

When2Work Redesign Prototype

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Group:

WhenToWork

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Project Description

WhenToWork is an existing software application used primarily for companies to help create, regulate, and manage schedules for its employees. While the platform serves its essential purpose well, its current website, particularly from the employee's perspective, suffers from a number of design and usability issues that hinder its overall user experience.

Through our user research, most struggles with the current WhenToWork website for employees could be summarized in these three main pain points:

- Too much immediate information
- Lack of clarity
- Outdated

Our project **redesigns the employee version of WhenToWork** with a strong emphasis on addressing the above user pain points. By implementing user-centric design principles, we aim to deliver an intuitive, streamlined, and visually appealing platform that enhances the overall experience for employees. Our redesign process includes iterative prototyping, usability testing, and incorporating feedback to ensure that our solution effectively meets user needs while maintaining alignment with the core functionalities of WhenToWork.

Note: In some of our original submissions prior (i.e Users and Tasks and Evaluation Plan), we included 'managers' as one of our users. However, due to limitations like the lack of availability of managers for interviews and a different UI entirely for managers, we decided to cut this specific user group and focus on a reworking of the employee WhenToWork site specifically, rather than both manager and employee sites. Interview for this feedback from manager can be seen in Appendix.

Users and Tasks

User Identification

- User Class 1: New employees who have never used WhenToWork
 - User Class 2: Veteran employees who use WhenToWork regularly
-

User Class 1: New employees who have never used WhenToWork

Description:

This user class consists of potential employees who are new to WhenToWork. While they may have worked jobs in the past, they may not be familiar with scheduling softwares and similar technologies. This group is diverse in their technical proficiency, and may range from high school and/or college students working part-time to older adults who have limited experience with digital scheduling tools. Their primary goal is to learn the platform and adapt quickly to WhenToWork. They should, relatively quickly, be able to know how to view, modify, and understand their work schedules. Unlike experienced users, they may initially struggle with basic tasks, but are motivated by a need to read their work hours, submit availability, and request shift changes.

Typical Tasks for User Class 1:

- Viewing the current weekly or monthly schedule
- Updating personal availability (e.g. submitting changes for days she cannot work)
- Requesting time off for personal events or vacations
- Checking for available shifts or trading shifts with other co-workers
- Contacting her manager or co-workers if there is a scheduling issue

(see Persona on the next page)

Persona(s) of User Class 1

Name: Sarah Student

Demographics

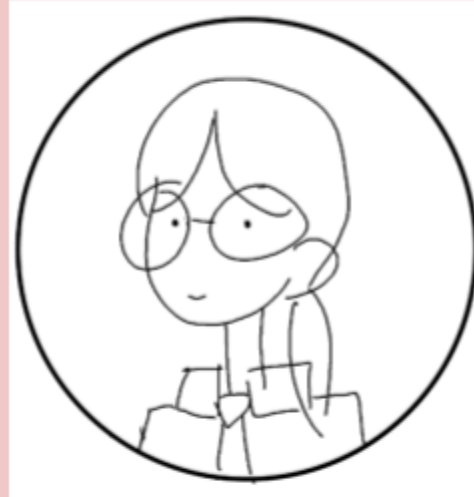
20 year old, White female

Biography

Born and raised in Southern Virginia, Sarah has been a Biology student at the University of Virginia for two years and is eager to start her third year. As a college student, she is quite strapped for cash and time, so she wants to have a part time job that allows her to easily view her schedule and request shift changes while simultaneously being able to balance her classwork. She has some experience using technical software (e.g. Excel, Word) but has never used a scheduling software like When2Work before. Sarah is a quick learner, but technology is not particularly her strongest skill. She values organization and efficiency in her work, studies, and personal life. In her free time, Sarah enjoys painting, photography, and hiking. She currently lives in an off-campus apartment with three roommates and has to commute on foot or public transportation as she does not have a car.

Personality

Sarah is somewhat introverted, preferring to learn new tools by exploring on her own rather than asking for help. She is organized and detail-oriented but can become frustrated if she encounters a steep learning curve. Sarah is motivated to master new tools quickly so she can feel confident in her job responsibilities. She has a patient and persistent attitude but expects software to be intuitive and user-friendly.



Goals

- Wants to easily view her work schedule with minimal steps
- Wants clear guidance on how to update availability and request time off
- Hopes to learn how to trade or pick up shifts without needing to contact a supervisor directly
- Expects a simple, easy-to-navigate interface with built-in tutorials or prompts
- Wants a platform that integrates seamlessly into her work routine

User Class 2: Veteran employees who use WhenToWork regularly**Description:**

This user class consists of individuals who are familiar with WhenToWork as it currently is, and actively use the platform for work. They are typically employees who need to manage their schedules regularly, having an already developed understanding of the platform's basics. These users include part/full time workers, student workers, and others in flexible or temporary positions whose schedules are constantly changing. Unlike new users, they are already able to navigate the platform successfully and may be looking for more efficient ways to handle scheduling tasks, such as picking up shifts, adjusting availability, or contacting managers. They expect the platform to continue supporting their needs with minimal friction and may have specific preferences based on their experience so far.

Typical Tasks:

- Viewing weekly or monthly work schedules to plan around time conflicts (ex: classes, sport commitments, other jobs)
- Updating availability as needed, especially during times where availability can change/is more limited than normal (ex: finals, new semesters)
- Picking up extra shifts when availability changes (ex: semester breaks)
- Contacting managers/co-workers if there are scheduling conflicts and other related issues

(see Persona on the next page)

Persona(s) of User Class 2

Name: William Worker

Demographics

22 year old Hispanic male

Biography

William Worker is a senior at the University of Virginia, studying Kinesiology. Alongside his academic schedule, he works as an Intramural Referee at the university, a job he enjoys because of its flexible hours and his passion for sports. William has been using When2Work for over a year to manage his work schedule, submit availability, and pick up extra shifts when he's available. He is comfortable using digital platforms, as he often uses apps for school, sports, scheduling, and social life. His goal is to efficiently balance his job with his studies and social life, so he appreciates a scheduling tool that allows him to adjust his shifts or swap with co-workers when necessary. William lives off-campus, commutes by bike, and is involved in multiple Intramural Sports teams at UVA.



Personality

William is laid-back and adaptable, but he values his time and likes to keep things organized. He's proficient with technology, having used a variety of apps and tools for both academic and personal use (and also having used this app many times before.). He tends to explore features on his own but isn't afraid to ask for help if he's stuck on something. Efficiency is key to him, and he dislikes overly complicated processes or clunky interfaces. William is friendly and enjoys teamwork, both on the field and in other areas of his life.

Goals

- Wants to easily manage his availability and request changes to his work shifts around his busy school schedule.
- Hopes to pick up extra shifts or trade them with minimal effort.
- Expects a user-friendly platform that's quick and responsive, so he can update his schedule on the go, often between classes or sports.
- Prefers to handle his scheduling tasks independently but expects good customer support when necessary.

Need Statements:

1. Employees need a clear and immediate way to view their upcoming shifts and/or request changes, so that they can better balance their work commitments with their personal lives and feel more in control of their schedules.
 2. All users need an intuitive, modern interface that reduces the learning curve and minimizes the risk of errors, so that they can navigate the system confidently, regardless of their technical proficiency.
 3. Organizations need a centralized system that integrates scheduling, communication, and shift trading, so they can reduce miscommunication and streamline the shift scheduling process.
 4. New and temporary workers need a straightforward onboarding process and easy access to their schedules and time preferences, so they can quickly adapt to their work environment and manage their time effectively.
-

Stakeholders:
Employees who use WhenToWork

- Changes to WhenToWork will directly impact these employees in their ability to sign up/view their schedules

Managers who use WhenToWork

- Negative impact towards employees, especially confusion towards schedules, could lead to conflict between employees and managers

Organizations who use WhenToWork

- WhenToWork can act like a database for organizations, who use the application to keep record of employee shifts, allowing for smoother operations

Developers of WhenToWork

- Need to know and understand the interface of the website so their updates don't conflict or create more usability problems

Customers and Clients of Organizations who use WhenToWork

- Their ability to be helped and served by employees who use WhenToWork might be affected by impacted employees

Investors of WhenToWork

- Those who have a direct stake in the success of the website are reliant on the changes, which if negative, could threaten their investments

Initial Prototype

Summary of Idea Process + Generated Ideas

We started first by pinpointing some of our user's greatest pain points. Using the as-is scenarios, need statements, and personas, we were able to develop two major pain points from what our new design needed to fix:

- 1) "It's overwhelming."
 - The most common pain point received amongst our users was the overwhelming nature of the site's main page. There are simply *too many buttons*. Every button in WhenToWork leads to a specific function, which while great for speed and efficiency for navigating to those functions, makes it somewhat difficult to locate where each exact function is and what.
- 2) Lack of Clarity
 - Another common pain point received was the lack of clarity on the site. Specifically, WhenToWork makes a poor use of colors, shape language, and icons to aid any conceptual models or affordances for the user. Most if not all navigation is limited to the text signifiers which describe the exact function it leads to.

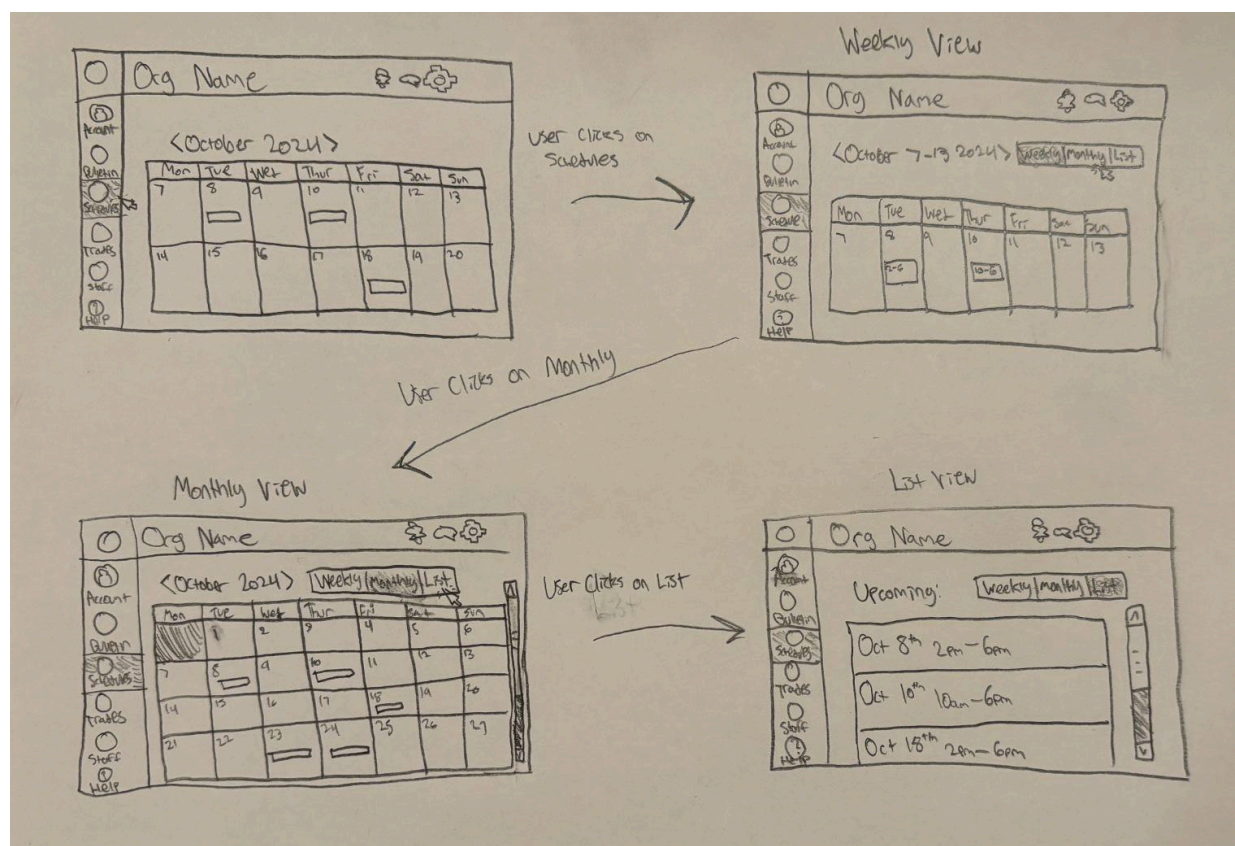
We then came up with some ideas, some more practical and others, we considered "**absurd**" (highlighted in yellow). Here were some of the ideas:

- **Functional Grouping**
 - Group similar functions together, rather than randomly placed
 - Separate these groups using spacing (or other method?) to help user perception perceive the distinct groups easier
- **Remove all but five buttons.**
 - We were fed up with *how much was on the main page*, so we came up with the idea (that also worked as a design challenge) to reduce the site's functionality to only five buttons, then work from there.
- **Get rid of the old UI and just use a calendar.**
 - Exaggerating the idea of "conceptual model," we brought up the idea to get rid of everything of the old UI and to just make the new UI a calendar.

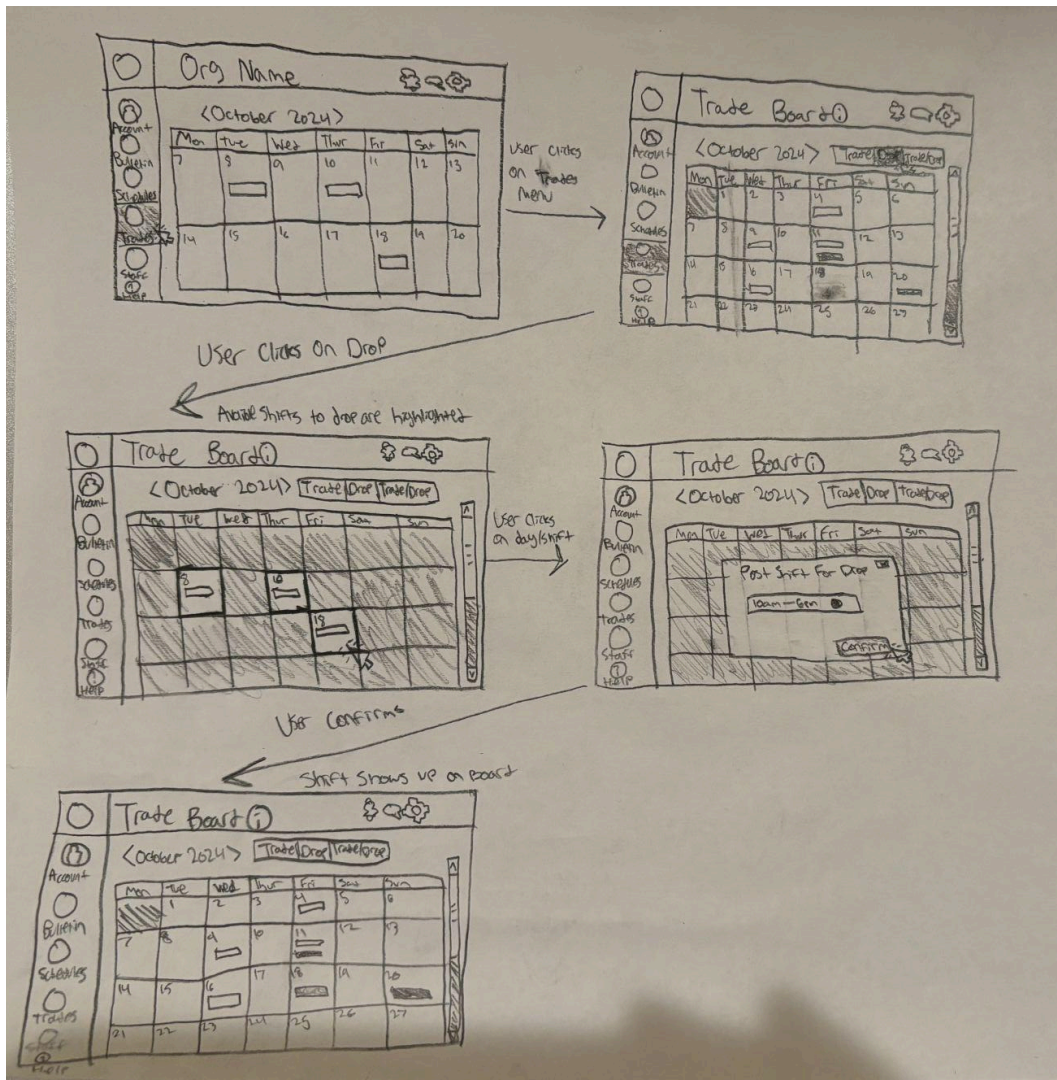
We found that it was actually the absurd ideas that gave us the greatest ideas. While we didn't go all the way through their absurdity, the aspects of simplification and the calendar as a mental model became the core of our prototype.

Lo-fi Prototype

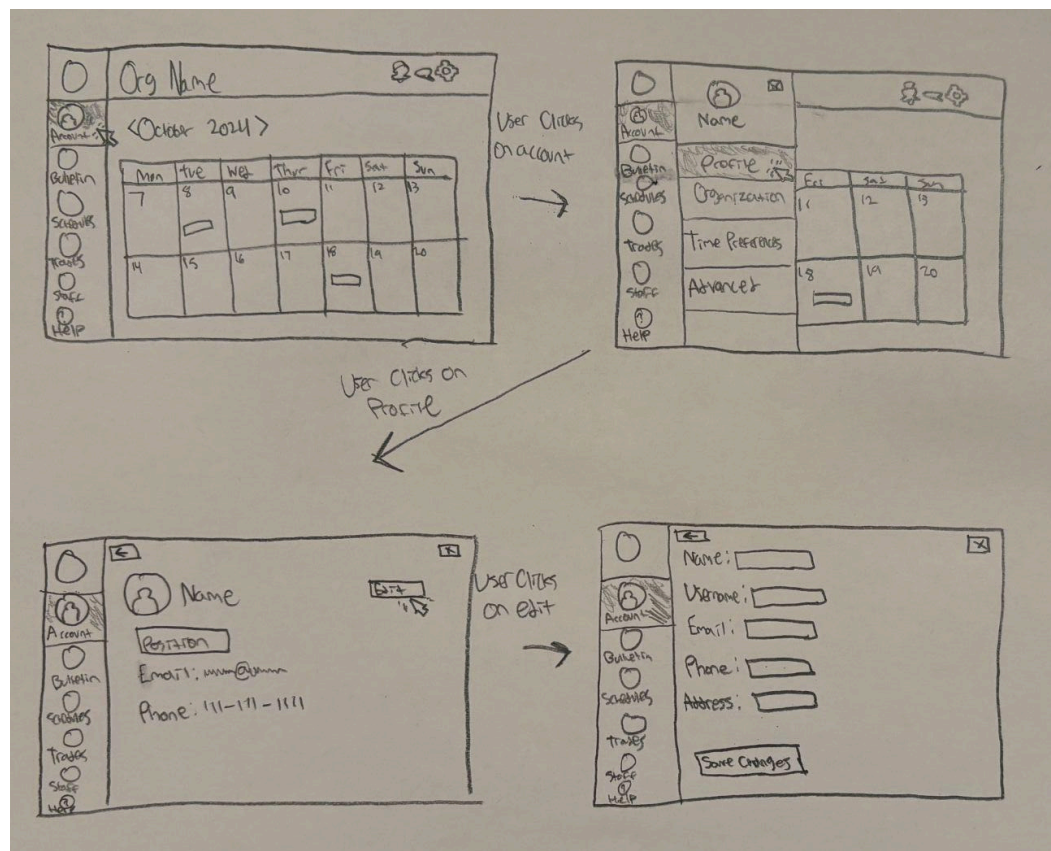
Task: View Schedule



Task: Post Shift to Drop on Trade Board



Task: Edit Profile Information



Design Choices + Justifications

Functionally grouped sidebar

One of the main and most common problems our interviewees talked about was how complex the dashboard UI of When2Work is. We took a lot of inspiration from Canvas's sidebar as it is easy to understand and many of our interviewees happened to be students, meaning they are familiar with Canvas. One change we implemented on this sidebar was to functionally group the categories so that the user does not have to scroll through the options listed. For instance, under the profile picture icon, we grouped profile, organization, time preferences, and advanced settings.

Consistency of calendar

Another method we used to decrease complexity was by eliminating the multitudes of different interfaces When2Work has for each screen. We wanted to create a sense of consistency but also familiarity and ease of use. A calendar is ubiquitous and very easy to understand, not to mention perfect for a scheduling app. This provides the clarity that our users wanted from the original When2Work design.

Lean Evaluations

Summary

We conducted lean evaluations from one user of each Class (two total). The first representative user belonged to Class 1 (an employee who has not used WhenToWork). The user is a college student with technical knowledge, but with no prior experience with any scheduling tools like WhenToWork. The second representative user belonged to Class 2 (an employee who has used WhenToWork). The user was a college student with technical knowledge and had been involved in a part-time job in the past that used WhenToWork as their scheduling tool.

The evaluation was conducted using a paper prototype of the website's main page, and storyboards for certain tasks. We started by asking open-ended questions about the main page, and how they think they would complete certain outlined tasks. We then showed them the storyboards of these tasks and asked for their input and feedback about whether they understood how to complete the task, if there are any features missing/features they would want to see added, any confusing steps, etc... which was then written down and documented.

Key Findings

The key findings we received was that overall, users understood and appreciated the clarity provided by the prototype. Features such as the calendar being immediately accessible was something that they found quite helpful for being able to quickly check your shifts. They were also able to intuitively understand the flow of the tasks we had them complete, with neither getting confused about the steps or process. There were a couple points of confusion dealing with what the circles on the taskbar meant, and what was the difference between trading or dropping a shift. There were also some suggestions to make the calendar start with Sunday to make it more consistent with other calendars. There was a suggestion to add a messaging feature onto the trade board to discuss any potential concerns with the person you were trading shifts with. Overall, however, they found the implementation easy to understand and navigate, and liked the prototype.

Evaluation Plan

Heuristic Analysis: *Nielsen Heuristics*

From the two heuristic options, our group will choose to conduct evaluations under Nielsen's Heuristics. We chose this option because these heuristics cover more on design principles for the layout/design of the interface, while GenderMag has a more user equity approach. While it is important to support users of all genders and cognitive types, we found that evaluations based on design principles would provide more helpful feedback for the specific problems our prototype seeks to fix. Because of these reasons, we found that Nielsen's Heuristics would be more valuable for our project.

Original Evaluation Plan

Tasks (for both Class 1 and Class 2 users):

Can you drop your 2pm shift on December 10th onto the tradeboard?

- Steps (Ideal):
 - Starting at the main page, navigate to the Trade Board (on the left menu)
 - Once you are on the tradeboard, locate the specific shift
 - Click on the "drop" button
 - Navigate to the shift to drop
 - Click on the shift and confirm that you wish to post the shift to drop
 - Verify that the shift now appears as dropped

Think Aloud Protocol

- Before: How do you think you would go about completing this task?
- During: Is there anything you would currently change about the process?
- After: Were you able to understand the process of completing that task, or was there some confusion?

(continued below)

Follow Up Task/Questions

- Based on Nielsen's Heuristics...*(but not heuristic evaluations which are lower)*
 - On a scale of 1-5
 - Were you able to back out of the trade if you clicked the wrong option? (Heuristic 3)
 - How was the consistency of completing the task? Is the calendar helpful/familiar with completing the task? (Heuristic 4)
 - Did you find yourself lost/was it difficult to mess up the task? (Heuristic 5)
 - Was the design too complicated causing you to be overwhelmed? (Heuristic 8)
 - Was the design too simple causing you to be confused? (Heuristic 8)
-

User/Participant Descriptions

Descriptions of the user groups for usability studies (must include how users are representative)

The overall plan is to conduct evaluations on five total individuals: three of Class 1 (new users) and two of Class 2 (experienced users).

Class 1: New Users

- User 1
 - A female UVA student who is studying Archaeology. She loves to explore.
 - She has a decent amount of technical knowledge as she likes to stay up to date with popular technologies.
 - Has not used When2Work in the past and has not had a previous job
- User 2
 - A male UVA student in the E-School studying Computer Engineering
 - They have a lot of technical knowledge and spend a lot of time on the computer. Furthermore, they have also spent a great amount of time working with hardware and software alike.
 - Has not used When2Work in the past but has had jobs.
- User 3
 - A male UVA student studying Economics in the College of Arts and Sciences.
 - They have average technical knowledge but are below average in understanding hardware and software. They do not spend much time on their computer.
 - They have never used When2Work before but are currently employed

Class 2: Experienced Users

- User 1
 - A female fourth year student double majoring in economics and statistics, who also works a part time job as an IT Assistant. She values efficiency over everything, especially in her hectic schedule.
 - She has used WhenToWork for over two years and thus is comfortable with conducting most of the functions needed like viewing shifts, posting and picking up shifts onto the tradeboard, etc.
 - She wouldn't consider herself the most proficient at technology, but good/comfortable enough with the technologies she uses on a daily basis
- User 2
 - A male UVA student studying Economics in the College of Arts and Sciences.
 - They consider themselves above average in technical knowledge but not highly proficient. They are about average in understanding hardware and software.
 - Has used When2Work four years ago in a previous job.

Evaluation

New Evaluation Plan

Think Aloud Protocol (Changed):

Imagine you were working a job with a physical tradeboard. Could you tell me what steps you would take to post one of your shifts onto that tradeboard?

Tasks (Adjusted)

Can you see if you have a shift on December 10th?

Can you post your shift to drop onto the tradeboard?

Can you advertise your posted shift on the bulletin?

Same follow-up questions as before.

Description of Evaluation Environment

How the evaluation was actually performed

Class 1:

- User 1:
 - Conducted in her dorm room, where she normally does school work and plans her schedule. However, it took a little bit of time for her to get used to her workspace as she was using my laptop instead of her own laptop. We started with the think-aloud exercise and moved into the tasks. During these tasks, she would explain what she would do due to the fact that our mockup does not address every single feature as some features we saw as adequate in the original app. This involved me taking notes, which went surprisingly well as she would take her time and explain her thoughts slowly.
- User 2:
 - Conducted in his room (at his house), where he normally does school work and plans his schedule. It was quite easy for him to get used to using my laptop. We started with the think-aloud exercise and moved into the tasks. During these tasks, he would explain what he was doing and how he would click on certain buttons to get to the task at hand. This involved buttons we had not implemented due to our mockup not addressing every task. This process was fairly smooth but there were certain times I would have to have him repeat himself so I could write all of the notes down.
- User 3:
 - The evaluation was conducted in their room, a quiet and familiar environment where he often study and manage their tasks. Despite using my laptop instead of his own, he quickly adapted and appeared comfortable. During the think-aloud

exercise, he engaged actively with the prototype, vocalizing his thought process clearly. He frequently explained their reasoning for specific actions, such as navigating menus or choosing particular buttons, and paused to reflect on whether the interface met his expectations. He was confident in their navigation, but occasionally asked clarifying questions.

Class 2

- User 1:
 - Conducted in the office where she normally works/would use WhenToWork. Due to some technical problems, the prototype had to be shared onto a TV instead of on her laptop. First, we started with the think-aloud exercise. Then, I explained to her the task and asked her what she would do. She attempted to explain what she was thinking and what she would like to do out loud, since at the time, the mockup was not clickable. While she would explain her thought process, I would be taking notes. This was somewhat difficult, and occasionally I would have to ask her to elaborate/repeat what was said.
 - User 2:
 - The evaluation took place in his home workspace, a setting he described as ideal for productivity and where he often works on similar tasks. Using his own laptop, he appeared very comfortable and familiar with navigating the system from the start. During the think-aloud exercise, he was methodical, explaining each step he took in detail and providing reasoning behind his choices. He frequently verbalized what he expected to see or happen at different points in the prototype, demonstrating a clear understanding of the task goals. He interacted confidently with the system, noting areas where the interface felt intuitive and logical
-

Data and Results

- Were you able to back out of the tasks if you clicked the wrong option?
 - Average Score: 4.75
- How was the consistency of completing the tasks? Is the calendar helpful/familiar with completing the tasks?
 - Average Score: 4.5
- Did you find yourself lost/was it difficult to mess up the tasks?
 - Average Score: 1.75
- Was the design too complicated causing you to be overwhelmed?
 - Average Score: 1.25
- Was the design too simple causing you to be confused?
 - Average Score: 1.75

3/5 users were able to successfully complete the task without prompting. Both users of Class 2 had varying levels of difficulty with completing the task. This suggests that while our new design seems to be intuitive for new users, the differences between the current and new designs might cause usability issues and frustration in users familiar with the methods of current WhenToWork.

Problems Found:

List of problems you found (be specific)

- The calendar on the home page at the moment serves no functional purpose besides viewing the upcoming shifts in your schedule. When brought with the task of “dropping a shift,” those experienced with WhenToWork tended to believe that these shifts in the homepage could be clicked on and dropped from the homepage. At the moment, there was no intention to make these clickable, which led to frustration and annoyance.
- There was some confusion in the tradeboard of where to click to drop a shift. Though there are three buttons specifying options for trade, drop, and trade or drop, it was unclear to some of our users that these buttons were required to press in order to drop a shift.
- When clicking drop, David’s 3-7pm shift was not grayed out, leading to confusion on whether this meant the user could potentially drop a shift that wasn’t theirs, or if that was instead signifying to pick up a shift. Needless to say, there is confusion on how to exactly pick up a shift as well, as the drop signifier only states you can drop your own shifts in the drop button.

Insights/Fixes Needed:

Insights given and fixes you need to make on the prototype

- By clicking on a shift on any calendar (home page, tradeboard, etc.), users should be able to view, trade, and post shifts onto the tradeboard, without the need of going to the specific tab.

- Clarification/better implementation needs to be made for how to pick up trades (currently it seems tradeboard has both pick up and post tradeboard, with no ability to differentiate the two)

Raw Data:

Any raw data collected during evaluations

Class 1 Scores:

- User 1: Madison Viars
 - Were you able to back out of the trade if you clicked the wrong option? (Heuristic 3)
 - 4, a little hesitant but found it easy to click out of wrong options in general
 - How was the consistency of completing the task? Is the calendar helpful/familiar with completing the task? (Heuristic 4)
 - 5, calendar was easy to navigate
 - Did you find yourself lost/was it difficult to mess up the task? (Heuristic 5)
 - 1, Not at all
 - Was the design too complicated causing you to be overwhelmed? (Heuristic 8)
 - 2, there were a few too many buttons. I feel as though I could just cut down on total actions if I could just use the dashboard for a lot of things. However, I was never overwhelmed and the process was very logical.
 - Was the design too simple causing you to be confused? (Heuristic 8)
 - 1, nope
- User 2: Shah Zaib Hashmi
 - Were you able to back out of the tasks if you clicked the wrong option? (Heuristic 3)
 - 5, yes, I like how I can back out of things I accidentally click
 - How was the consistency of completing the tasks? Is the calendar helpful/familiar with completing the tasks? (Heuristic 4)
 - 5, Overall, I felt like the screens have a lot in common with each other.
 - Did you find yourself lost/was it difficult to mess up the tasks? (Heuristic 5)
 - 1, No
 - Was the design too complicated causing you to be overwhelmed? (Heuristic 8)
 - 1, I was able to understand the buttons and layout pretty quickly
 - Was the design too simple causing you to be confused? (Heuristic 8)
 - 1, I thought it was just right
- User 3: Brendan Degrandpre
 - Were you able to back out of the tasks if you clicked the wrong option? (Heuristic 3)
 - 5, No problem undoing or going back on mistakes.

- How was the consistency of completing the tasks? Is the calendar helpful/familiar with completing the tasks? (Heuristic 4)
 - **5**, The system felt cohesive and user-friendly. Very simple overall and easy to pick up on in general.
- Did you find yourself lost/was it difficult to mess up the tasks? (Heuristic 5)
 - **1**, No confusion at all.
- Was the design too complicated causing you to be overwhelmed? (Heuristic 8)
 - **2**, Not overwhelming
- Was the design too simple causing you to be confused? (Heuristic 8)
 - **1**, No confusion from simplicity.

Class 2 Scores:

- User 1: Rosie Kim
 - Were you able to back out of the tasks if you clicked the wrong option? (Heuristic 3)
 - **4**, sort of unsure what this question meant
 - How was the consistency of completing the tasks? Is the calendar helpful/familiar with completing the tasks? (Heuristic 4)
 - **3**, design was clear but things didn't happen as expected so not full points
 - Did you find yourself lost/was it difficult to mess up the tasks? (Heuristic 5)
 - **4**, a lot of parts that user did not expect; felt like more clicking options compared to current page
 - Was the design too complicated causing you to be overwhelmed? (Heuristic 8)
 - **1**, design is very clear and can understand what everything does
 - Was the design too simple causing you to be confused? (Heuristic 8)
 - **4**, user liked the simple design, but felt as if the simplicity caused it to feel like the path was a bit more complicated than it needed to be/currently is
- User 2: Aidan Conley
 - Were you able to back out of the tasks if you clicked the wrong option?
 - **5**, It was immediately clear due to the clear X buttons
 - How was the consistency of completing the tasks? Is the calendar helpful/familiar with completing the tasks?
 - **5**, Overall, consistent, and all labels were clear.
 - Did you find yourself lost/was it difficult to mess up the tasks?
 - **1**, Slight confusion at first, but it became clear with trial and error.
 - Was the design too complicated causing you to be overwhelmed?
 - **1**, Design was clear and honestly looked familiar to other apps/websites
 - Was the design too simple causing you to be confused?
 - **1**, Simplicity wasn't an issue; the design struck a good balance.

Nielsen Heuristic Evaluation for 6 screens:

1.) Main page



Heuristic: Match Between System and Real World

Question - Does the calendar match how users would expect to see and use a calendar in their daily life?

Answer - The calendar is consistent with real calendars, and the shifts are laid out intuitively and easily to understand.

Heuristic: Consistency and Standards

Question - Is the rest of the website consistent with the homepage?

Answer - The other screens are all consistent in design with the homepage, making it so that the user easily understands the differing information they're given and are not confused by a potential heavily changing layout

Heuristic: Aesthetic and Minimalist Design

Question - Are there any design choices that impede user readability, or otherwise contribute to a messy/cluttered screen?

Answer - We made sure the design was simple and readable, with the most important information (the shifts) being highlighted. The menus were all given clear icons, and put on a dashboard to not clutter and confuse users from the main central layout.

2.) Account View



Heuristic: User Control and Freedom

Question - Is there a way to easily exit the menu if the user mistakenly clicks on it?

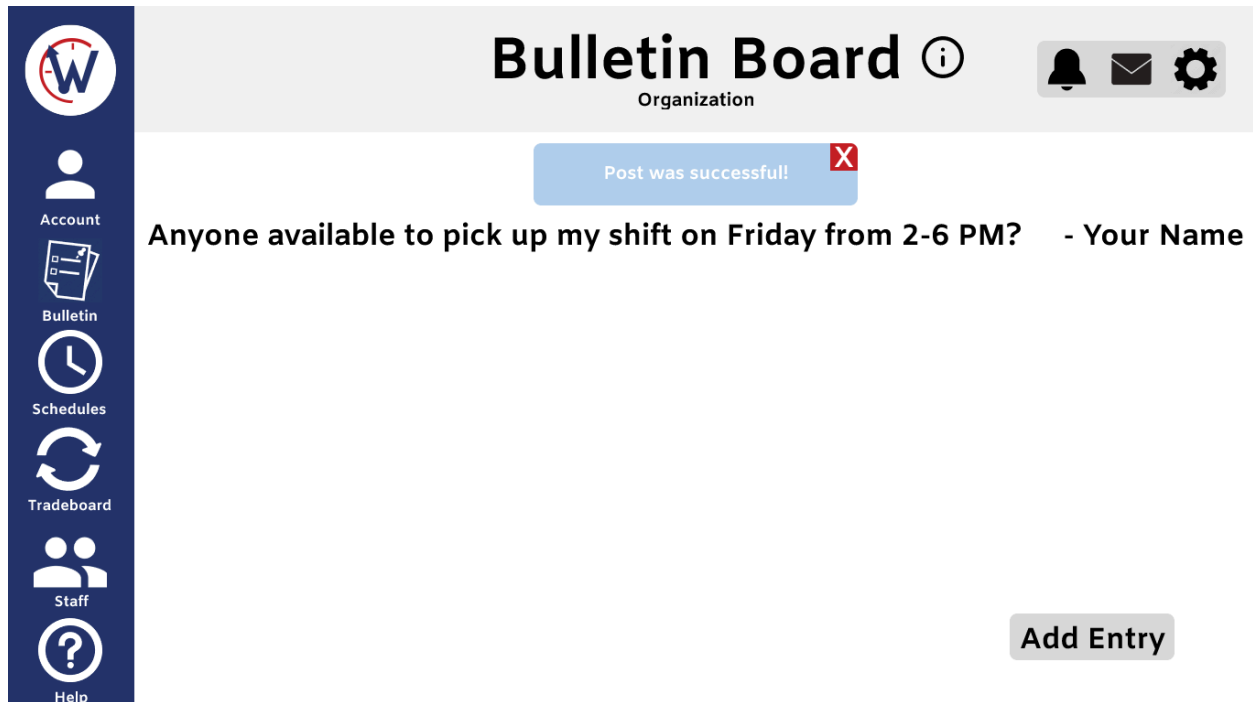
Answer - Yes, there is a visible clear exit button in the top right corner that will simply close the menu and leave the user at whatever screen they are currently on.

Heuristic: Recognition Rather Than Recall

Question - Does the user have to memorize how to get to certain information from the menu?

Answer - No, each option is clearly distinct from the other, and is appropriately labeled so the user can simply recognize which tab they need to go into rather than have to memorize where all the information is stored.

3.) Bulletin View



Heuristic: Visibility of System Status

Question - Does feedback appear so the user knows if they have made an update to the page?

Answer - Yes, when the user adds an entry to the Bulletin, a pop-up appears showing the user that their post went through so they know they were successful in posting their message.

Heuristic: Aesthetic and Minimalist Design

Question - Does the design of the Bulletin lay out user messages in a way that's easy for them to read them?

Answer - User messages are ordered by recency and laid out on top of each other. There are no other elements of design that would impede a user's ability to read what is posted to the board.

4.) Schedule View

Organization Home

< December >

Tue	Wed	Thu	Fri	Sat
1	2 5:45 - 9:00pm	3	4 7:45 - 11:00pm	5
8	9 5:45 - 9:00pm	10 2:00 - 6:00pm	11	12

More

Heuristic: User Control and Freedom

Question - *Is there a way to easily exit the menu if the user mistakenly clicks on it?*

Answer - Yes, there is a visually clear exit button in the top right corner that will simply close the menu and leave the user at whatever screen they are currently on.

Heuristic: Recognition Rather Than Recall

Question - *Does the user have to memorize how to get to certain information from the menu?*

Answer - No, each option is clearly distinct from the other, and is appropriately labeled so the user can simply recognize which tab they need to go into rather than have to memorize where all the information is stored.

5.) Tradeboard

The screenshot shows the Tradeboard interface. On the left is a dark blue sidebar with icons for Account, Bulletin, Schedules, Tradeboard (highlighted), Staff, and Help. The main header is light gray with the title 'Tradeboard' and an info icon. To the right of the title are icons for notifications, email, and settings. Below the header is a navigation bar with a left arrow, the month 'December', and a right arrow. To the right of this are three buttons: 'Trade' (green), 'Drop' (blue), and 'Trade or Drop' (purple). The main content is a calendar grid for December. The days of the week are in the header row. The dates are in the first column. Shifts are shown as colored boxes with text indicating the shift times and the person's name. For example, on Wednesday the 2nd, there is a yellow box for '5:45 - 9:00pm' and a green box for 'David (ref): 3:00 - 7:00pm'. On Friday the 4th, there is a yellow box for '7:45 - 11:00pm'. On Saturday the 5th, there is a purple box for 'Bill (ref): 3:00 - 7:00pm' and a blue box for 'David (ref): 5:45 - 8:00pm'.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2 5:45 - 9:00pm David (ref): 3:00 - 7:00pm	3	4 7:45 - 11:00pm	5 Bill (ref): 3:00 - 7:00pm David (ref): 5:45 - 8:00pm
6	7	8	9 5:45 - 9:00pm	10 2:00 - 6:00pm	11 Bill (ref): 3:00 - 7:00pm	12
13	14 7:45 - 11:00pm	15	16 5:45 - 9:00pm	17	18 7:45 - 11:00pm	19

Heuristic: Aesthetic and Minimalist Design

Question - Are users able to intuitively understand how the Tradeboard works from the design alone?

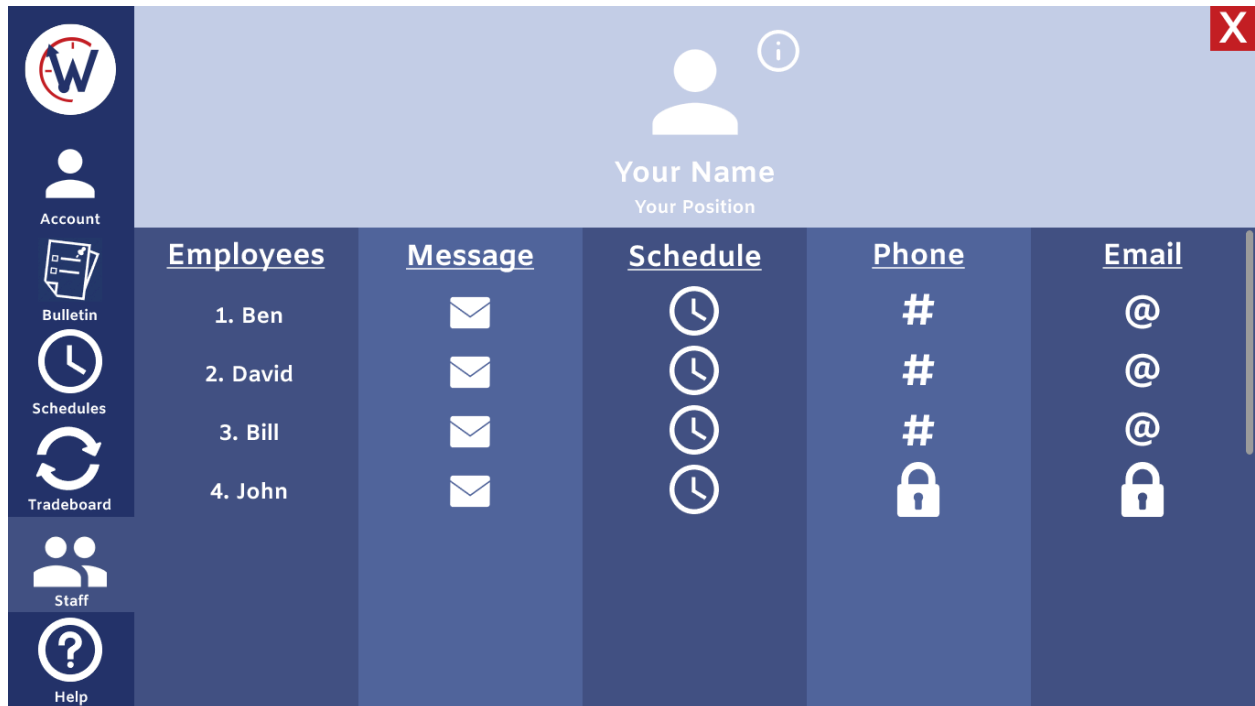
Answer - Yes, shifts are color coded between your shifts, shifts people put out for trade, drop, or both. The options are highlighted and the times their shifts are at are easily viewed. There is no extra clutter or menus distracting the user.

Heuristic: Help and Documentation

Question - Assuming a user is still confused, are they able to easily access information that will help them understand how the Tradeboard works?

Answer - Yes, next to the Tradeboard label there is an info button that would give the user all the information they need on how the tradeboard page works.

6.) Staff

**Heuristic: User Control and Freedom**

Question - Is there a way to easily exit the menu after the user has completed what they needed to do in the menu?

Answer - Yes, there is a visually clear exit button in the top right corner that will simply close the menu and take the user back to the screen they were previously on

Heuristic: Consistency and Standards

Question - Are the icons consistent with designs you would see elsewhere?

Answer - Yes, the icons use familiar designs so that users can easily recognize what they are representing.

Final Prototype

[Mockups Prototype](#) (Figma File)

[Link](#) (to present mode)

The final prototype of WhenToWork redesigns the platform to enhance usability, clarity, and efficiency for employees. The prototype addresses key user pain points such as an overwhelming interface, lack of clarity, and outdated design.

The main part of the redesign is an interactive calendar view, designed to simplify shift management. The calendar allows users to click on shifts to view details, post trades, or take other relevant actions directly. This eliminates unnecessary steps and provides employees with immediate access to the tools they need.

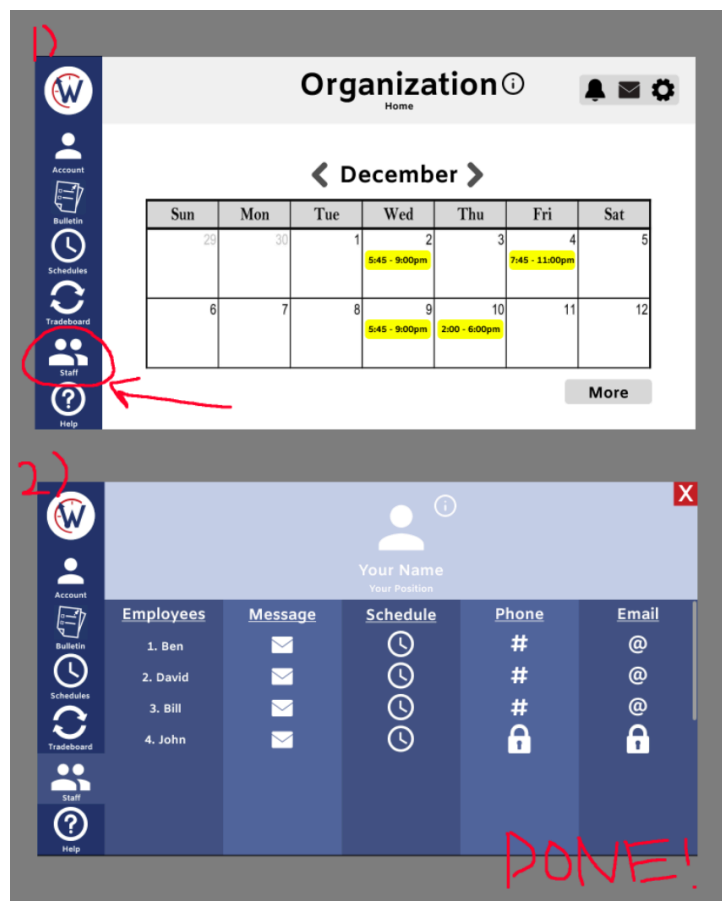
The sidebar organizes key features into distinct sections such as Schedules, Tradeboard, Staff, and Help. This consistent layout minimizes confusion by keeping everything where users expect it to be. The updated visual design incorporates clean layouts and intuitive icons to make important information stand out without overwhelming users.

Tasks Implemented in Mockup

List of actions for the user to perform

Task: View Staff

- 1) Click on Staff on sidebar
- 2) Verify that you can see Staff



Task: View Profile

- 1) Click on “Account” on sidebar
- 2) Click on “Profile” on dropdown
- 3) Verify you can see profile details

Step 1: The user is on the 'Organization' home page. The sidebar on the left contains icons for Account, Bulletin, Schedules, Tradeboard, Staff, and Help. The 'Account' icon is circled in red, and a red arrow points to it.

Step 2: The 'Account' dropdown menu is open, showing options: Your Name, Profile, Organization, and Time Preferences. The 'Profile' option is circled in red, and a red arrow points to it.

Step 3: The user is on the 'Profile' page. The page displays the user's name, position, and contact information. The 'Edit' button is visible in the top right corner. A red 'X' is in the top right corner of the page.

Profile Details:

- Name: Your Name
- Position: Your Position
- Email: abcdef@virginia.edu
- Phone: (123)456-7890
- Street Address: 123 Jefferson Ave.

Calendar View: The calendar shows the month of December. The days of the week are Sun, Mon, Tue, Wed, Thu, Fri, Sat. The dates are 1 through 12. The times for each day are: Sun (5:45 - 9:00pm), Mon (7:45 - 11:00pm), Tue (5:45 - 9:00pm), Wed (2:00 - 6:00pm), Thu (5:45 - 9:00pm), Fri (2:00 - 6:00pm), Sat (5:45 - 9:00pm).

Handwritten Note: DONE!

Task: View Organization

- 1) Click on "Account" on sidebar
- 2) Click on "Organization" in dropdown
- 3) Verify you can see organization details

The first screenshot shows the sidebar with the 'Account' icon circled in red and an arrow pointing to it. The main content area displays the 'Organization' header, a calendar for December, and a 'More' button.

The second screenshot shows the 'Account' dropdown menu with 'Organization' circled in red. The main content area shows the 'Organization' header, a calendar for December, and a 'More' button.

The third screenshot shows the 'Organization' details page. The sidebar is on the left, and the main content area displays the 'Organization' header, contact information (Email: official_university@virginia.edu, Phone: (123)456-7890, Street Address: Charlottesville, VA), and a 'More' button. A large red 'DONE!' is written in the bottom right corner.

Task: Initiating a Drop on Tradeboard

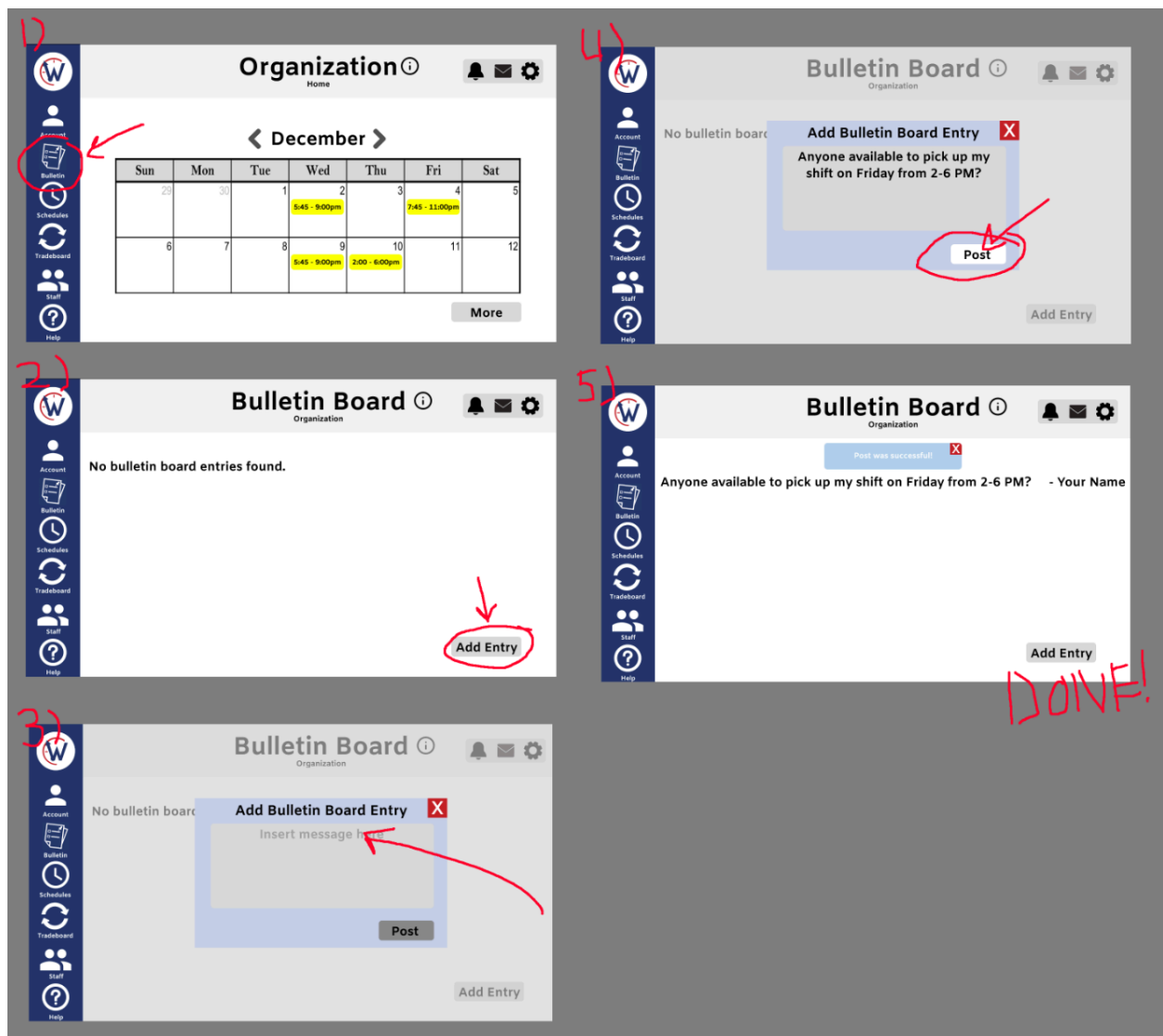
The screenshots illustrate the process of initiating a drop on Tradeboard:

- 1)** Starting at the main page, navigate to the Trade Board (on the left menu).
- 2)** Click on the “drop” button.
- 3)** Navigate to the day and click on it.
- 4)** Click on the shift you wish to drop.
- 5)** Click on the shift and confirm that you wish to post the shift to drop.
- 6)** Verify that the shift now appears as dropped.

DONE !!

- 1) Starting at the main page, navigate to the Trade Board (on the left menu)
- 2) Click on the “drop” button
- 3) Navigate to the day and click on it
- 4) Click on the shift you wish to drop
- 5) Click on the shift and confirm that you wish to post the shift to drop
- 6) Verify that the shift now appears as dropped

Task: Post a message onto the bulletin board



- 1) Click on "Bulletin" on sidebar
- 2) Click on "Add Entry" on the bottom right corner
- 3) Click on the text box to insert your message (it will automatically type something)
- 4) Click on post to post message onto the bulletin board
- 5) Verify message has been posted onto the bulletin board

Tasks not implemented (would be future work)

- Time preferences
- View Everyone's Schedule
- Who's on now?
- In-built Message UI
- Help Page

Appendices

User Interviews/Observations for User Tasks:

INTERVIEW SUMMARY

Conducted on 10/8/2024 11:00 am EST | Level: Manager | Name: Eric Williams

Interviewee valued four main aspects above all for a shift managing application:

- 1) The functionality of the system, more specifically the ability to automate the creation of a schedule, given a set of conditions (ex: schedule preferences, seniority hierarchy).
- 2) The ability and freedom to tweak the schedule outside of the system's pre-created one
- 3) The ease in finding and obtaining any information regarding wages, shifts, hours, etc. for any specific employee(s)
- 4) The ease in obtaining support, help, or documentation for any task

Interview touched upon a few aspects that he felt weren't important to him, but that could be important to other managers:

- 1) A built in messaging system that allows for ease of communication between the manager and employees
- 2) The ability to have cross platform support (i.e mobile integration/support)

Pros to When2Work:

- The functionality of the website works well in accomplishing the goal of the manager
- Application saves a lot of time when compared to completing the task manually
- The freedom and ability to gain any specific type of information rather quickly

Cons to When2Work:

- The steep learning curve to being able to use the website on a functional level
- Website has a lot of features that, while the manager could see the usage for, they didn't use or require for their specific needs
- The website could use better work in emphasizing the aspects that require the user's focus
- The way to find help, support, and documentation is not obvious, and the site with the documentation is too large and difficult to find the specific task they want to accomplish
 - *It feels inconvenient to find how to make things more convenient.*
 - The manager never figured out how to use the application through the application, but had to learn it from word of mouth/peers

Before the interview, we did not know there were separate UI's between managers and employees. This helped us gain important information and helped further focus in on our design project.

[SCROLL FOR FULL INTERVIEW]

Interview Questions

Preliminary Questions

- Have you worked a full-time or part-time job before?
 - *Told professional job, said hours, worked those hours, small team*
 - *3 people, time cards and time sheets*
 - If so, what system or method did your organization use to manage shifts?
 - How was your experience using that system/method?
 - Occasionally missed timelines
 - What did you like about that system?
 -
 - What did you dislike about that system?
 - *What would you have liked that system to have done differently?*
 - A mistake would always talk to HR
- If you were to use a shift managing application again (or for the first time) as a manager, what functions would you expect that software to have?
 - Rank those functions in order of importance
 - Different perspectives and views -> versatility
 - Pull statistics very easily
 - Being able to allow people to describe times they would like to work
 - Availability; a lot better than paper sheets
 - Automatically tell + notify things (remove manual work)
 - Rankings in work times
 - Messaging not used, but should; great feature only problem
 - Sends an email, which converts to a text, users and employees have too (see recording 11:04)
 - Easier way to convert message over text
 - Good functionality of w2w: Autofill
 - Before: month and a half, now month and a half but changes are a lot smaller,
 - Autofill: everyone puts in availability, algorithm autofills for the week, can add priority even amongst employees (seniority)
 - Doesn't take into consideration: Pairing new people with seniors; functionality not implemented
 - Support and documentation
 - Online support with help
 - **Versatility!!**
 - Different kinds of reports
 - How much are we paying everyone?
 - Merit increase is calculable
 - Helpful for managing budget costs
 - Easy to compare scheduled hours and clocked in time
 - Not a feature, but it would be a lot easier

Summary (1-5)

- Versatility
 - 3
- Getting Information
 - 4
- Automization
 - 5 Most important
- Messaging
 - 3
- Support and documentation
 - 4
- Flexibility
- Mobile integration
 - Convenient, 3
 - Different categories of workers (B, D) (Drivers license)
 - Cannot change that in mobile app
 - All browser-based
- On a scale of 1-5 (not important to very important) how important would rank say the following features in terms of importance when using a shift managing application?
 - *These are When2Work currently “functions.” This question seeks to gauge the user importance of each function.*
 - **Functions:**
 - View Your Schedule
 - View Everyone’s Schedule
 - Changing/adjusting your personal/contact information
 - Post your shifts onto the tradeboard
 - View all shifts on the tradeboard
 - See all messages you’ve received/sent
 - *Messages mainly include offers to trade, pick up, and approvals of said offers/trades/pickups*
 - View who’s working right now
 - Post/View the Bulletin
 - *Global board that anyone in the organization can post on. An example is to advertise for a shift that someone wants to drop.*
 - View Staff Members and their contact information
 - Request Time Off
 - Plot out work time preferences
 - *When you can’t work, when you prefer working, when you dislike working, etc.*
- Have you used the software When2Work before?
 - If so, on a scale of 1 to 5 (from not proficient to very proficient), how would you rate your proficiency in When2Work?

- 3
- What was your general experience or impression working with the software?
 - Positive experience, taking the time to learn the system, not really intuitive, have to directly tell people how to do stuff, don't trust people to login and figure things out
 - Fine; could be something better, but also something worse
- First impressions
 - Making us use it housing and residents used it
 - Not the best relationship between the departments
 - Definite improvement over things before and it did save time
 - Learning curve
 - Someone verbally telling you how to do it
 - Wasn't aware of the documentation
 - Didn't poke around
 - i. We didn't work with the company
 - ii. Strongly implied to use it, not really enticed
 - iii. Taking time to read documentation takes time
 - iv. **How easy is it to find documentation?**
- Have you encountered any specific errors, issues, or pain points when using this software?
 - It's not very easy to use, more effort on intuitivity
- What would you rate your general satisfaction with the software?
 - Pretty good for **my purposes**.
 - Features wish they might have
 - Integration with work time hours databases
 - Make the systems talk to each other
 - 3.75
- On a scale of 1 to 5 (from not proficient to very proficient), how technically proficient are you?
 - Proficient in technology : 3.75
 - <=4

Pre-Tasks

- Before you begin the following task, what are your first impressions of this web page?
 - Fine, know the few functions; use the tabs
 - Message dashboard is very cool
 - Usually uses the phone application
 - Design, colors, themes
 - Larger view help and demos

Tasks

- Versatility
- Getting Information
 - Time of shifts, but length of the shift
 - Yellow and blue -> Type of position, personal choice
- Automization
- Messaging
- Support

Frustration in trading for users?

BIASED QUESTION SORRY

- Too much information?
- But rather too much information than less
- One person information at one time

Post-Tasks

- How was your experience completing the above tasks?
 - Which task was the hardest? Which task was the easiest?
 - **Finding how to do something.**
 - 2 (1- never use again), 2-had the time maybe, just not intuitive
 - A little frustrated and definitely wasting time.
- Was there anything about the system that stood out to you?
 - Positive, negative, neutral, etc.
- What about the system did you think it did particularly well?
- What about the system did you think it did not do particularly well?
- If you've used a schedule management system before in a previous job that was not When2Work, how did this experience compare with that previous system?
 - Elaborate further if so.
- App in general is very useful
 - Could be more user friendly and better support
 - Videos are fine but dry and time consuming
 - Overall like, don't love it, but it gets the job done
 - SubItUp? Integrated time clock
 - Call in from office phone to clock in

Conclusion

- Thus concludes the interview.
 - Thank them for their time.
-

Conducted on 10/10/2024 9:50pm EST | User Type: No Experience | Name: Madison Viars

Interview Questions

Preliminary Questions

- Have you worked a full-time or part-time job before? **No**
 - If so, what system or method did your organization use to manage shifts?
 - How was your experience using that system/method?
 - What did you like about that system?
 - What did you dislike about that system?
 - *What would you have liked that system to have done differently?*
- If you were to use a shift managing application again (or for the first time), what functions would you expect that software to have? **Dropdown menu either for times next to name or name next to time ("hours"); Clock-in and clock-out**
 - Rank those functions in order of importance
1st one, then second one
- On a scale of 1-5 (not important to very important) how important would rank say the following features in terms of importance when using a shift managing application?
 - *These are When2Work currently "functions." This question seeks to gauge the user importance of each function.*
 - **Functions:**
 - View Your Schedule **5**
 - View Everyone's Schedule **4**
 - Changing/adjusting your personal/contact information **4**
 - Post your shifts onto the tradeboard **5**
 - View all shifts on the tradeboard **4**
 - See all messages you've received/sent **4 or 5**
 - *Messages mainly include offers to trade, pick up, and approvals of said offers/trades/pickups*
 - View who's working right now **3**
 - Post/View the Bulletin **4**
 - *Global board that anyone in the organization can post on. An example is to advertise for a shift that someone wants to drop.*
 - View Staff Members and their contact information **4**
 - Request Time Off **5**
 - Plot out work time preferences **5**
 - *When you can't work, when you prefer working, when you dislike working, etc.*
- Have you used the software When2Work before? **No**

- On a scale of 1 to 5 (from not proficient to very proficient), how technically proficient are you? **4**

Pre-Tasks

- *Navigate the interviewees to the main page of When2Work. Preferably, record the screen for the following questions. Make sure that if they are being interviewed by themselves to explain their answers and process completing the tasks.*
- Scenario: You are now viewing When2Work from the perspective of the worker, Benjamin Wang.
- Before you begin the following task, what are your first impressions of this web page?

Tasks

- Could you find me when Benjamin's next shift is? **yes**
- Could you tell me if Benjamin has a shift on October 15th (next Tuesday)? **Yes**
 - If so, when/what time(s) are Benjamin's shifts? 7:15 - 9:15pm
- It turns out that Benjamin does not want to work their shift on Saturday, October 19th. They want to post their shift on the Tradeboard, so that coworkers can offer to trade or pick up the shift. Could you attempt to do that? **Did it**
 - **PLEASE INSTRUCT THEM NOT TO ACTUALLY DO IT**
- Benjamin learns that he has a time commitment on Friday nights from 6:00-8:00pm. Could you navigate to the Time Preference page and change this aspect? **Did not change but found how to do it**

Post-Tasks

- How was your experience completing the above tasks? **Mostly simple until final question**
 - Which task was the hardest? **Final question**
 - Which task was the easiest? **Finding next shift**
- Was there anything about the system that stood out to you? **Simple to navigate - listed out easily on where to go. Scheduling for the final question was unclear.**
 - Positive, negative, neutral, etc.
- What about the system did you think it did particularly well? **Process of finding schedule. Everything else other than thing listed below was simple**
- What about the system did you think it did not do particularly well? **Editing for time/requesting time off.**

Conclusion

- Thus concludes the interview. Do you have any final thoughts about your experience with When2Work?
 - **Overall, pretty simple but I was a little scared to click buttons as I thought I might break the system. Also was a little confused on the tradeboard and wished it was easier to drop, trade, etc.**

Interview Questions

Non-user: College student, no work experience

Preliminary Questions

- Have you worked a full-time or part-time job before? No
- If you were to use a shift managing application for the first time, what functions would you expect that software to have?
 - **Rank those functions in order of importance**
 1. View my own schedule easily
 2. Set my availability preferences
 3. Request time off
 4. Receive notifications about schedule changes
 5. See who I'm working with on any given shift
 6. Communicate with coworkers about shifts
 7. Swap shifts with coworkers
 8. View everyone's schedule
- On a scale of 1-5 (not important to very important) how important would rank say the following features in terms of importance when using a shift managing application?
 - **Functions:**
 - View Your Schedule 5
 - View Everyone's Schedule 2
 - Changing/adjusting your personal/contact information 5
 - Post your shifts onto the tradeboard 3
 - View all shifts on the tradeboard 2
 - See all messages you've received/sent 4
 - View who's working right now 1
 - Post/View the Bulletin 3
 - View Staff Members and their contact information 2
 - Request Time Off 5
 - Plot out work time preferences 5
- Have you used the software When2Work before? No
- On a scale of 1 to 5 (from not proficient to very proficient), how technically proficient are you?
4

Pre-Tasks

- Before you begin the following task, what are your first impressions of this web page?
Overwhelming at first glance. Lots of options but not sure where to start. Colors are okay but it looks a bit outdated. Reminds me of websites from the early 2000s.

Tasks

- Could you find me when your next shift is? Yes, after some searching

- Could you tell me if you have a shift on October 15th (next Tuesday)? Yes
 - If so, when/what time(s) are your shifts? 7:15 - 9:15 pm
- It turns out that you do not want to work your shift on Saturday, October 19th. You want to post your shift on the Tradeboard, so that coworkers can offer to trade or pick up the shift. Could you attempt to do that? Found it but wasn't sure if I did it correctly
 - PLEASE INSTRUCT THEM NOT TO ACTUALLY DO IT
- You learn that you have a time commitment on Friday nights from 6:00-8:00pm. Could you navigate to the Time Preference page and change this aspect? Couldn't find it at first, had to use the help function

Post-Tasks

- How was your experience completing the above tasks?
Bit frustrating. Took longer than I expected to find things.
 - Which task was the hardest? Finding the Time Preference page
 - Which task was the easiest? Viewing my next shift once I found the right page
- Was there anything about the system that stood out to you?
It seems to have a lot of features, which is good, but it's not very user-friendly for newcomers.
- What about the system did you think it did particularly well?
Once you find your schedule, it's clear and easy to read.
- What about the system did you think it did not do particularly well?
Navigation is confusing. I felt lost trying to find specific features.
- If you've used a schedule management system before in a previous job that was not When2Work, how did this experience compare with that previous system?
N/A - Haven't used any system before.

Conclusion

- Thus concludes the interview. Do you have any final thoughts about your experience with When2Work?
It seems powerful but intimidating for first-time users. I'd be worried about making mistakes that could affect my schedule. A tutorial or guide for new users would be really helpful.
- Thank you for your time.

Conducted on 10/09/2024 04:45 pm EST | User Type: No Experience | Name: James LaCava

Interview Questions

Non-user: SOC Analyst Intern - Student

Preliminary Questions

- Have you worked a full-time or part-time job before? Internship at SOC Analyst position

- If so, what system or method did your organization use to manage shifts?

Same weekly schedule but we can trade shifts in Slack

- How was your experience using that system/method?

I don't mind it but it's easy for shifts not to get picked up or be forgotten about in a sense.

- What did you like about that system?

It's a pretty flexible schedule and we're already using Slack for work communication.

- What did you dislike about that system?

Confusion because it's not really set in stone. Sometimes messages get lost in the chat.

- What would you have liked that system to have done differently?

I honestly don't mind it but if shift swapping was just more integrated into the app itself instead of just chatting it would be cool

- If you were to use a shift managing application again (or for the first time), what functions would you expect that software to have?

- **Rank those functions in order of importance**

1. View full team's schedule
2. Request shift changes directly through app
3. Clear, easy-to-read personal schedule
4. Communicate with coworkers about shifts
5. Notifications for new schedules or changes
6. Track hours worked
7. Set availability preferences
8. Time-off request feature

- On a scale of 1-5 (not important to very important) how important would rank say the following features in terms of importance when using a shift managing application?

- **Functions:**

- View Your Schedule 5
- View Everyone's Schedule 5
- Changing/adjusting your personal/contact information 2
- Post your shifts onto the tradeboard 5
- View all shifts on the tradeboard 5
- See all messages you've received/sent 4
- View who's working right now 3
- Post/View the Bulletin 2
- View Staff Members and their contact information 3
- Request Time Off 3
- Plot out work time preferences 4

- Have you used the software When2Work before? No
- On a scale of 1 to 5 (from not proficient to very proficient), how technically proficient are you?
5

Pre-Tasks

- Before you begin the following task, what are your first impressions of this web page?
Looks functional but outdated. The layout seems efficient but not very modern or sleek. I can see all the main features I'd need, which is good.

Tasks

- Could you find me when your next shift is? Yes, easily
- Could you tell me if you have a shift on October 15th (next Tuesday)? Yes
 - If so, when/what time(s) are your shifts? 1 PM to 9 PM
- It turns out that you do not want to work your shift on Saturday, October 19th. You want to post your shift on the Tradeboard, so that coworkers can offer to trade or pick up the shift. Could you attempt to do that? Found it quickly and completed the process
 - PLEASE INSTRUCT THEM NOT TO ACTUALLY DO IT
- You learn that you have a time commitment on Friday nights from 6:00-8:00pm. Could you navigate to the Time Preference page and change this aspect? Found it and completed the process without issues

Post-Tasks

- How was your experience completing the above tasks?
Pretty straightforward. The layout is logical once you get used to it.
 - Which task was the hardest? None were particularly difficult
 - Which task was the easiest? Finding my next shift
- Was there anything about the system that stood out to you?
The Tradeboard feature seems really useful. The overall system is comprehensive but could use a design update.
- What about the system did you think it did particularly well?
The Tradeboard and schedule viewing features are well-implemented. It seems to cover all the bases for shift management.
- What about the system did you think it did not do particularly well?
The UI feels a bit clunky and outdated. It could benefit from a more modern, streamlined design.
- If you've used a schedule management system before in a previous job that was not When2Work, how did this experience compare with that previous system?

Compared to using Slack, When2Work is more structured and comprehensive for scheduling specifically. However, it feels less integrated with our other work communication, which could be a drawback.

Conclusion

- Thus concludes the interview. Do you have any final thoughts about your experience with When2Work?

It's a solid system with all the necessary features. The main improvement I'd suggest is updating the UI and possibly finding a way to integrate it better with other work communication tools like Slack.

- Thank you for your time.

Conducted on 10/10/2024 10:30 pm EST | User Type: Previous Experience | Name: Drew Baggett

Interview Questions

Previous User: College Student

Preliminary Questions

- Have you worked a full-time or part-time job before? Yes
 - If so, what system or method did your organization use to manage shifts? When2Work
 - How was your experience using that system/method? It was alright, it wasn't the most efficient site.
 - What did you like about that system? It was easier to keep track of my shifts rather than staying on top of emails
 - What did you dislike about that system? It was too cluttered with too many things to do when I mainly just wanted to see my shifts
 - *What would you have liked that system to have done differently?* Highlight my shifts and not be so cluttered
- If you were to use a shift managing application again (or for the first time), what functions would you expect that software to have?
 - Rank those functions in order of importance
- On a scale of 1-5 (not important to very important) how important would rank say the following features in terms of importance when using a shift managing application?
 - *These are When2Work currently "functions." This question seeks to gauge the user importance of each function.*
 - **Functions:**
 - View Your Schedule 5
 - View Everyone's Schedule 3

- Changing/adjusting your personal/contact information 4
- Post your shifts onto the tradeboard 4
- View all shifts on the tradeboard 4
- See all messages you've received/sent 4
 - *Messages mainly include offers to trade, pick up, and approvals of said offers/trades/pickups*
- View who's working right now 2
- Post/View the Bulletin 2
 - *Global board that anyone in the organization can post on. An example is to advertise for a shift that someone wants to drop.*
- View Staff Members and their contact information 3
- Request Time Off 5
- Plot out work time preferences 5
 - *When you can't work, when you prefer working, when you dislike working, etc.*
- Have you used the software When2Work before?
 - If so, on a scale of 1 to 5 (from not proficient to very proficient), how would you rate your proficiency in When2Work? 3
 - What was your general experience or impression working with the software? It was okay for what it was made for
 - Have you encountered any specific errors, issues, or pain points when using this software? It was just complicated to really find anything I wanted to do. It made things like contacting my managers just really tedious
 - What would you rate your general satisfaction with the software? Maybe like a 2.5/5
- On a scale of 1 to 5 (from not proficient to very proficient), how technically proficient are you? 4

Pre-Tasks

- *Navigate the interviewees to the main page of When2Work. Preferably, record the screen for the following questions. Make sure that if they are being interviewed by themselves to explain their answers and process completing the tasks.*
- Scenario: You are now viewing When2Work from the perspective of the worker, Benjamin Wang.
- Before you begin the following task, what are your first impressions of this web page? There's too much going on. None of the menu is properly spaced. I can find what I need to but there are too many extra menus

Tasks

- Could you find me when Benjamin's next shift is? Yes
- Could you tell me if Benjamin has a shift on October 15th (next Tuesday)?

- If so, when/what time(s) are Benjamin's shifts? Yes
- It turns out that Benjamin does not want to work their shift on Saturday, October 19th. They want to post their shift on the Tradeboard, so that coworkers can offer to trade or pick up the shift. Could you attempt to do that? Found it after a bit of time
 - *PLEASE INSTRUCT THEM NOT TO ACTUALLY DO IT*
- Benjamin learns that he has a time commitment on Friday nights from 6:00-8:00pm. Could you navigate to the Time Preference page and change this aspect? Found it and changed it

Post-Tasks

- How was your experience completing the above tasks? Overall it was fine
 - Which task was the hardest? Which task was the easiest? The tradeboard task, viewing my shift
- Was there anything about the system that stood out to you?
 - Positive, negative, neutral, etc. Viewing your shifts, which is definitely most important is pretty easy
- What about the system did you think it did not do particularly well? Too many menus made it a bit confusing
- If you've used a schedule management system before in a previous job that was not When2Work, how did this experience compare with that previous system?
 - Elaborate further if so. N/A

Conclusion

- Thus concludes the interview.
- Thank them for their time.