pages.

What: The "Send" button doesn't show a popup with a message the user wants to send.

Why: If I click the "Send" button and then I forget something in the message, I can't change it.

Severity: 3

Solution: Instead of displaying a popup with the entire message text, the confirmation will serve as a final review before sending, ensuring that users have the opportunity to validate their message content and make any necessary adjustments before proceeding.

25. H5 – Error Prevention

Where: Start job Page.

What: The system doesn't show a confirmation popup before starting a job.

Why: The user could mis-click the "Start the job" button and he/she doesn't want to start it.

Severity: 3

Not a violation: While we acknowledge the concern, we don't consider it a violation based on our current design approach because the button is enabled only in the time window in which the user can actually work.

26. H5 – Error Prevention

Where: Application Page.

What: The system doesn't show a confirmation popup before applying for a job.

Why: The user could mis-click the "Apply" button and he/she doesn't want to apply for it.

Severity: 3

Solution: Implement a confirmation popup when users click the "Apply" button, prompting them to confirm their decision. This additional step adds a layer of error prevention, reducing the likelihood of accidental job applications.

27. H6 – Recognition rather than recall

Where: Available Company's Applications.

What: The page doesn't show the scrollbar that indicates how many applications there are.

Why: The user doesn't know how much he/she needs to scroll to see all the applications.

Severity: 3

Not a violation: The application will have a native scrollbar, so we didn't design it because it is incorporated.

28. H6 – Recognition rather than recall

Where: User's application list.

What: The page doesn't show the scrollbar that indicates how many filters there are.

Why: The user doesn't know what filters he/she can use.

Severity: 3

Not a violation: for us it is not a violation because the scrollbar is not a popular feature on mobile application. A slider is more familiar and in line with standards. Moreover, we added a shadow to the edge of the screen so that the user can better understand that the filters overflow the screen.

29. H7 – Flexibility and Efficiency of use

Where: On each page in which following the click of a button, a popup is displayed.

What: The popup button can be closed by only clicking the X. (It is not automatic).

Why: It could be more efficient to use a button that disappears automatically.

Severity: 1

Solution: we suppose that the "button" written in the "why" sentence it's a typo and they wanted to say that we should implement a popup that disappears automatically, so we'll do it.

30. H7 – Flexibility and Efficiency of use

Where: Send a message for an available date and time.

What: The page doesn't allow the user to pick a date and time with a component.

Why: It could speed up the interaction for the expert user or could simplify the interaction for an inexperienced user.

Severity: 1

Not a violation: For us it is not a violation cause we think that sending a text message could give more freedom to the user to communicate with company.

31. H7 – Flexibility and Efficiency of use

Where: My Feedbacks.

What: The system only allows the user to download the feedback and not to see it into the software.

Why: The user wants to just see the feedback in a simple way without downloading it. Because if it has got too much feedback, he/she has to download them and then delete them manually.

Severity: 3

Not a violation: for us it is not a violation because we think that a feedback could include multiple digital material like reports or images, so in this way the user can see them with an appropriate reader.

32. H8 – Aesthetic and Minimalist Design

Where: Page where there is the "Details" button.

What: The page shows the card with a "details" button without having the card clickable.

Why: In order to open a details page, the user has to click only on the "details" button and he/s he can't click directly on the card.

Severity: 2

Solution: we made the card clickable, removed the button “Details”, and changed it with a text “See more” to be more clear.

33. H10 – Help and Documentation

Where: All pages.

What: The page doesn't allow the user to understand better what the status of an application means.

Why: The user could not understand deeply what some status means, for example what “In progress” means.

Severity: 2

Solution: we are going to add an help and documentation page with all the frequently asked questions.

34. H10 – Help and Documentation

Where: All pages.

What: The system doesn't provide a quick way to contact the customer service.

Why: The user could have some problem during his interaction with the system and he wants to contact the customer service without going to a particular page with “Send a Message”.

Severity: 3

Solution: we think that this is not a valid heuristic violation because for us the customer service chat is a feature more suitable for applications like e-commerce where the user can buy something. In this case for us it's sufficient having a page with all the contacts, a message field and the page with the most asked questions.

35. HN – Non Heuristic Issue

Where: All pages with “Send a message” functionality.

What: Missing information on where the user will receive the answer for a sent message.

Why: The provided pages don't include where the user will receive the answers for the sent messages.

Severity: 2

Solution: we can implement a chat or something that allows the user to have an history of the messages.

7. High-fidelity Prototype

To realize the high-fidelity prototype we used:

- the library React.js for the front-end part
- node.js
- the framework Express.js to build APIs to connect the SPA to the database
- an SQLite db to handle persistences
- the library fontawesome and react icons as source for icons
- bootstrap for the layout and for some components
- dayjs to format dates and time
- no-scroll to handle the no scroll/scroll when a modal is opened/closed
- react-router-dom to implement navigation in a SPA

- react-webcam to access to the device camera while the user enter a video call
We chose them because, even though we had to build a prototype for an native application, we considered that testing it on a mobile browser was sufficient to recreate the right interaction.

The full code of the prototype can be found at this link: [JustWork git repository](#).

The most important pages of the applications are:

- homepage
- list of job applications that the user applied for
- application detail page
- feedback page

The Homepage and list of jobs the user applied for page have a similar layout.

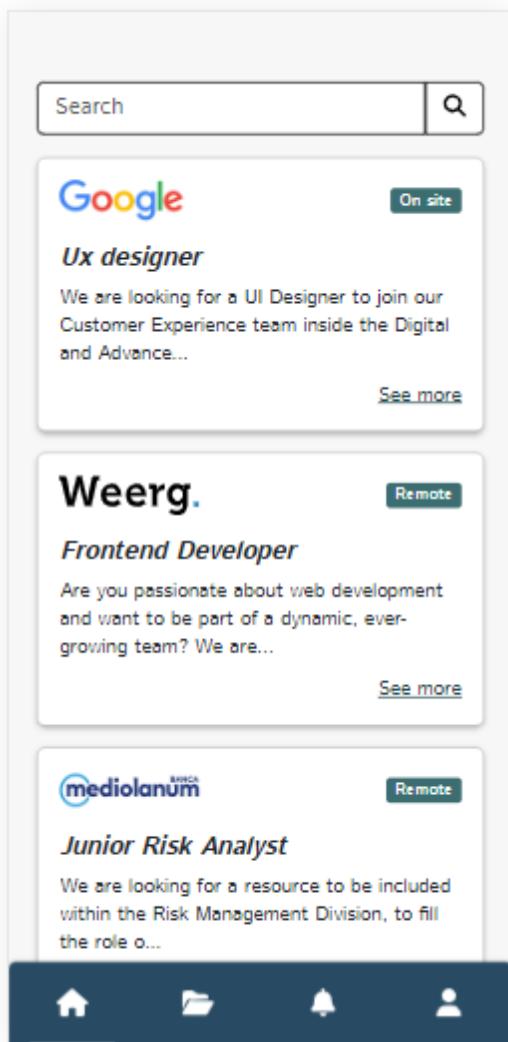


Image 1 - Homepage

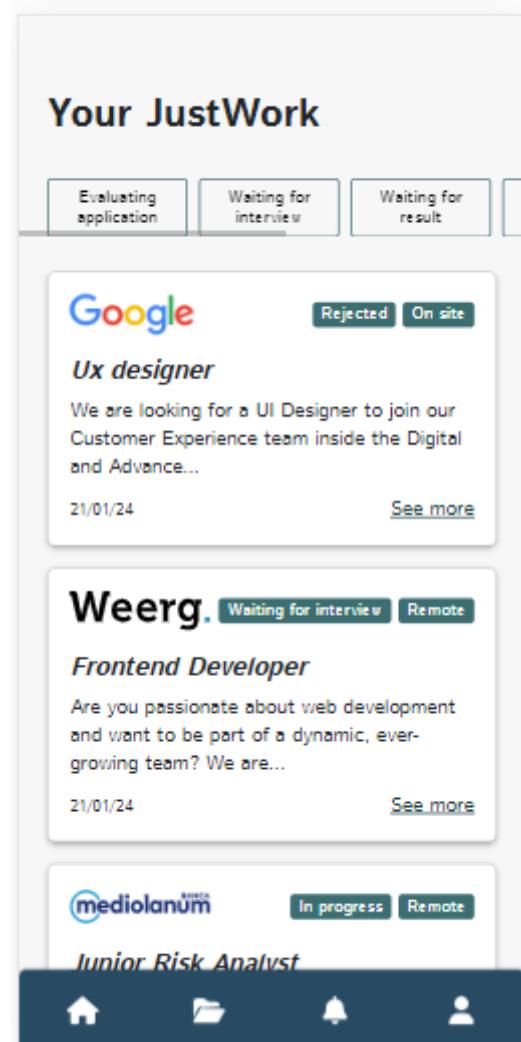


Image 2 - List of jobs the user applied for

In both of them we have some cards that represent the job offer with the logo of the company, the title of the job advertisement, a small description and if the work is in person or remote. In the second page we have additional information regarding the status of the application and the day of the submission.

They are both significant because they allow the users to search a job to apply for or one where they already applied, to reach all the information of that job and because it was complex to arrange on the small space of the card all the information related to the application.

Application detail page

From this page the user can see all the information of the job application and its status, if it is an application the user applied for.

Two versions of this page exist.

The first one is reached from the homepage and the user can see the job detail:

- name
- place (remote, on site)
- duration
- company
- role description
- job requirements

From this page it is possible to submit the application.



Image 3 - application detail from homepage

The second one is reached from the “Your JustWork page” and it has all the information related to the status of the application:

- name
- place (remo, on site)
- duration
- company
- role description
- a progressbar that shows to the user the current status and the next/previous steps
- all the important dates/steps:
 - date of application
 - date of interview
 - date of beginning of the job experience
 - date of the ending of the job experience

From this page is also possible to:

- delete the application until its status is “in progress”
- book the motivational interview
- attend the video call of the interview and, if it is a remote experience, the job video call
- send messages to the company
- see feedback given by the company after the job experience end

This screenshot shows the detail page for a 'Frontend Developer' application. At the top, the title 'Frontend Developer' is displayed along with a '10 days' duration and a 'Remote' location indicator. Below the title is a horizontal progress bar showing the application's status: 'Evaluating application' (filled), 'Waiting for interview' (filled), 'Waiting for result' (empty), 'In progress' (empty), and 'Done' (empty). A note below the bar states: 'Are you passionate about web development and want to be part of a dynamic, ever-growing team? We are looking for a student who wants to approach the world of web development.' At the bottom of the page are two buttons: 'Book the interview' (green) and 'Delete the application' (red). A footer bar at the very bottom contains links for 'Any problem' and 'Send a message'.

Image 4 - detail page when the user have to book the motivational interview

This screenshot shows the detail page for a 'Junior Risk Analyst' application. At the top, the title 'Junior Risk Analyst' is displayed along with a '1 week' duration and a 'Remote' location indicator. Below the title is a horizontal progress bar showing the application's status: 'Evaluating application' (filled), 'Waiting for interview' (filled), 'Waiting for result' (empty), 'In progress' (empty), and 'Done' (empty). A note below the bar states: 'We are looking for a resource to be included within the Risk Management Division, to fill the role of Junior Risk Analyst. The Figure Will Be Involved In The Following Activities Statistical and fin...'. Below the note are buttons for 'Applied on: 21/01/24' and 'Interviewed on: 21/01/24 17:52'. At the bottom of the page are two buttons: 'Join the interview' (green) and 'Delete the application' (red). A footer bar at the very bottom contains links for 'Any problem' and 'Send a message'.

Image 5 - detail page when the user have to attend the motivational interview

Image 6 - detail page where the user have to attend the video call for a remote job

Image 7 - detail page where the user have finished their experience and can download feedbacks

Image 8 - detail page for a rejected application after the apply

Image 9 - detail page for a rejected application after the motivational interview

This page is important because it allows the user to see all the related information of the job. It was complex to design it because two versions of it exist (the one from which you can apply and the one with all the detail/state of application) and the second version should handle different states/information at once. Moreover we didn't want to create two different layouts because both of them have the same functionality: show job details.

Feedback page

From this page the user can ask for more feedback and download the ones that are already available.

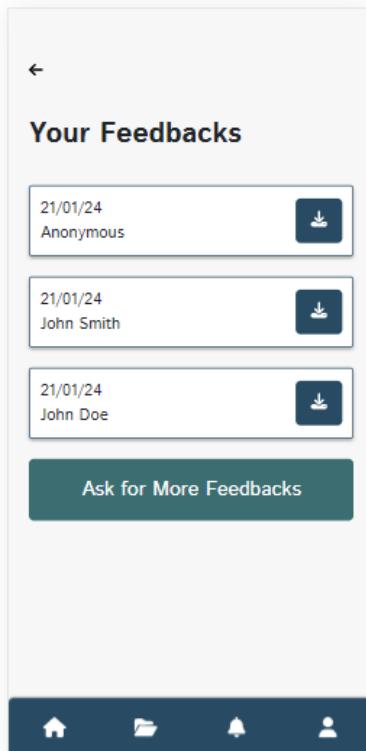


Image 10 - feedback list page

This page is important because, to have design consistency, we try to use a similar card used in the homepage, with small difference, as the color of the border, and to give to the user important information on the functionality of the element with the download button.

Hard-coded part, pre-stored data, limitation of the prototype

The database was filled by 3 job applications and a chat. All the job applications have no states, so this means that the tester doesn't have any job in the "Your JustWork page".

All the states of the applications are handled by the code:

- the job with id 1 will always be rejected after the application
- the job with id 2 will be rejected after the motivational interview
- all the jobs with id different from 1 and 2 can reach the state "done"

This means that, according to the id of the job application, when the user applies to a job, close the video call of the job interview or close the video call of the remote job, the

application automatically changes the state of the job and sends a notification and, in the last case, when the user close the video call of the remote job, a feedback is created.

Moreover, when the user applies for a job different from the one with id 1, the interview slots are created automatically by the application. On the other hand, if the user asks for more slots, this information, plus a notification, must be created by an Wizard-of-Oz.

If the user sends a message to the company from the detail page, the answer is automatically created by the application and a notification that signals to the user that a new message has arrived.

The same happens when the user asks for more feedback: up to 5 different feedback are handled by the application, if the tester asks for more, they will receive the last created. Even here a new notification is created automatically by the application.

The remaining limitation of the prototype are:

- there is no company interface
- there is no registration step, where the user should fill in all their information related to their background such as university, soft and hard skills that will be used by the company to evaluate the job application
- the prototype is not aware if something in the db change, such us a new notification or new interview slot
- the video call of the attender is a fake image

8. Usability testing

a. Preparation and run

In total 4 evaluations were conducted. For each evaluation a team member was the facilitator and another the observer:

Test 1:

- Federica was the facilitator
- Samaneh was the observer

Test 2:

- Samaneh was the facilitator
- Elisa was the observer

Test 3:

- Elisa was the facilitator
- Domenico was the observer

Test 4:

- Domenico was the facilitator
- Federica was the observer

Participants were recruited primarily by friends of friends and the tests were done at their house or in cafè, because our application, in the first steps where the user applies to a job position, could be used in different places.

We divided the three tasks into 7 smaller and with more details and we added 2 more to better test all the functionality we added in the application.

[Usability testing protocol link](#)

[Pre test questionnaire link](#)

[Post test questionnaire link](#)

[Consent form 1](#)

[Consent form 2](#)

[Consent form 3](#)

[Consent form 4](#)

b. Results

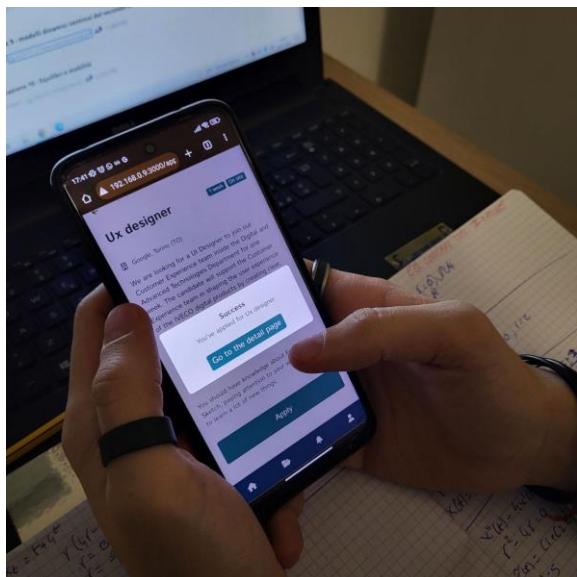
SUS Score table

	Test 1	Test 2	Test 3	Test 4
I think that I would like to use this system frequently.	4	4	4	4
I found the system unnecessarily complex.	2	1	1	2
I thought the system was easy to use.	4	4	5	3
I think that I would need the support of a technical person to be able to use this system.	1	1	2	1
I found the various functions in this system were well integrated.	3	4	3	4
I thought there was too much inconsistency in this system.	1	1	2	1
I would imagine that most people would learn to use this system very quickly.	4	4	5	5
I found the system very cumbersome to use.	4	1	3	1
I felt very confident using the system.	4	4	5	5
I needed to learn a lot of things before I could get going with this system.	1	1	2	1
SUS Score	75	87,5	80	87,5

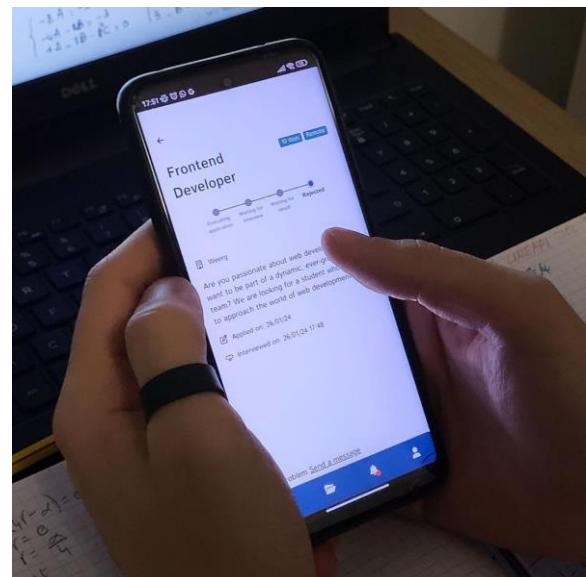
Overall the test went well, the testers didn't have any particular problem to complete the tasks. The main problem was how we designed the chat created by sending a message by the application detail and the feedback section where 2 of 4 testers will expect a feedback section closer to a chat where they can directly talk to the company.

On the other hand, the fact that all the applying process and the feedback sent by the company are handled into the application without using an external company platform and without asking the user to fill forms with information already inserted into the profile was a positive feature that 3 testers liked the most.

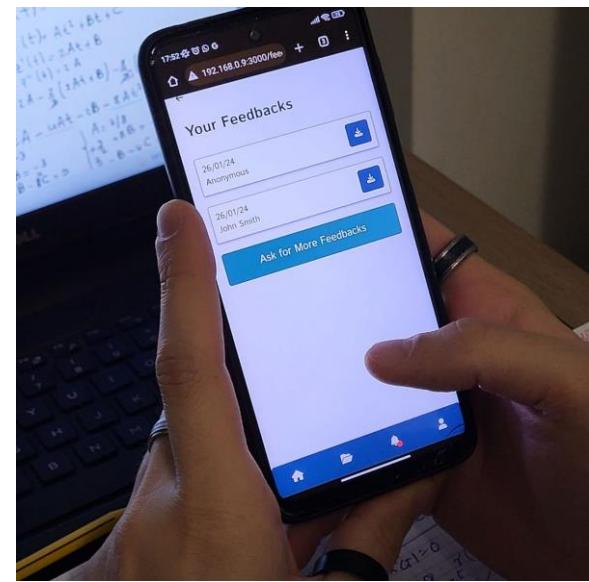
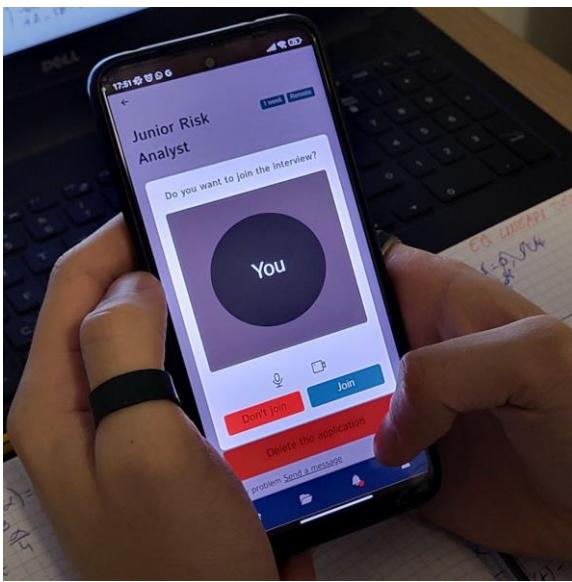
A tester also suggests allowing the user to mark a job advertisement as preferred and to retrieve them in a specific section. So that, they can read more than one application and apply to the one that they like more.



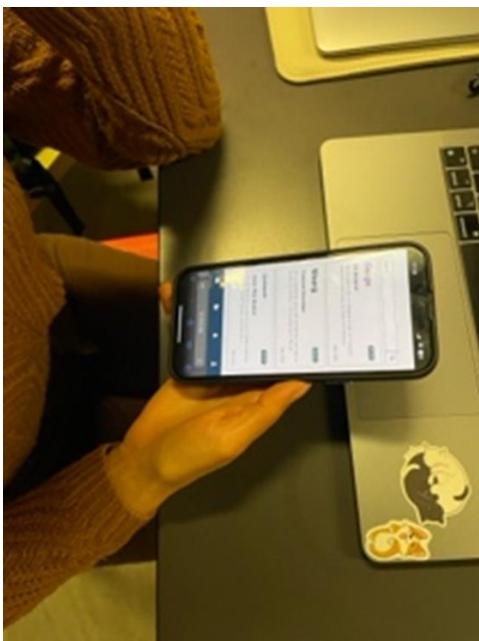
Test 1 - the user applied to a job opportunity



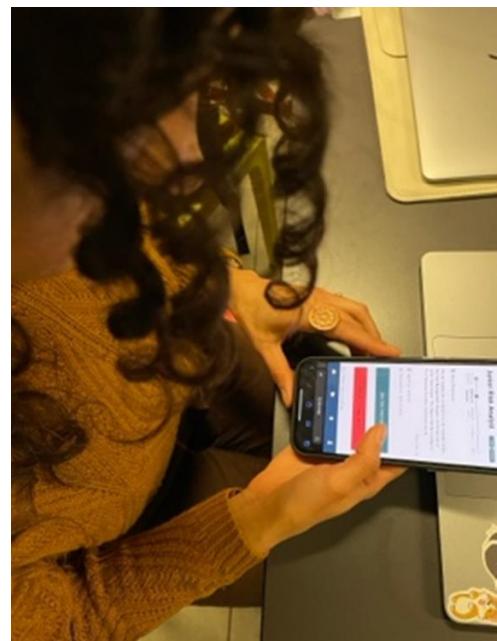
Test 1 - the user was rejected after the motivational interview



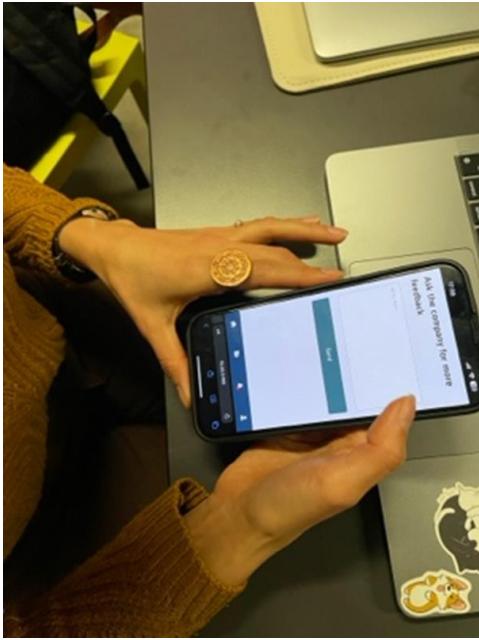
Test 1 - the user is adjusting settings before entering the call



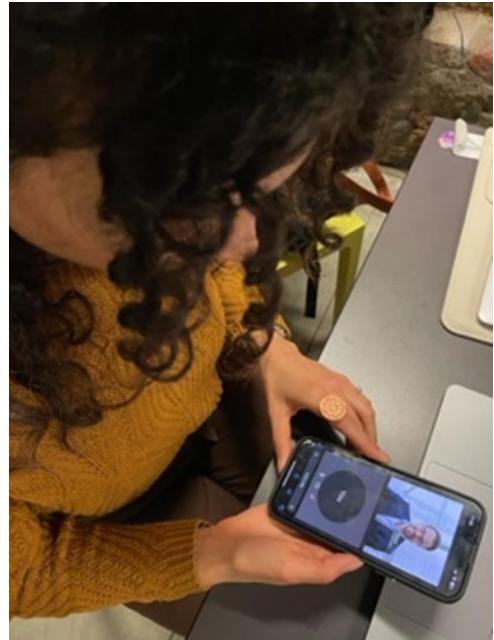
Test 2 - the user is looking for a job position



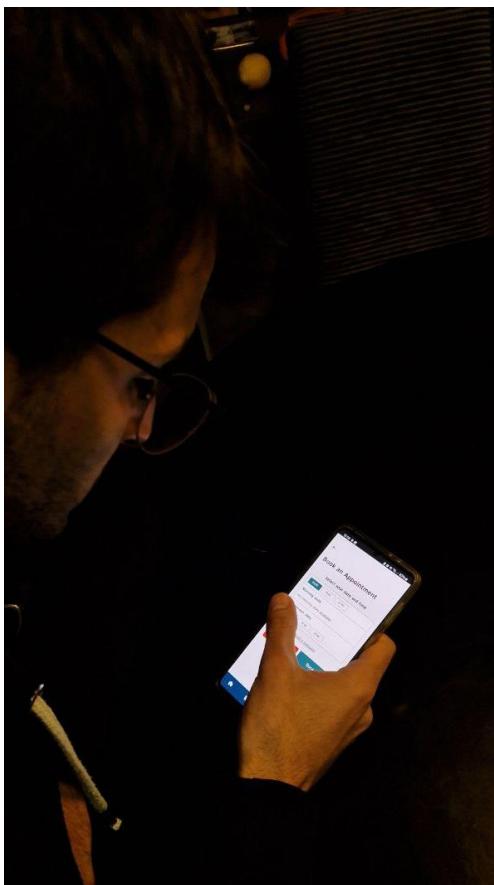
test 2 - the user is reaching the page where booking the motivational interview



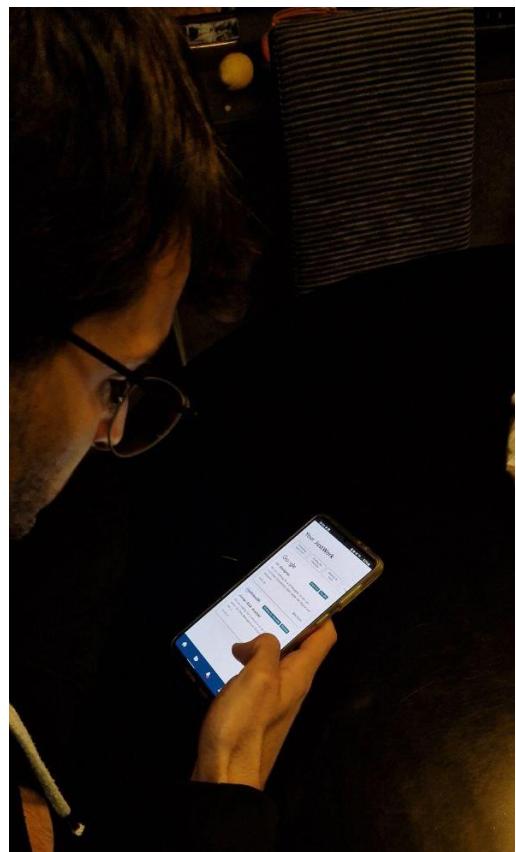
Test 2 - the user is writing a message



Test 2 - the user is attending the motivational interview



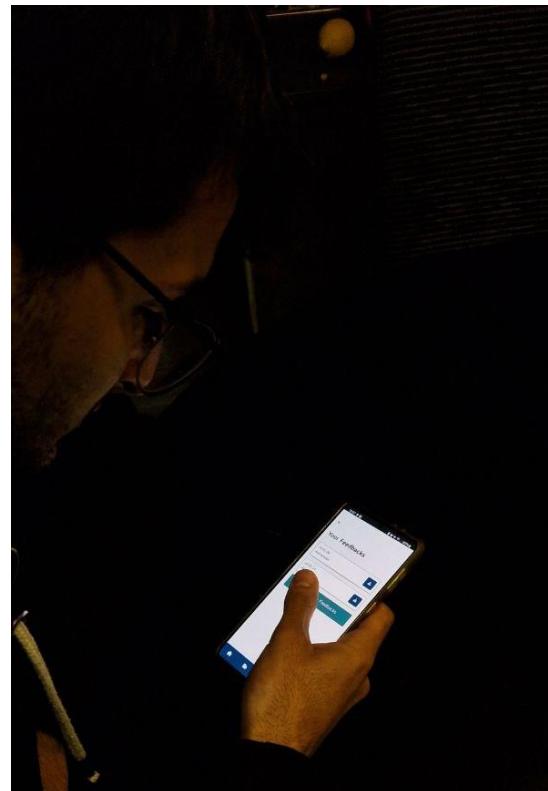
Test 3 - the user is booking the motivational interview



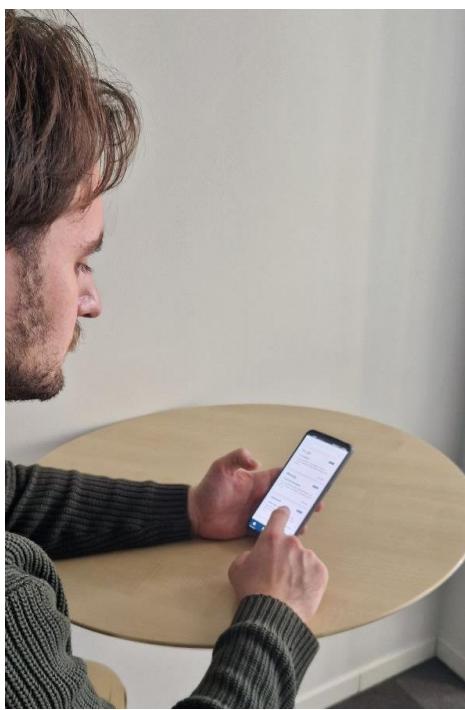
Test 3 - the user is looking for the detail page in "Your JustWork" page



Test 3 - the user is attending the motivational interview



Test 3 - the user is checking the additional feedback he asked to the company



Test 4 - the user is looking for a job advertisement to apply for



Test 4 - the user is booking the job interview



Test 4 - the user is checking the notifications



Test 4 - the user is reading the chat

From these testes we discovered that things that for us were well explained and intuitive, such us the the possibility to ask for more interview slots, the fact that the application sends all the information added to the user account to the company the user is applying for or the enable/disabled of the notification, they weren't.

Here a list of potential changes we would consider to implement:

- **adding description in the booking appointment page:** in the booking job interview page, where the user can choose the slot time of the interview, we should add a description at the top of the page where it is explained better the fact that the user can ask for more dates/slots and, if they've already booked it and they need to change the reservation, they always can send a message to the company and change the date/time. This emerged from one test where the user wondered if they could change the reservation later and from other testers where the testers weren't aware that they could ask for different slots.

- **changing the text of the notification “rejected”:** the notification that arrives when the user is rejected was perceived as demotivational, so rewriting the text could help users during this learning journey.

- **adding a step to review and add info before submitting an application:** when the user applied to a job, the fact that the application automatically sent to the company all the information inserted into the profile wasn't a feature that testers liked. They would like to choose which information to give to the company, if

possible choose a different curriculum created in advance in the profile and modify it during the application process. They also would like to insert an optional letter of presentation.

The reason behind this feedback was that when you apply to a job (or trial job as in our application) the user would like to create different curriculums according to the role and the company they are applying for. Moreover, some applications could receive a lot of applications, so that the letter of application allows the user to present himself better to the company.

So we could consider to insert a new step: when the user click on "apply", the application should show a list of different curriculum that the user's created before in the profile page, review the information that they are sending to the company and, eventually, allowing them to change these information directly from this step. Moreover, we could consider allowing the user to save into their account different files, such as letters of representation, that they can retrieve while applying to a job.

- **add a checkbox to give consents when sending the application to the company:** some tester helped us to understand that the application was sending the user information without asking them for permission.

- **mark the state “notification read and not clickable any more” better:** 2 testers tried to click again on a notification that wasn't clickable anymore and they didn't realize that the color of the notification changes.

- **insert a button to delete all the notifications and another one to mark all as read:** some testers didn't mark the notifications read or deleted them because they had to do it one by one.

- **signaling better that there are more than one date and slots options:** a tester didn't realize that in booking the motivational interviews he could choose between more than one date. So a description that explains the process could be enough to better signaling the presence of more than one date and slots.

Moreover, because we have a restricted range of options, he would like having a list of slots grouped by dates to better see all the dates/slots available and better choose the slot that is better for him. We could consider redesigning this step to allow the user to see all the options at one time.

- **reorder the job applications in the “Your JustWork” page:** the user didn't expected to have the rejected application as first, so we could move them at the bottom of the list or to give the possibility to the user to sort them according to the submission date, the states (in order :in progress, waiting for interview, waiting for results, evaluating application, done, rejected) or alphabetical order.

- **make the button “any problem? send a message” more visible:** for a user the button wasn't visible enough. We could reposition it or

add a floating button in the detail page that is more closed to chats already present on other websites.

- **changing the position of the chat history and handling a real chat and not just a request/answer page:** the position of the chat into the user page wasn't evaluated well. They expected it in the detail page, because it is related to a job application, and especially they expected a chat where you can reply to the answer of the company. A user also said that he would not use the application if this feature remains as it is now. So, even though this is a trivial change, we think it is better to do it to give the users a better experience.

- **adding a chat and a share-screen option in the video call page:** when you attend a remote job or interview, just the video and the audio in a video call could not be enough. So 2 of 4 testers think that a chat and a share screen misses in the video call page.

- **adding a step where the users confirm if they want to start the job they were accepted for:** because the users can apply to a lot of jobs, it could happen that they could not participate in all of them or they are not interested in some of them anymore. So, when the company accepts a user to start the job experience, we should add a step where the users confirm they are still interested in participating in that job experience.

- **allow the chat in the feedback page:** 2 testers think that when you receive a feedback you want to ask the company more information regarding what you have received and the best way is asking it from a chat where you can have all the history of messages. So instead of the button to ask for more feedback, we think it's better to allow the user to reach the chat from the detail page and from the feedback page.

- **make the card of the feedback all clickable:** more than one user clicked on the card of the feedback instead of the button blue to download it. So making the whole card clickable will allow the user to download the feedback easily and we will have consistent behavior between the cards of the job application in the homepage (where the whole card is clickable) and the card of the feedback.

- **changing the "see more" label to something that expresses better its functionality:** a user didn't understand that clicking the card (and the label "see more") the application change page. He was expecting to see more detail remaining on the same page.

- **insert the company into the notification:** because of the job applications could have similar job titles, in the notification it is difficult to tell them apart. So adding the company from which the job experience is supplied will help the users to better understand for which application the notification is from.

9. Conclusions

This semester has provided valuable insights into the overall process within the course, specifically focusing on the interaction between humans and computers. One significant takeaway is the realization that user interaction is not as straightforward as it may initially appear. Even when efforts are made to design intuitively and comprehensively, users may encounter unexpected issues. Consequently, we've learned the fundamental importance of conducting structured and organized tests at every stage of prototyping to identify and address potential user challenges. This understanding underscores the significance of a thorough and user-centered approach to ensure the efficacy of the design.

One take away that we have regarding the lab theme is that the learning process in general is a trivial problem. When it is applied to the working world it is harder because the biggest problem that users have is the lack of experience but sometimes you are not considered due to it. So designing something that can help users to try a job and receive feedback and something that also for the company could be useful and with restricted time-consuming was a trivial process.

We approached task allocation within the group by parallelizing our work whenever feasible, breaking it down into smaller tasks to enable independent efforts, which were later reviewed collaboratively. Throughout the process, our primary mode of communication was through Discord, where we maintained constant calls to ensure real-time feedback from all group members.

The positive aspects of this approach included gaining a deeper understanding of teamwork and collaboration dynamics. Parallelizing tasks allowed us to progress efficiently while maintaining open channels for discussion and feedback.

However, we did encounter challenges, particularly when aligning the scheduling needs of all group members during tasks that required synchronous collaboration and couldn't be easily parallelized. Despite these challenges, the experience enhanced our ability to navigate and overcome obstacles, contributing to an overall positive learning environment within the group.