**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 Colors are okay but it looks a bit outdated.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 - 9:15pm

● 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.

**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.