**INTERVIEW SUMMARY**

*Conducted on 10/9/2024 4:05 pm EST* | *Level: Manager*

Interviewee had worked before with one scheduling system before called HotSchedules.

Thoughts on this system was that:

* The way to request shifts off was relatively simple and intuitive
* The rest of the program was not intuitive and required the guidance of a manager to educate verbally how the functions of the program were to be completed
* Messages were also very difficult to see, so while this system had that capability, it felt pointless since they were not/barely highlighted.

Interviewee valued many of the current When2Work functions as necessary, but gave some less importance to others.

* Valued highly main “core” functions of scheduling. This includes:
  + Viewing Your Schedule
  + Changing/Adjusting One’s Personal Information
  + Posting/Viewing Shifts on the Tradeboard
  + Seeing All Messages Sent/Received
  + Requesting Time Off
* Valued these functions slightly less important, but somewhat important to *them*:
  + Viewing Everyone’s Schedule
  + Plotting out one’s work time preferences
  + Seeing who is working right now
* Valued these as not important at all:
  + For an employee, viewing everyone’s contact information (privacy issue)

**Notes on When2Work Main Page**

* “Clusterfuck”
* Primarily uses the top dashboard instead of the main page buttons because it possesses a dropdown of all the button’s functions.
* Only thing that has a contrasting color is something not important; everything is a monotonous color.
* “...a lot of wasted real estate.”

**Notes on Tasks**

* Finding when a person’s next shift isn’t difficult, but it could be optimized.
  + When following natural idea of “manually searching” it is easy, but requires a couple of clicks which interviewee stated could “probably be optimized”
* Finding when a person works a shift on a certain day isn’t difficult, but it could be optimized.
  + Same problem as above where a manual search option might be something valuable.
* Very easy to pull up information on employees
* Finding how to do an unfamiliar task was relatively straightforward.
  + There were some annoying parts to it, like how the manual opened to a different type of browser (?) instead of just opening a link to documentation on a website, which made it difficult to go back and forth between support and website.
  + *I noticed that there was a weird thing where users attempted to expand the preview of the search results, but the system did not allow for that functionality. This was a problem seen in my other interview, but there is a solution by simply searching regardless if no immediate results come up, as the website will automatically find pages related to keywords in the search results.*

**Notes on When2Work After Using**:

* General site navigation was described positively, as “things lead to where they usually,” and the support feature does its job
* Same comments on wasted space and overall “ugliness” of application
  + Notes that they would rather have a system that is “functional but ugly” vs. “pretty but not functional.”
* They self taught themselves the system and described the functions they used felt rather self explanatory.

**Interview Questions**

**Preliminary Questions**

* Have you worked a full-time or part-time job before?
  + Alamo DraftHouse
  + If so, what system or method did your organization use to manage shifts?
    - Similar to w2w; HotSchedules
    - How was your experience using that system/method?
      * Horror; 2.5 functional, lot of room for improvement
    - What did you like about that system?
      * The way to request shifts off was easy to do.
      * Easy to complete
    - What did you dislike about that system?
      * UI was terrible, messages could be sent, hard to determine when messages were sent
      * *What would you have liked that system to have done differently?*
  + AV church, avg 40 hours per week (20-30)
    - No designated shifts
* 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
    - Time on/time off
      * 4-5
    - Who are you on shift with? (in general) (obtaining information)
      * 3
    - Easy calendar views
      * Calendar conceptual model!
      * 3
    - Basic Scheduling capabilities
      * Able to put in shifts, shift preferences, edit move around (see)
      * 5
    - Option for students to trade/drop shifts, notifying manager
      * Automated text message more than in app
      * 4
* 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
      * Supervisor (3), Employee (2-3)
    - Changing/adjusting your personal/contact information
      * 5
    - Post your shifts onto the tradeboard
      * 3
    - View all shifts on the tradeboard
      * 5
    - Tradeboard
      * 3
    - See all messages you’ve received/sent
      * *Messages mainly include offers to trade, pick up, and approvals of said offers/trades/pickups*
      * 5
    - View who’s working right now
      * 4
    - 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.*
      * 2 (higher if no tradeboard)
        + Bulletin only used by managers, value of bulletin was diluted
    - View Staff Members and their contact information
      * Supervisor (5) … Employee (1)
    - Request Time Off
      * 5
    - Plot out work time preferences
      * *When you can’t work, when you prefer working, when you dislike working, etc.*
      * 4
* 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?
    - 3.5
    - Not a 4, but know how to do a lot of stuff, but doesn’t do it often
    - What was your general experience or impression working with the software?
      * I like it, the UI is very rudimentary, very simple.
      * Could be more pretty, value in simple
    - Have you encountered any specific errors, issues, or pain points when using this software?
      * Have not
    - What would you rate your general satisfaction with the software?
      * 4
* On a scale of 1 to 5 (from not proficient to very proficient), how technically proficient are you?
  + 5

**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?
  + I hate the email task (red)
    - Only red thing, and it is not important
  + “Clusterfuck“
  + Usually uses the top dashboard
    - Dropdown
    - Different when2work
    - Don’t know how
  + Time and date
  + Wasted real estate

**Tasks**

* Could you find me when Benjamin’s next shift is?
  + Dropdown
  + Table was kinda weird
  + Go to schedule and manually see when next one
  + Sure there is a quicker way, but this is the way I know how to do it
* Could you tell me if Benjamin has a shift on October 15th (next Tuesday)?
  + Two-3 clicks
  + 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 12th. 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?
  + *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?
  + Very easy, also specific tab
* Support Page
  + Search, the shortening thing
    - Shortened different key word
    - You can click on the link to see all the stuff
  + Not built in, also different browser?
    - Also doesn’t save progress
  + Required a refresh
  + Might not have the permission
    - Can’t Check

**Post-Tasks**

* How was your experience completing the above tasks?
  + Which task was the hardest? Which task was the easiest?
  + 1 - 5 difficulty
  + Checking an employee’s next shift
    - 2
  + Checking an employee’s shift on a specific day
    - 1
  + Checking employee’s time preferences
    - 1
  + STEPS
  + Support Page
    - 2, 5
* How was the support page
  + 4 (initially) -> 3
  + Only complaint: page desynced, needed to retype
  + Easy to find support page
    - But very overloaded
    - Fine, does what it needs to do
    - Maybe evaluate on the practical use
    - Mainly the new application
  + Search feature is great!
    - Auto correct functionality
* Was there anything about the system that stood out to you?
  + Positive, negative, neutral, etc.
  + Not really
* What about the system did you think it did particularly well?
  + General site navigation, things lead to where they usually, help usually does its job
* What about the system did you think it did not do particularly well?
  + “Nitpicky”
  + Wasted space, not hard to adjust, “Dead areas”
  + Not that visually appealing, not flashy, but that’s not bad
  + Must rather it work well than work consistently
  + Color:
    - Over reliance on the blue
    - No brand identity
    - No logos
    - Color palette is fine but nothing poppy
      * Not a bad thing
      * Maybe in between
        + Rather it be barebones than overengineered
        + PirateSoftware - computer admin; I should be the one who decides + “bloatware”
* 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.
  + HotSchedule 2, W2W 4
* Final
  + 4

**Conclusion**

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