**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**
  + If so, on a scale of 1 to 5 (from not proficient to very proficient), how would you rate your proficiency in When2Work?
    - What was your general experience or impression working with the software?
    - Have you encountered any specific errors, issues, or pain points when using this software?
    - What would you rate your general satisfaction with the software?
* 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.**
* 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.

**Conclusion**

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