Usability Test: Poros AI-Powered Career Platform

Fall 2024

Introduction

Thank you for agreeing to participate in this usability test for Poros, our AI-powered career companion platform. We want to see firsthand what it's like for real students to use the system, which will help us improve the platform.

We're testing the app, not you. You can't do anything wrong here. We want to hear exactly what you think about Poros. Be honest and don't worry about hurting our feelings. That will help us find problems and fix them.

For this test, we'll ask you to complete certain tasks, and we'd like you to **think out loud** while you're doing them. If you have questions, just ask. If you have comments, go ahead and say them. We'll record your feedback but won't make it public. If for any reason you'd like to stop the test, just say so.

Vision reminder: Poros helps students and young professionals turn a chaotic job search (scattered job boards, missed deadlines, generic resumes) into an organized, targeted game plan with progress tracking, company research tools, AI-powered resume assistance, and application management.

Background Questions

We presume that you're a student or recent graduate who is actively looking for internships or entry-level positions.

- What is your current job or internship search process like? How do you discover opportunities?
- How do you currently track application deadlines and status? (Spreadsheet, notes, memory?)
- Have you used any career-management tools, job trackers, or AI resume services before? If so, which ones?
- How do you typically customize your resume for different positions?
- Do you set weekly or monthly goals for your job search? If so, how do you track them?
- On a scale of 1 to 5, how comfortable are you using apps that involve AI-powered suggestions?

Before we begin, do you have any questions for me?

Remember: Please think out loud as you use the system. If you stop talking, I'll prompt you with questions like "What are you trying to do now?" or "What do you expect to happen next?"

The Test

Task 1: Explore the Dashboard

Go to the Poros dashboard and tell us your general impression. What information do you see? What catches your attention first? Is it clear what the different sections are for?

Task 2: Add a Job Application

Imagine you just applied for a **Software Engineering Internship at Netflix** in Los Gatos, CA. The application deadline is two weeks from today, and you just submitted it. Use Poros to create a new job application entry with these details and track its status.

Talk through:

- How you find where to add an application
- What information you think is important to include
- How you would update the status later (e.g., from "submitted" to "interview scheduled")

Task 3: Research Target Companies

You have a dream of working at certain companies, and you want to add them to your target list so you can work toward them and get useful information, along with recommended programs, events, and courses. Please add two companies you want to target and walk us through the information you would receive about them.

What kind of information would you want to see about these companies?
 How would you actually use this feature during your job search?

Task 4: Upload and Manage Your Resume

You need to prepare application materials for different types of roles. Use Poros to upload a resume (you can use a sample/draft version). Then explore how the AI tailoring feature works.

Imagine you're applying for the Netflix Software Engineering Internship from Task 2. Walk us through how you would:

- Access your uploaded resume
- Use the AI to tailor it for this specific job
- Save your new resume

What parts of this process feel clear or confusing?

Task 5: Track Your Progress and Set Goals

Review your dashboard to see all your active applications and progress. Based on what you see:

- Set **weekly goal** for your job application
- Identify which applications need your attention next

How does the goal-setting feature help (or not help) you stay organized?

Task 6: Final Observations

Now that you've explored the main features of Poros:

- What would you use regularly in your actual job search?
- What felt confusing or unnecessary?
- Is there anything you expected to see but didn't find?
- Would you recommend this platform to a friend? Why or why not?

Thank You

Thank you so much for your time and feedback. Your honest thoughts are incredibly valuable in helping us improve Poros for students like you.

We'll contact you soon with a summary of what we learned and how we plan to use your feedback to enhance the platform. We'll keep your individual session data private and will only share aggregate findings. If you think of any additional suggestions after today, please feel free to reach out!