

Schedule App for Auto Shop

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Study Details

Project Background

- This schedule app was designed for an auto shop so that employees can complete everyday tasks around their schedule and time sheets.
- Participants were asked to complete a few basic tasks within the app.

Study Details

Research Tasks

1. Complete a time punch
2. Confirm your upcoming schedule
3. Where would you request a day off?
4. Where would you edit your home address?

Participants

Five participants

3 men, 2 women, all between the ages of 30 to 40 years old

Methodology

20 minutes to complete

United States, Remote

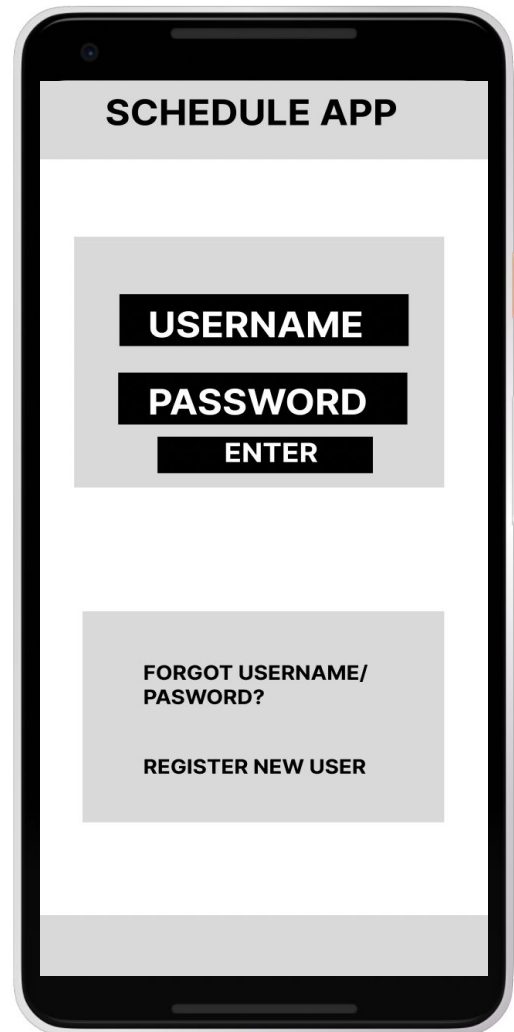
Format: Usability Study

Users were asked to look at low fidelity prototype to complete tasks

Prototype / Design Tested

Link to Prototype:

<https://www.figma.com/file/zGpy2MBmy8pVm4dFjnYYgM/Schedule-App-Design?node-id=0%3A1>

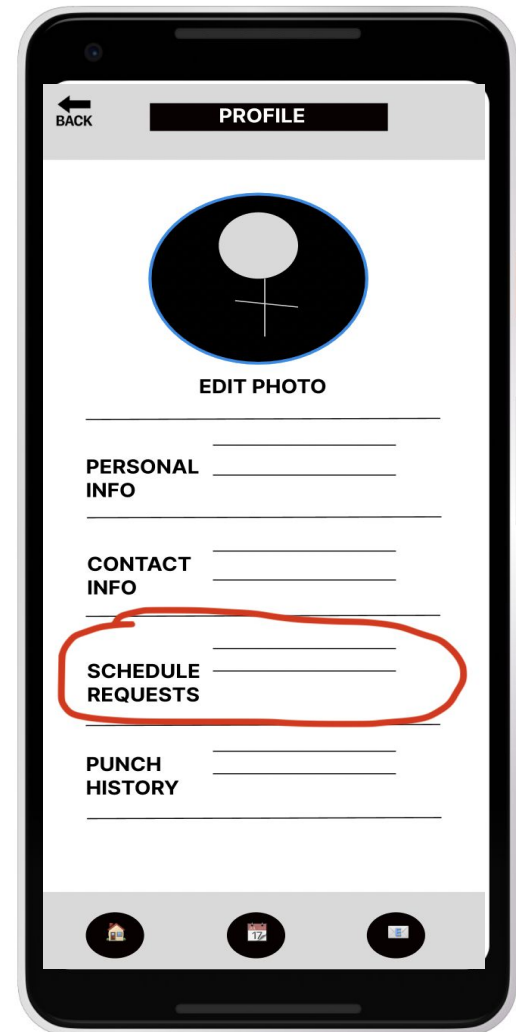


Themes

People found it difficult to submit a schedule request

- It was observed that 5 out of 5 participants had trouble completing a time off request. This means that completing a time off request is a difficult task in the app.
- Only 2 participants were able to complete the task but it was difficult for them

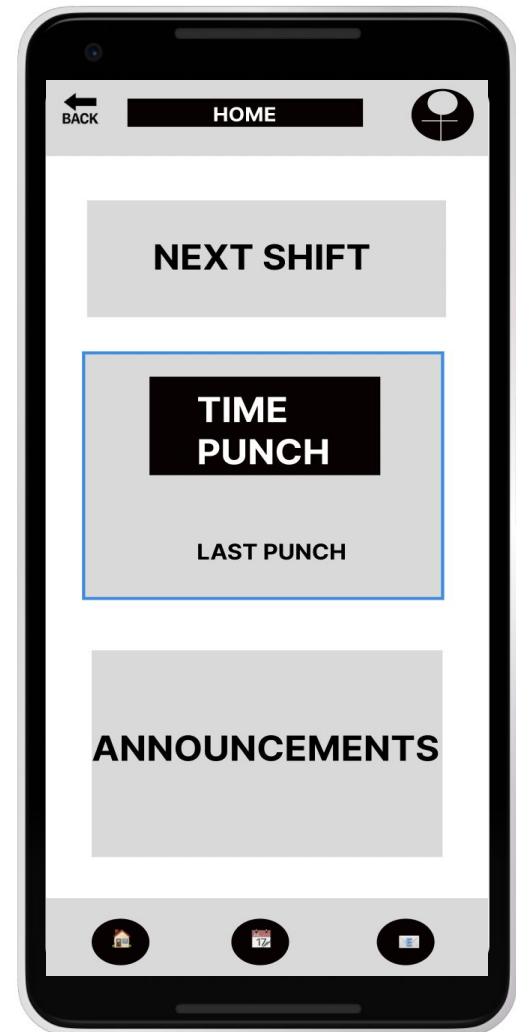
“This doesn’t make sense. Why is the option not in the calendar?” (Participant B)



People would like a confirmation of their time punch

- All participants were able to complete a time punch.
- 2 out of 5 participants mentioned that they had no idea of a confirmation of the punch

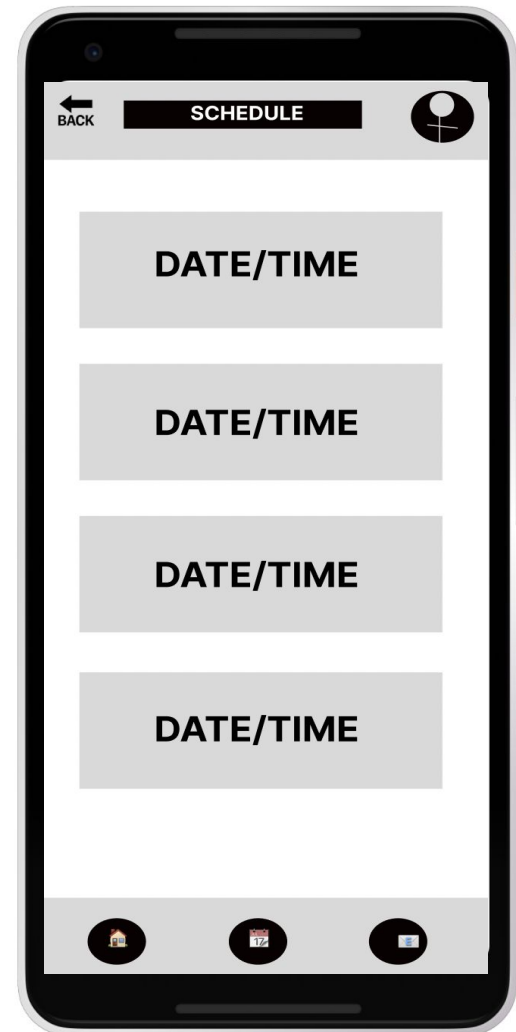
“Simple to do, but nothing shows me if the punch was successful or not.” (Participant A)



People may want more ways to see their schedule

- All 5 participants were able to see their upcoming schedule
- 2 of the 5 participants expressed that they felt that selecting the next shift should show their schedule

“This was more work than I expected. I thought that selecting the next shift would show me the rest of the schedule..” (Participant C)



Insights & Recommendations

Research insights



Efficient Requests

Users need and efficient way to make schedule requests in a area of the app that makes sense.



Punch Confirmation

Users need to know for sure their time punches were recorded



Schedule View

Users need multiple ways to view and confirm their schedule

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Recommendations

- Recommendation 1: Put a schedule request option on the main page after the login so users can get to it faster.
- Recommendation 2: Create a punch confirmation page so users know that they punched in successfully.
- Recommendation 3: Give users the option to view their schedule when selecting the next shift as well as the calendar

Thank you!