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

* Very straightforward, but I wish I could view where it is by clicking on the shift from the dashboard.

Think Aloud Protocol

Before:

* Click on shift from home page to hope it expands

During:

* Can easily find out where I am in the process

After:

* Easy to understand, but maybe a bit too redundant for more information

Task 2: Dropping shift on December 10th

* The calendar is easy to understand but why can’t I just do this task from the dashboard if it’s info is already displayed

Think Aloud Protocol

Before:

* Click on shift from home page

During:

* Feels straightforward and easy to understand

After:

* Glad she was able to understand it, but felt a little hesitant to click on things at times as she did not want to mess up progress or get lost

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

* Straightforward - is there a way to automate a message being sent to bulletin right as soon as I drop my shift?

Think Aloud Protocol

Before:

* Why can’t this be automated as soon as I drop the shift?

During:

* Can easily find out where I am in the process

After:

* Easy to understand and straightforward
* **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) 4 - a little hesitant but found it easy to click out of wrong options in general
    - How was the consistency of completing the tasks? Is the calendar helpful/familiar with completing the tasks? (Heuristic 4) 5 - calendar was easy to navigate
    - Did you find yourself lost/was it difficult to mess up the tasks? (Heuristic 5) 1 - Not at all
    - Was the design too complicated causing you to be overwhelmed? (Heuristic 8) 2 - there were a few too many buttons. I feel as though I could just cut down on total actions if I could just use the dashboard for a lot of things. However, I was never overwhelmed and the process was very logical.
    - Was the design too simple causing you to be confused? (Heuristic 8) 1 - nope