

Qualitative text-response coding for user evaluation survey question “Please comment on any additional feedback you have on the admin workflow here.”

Participant ID	Response
1	the feedback wasn't always clear if the org had been created or not. Without feedback to an email address it wasn't clear if org creation was actually successful. created another one
2	After org sign up, I wasn't redirected to the a different page, it stayed on the page with the form suggesting I still needed to signup as now all error messages are showing. There is no way to reset password. Images on home page could be bigger as text is hard to read. The edit user pop up form doesn't display correctly, the profile picture preview is below with a large amount of white space, pushing the 'First Name:' text to the right hand side. The Delete User button partially covers up the role dropdown.
3	<ul style="list-style-type: none"> - I appreciated the clarity and automatic updates to the form hints, they did a good job of guiding one through the different setup processes (organisation sign-up, team member creation) whilst being minimally intrusive. - The explicit confirmation pop-ups provided good feedback, indicating immediately that operations were performed successfully. - One slight improvement I would suggest is to have explicit loading indicators on the "View Users" and "View teams" pages — currently, they appear to display "no users available" for a short while as requests are being made, which can be confusing. - The interface is overall very tidy and intuitive, but I particularly appreciated the design of the team member and team leader lists in the team overview, this made it very easy to see the participants and update them at a glance.
4	I found adding a user/team member to a team challenging as even though I added myself as a user I couldn't work out how to add myself to a team as it keeps coming up as 'no options available'
5	Found it a bit confusing when I signed up. Got an alert saying the Organisation had been created, but no mention that my user had been created and I wasn't clear that my user had actually been created. If it didn't log me in after creating a user I would have expected to be taken to the login screen. The organisation and user being separate was confusing. Organisation only has one field so takes up half the screen. I feel like it probably could have been included with the User fields in a single column. Created a user/team. Process is straightforward but think having the browser popup a dialog to confirm this is not ideal. Would be better if it just confirmed on the page somewhere. The profile preview when there is no image selected yet shows the words profile profile sitting slightly cut off by the circle which looks odd.
6	When the user and team were created and the form fields cleared they were showing validation errors because they were empty. I had created a team, then a user. When I created the second team I couldn't add the user as a team member (it was not available in the Team Member lookup).
7	Very easy to use. Notifications could be done via a toaster menu rather than browser alert() notifications I would like to be taken to the info page for the new team/user when a user/team is created, rather than just resetting the form
8	I attempted to use the app without reading anything in this survey and I was a little confused with the workflow. I created my admin account and then created a team. I assumed I would automatically have access to the team but kept getting "unauthorised" errors when I tried. I eventually figured out it's because I had to create/add a team member or team lead user then log in as this user to access it. I think an admin should have access to the teams they create, even if its just read only. Each individual screen in isolation is very well made and easy to use, it looks great. I just think the entire workflow of creating a team and then how to access it's dashboards is not obvious. Typically in industry we'd do earlier user acceptance testing so workflow issues like this would be caught quickly.
9	Not a fan of the red outline and error messages under input elements immediately after going onto page. Would prefer if that happened upon a submission attempt that fails validation
10	Minor user experience feedback only: I commented "slightly challenging" on user creation as I found the password creation a bit limited on what constitutes a special character (the first 2 passwords I generated had a : and a . respectively, neither were allowed Also, minor gripe that

	having created user successfully (nice acknowledgement popup box) the signup screen reverts to a partially filled form with the unfilled boxes showing red ... could be confusing, better if it returned to a completely blank form, or to a totally different confirmation page. This on Edge browser, W10 PC (in case behaviour isn't agnostic).
11	It was really easy to navigate and I didn't encounter any issues. I was actually surprised at how smooth the whole process was. Great job!
12	Very simple to do and update. Add, amend, update, metaphors sound and consistent. Forms clear and concise.
13	Easy to use workflow, intuitive interface with the right level of help guiding the user.
14	I found it very easy to add users and teams, its very clear what you need to do/where you need to go on the site to achieve the intended goal. Liked the simple and uncluttered UI design.
15	Good flow, intuitive to use

Code Colour	Code description
Purple	Participant wanted to be redirected once a form was filled in rather than the form reset
Yellow	Help documentation was not read/activity logs were checked and user did not follow evaluation instructions
Light Blue	Participant liked form error checking
Red	Participant did not like form error checking
Pink	Positive UI and workflow feedback
Dark Blue	Workflow issues
Teal	UI improvement suggestions

Qualitative text-response coding for user evaluation survey question “Please comment on any additional feedback you have on either the Epics or Tag Dashboards here.”

Participant ID	Response
1	It would be useful to have some default tags and values to illustrate their usage. Think about streamlining the basics so the user doesn't need to configure everything manually and start from scratch every time
2	Able to delete the user that is currently logged in, after deleting you still have access to the dashboard. Adding a tag was easy, but Values was easy to miss. Values is also a vague word which is likely to change. between different teams. When updating a story, I would expect the update button to be at the bottom as that where my eyes are drawn, I had to look to find the button which wasn't intuitively placed. There should be a way to navigate to the Tag dashboard from the header, either as a dropdown from team dashboard, or a separate link. Some explanations/ examples/ help messages on the Tags/Values would help to differentiate and provide guidance what expected inputs are
3	<p>- The option to freely colour-code is enormously helpful for me, especially with the instant updates in the interfaces. Not being confined to certain pre-set colours allows me to coordinate my records in RViT with external notes and colour schemes and is something I would utilise heavily in my day-to-day work.</p> <p>- I greatly appreciated the inclusion of tag descriptions throughout the dashboards, especially the tooltip on the values; this nicely balances the visual tidiness of concise, easy to recognise tags with the required clarity.</p> <p>- I think the epics dashboard would benefit from a little more labelling — it took me a while to understand how I could add an epic to a story as the button was simply labelled "+". It could also be helpful to allow users to add stories directly in the epic view.</p>
4	The stats at the bottom were random and had been populated when I hadn't added a story or done much yet. Also the UX design took me a moment to realise the dashboard bullet points were clickable. Was unauthorised for a long time.
5	The buttons could use focus/hover effects to make it clear when these can be clicked.
6	There was no 'Close' or 'X' button on the dialog when editing the epic. Took me a while to figure out that the + button should be used to create a story (I initially dismissed the button as I thought it would add another epic and only clicked on it when I didn't find any Add Story button).
7	It wasn't immediately obvious that the + icon would add a story
8	Create Epic button was too high on screen. Really liked the colour feedback for changing epic colours. Not sure what a value is for! I really struggled creating a story. I couldn't find the button to do it at all. Eventually realised it was the + button on the epics view. Couldn't see the tooltip on epic dashboard I think it should be possible to make stories from the tracking dashboard. Drag'n' drop is cool
9	I was initially unable to figure out how to add a story to the tracking board or to an epic. I had assumed that the '+' button under the epic was to add another epic, not to create a story. Moving the stories and epics is a great user experience. It works really well and the styling of it all including the columns slightly changing colour etc. is all fantastic. The difference between tags and values is only described when there are no tags and values present. If someone was later added to a team who already had these things then there is no documentation to read about what the difference is. In addition, the description for values is a little unclear as it contains the word 'values'. Some greater clarification on this would be nice.
10	Tooltip on epic's value comes up too slowly. Like that you can click of epics and stories you can click off them but would also like an X as well. Like the spacing of the tag dashboard page.
11	I marked creating a user story as "slightly challenging" as I had to do a tiny bit of thinking to realise what the + in the box was for ... am old, but a watermarked "add story" in the box would have helped here.
12	Once again, the process was fast, easy and very intuitive

13	Design metaphor is very much on trend - this may produce some hesitancy in users that are are stuck in older interface designs. However, once you grasp the metaphor the use of the interface is very easy and trouble free.
14	The Epic and Tag Dashboards are easily understood and the colours add to the end users understanding of the process flows. As a systems analyst I found the availability of the tags and values useful, though I do feel that for developer type users some examples in the help file would be of benefit. Also a caption on the plus button (for stories) would be of benefit to users used to older styles of interfaces.
15	I found both the epic and tag dashboards very intuitive and easy to use. UI is visually pleasing and I really liked the colour customisation of epics and the fact you can tell which epic a story belongs to.
16	Tags and values arent very differentiated in the current design, this could be improved on. Otherwise everything else was intuitive

Code Colour	Code description
Purple	Tag and Epics dashboards were intuitive to use
Yellow	Help documentation was not read/activity logs were checked and user did not follow evaluation instructions
Light Blue	Participant struggled to find how to add a story
Red	Bug found and was able to be replicated
Pink	Participant liked the ability to give components custom colours
Dark Blue	UI improvement suggestions
Teal	Tag and value differentiation

Qualitative text-response coding for user evaluation survey question "Please comment on any additional feedback you have on the Tracking Dashboard here."

Participant ID	Response
1	start with a default dashboard e.g. default kanban flow. and consider creating stories with a default state that would automatically be picked up. Adding a story and then needing to specifically add it to a board is a lot of user interaction
2	The hashtags associated with a story, seem confusing, guessing that is a UUID for databases for all users so should not be seen frontend unless the hashtags value only relates to the current user
3	<p>- I was slightly confused as to how to add stories to a column, it was not immediately evident to me that I would need to click on the title. Perhaps an icon or an explicit "Add a story" button might make this clearer.</p> <p>- The automatic detection of "Done" is sensible and helpful, but I feel it would be better still to give the user the option to override the systems suggestions for the "automatically mark as done" configuration option. Before I created the "Done" column, I was confused as to why I could not tick the checkbox.</p>
4	I tried to add a WIP count higher than 9 but it didn't seem to allow it and the error message just said 'Please match the requested format' which didn't mean anything to me.
5	When pressing the 'Add Column' button the field immediately shows a validation error "Please enter a title" (I had not even the chance to provide a title). The previous page only asked me to create one story. This page talks about adding 'two' stories to the backlog/move to in progress. The "In Progress" column has a WIP limit of 1. When adding two stories to it nothing happened - the "In Progress" column accepted the second story without visual feedback. Had expected there would be a message that the second story can't be added.
6	I couldn't work out how to add a story to a column initially
7	WIP limit breach should be much clearer. A brighter red with a bolder line. Drag and drop is great.
8	The columns work very well and look good. I like the addition of the WIP limit and the visual indicator helps you see when a limit has been exceeded, even at a glance. The columns are very easy to create and edit, but having to manually add stories to the backlog is a little cumbersome, maybe "Backlog" could also be a reserved keyboard line "Done" which automatically adds all the stories that have been created (and not already added to a column)
9	Like the visual response of the column if over limit. The time based filters are a bit confusing. When I first looked at it I thought it was to do with how long a story is supposed to take rather than filtering by last edited. Had to go back to the help page for this.
10	Similar old-person feedback to previous - for me, not entirely obvious that clicking on the tracking column heading text was the way to add stories. Slightly compounded by the odd cursor change from pointer to text editor when hovering over the text - unusual behaviour for this application?
11	As before the interface is very on trend, but it is not dissimilar to other tools on the market. However it is much more streamlined in use and the ease of applying color coding is a solid plus point.
12	Again it continues to follow the application's design principles which I found very straightforward.
13	Drag and drop between columns worked smoothly, I liked the background colour changing depending on the column that was being hovered over. I also like that you can edit stories from the tracking page as well as the epic one. I liked that when a column was over the WIP limit it doesn't prevent you from moving more stories into it but instead just changes border colour though the change could be bolder.
14	I would prefer to be able to edit a column by clicking anywhere on it vs just the title as that didn't seem very intuitive. The red glow around a column when there are too many stories in it is a bit too subtle and can be easily missed as I didn't notice the first time I added the two stories to 'In Progress' though I liked that I could still add stories to this column

Code Colour	Code description
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Yellow	Help documentation was not read/activity logs were checked and user did not follow evaluation instructions
Red	Bug found and was able to be replicated
Purple	Liked that WIP limit didn't restrict movement of stories into the column
Light Blue	The WIP limit colour feedback change was too subtle
Teal	Liked visual distinction of WIP limit change
Pink	Found editing tracking column difficult
Dark Blue	Workflow improvement suggestions
Black	Other positive UI feedback

Qualitative text-response coding for user evaluation survey question “How did RViT compare to other project management tools you have used in the past?”

Participant ID	Response
1	initial setup required a lot of work, but was ok once it was there. Consider less steps to get to the point where you have a workflow in play
2	RViT stands out compared to past project management tools, especially Jira. Its user-friendly interface simplifies task execution, providing a more intuitive experience. Unlike Jira's potentially overwhelming interface, RViT's logical layout reduces the learning curve, making it accessible to both seasoned project managers and team members new to project management tools. While Jira offers extensive features and customization, RViT's streamlined approach is ideal for those seeking efficiency without unnecessary complexity.
3	RViT was very intuitive, and I appreciated that it aligned with the terminology and categories of work items used in a software engineering context, a feature that many other tracking tools lack for me.
4	I think the colours were easier to see. I tried this on firefox accessibility inspector and it still seemed clear in different colour blind settings. I found the tracking screen more intuitive than in JIRA.
5	Similar concepts, drag and drop etc.
6	It has a similar feel to other tools like Jira, but without all the overhead of a tool that's existed that long.
7	Very easy to use. I think it's easier than JIRA, harder than Trello to use.
8	There are definitely some good similarities to Jira and Trello. A little more work on the whole end-to-end flow for a user would greatly enhance the experience, its currently a little harder than using Trello but much easier than Jira.
9	Less confusing than the industry standard Jira
10	The first and only digital tool I've used so alas unable to compare. Looks a very promising piece of work though.
11	RViT proved to be far simpler and more user-friendly compared to other tools I've used in the past, such as Jira. Although Jira offers numerous advantageous features and customisation possibilities, they can sometimes be overwhelming and require a significant amount of time to fully understand. On the other hand, with RViT, I was able to complete tasks swiftly and effectively, as its intuitive design made everything straightforward.
12	I have used Rally, RTC (Rational Team Consort) Trello and Jira. All of these, except Rally in its early days, are more heavyweight corporate tools and as such suffer from overbearing admin overheads. Where this tool has the advantage is that it appears focused on the smaller software house, or small team developers, and as such does not suffer from the clutter that make most of the tools above cumbersome and impractical in this scenario. In particular the ability for specifiers/product management/analysts to easily define and manage Tags and Values, is a bonus as these are essential when handing over to those handling the release and marketing of the developed product.
13	I use JIRA. However, JIRA is very cumbersome if you are in a small development team and want to work on stand-alone projects. RViT is ideally suited to this environment. It allows a team to quickly admin its human resources, epics and stories in a very appealing and uncluttered interface.
14	My work uses Jira, which I remember being very confusing to pick up initially. RViT is a lot more intuitive and supports nearly all the features my team currently use in Jira.
15	The program is less polished than other programs like JIRA that I have used but is still very usable. While the dashboards are less complex than JIRA's, they could still be a little confusing to users who are unfamiliar with agile. Maybe an introduction section could be helpful?

Code Colour	Code description
Light Blue	RViT was easy to use/intuitive
Teal	RViT was more usable/intuitive than Jira
Purple	RViT was harder to use than Trello
Pink	Other positive feedback
Dark Blue	Workflow improvement is needed in future

Qualitative text-response coding for user evaluation survey question “Do you have any suggestions for future work or improvements?”

Participant ID	Response
1	think about peoples roles changing, being a team lead, then a member and then a stakeholder.
2	Enhanced Collaboration Features: Explore opportunities to improve collaboration features, facilitating seamless communication and interaction among team members. i.e. leaving comments on tasks and epics Integration Capabilities: Expand integration options with other popular tools to enhance interoperability and streamline workflows. For example, linking with a github PR
3	I believe it might be useful to add some more detailed contextual information and labels on the individual pages.
4	I'd say adding a user could be more intuitive. And add a message on unauthorised saying soemthing like 'only people with role: team lead can see this' would have been a tad easier for me to know.
5	Mentioned on previous pages but some small changes to presentation/styling in places could improve things.
6	General UI improvements would go a long way to improving what seems to be solid underlying functionality
7	The ability to quickly add tasks from the tracking view would be great. Some edit views such as column edit should have been a bit clearer - button rather than link, perhaps. Fade in on tooltips (e.g. assign user) was too slow
8	<ul style="list-style-type: none"> - Add labels on the team statistics - I have no idea what those represent, I'm guessing they're just dummy values at the moment. - Give admin users access to the teams that they create - maybe read only - A little improvement on the in-app documentation - clearer definitions of tags and values - Display definition of tags and values even when someone has created one - Profile pictures are distorted is not a square, ideally just crop it to fit instead (easy fix) - Perhaps some pop-up tutorial when you load the home screen would help on the first visit. - As an admin, I would want to be able change the role of others in the organisation. This appears to be disabled currently. - Some pieces of text are not obviously links to other pages, for example accessing a teams dashboard from the "View team" page. Only get feedback once hovering over this - If creating an epic and setting the chosen colour to white (or any bright colour) the text should change colour to black. Alternatively you could limit the colour choices to a preset palette that you define. Though the instant feedback example for this is very helpful.
9	Small improvements would help UI. Also navigation bar doesn't scale very well when using split screen.
10	None
11	An option for a dark mode feature would be really useful as a lot of developers/teams in the tech industry favour this setting.
12	Time management across the applications estate would be a solid next move.
13	Add Stakeholder functionality. Also, provide calendar and scheduling functionality. A mobile application may also be of benefit.
14	Kanban framework is currently very well supported but supporting Scrum and other frameworks would be a great next step. Being able to link commits to user stories and pull requests would also be good as other tools like Jira support this.
15	<ul style="list-style-type: none"> - Add an introduction section to define stuff like epics and stories - Some buttons like the 'edit' ones on epics weren't very visible, if these could be repositioned to be more visible to users it'd be helpful. - make the WIP column change more obvious

Code Colour	Code description
Light Blue	General UI improvements
Teal	Suggested workflow improvements
Purple	Add tutorial

Pink	Additional functionality suggestions
Dark Blue	Documentation improvements

Qualitative text-response coding for user evaluation survey question “Please leave any additional feedback here.”

Participant ID	Response
1	Sharing things across teams might be useful. Also think about a personal dashboard - if a user is in multiple teams would be good to see all that in one place
2	The UI could be improved but the logic made sense
3	The documentation on the help page was excellent: Clearly structured, concise, and effective in explaining the system and its functionalities. Having it linked in the navigation made it easy to refer back to and enhanced the user experience.
4	Everything was fairly easy to figure out what to do and what things were for.
5	Love the design of the site! Everything worked great and I liked how easily and fluid it was to edit things after creation.
6	Overall the UI has some great elements and the individual components are well made and easily usable. I think many of the issues I've found would have been addressed by user testing and considering the workflow if you had never seen the UI before. The UI has been overall very well built in what I imagine is a fairly short amount of time. I also like the name and logo :)
7	Good work!
8	None
9	As I mentioned earlier, I really like that the tool provides easy and simple navigation. The choice of plain colours is also great - they aren't overpowering to the eyes. I also really like the minimalistic and uncluttered design, making it more appealing to use the tool. In contrast, with Jira, I used to feel really overwhelmed due to its crowded interface, and therefore less efficient.
10	I really liked the application. I think it has a definite spot in the marketplace. It has a consistent design metaphor, it is easy and simple to use - this is its strength and the other available tools weakness.
11	A very well-presented application that has a commercial niche in small to medium-sized team environments. The Help is pitched at the right level, allowing the user to quickly pick up what they need to know.
12	I think the UI is possibly the selling point of this app, its much more intuitive to use and much more aesthetically pleasing than Jira. Obviously Jira has a much larger feature set but it is also an established app with much more developers working on it.

Code Colour	Code description
Light Blue	Liked help documentation
Teal	Liked UI design and experience

Qualitative text-response coding for user evaluation survey question "If you came across any errors or bugs during your time using RViT please detail these below."

Participant ID	Response
1	<ul style="list-style-type: none"> • was able to register with invalid email (two dots gmail..com) • should get an email telling you of registration - make sure someone isnt using email etc • setting password for new users is insecure • a user should probably have multiple roles - e.g. someone may be a TL on one project but a member on another - team structure is dynamic what if someone is promoted to team lead - would be a new user in current implementation • Popups to confirmation are not ideal - an inline status panel would be better • a@.com accepted as valid email address • admin not able to see dashboards - what if there are issues? • Double click on create epic creates two of the same name • Add stories to epics from within epic might be useful • if i want to link to a specific epic #, what link would i share? • Role Stakeholder has ? at end in user view stakeholders dont seem to be visible associated with teams stakeholder doesnt seem to have permissions to see anything can assign tickets to a stakeholder, but they cant see the tickets • team statistics arent clear what they are • Adding new column - Wiplimit of 0 = None - usability potentially? • What if you want to reuse tags across teams? • cant assign story points when creating story lots of clicks to update story points and not visible on the ticket summary after creation • Adding stories to the backlog could probably do with more tooltips • uploading a text file is possible for a photo, tells you successful but fails
2	detailed in earlier comments
3	not applicable
4	Mentioned on previous pages.
5	Epic tooltip did not show up.
6	When using a smaller screen (e.g. if you open up the dev tools, causing the window to shrink) some of the buttons and UI elements like the navigation bar at the top go a little wonky and don't look quite right.
7	Mentioned UI flaws previously
8	None
9	n/a
10	All fine - even over my low bandwidth connection.
11	None
12	Didn't find any bugs
13	N/A

Code Colour	Code description
Light Green	No bugs found
Yellow	Out of scope
Red	Bugs specified were able to be replicated
Pink	Bugs specified were unable to be replicated
Dark Blue	UI flaws
Light Blue	UI preferences