WhenToWork

Final Design Pitch

By Christian Giannos, Brian Stoss, Hennok Tilahun, and Benjamin Wang

MAR

Name	MON 21 8-4	4-12	12-8	TUE 22 8-4	4-12	12-8	WED 23 8-4	4-12	12-8	THU 24 8-4	4-12	12-8	FRI 25 8-4	4-12	12-8	SAT 26 8-4	4-12	12-8	SUN 27 8-4	4-12	12-8
Etheridge, Mark	Sta. 11			Sta. 11			Sta. 11			Sta. 11			Sta. 11								
Albert, Ben		Sta. 16					Sta. 16			Sta. 12			Sta. 12			Sta. 12					
Cranswick, Rob				Sta. 14			Sta. 14			Sta. 14			Sta. 14			Sta. 14					
Fessinger, Sarah	Sta. 13	Sta. 13		Sta. 13	Sta. 13																
McCarroll, Hugh						Sta. 10				Sta. 10				Sta. 10							
Garrett, Julie		Sta. 18		Sta. 18			Sta. 18			Floating			Floating								
Fioritti, Andrea	Welding			Welding			Welding			Welding											
Halsted, Carolyn	Press C			Press C			Press C				Press A				Press A						
James, Doug		Assy 2		Assy 2					Sta. 14					Assy 2	20						
Chavez, Maria	Sta. 17			Sta. 17			Floating			Sta. 17			Sta. 17								
Bergen, Greg		Sta. 15		Sta. 15			Sta. 15				Sta. 15		Sta. 15				Sta. 15				
Burdett, Mike	Assy 3			Assy 3			Assy 3														
Mariani, John					Sta. 21	Sta. 21				Sta. 21		Sta. 21			Sta. 21						
Comstock, Jill	Pkg.			Pkg.			Pkg.			Training			Training								
Garnica, Luis																					
Pickford, Erica	Floating			Press B			Press B			Press B			Sta. 19								
Berello, Tony		Sta. 16			Sta. 19									Sta. 19							
Neville, Steven																					
Wylie, Brian	Sta. 20						Sta. 20														
Olinski, Steve	Training			Training			Training			Training			Training								
Nevens, Lori		Sta. 11			Assy 5			Assy 5		Assy 4				Assy 4							
Keets, Richard												Assy 1				Assy 1	Assy 1				
Reynolds, Kelly	Floating				Assy 4			Sta. 15			Sta. 15										
Hunter, Chad					Sta. 10	Sta. 20		Sta. 20			Sta. 12			Sta. 20							
Arcone, Frank											Sta. 12					Press B	Press B				
Leighton, Susan	Sta. 16			Sta. 16			Sta. 16			Sta. 16			Sta. 16								
Olson, Jim														Press B							
Griffis, Jason	Press A			Press A			Press A			Press A											
Hagherty, Tom	Sta. 19			Sta. 19	Sta. 19																

What is WhenToWork?

- An application that helps companies **create**, **regulate**, and **manage** schedules for managers and employees alike.

- Notable Features:
    - Work Schedules Creation
    - Time Preferences for Shifts
    - Tradeboard for Shifts
    - Bulletin for Communication

Introducing...

Sarah Purdy
Student Worker

Basic Information:
Age: 20
Gender: Female
Ethnicity: White

Biography:
- Sarah is a Biology student at the University of Virginia, entering her third year.
- Balances limited finances and time as a college student
- Seeks a part-time job to manage alongside her academic schedule.
- Has experience with basic technical tools (e.g., Excel, Word) but has never used a scheduling software like When2Work before.
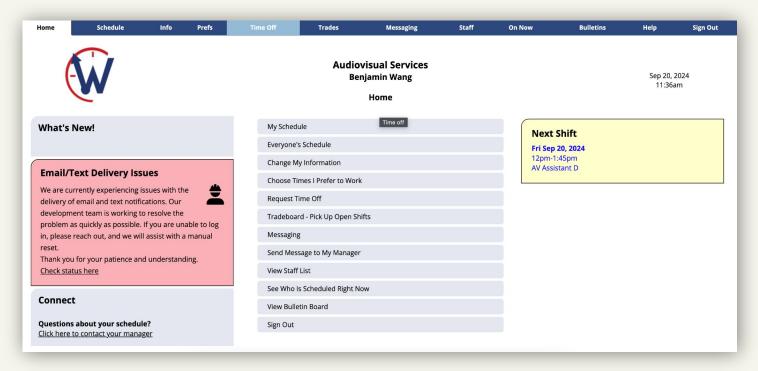- Values organization and efficiency but finds technology challenging at times.

Personality:
- Somewhat introverted and prefers self-directed learning and exploration.
- Organized and detail oriented but frustrated by steep learning curves.
- Persistent and patient but expects tools to be intuitive and user friendly.

Goals:
- Easily view her work schedule with minimal steps.
- Receive clear guidance to update availability and request time off.
- Learn to trade or pick up shifts without manager intervention.
- Use an interface that's simple, intuitive, and seamlessly integrates into her routine.

Current Site (for workers)

| Home | Schedule | Info | Prefs | Time Off | Trades | Messaging | Staff | On Now | Bulletins | Help | Sign Out |

Audiovisual Services
Benjamin Wang

Home

Sep 20, 2024
11:36am

What's New!

Email/Text Delivery Issues

We are currently experiencing issues with the delivery of email and text notifications. Our development team is working to resolve the problem as quickly as possible. If you are unable to log in, please reach out, and we will assist with a manual reset.
Thank you for your patience and understanding.
Check status here

Connect

Questions about your schedule?
Click here to contact your manager

My Schedule   Time off

Everyone's Schedule

Change My Information

Choose Times I Prefer to Work

Request Time Off

Tradeboard - Pick Up Open Shifts

Messaging

Send Message to My Manager

View Staff List

See Who Is Scheduled Right Now

View Bulletin Board

Sign Out

Next Shift

Fri Sep 20, 2024
12pm-1:45pm
AV Assistant D

Confidential

Copyright ©

Problems

- **Too much information**
  - *So many buttons...*

- **Lack of Clarity**
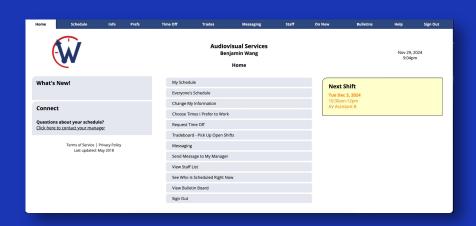 - *The dashboard's a mess...*

- **Lack of Purpose**
  - *What is the intention behind this layout?*

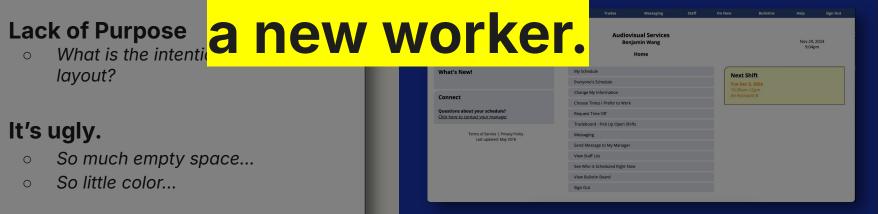- **It's ugly.**
  - *So much empty space...*
  - *So little color...*

Problems

- **Too much information**
  - ○ ...

- **Lack of C...**
  - ○ The d...

- **Lack of Purpose**
  - ○ What is the intenti...
    layout?

- **It's ugly.**
  - ○ So much empty space...
  - ○ So little color...

An overall unfriendly user experience for her as a new worker.

Solution

- **Central Calendar**
  - *Quick and easy access to shifts*

- **Consistent Sidebar**
  - *Allows for easy navigation without getting lost/confused*

- **Simple Layout**
  - *Easy to understand for new users*

- **Aesthetic Design**
  - *Colors indicate important points*
  - *Icons give a visual indication of the menu*

Welcome Back,

Sarah Purdy

Evaluation Results

We asked Sarah to complete key tasks on the redesigned platform and evaluated her experience using Nielsen's heuristics. Here's how the interface was scored:

1. **Back Out of Mistakes (Heuristic 3):**
   - *Scenario:* Sarah accidentally clicked the wrong shift to trade.
   - *Outcome:* able to undo action quickly, but a bit hesitant at times.
   - *Feedback:* "easy to fix mistakes, and I don't feel stuck."
   - *Score:* **4 out of 5**.
2. **Consistency & Familiarity (Heuristic 4):**.
   - *Scenario:* Sarah used the calendar to review shifts.
   - *Outcome:* The familiar and consistent calendar layout made it simple to view and trade shifts
   - *Feedback:* "The calendar feels intuitive - like the ones I've used before."
   - *Score:* **5 out of 5**.

Evaluation Results

We asked Sarah to complete key tasks on the redesigned platform and evaluated her experience using Nielsen's heuristics. Here's how the interface was scored:

3. **Ease of Navigation (Heuristic 5):**
   - *Scenario:* Completing a trade without feeling lost.
   - *Outcome:* Sarah felt guided throughout the process and found it hard to run into issues.
   - *Feedback:* "I didn't feel stuck - it was easy to follow."
   - *Score:* **5 out of 5**.
4. **Complexity vs. Simplicity (Heuristic 8):**.
   - *Scenario:* Assessing if the design was overwhelming or too basic.
   - *Outcome:* The interface struck the perfect balance: engaging without feeling cluttered.
   - *Feedback:* "It's straightforward without being boring - I understood everything right away."
   - *Score:* **5 out of 5**.

Concluding Sarah's Story:

Thanks to the redesign, Sarah now feels confident managing her shifts on the platform. With usability scores consistently high, the design ensures new users like Sarah can easily adapt and accomplish their goals.