### **User Class 1 - User 3**

**Task 1**: Viewing the list of your shifts on your schedule and telling where your shift on December 10th is  
● Simple task as I can see it on the dashboard that I have a shift, all I need to do is go and check the schedule

**Think Aloud Protocol**Before:  
● The schedule should be right on the homepage, shouldn’t it?

During:  
● Once I’m on the schedule page, it’s clear where to go.

After:  
● This was easy, but the navigation to the schedule feels like an extra step.

**Task 2**: Dropping shift on December 10th  
● Dropping the shift makes sense and is very straightforward

**Think Aloud Protocol**Before:  
● I need to go to the tradeboard

During:  
● Seems pretty clear with evident buttons

After:  
● Was not time consuming to do and happy that it was very streamlined.

**Task 3**: Going to bulletin and posting that you need someone to pick up December 10th shift  
● Straightforward enough, but I was thinking of a prompt to post automatically after dropping the shift.

**Think Aloud Protocol**Before:  
● Does this system make me do these steps manually? Or does it come when dropping the shift?

During:  
● Found the bulletin feature easily, and the interface is simplistic.

After:  
● It works, but a better integration with the tradeboard would make it seamless.

**Follow Up Task/Questions**○ Based on Nielsen’s Heuristics...

* **Were you able to back out of the tasks if you clicked the wrong option?** (Heuristic 3)  
  ● 5 - No problem undoing or exiting 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.

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### **User Class 2 User 2**

**Task 1**: Viewing the list of your shifts on your schedule and telling where your shift on December 10th is  
● Finding the shift was simple, but it felt like there was some unnecessary navigation involved to see the information considering the shift is shown on the dashboard.

**Think Aloud Protocol**Before:  
● I assume that the schedule should have this information

During:  
● The schedule is logical and accessible.

After:  
● I’m happy I found the information, but the navigation could be simplified from the dashboard further. The list and weekly view show this information which also makes sense for information display.

**Task 2**: Dropping shift on December 10th  
● The calendar interface was helpful

**Think Aloud Protocol**Before:  
● The tradeboard is probably where I need to go but I could see it being possible from the main page

During:  
● Once I started, the steps seemed to make sense and flowed well.

After:  
● I felt confident completing this and the steps were very clear

**Task 3**: Going to bulletin and posting that you need someone to pick up December 10th shift  
● Finding and posting on the bulletin was clear

**Think Aloud Protocol**Before:  
● I see the bulletin option on the sidebar

During:  
● Clicking on the bulletin was easy, and the system guided me well to make a post.

After:  
● I appreciated how clear the process was, and it felt reassuring to see confirmation of my post being published.

**Follow Up Task/Questions**○ Based on Nielsen’s Heuristics...

* **Were you able to back out of the tasks if you clicked the wrong option?** (Heuristic 3)  
  ● 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? (Heuristic 4)  
  ● 5 - Overall, consistent, and all labels were clear.
* **Did you find yourself lost/was it difficult to mess up the tasks?** (Heuristic 5)  
  ● 1 - Slight confusion at first, but it became clear with trial and error.
* **Was the design too complicated causing you to be overwhelmed?** (Heuristic 8)  
  ● 1 - Design was clear and honestly looked familiar to other apps/websites
* **Was the design too simple causing you to be confused?** (Heuristic 8)  
  ● 1 - Simplicity wasn’t an issue; the design struck a good balance.