Task 1: Viewing the list of your shifts on your schedule and telling where your shift on December 10th is

* Overall straightforward.

Think Aloud Protocol

Before:

* Can’t I just do this from the dashboard?

During:

* This is very straightforward

After:

* Easy to understand, but why can’t I do this from the dashboard?

Task 2: Dropping shift on December 10th

* I like the calendar for viewing all the shifts on the tradeboard

Think Aloud Protocol

Before:

* Clicking on shift from home page should give me the option to post on tradeboard maybe

During:

* Very logical and easy to follow

After:

* I felt like if I made a mistake I could easily exit out of it.

Task 3: Going to bulletin and posting that you need someone to pick up December 10th shift

* The bulletin is very easy to understand and follow - I like how it tells me my post is posted

Think Aloud Protocol

Before:

* I saw bulletin earlier so I can just go there on the sidebar

During:

* Easy to figure out what to do next

After:

* I like how I’m being notified of my actions - feels like I’m doing something.
* **Follow Up Task/Questions**:
  + Based on Neilsen’s Heuristics…
  + On a scale of 1-5
    - 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