

Intent: Login

Trigger: Login into UW Job portal

Sub-Intent: Create account

Step: Login with netID or new account.

Step: Update profile with latest personal info



Breakdown 1: It took time for user to select either login with netID or new account. Also, When user login, it asks user to update profile and resume to be eligible for application [L31]

Intent: Accurate position search

Trigger: Back on the job search page

Step: Select job type, categories, and outcomes

Sub-Intent: Filtering Categories

Step: Search for specific department and pay rate



Breakdown 2: User having difficulties finding specific pay rate and department. "... hard to find a job that pays more than \$15"[L95]

Intent: Apply for the job

Trigger: Click apply for the job

Step: Verify personal information

Step: Upload resume & cover letter



Breakdown 3: User had to go through lengthy typing to skip the reference page. The page asks to type "N/A" in most text field in order to skip references. [L191]

Intent: Update references

Step: Fill out references page

Trigger: Need to edit references

Intent: Withdraw application

Step: Go to "Submitted Application" and click the correct position to update.

Trigger: Make up decision



Breakdown 4: User was required to provide reasons of withdrawal. User does not know who will receive the form whether the employer or the portal system. [L261]

Step: Indicate the reasons of withdrawal



Breakdown 5: User was unable to remove his resume saved. User mentions that "there is no remove button on this page". [L282]

Step: Log out from portal