# 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?

*Moderator: Listen for whether they understand the progress tracking, weekly goals display, and links to other features.*

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## Task 2: Add a Job Application

Imagine you just applied for a **Software Engineering Internship at TechFlow** in Austin, Texas. The application deadline is two weeks from today, and you submitted it yesterday. 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")

*Moderator: Listen for confusion about required vs. optional fields, whether the interface feels intuitive, and if they understand how to return to this entry later.*

## Task 3: Research Target Companies

You've heard good things about a few tech companies and want to keep them on your radar for future opportunities. Use Poros to add **two target companies** you're interested in and note why you're tracking them.

What information would you want to save about these companies? How would you use this feature in your actual job search?

*Moderator: Listen for whether they see value in this feature and understand how it connects to their broader job search strategy.*

## 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 TechFlow 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
- Understand what changes the AI suggests

What parts of this process feel clear or confusing?

*Moderator: Listen for whether they understand the AI suggestions, feel confident in the tailored output, and know how to save or download the results.*

## 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 **one weekly goal** for your job search (e.g., "Apply to 3 companies this week" or "Research 5 target companies")
- Identify which applications need your attention next

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

*Moderator: Listen for whether the weekly goals feature feels useful or redundant, and if they understand how to track progress toward their goals.*

## 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!