

# myExperience Usability Inspection

Severity Scale:

1 - Beneficial

2 - Minor

3 - Major

4 - Critical

#001

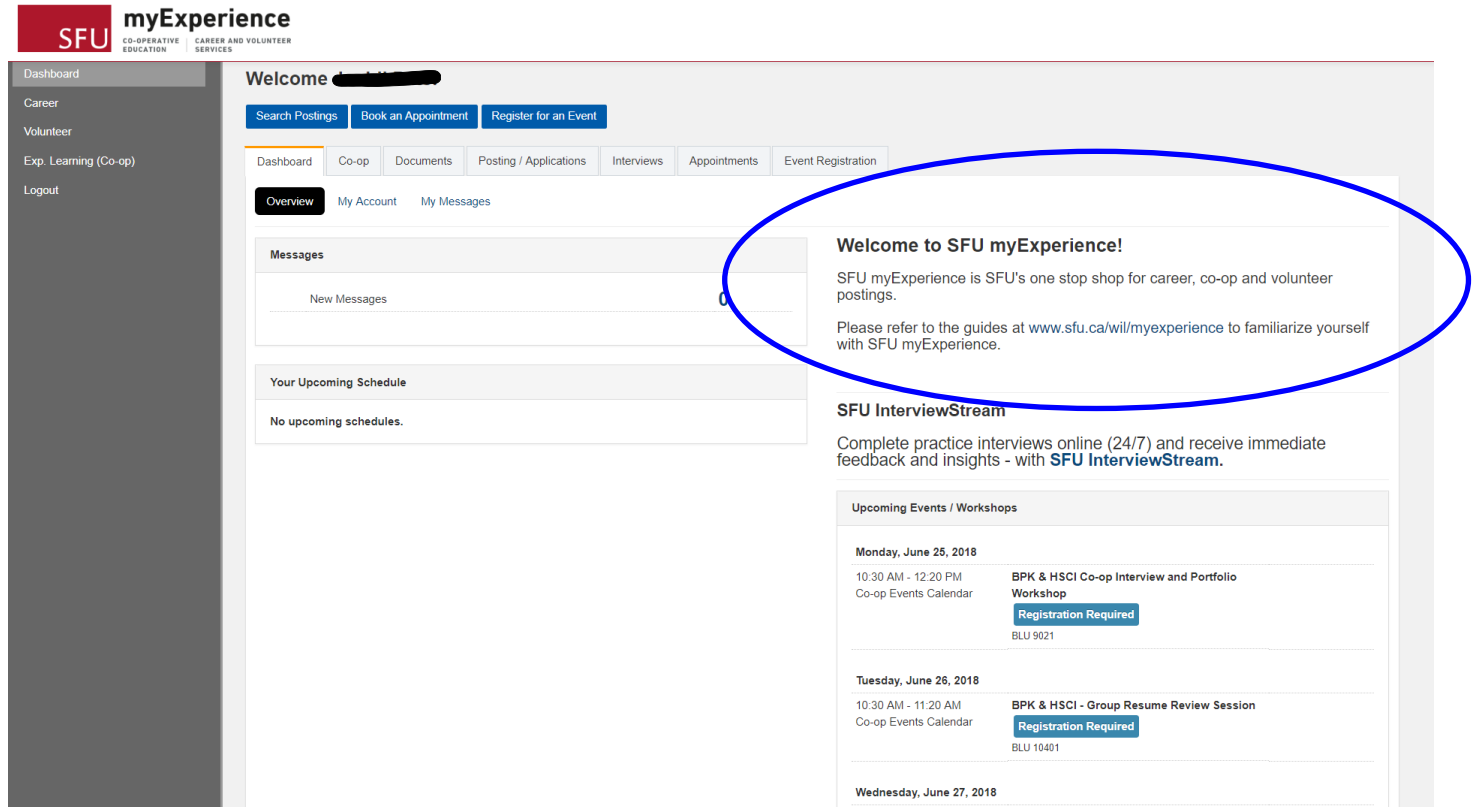
Problem/Good: Problem

Name: Rarely needed welcome message.

Location: Homepage – Dashboard Tab

Heuristic: Aesthetic and Minimalist Design

Evidence of issue:



Detailed explanation:

“Welcome to SFU myExperience” message can become repetitive for repeat users. The message takes up a fair amount of on-screen real-estate. This message takes up space for information that could be more relevant for repeat users.

Severity or Benefit (low, medium, high): Low

Justification:

- High frequency. Occurs every time users sign onto myExperience.
- Minimal impact. Easy for users to overcome.
- High Persistence. Users will repeatedly encounter problem.

Possible solution and/or Trade-offs:

Trade-off: Pushes users attention away from the relevant information below the message – the SFU InterviewStream and Upcoming Events/Workshops

Solution: Make welcome message more minimal or remove altogether. Trade-off is that new users may want to know what myExperience does right on the homepage.

#002

Problem/Good: Problem

**Name:** Lengthy list of Upcoming Events/Workshops without the option to filter.

**Location:** Homepage – Dashboard Tab

**Heuristic:** Flexibility and Efficiency of Use

**Evidence of issue:**

The screenshot shows the SFU myExperience dashboard. On the left is a dark sidebar with the SFU logo and 'myExperience' text. The main content area is titled 'Upcoming Events / Workshops'. It lists events for Monday, June 25, 2018; Tuesday, June 26, 2018; Wednesday, June 27, 2018; and Thursday, June 28, 2018. Each event entry includes a time slot, a title, a 'Co-op Events Calendar' link, and a 'Registration Required' button. A blue bracket is drawn over the list of events, spanning from the first event on Monday to the last event on Thursday, emphasizing the length of the list.

Upcoming Events / Workshops	
<b>Monday, June 25, 2018</b>	
10:30 AM - 12:20 PM Co-op Events Calendar	<b>BPK &amp; HSCI Co-op Interview and Portfolio Workshop</b> Registration Required BLU 9021
<b>Tuesday, June 26, 2018</b>	
10:30 AM - 11:20 AM Co-op Events Calendar	<b>BPK &amp; HSCI - Group Resume Review Session</b> Registration Required BLU 10401
<b>Wednesday, June 27, 2018</b>	
01:00 AM - 02:00 AM Co-op Events Calendar	<b>CMPT363 PROJECT</b> Registration Required CMPT363 PROJECT
11:30 AM - 01:20 PM Co-op Events Calendar	<b>FAS Co-op Resume Workshop</b> Registration Required ASB 9896
12:30 PM - 02:20 PM Co-op Events Calendar	<b>BPK &amp; HSCI Co-op Interview and Portfolio Workshop</b> Registration Required BLU 9920
01:30 PM - 02:20 PM Co-op Events Calendar	<b>FAS Co-op Cover Letter Workshop</b> Registration Required ASB 9896
<b>Thursday, June 28, 2018</b>	
12:30 PM - 02:20 PM Co-op Events Calendar	<b>BPK &amp; HSCI Co-op Interview and Portfolio Workshop</b> Registration Required BLU 9920

**Detailed explanation:**

The Upcoming Events/Workshops is a lengthy list that slows down the interaction for expert users. Users must scroll down the list to find relevant information. Can be frustrating if list becomes very long.

**Severity or Benefit (low, medium, high):** Low

**Justification:**

- High frequency. Occurs every time users sign onto myExperience.
- Medium impact. Easy but annoying for users to overcome.
- High Persistence. Users will repeatedly encounter problem.

**Possible solution and/or Trade-offs:**

**Solution:** Create filters for times, dates, event times, location.

#003

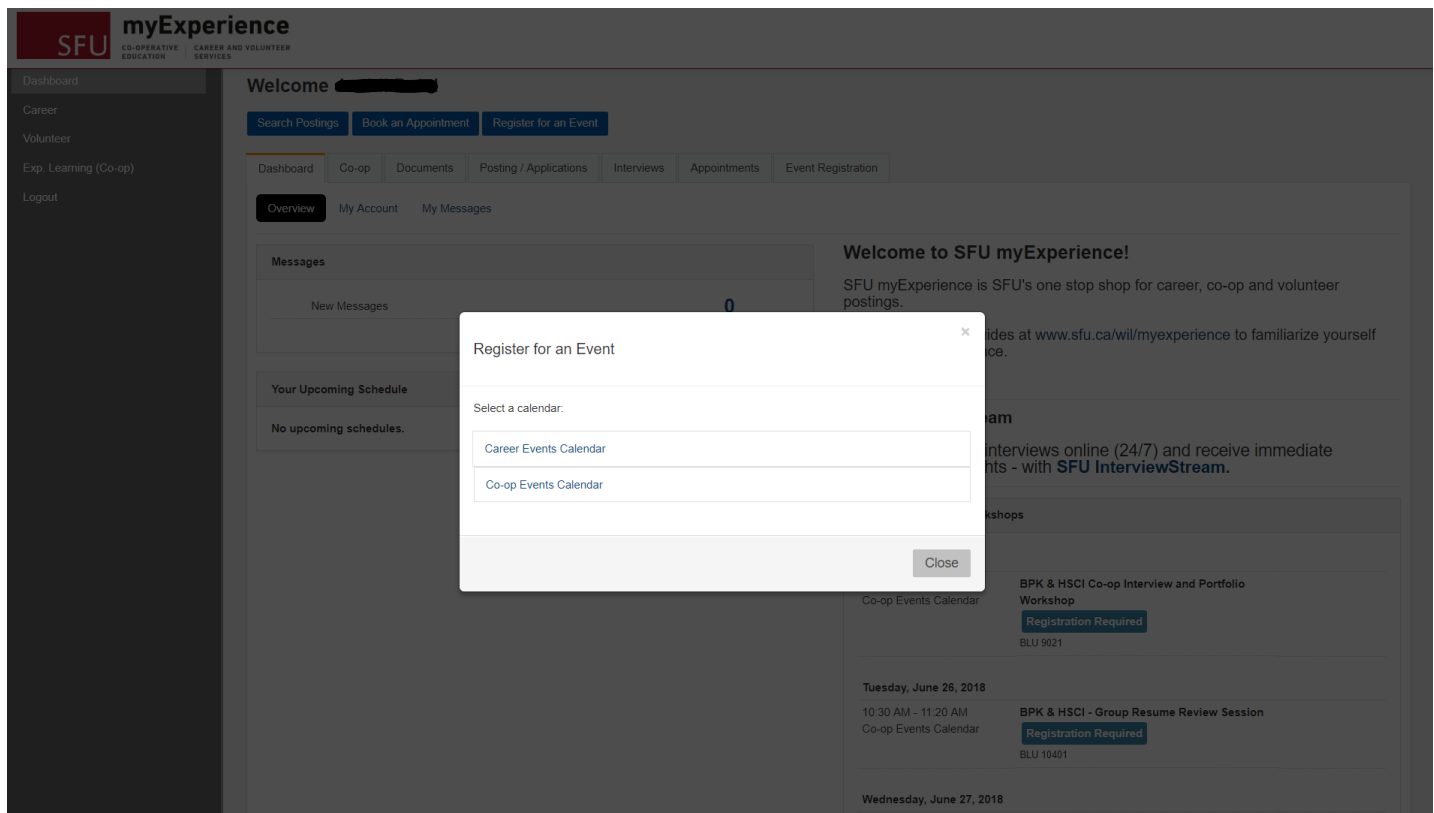
Problem/Good: Good

Name: Popup to “Register for an Event”

Location: Register for an Event Dialog Box – Co-Op Events Calendar

Heuristic: Visibility of System Status

Evidence of benefit:



Detailed explanation:

The system indicates to the user what they are doing. In this case, the dimmed background, white popup, and “Register for an Event” title will keep the user informed of what action was performed, and what will occur when selecting the 3 options.

Severity or Benefit (low, medium, high): Beneficial

Justification:

- High frequency. Occurs every time users register for an event.
- Positive impact. No need to overcome.
- Consistently occurs.

Possible solution and/or Trade-offs:

Trade-off: The minimal aspect in design may not provide enough information about what type of event they need to register for (event may be ambiguous).

#004

Problem/Good: Problem

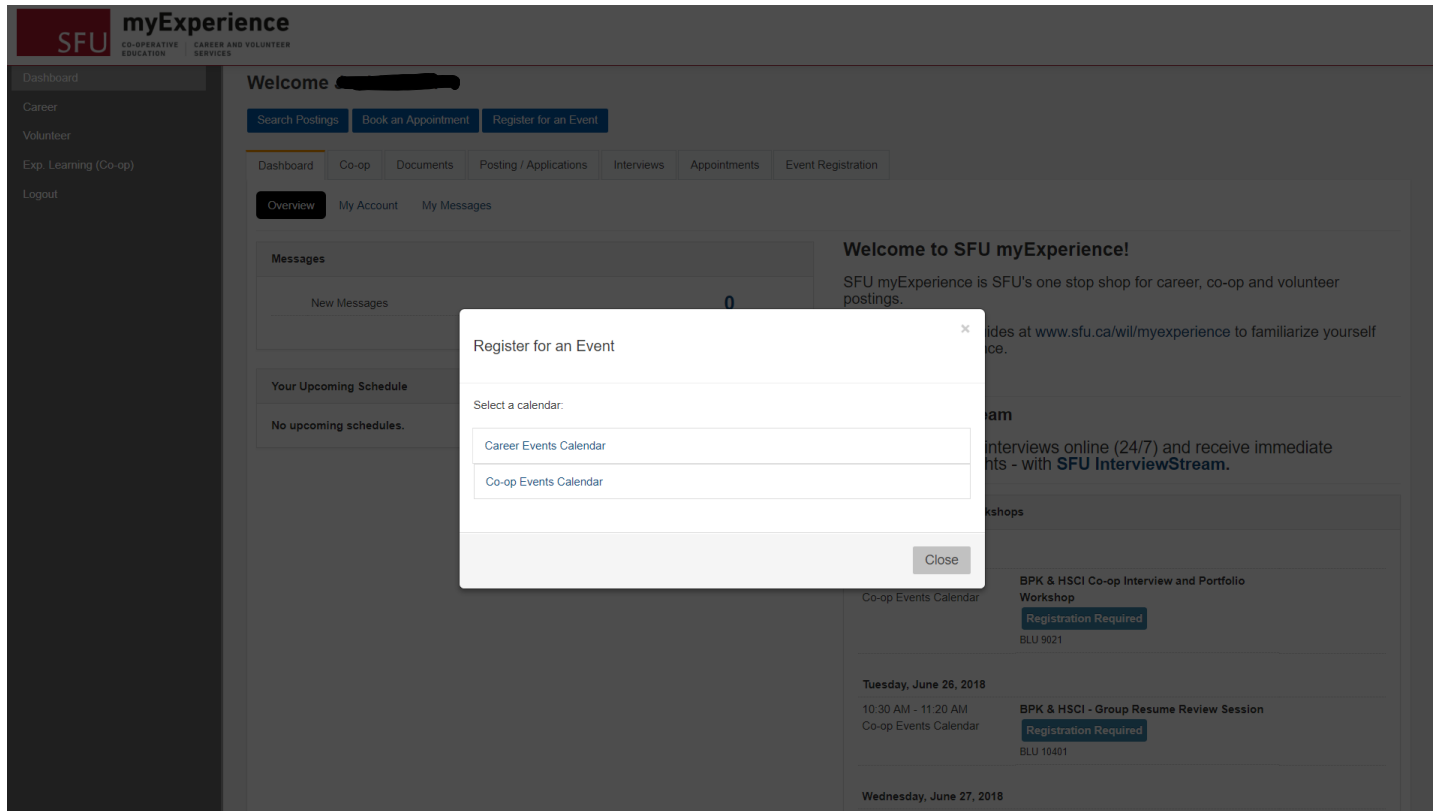
**Name:** Clicking in grey area at “Register for an Event” popup.

**Location:** Register for an Event Dialog Box – Co-Op Events Calendar

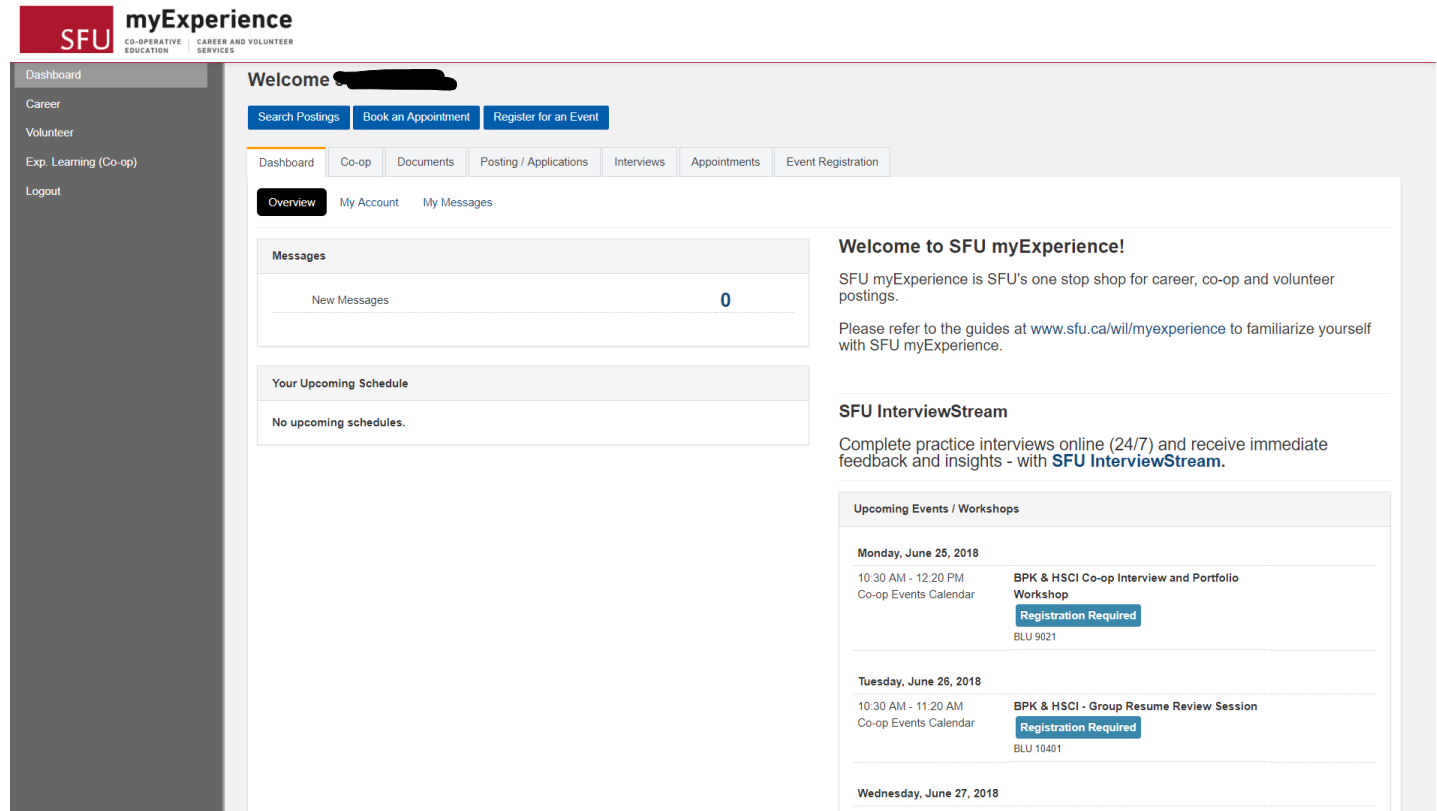
**Heuristic:** Visibility of System Status

**Evidence of issue:**

**Screenshot 1:**



Screenshot 2:



### Detailed explanation:

Clicking on grey area (Screenshot 1) takes user out of popup back to the dashboard (Screenshot 2) without any indication of what occurred.

### Severity or Benefit (low, medium, high): Low

Justification:

- High frequency. Occurs every time users click on grey area.
- Medium impact. This is usually an intuitive feature to include but may confuse some users.
- Low occurrence. Once users know what happens, they are likely to be confused about the feature.

### Possible solution and/or Trade-offs:

Solution: Remove option to click off popup by clicking on the grey area.

Trade-off: Removes convenience of quick closing. Users would have to use close button.

#005

Problem/Good: Problem

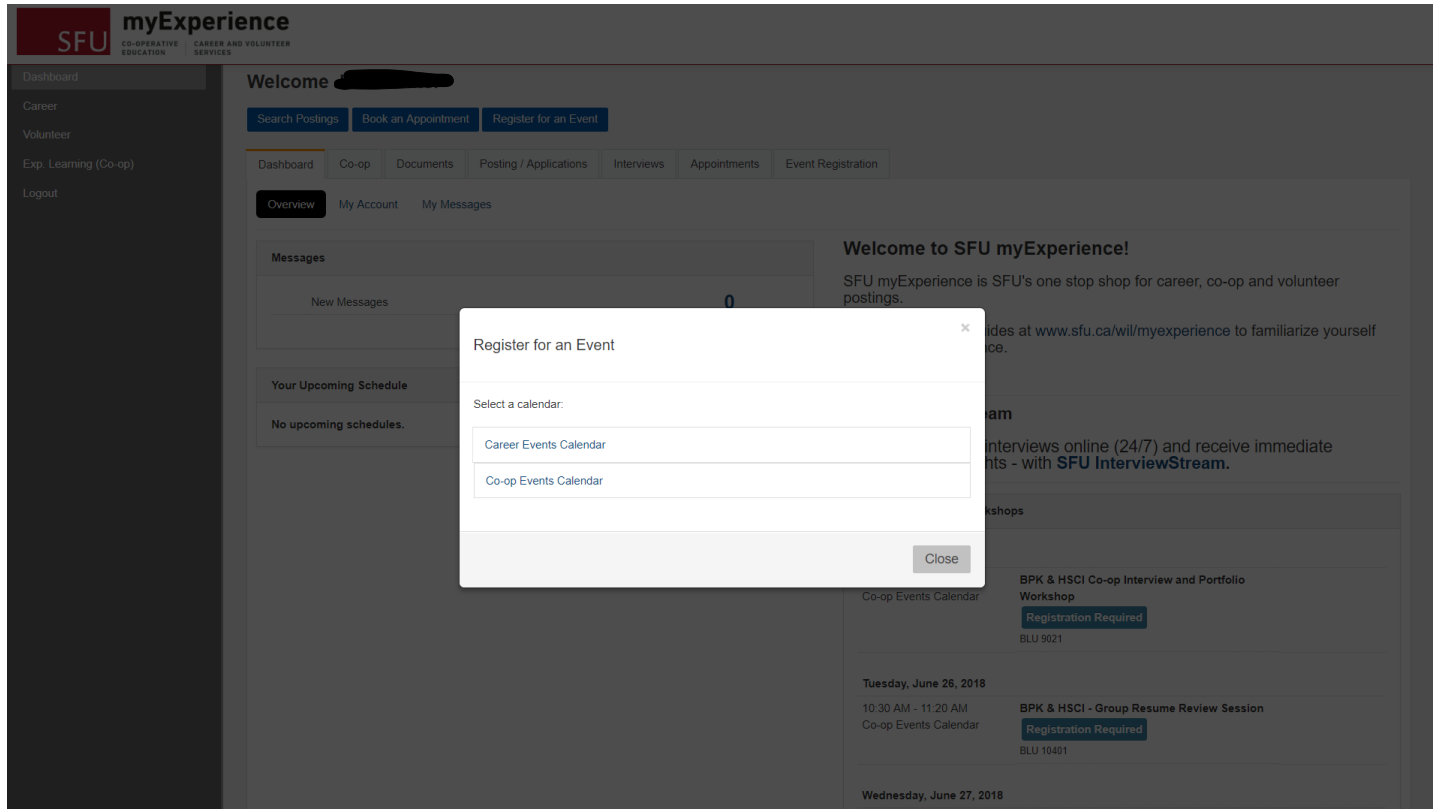
Name: No indication that user should select an event.

Location: Events Calendar (Career and Co-Op)

Heuristic: Recognition Rather than Recall

Evidence of issue:

Screenshot 1:



## Screenshot 2:

SFU

myExperience

CO-OPERATIVE EDUCATION CAREER AND VOLUNTEER SERVICES

Dashboard

Career

Volunteer

Exp. Learning (Co-op)

Experiential Learning Overview

Documents

Job Postings

Applications

Interviews

Appointments Calendar

Events Calendar

Logout

Co-op Events Calendar

Calendar View

List View

<

>

Today

Month

Week

Day

Toggle Filters

June 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
	<div>1:30p Oral Presentations - ENSC/CMPT Oral Presentations (#10)</div> <div>5:30p Oral Presentations - ENSC/CMPT Oral Presentations (#1)</div>	<div>10:30a Oral Presentations - ENSC/CMPT Oral Presentations (#2)</div> <div>5:30p Oral Presentations - ENSC/CMPT Oral Presentations (#3)</div>	<div>1:30p Oral Presentations - ENSC/CMPT Oral Presentations (#4)</div> <div>5:30p Oral Presentations - ENSC/CMPT Oral Presentations (#5)</div>	<div>10:30a Career Planning - BUS: Co-op Action Planning Session (CAPS)</div> <div>10:30a Oral Presentations - ENSC/CMPT Oral Presentations (#6)</div> <div>11:30a Career Planning - BUS: Co-op Action Planning Session (CAPS)</div> <div>5:30p Oral Presentations - ENSC/CMPT Oral Presentations (#7)</div>	<div>10:30a Oral Presentations - ENSC/CMPT Oral Presentations (#8)</div>	
3	4	5	6	7	8	9
	<div>5:30p Oral Presentations - ENSC/CMPT Oral Presentations (#9)</div>	<div>1:30p Oral Presentations - ENSC/CMPT Oral Presentations (#12)</div> <div>2:30p Career Planning - BUS: Co-op Action Planning Session (CAPS)</div> <div>3:30p Career Planning - BUS: Co-op Action Planning Session (CAPS)</div>	<div>11:30a Oral Presentations - ENSC/CMPT Oral Presentations (#13)</div>	<div>2:30p Career Planning - BUS: Co-op Action Planning Session (CAPS)</div>	<div>10:30a Career Planning - BUS: Co-op Action Planning Session (CAPS)</div> <div>11:30a Career Planning - BUS: Co-op Action Planning Session (CAPS)</div>	
10	11	12	13	14	15	16
	<div>10:30a Resume Workshop - BPK &amp; HSCI Co-op Resume Workshop</div> <div>2:30p Career Planning - BUS: Co-op Action Planning Session (CAPS)</div> <div>3:30p Career Planning - BUS: Co-op Action Planning Session (CAPS)</div>	<div>11:30a Infosession - BPK &amp; HSCI Group Orientation Session</div>	<div>10:30a Infosession - HSCI - Destiny Reflection Infosession</div> <div>11:30a Career Planning - BUS: Co-op Action Planning Session (CAPS)</div> <div>12:30p Resume Workshop - BPK &amp; HSCI Co-op Resume Workshop</div>	<div>11:30a Career Planning - BUS: Co-op Action Planning Session (CAPS)</div> <div>12:30p Career Planning - BUS: Co-op Action Planning Session (CAPS)</div> <div>12:30p Resume Workshop - BPK &amp; HSCI Co-op Resume Workshop</div>		
17	18	19	20	21	22	23
	<div>10:30a Career Planning - BUS: Co-op Action Planning Session (CAPS)</div>		<div>12:30p Cover Letter Workshop - BPK &amp; HSCI Co-op Cover Letter Workshop</div>	<div>12:30p Cover Letter Workshop - BPK &amp; HSCI Co-op Cover Letter Workshop</div>	<div>10:30a Orientation Session - MBB Co-op Orientation #5 CANCELLED</div>	

## Detailed explanation:

In the 'Register for Event popup', when a user clicks on either event (Screenshot 1), they are directed to the calendar page (Screenshot 2). On this page there is no indication that they can register for an event, nor how to register. The user's intention was initially to register for an event, but the calendar view does not suggest to register for an event.

## Severity or Benefit (low, medium, high): Medium

### Justification:

- High frequency. Occurs every time users enters the calendar.
- High impact. When the user enters the calendar, they are not given instruction to register for an event.
- High occurrence. This is likely to happen every time a user wants to register for an event.

## Possible solution and/or Trade-offs:

Solution: Remove option to click off popup by clicking on the grey area.

Trade-off: Removes convenience of quick closing. Users would have to use close button.

#006

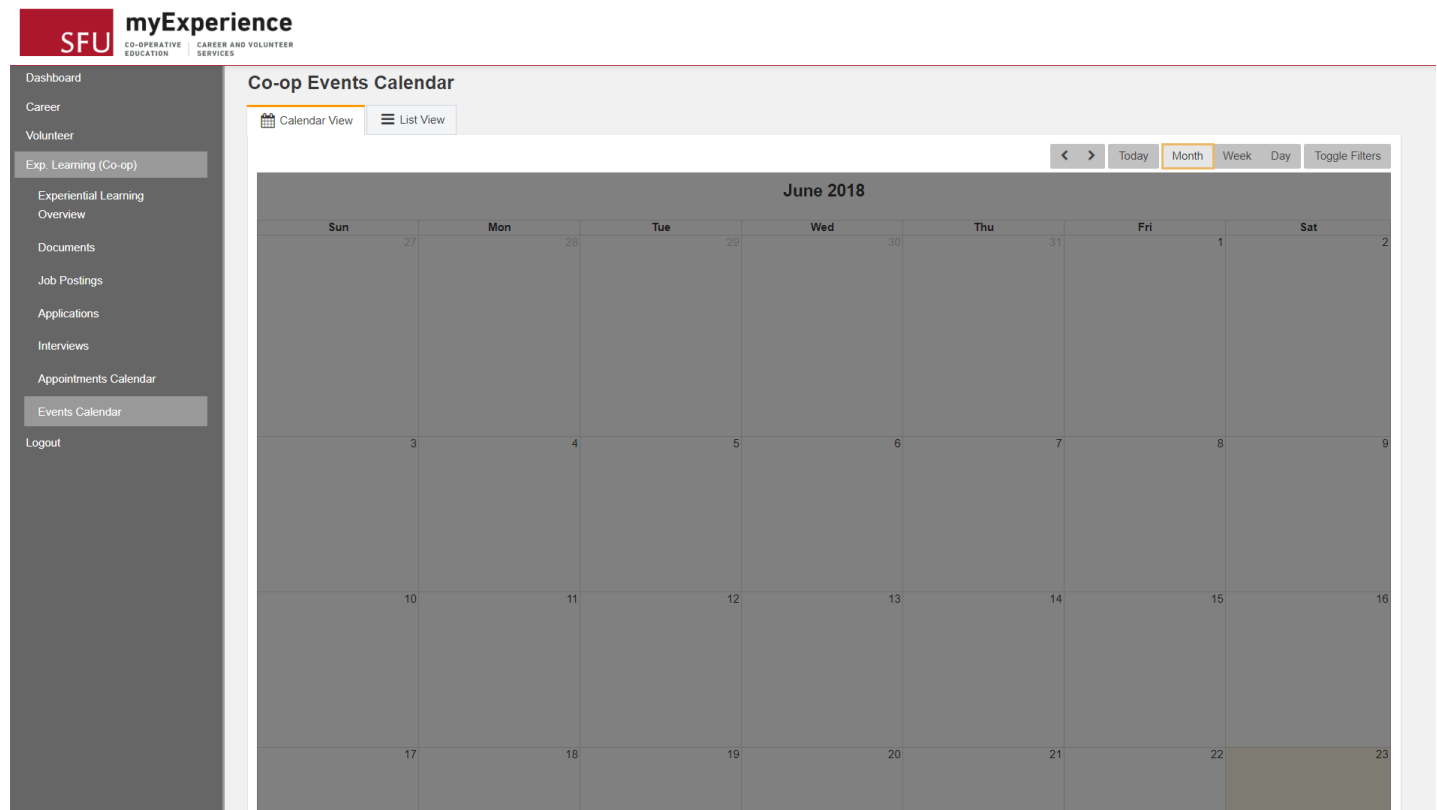
Problem/Good: Good

**Name:** Selecting a filter indicates the calendar view is switching.

**Location:** Events Calendar (Career and Co-Op) – Calendar View

**Heuristic:** Visibility of System Status

**Evidence of benefit:**



**Detailed explanation:**

On the calendars page, when a user selects one of the filters on the top right (<, >, Today, Month, Week, Day), the page will flash grey indicating to the user that the calendar is switching to the desired view.

**Severity or Benefit (low, medium, high):** Beneficial

**Justification:**

- High frequency. Occurs every time users switch between calendar views
- Positive impact. Beneficial for users when switching views.
- High Persistence. Users will repeatedly encounter see the feature.

**Possible solution and/or Trade-offs:**

**Trade-off:** The flash does not indicate which direction of the date the calendar is switching to. For example, if user uses > to move switch from June to August, then selects Today to move back to the current month June, the flash does not indicate that the calendar slid 'back' to a previous month.

**Possible Improvement:** Indicate to the user that the calendar switches to a previous month by sliding back instead of flashing.



#007

Problem/Good: Problem

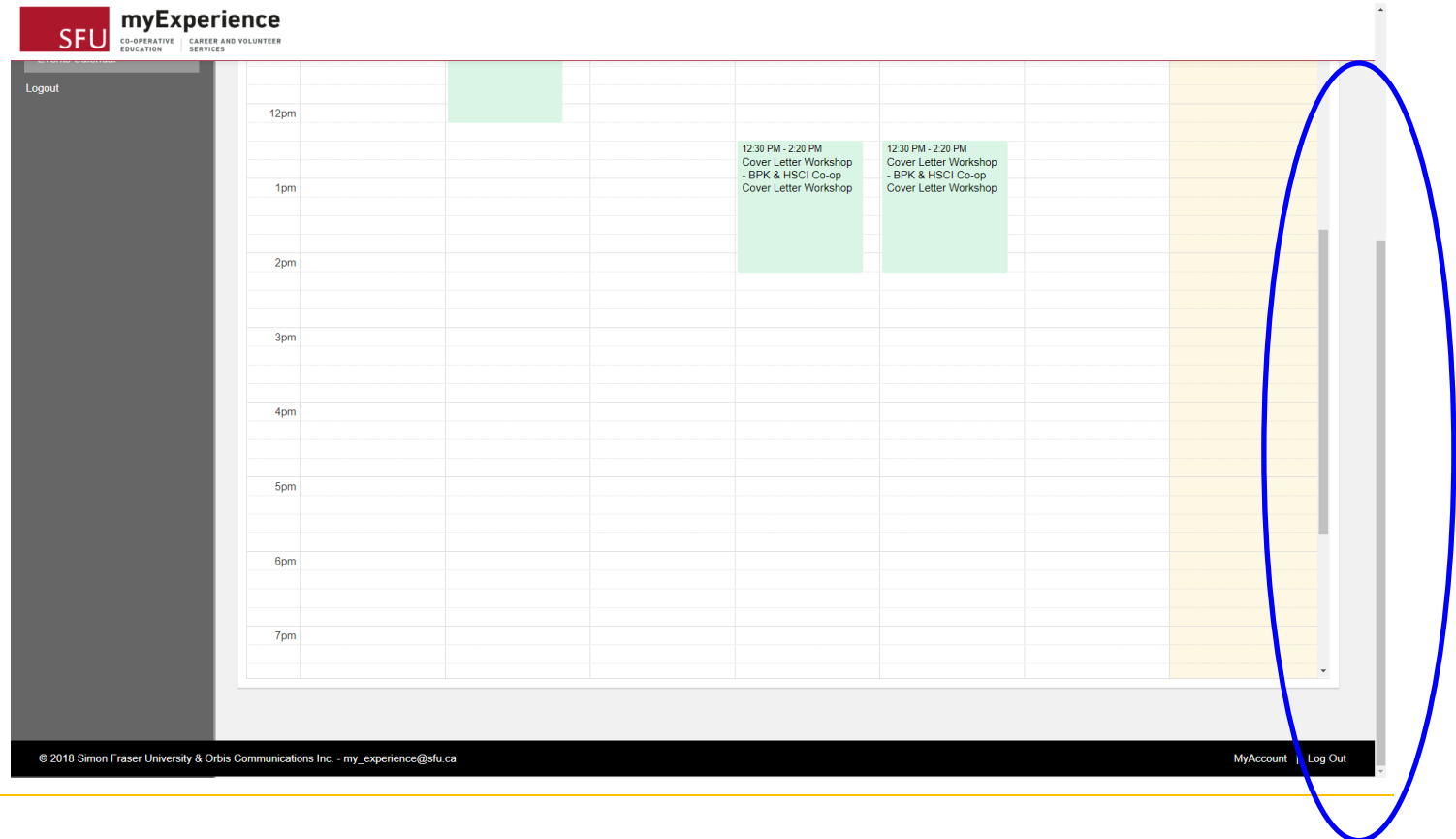
Name: Double scrollable windows in Events Calendars

Location: Events Calendar (Career and Co-Op) – Calendar View

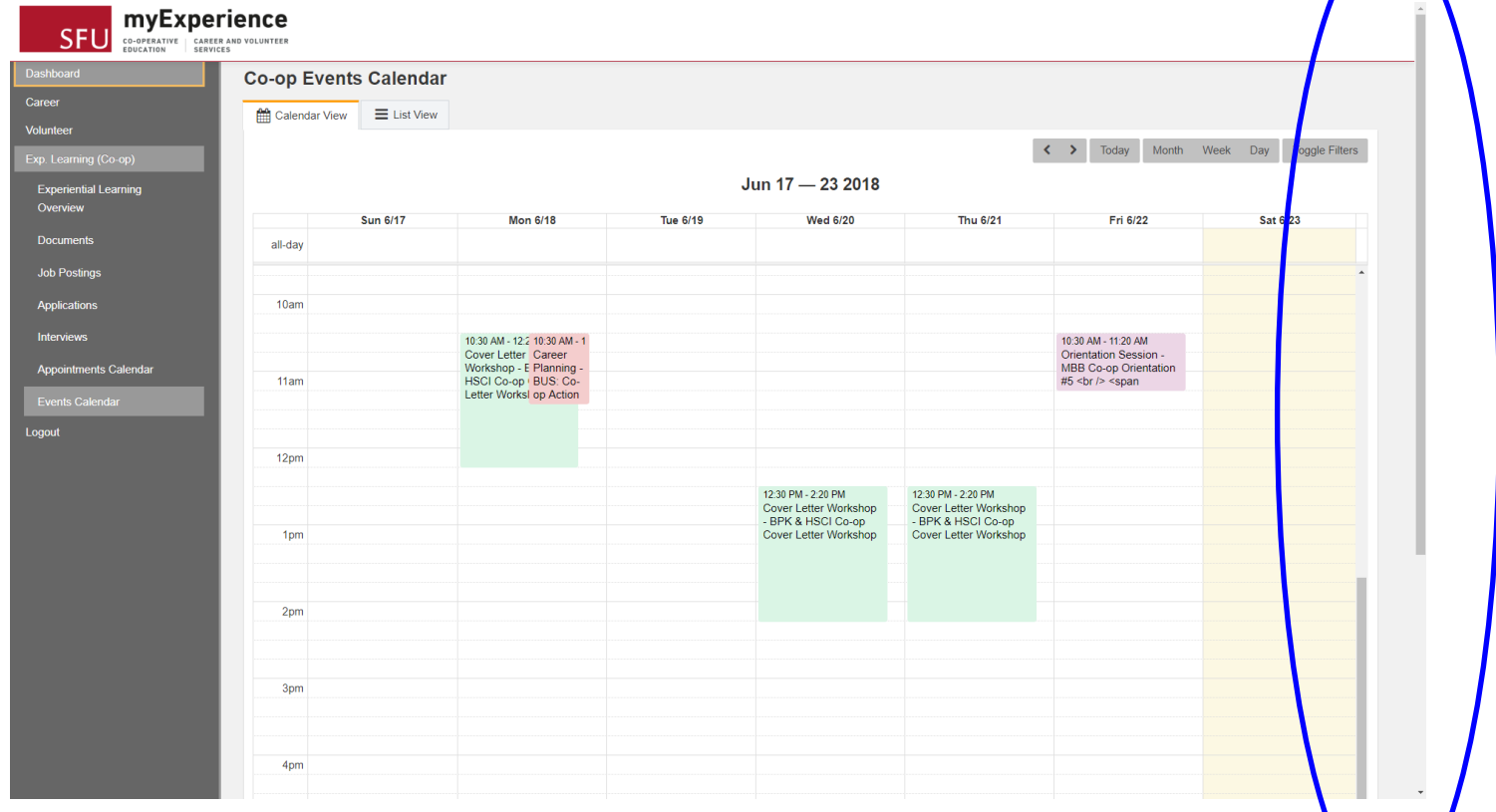
Heuristic: Flexibility and Efficiency of Use

Evidence of issue:

Screenshot 1:



Screenshot 2:



#### Detailed explanation:

When scrolling down a long Events Calendar page, the user must switch between scrolling down the calendar and the page that the calendar is nested in. This can lead to confusion for novice users.

#### Severity or Benefit (low, medium, high): Low

Justification:

- Moderate frequency. Occurs only during calendars that have events scheduled later in the day,
- Medium impact. Easy but annoying for users to overcome.
- Low Persistence. Users will sometimes encounter problem.

#### Possible solution and/or Trade-offs:

Solution: Allow for calendar to use whole page instead of being nested as its own element. This eliminates the need to double scrolling as the calendar will be directly embedded into the page.

Trade-off: Users will lose the benefit of being able to be at the top of the page, while also scrolling to the bottom of the calendar, as displayed in Screenshot 2.

#008

Problem/Good: Problem

Name: Overlapping events in Events Calendar

Location: Events Calendar (Career and Co-Op) – Calendar View | Week filter

Heuristic: Aesthetic and Minimalist Design

Evidence of issue:

Screenshot 1:

**SFU myExperience**  
CO-OPERATIVE EDUCATION CAREER AND VOLUNTEER SERVICES

Dashboard  
Career  
Volunteer  
Exp. Learning (Co-op)  
Experiential Learning Overview  
Documents  
Job Postings  
Applications  
Interviews  
Appointments Calendar  
Events Calendar  
Logout

### Co-op Events Calendar

Calendar View List View

< > Today Month Week Day Toggle Filters

Jun 17 — 23 2018

	Sun 6/17	Mon 6/18	Tue 6/19	Wed 6/20	Thu 6/21	Fri 6/22	Sat 6/23
all-day							
8am							
9am							
10am							
11am		10:30 AM - 12:00 PM Cover Letter Career Workshop - E Planning - HSCI Co-op BUS: Co-Letter Worksh op Action				10:30 AM - 11:20 AM Orientation Session - MBB Co-op Orientation #5	
12pm							
1pm				12:30 PM - 2:20 PM Cover Letter Workshop - BPK & HSCI Co-op Cover Letter Workshop	12:30 PM - 2:20 PM Cover Letter Workshop - BPK & HSCI Co-op Cover Letter Workshop		
2pm							

## Screenshot 2:

The screenshot shows the SFU myExperience Co-op Events Calendar interface. The left sidebar contains navigation links: Dashboard, Career, Volunteer, Exp. Learning (Co-op), Experiential Learning Overview, Documents, Job Postings, Applications, Interviews, Appointments Calendar, Events Calendar (selected), and Logout. The main calendar area is titled 'Co-op Events Calendar' and has tabs for 'Calendar View' and 'List View'. The calendar is set to 'Week' view for the dates 'Jun 17 — 23 2018'. The calendar grid shows days from Sunday 6/17 to Saturday 6/23. A blue circle highlights an event on Monday 6/18 from 10:30 AM to 12:30 PM. The event details are: 'Calendar: Co-op Events Calendar', 'Category: Cover Letter Workshop', 'Location: BLU 9021', 'Deadline: Jun-18-2018 9:00 AM', 'From: Jun-18-2018 10:30 AM', 'To: Jun-19-2018 12:20 PM'. Below this, the event is listed as '10:30 AM - 12:30 AM - 1 Cover Letter Career Workshop - E Planning - HSCI Co-op | BUS. Co-Letter Workshop Action'. Other events are visible on Wednesday 6/20 and Thursday 6/21 from 12:30 PM to 2:20 PM, and on Friday 6/22 from 10:30 AM to 11:20 AM. The Saturday 6/23 column is highlighted in yellow.

### Detailed explanation:

Overlapping events take up the same space on a calendar while in the Week view. One event can obstruct the information of the event underneath it.

**Severity or Benefit (low, medium, high):** Medium

Justification:

- High frequency. Occurs every time there are events scheduled at the same time.
- Medium impact. Users can overcome problems by using the mouse-over feature (Screenshot 2) or clicking on the event to view the information.
- High Persistence. Users will repeatedly encounter problem.

### Possible solution and/or Trade-offs:

Solution: Spread out the events so that each event does not overlap.

Tradeoff: Days with a lot of events can make each time slot very large, creating useless space for days with less or no events.

#009

Problem/Good: Problem

Name: Cannot remove or edit filters.

Location: Events Calendar (Career and Co-Op) – List View | Filters

Heuristic: User Control and Freedom

Evidence of issue:

Screenshot 1:

The screenshot displays the SFU myExperience Co-op Events Calendar interface. The main content area shows a list of workshops under the 'List View' tab. The filters sidebar on the right is open, showing the 'Category' filter set to 'mistake'.

**Co-op Events Calendar**

Calendar View | List View

TOTAL RESULTS: 27 | DISPLAYING: 1 - 27

Category	Title (1)	Date / Time
All-In-One Workshop	FAS (ENSC/CMPT) All-In-One Workshop	July 14, 2018 1
All-In-One Workshop	FAS (ENSC/CMPT) All-In-One Workshop	July 21, 2018 1
All-In-One Workshop	Arts & Business Students: All-in-One Workshop	July 14, 2018 1
All-In-One Workshop	Arts & Business Students: All-in-One Workshop	July 20, 2018 1
All-In-One Workshop	Arts & Business Students: All-in-One Workshop	August 10, 201
All-In-One Workshop	Arts & Business Students: All-in-One Workshop	August 18, 201
Interview Workshop	FAS Co-op Interview Workshop	June 28, 2018
Interview Workshop	FAS Co-op Interview Workshop	July 18, 2018 1
Interview Workshop	BPK & HSCI Co-op Interview and Portfolio Workshop	June 25, 2018
Interview Workshop	BPK & HSCI Co-op Interview and Portfolio Workshop	June 27, 2018
Interview Workshop	BPK & HSCI Co-op Interview and Portfolio Workshop	June 28, 2018
Resume Workshop	MSE/SOSY Co-op Resume Workshop #2	July 23, 2018 0
Resume Workshop	MSE/SOSY Co-op Resume and Cover Letter Workshop	July 18, 2018 1
Resume Workshop	FAS Co-op Resume Workshop	June 27, 2018
Resume Workshop	FAS Co-op Resume Workshop	July 17, 2018 1
Resume Workshop	BPK & HSCI - Group Resume Review Session	June 26, 2018

**Filters**

Apply Filter

Category: mistake

Title:

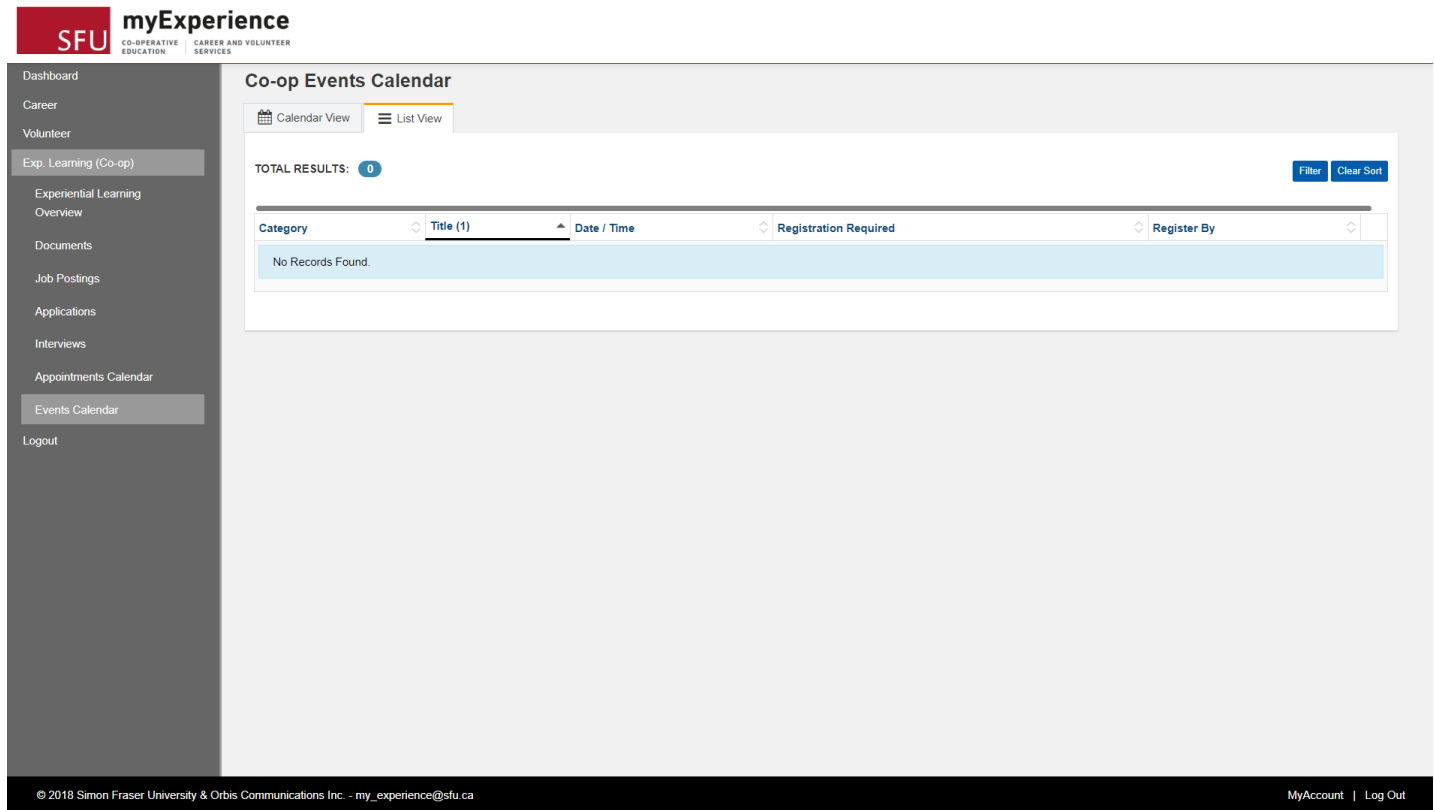
Date / Time: to

Registration Required: No Yes

Register By: to

Apply Filter Close

## Screenshot 2:



### Detailed explanation:

After a filter is applied, there is indicated way of undoing or editing the filter. There is no clear filter option in the List View (Screenshot 2), nor is there one in the Filters settings (Screenshot 1). The Clear Sort does not clear the filter.

**Severity or Benefit (low, medium, high):** High

Justification:

- High frequency. Occurs every time a filter is applied.
- High impact. Users can become frustrated when applying the wrong filter.
- High Persistence. Users will repeatedly encounter problem every time they filter.

### Possible solution and/or Trade-offs:

Solution: Add a clear filters option

Tradeoff: User may accidentally not want to clear all filters at once.

#010

Problem/Good: Problem

Name: Filters are non-descriptive and difficult to use.

Location: Events Calendar (Career and Co-Op) – Calendar View | List View | Filters

Heuristic: Flexibility and Efficiency of Use

Evidence of issue:

The screenshot shows the SFU myExperience Co-op Events Calendar. The main area displays a list of events with columns for Category, Title, and Date / Time. The filters sidebar on the right includes sections for 'Apply Filter' and 'Registration Required'. The 'Apply Filter' section has input fields for Category, Title, and Date / Time, along with a date range selector. The 'Registration Required' section has a dropdown menu with 'No' and 'Yes' options. The 'Apply Filter' button is highlighted in blue.

Category	Title (1)	Date / Time
All-In-One Workshop	FAS (ENSC/CMPT) All-In-One Workshop	July 14, 2018 1
All-In-One Workshop	FAS (ENSC/CMPT) All-In-One Workshop	July 21, 2018 1
All-In-One Workshop	Arts & Business Students: All-in-One Workshop	July 14, 2018 1
All-In-One Workshop	Arts & Business Students: All-in-One Workshop	July 20, 2018 1
All-In-One Workshop	Arts & Business Students: All-in-One Workshop	August 10, 2018 1
All-In-One Workshop	Arts & Business Students: All-in-One Workshop	August 18, 2018 1
Interview Workshop	FAS Co-op Interview Workshop	June 28, 2018 1
Interview Workshop	FAS Co-op Interview Workshop	July 18, 2018 1
Interview Workshop	BPK & HSCI Co-op Interview and Portfolio Workshop	June 25, 2018 1
Interview Workshop	BPK & HSCI Co-op Interview and Portfolio Workshop	June 27, 2018 1
Interview Workshop	BPK & HSCI Co-op Interview and Portfolio Workshop	June 28, 2018 1
Resume Workshop	MSE/SOSY Co-op Resume Workshop #2	July 23, 2018 0
Resume Workshop	MSE/SOSY Co-op Resume and Cover Letter Workshop	July 18, 2018 1
Resume Workshop	FAS Co-op Resume Workshop	June 27, 2018 1
Resume Workshop	FAS Co-op Resume Workshop	July 17, 2018 1
Resume Workshop	BPK & HSCI - Group Resume Review Session	June 26, 2018 1

Detailed explanation:

Each filter does not show the user what options they can filter by. The lack of descriptions can confuse the user about what they can filter by. These issues can then lead to issue #009.

Severity or Benefit (low, medium, high): Medium

Justification:

- High frequency. Occurs every time users try to filter.
- Medium impact. Users can overcome this issue by knowing what to filter by, which is inconvenient.
- High Persistence. Users will repeatedly encounter problem.

Possible solution and/or Trade-offs:

Solution: Change the filter options to drop down menus with each option.

Tradeoff: Users can become overwhelmed with filter options if there are many listed variables.

#011

Problem/Good: Problem

Name: Back to Calendar button doesn't indicate which Calendar

Location: Events Calendar (Career and Co-Op) – Calendar View &amp; Event Detail

Heuristic: Consistency and Standards

Evidence of issue:

Screenshot 1:

The screenshot displays the SFU myExperience Co-op Events Calendar. The sidebar on the left contains the following navigation links: Dashboard, Career, Volunteer, Exp. Learning (Co-op), Experiential Learning Overview, Documents, Job Postings, Applications, Interviews, Appointments Calendar, Events Calendar (highlighted), and Logout. The main content area is titled "Co-op Events Calendar" and features a "Calendar View" button and a "List View" button. The calendar is for July 2018, with navigation controls for previous/next month, today, month, week, day, and toggle filters. The calendar grid shows events for each day of the month. Key events include:

- July 2:** BOL I - BOL I (One): Session 9: July 2 - July 18; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 9:** BOL I - BOL I (One): Session 9: July 2 - July 18; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 10:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 11:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 12:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 13:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 14:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 15:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 16:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 17:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 18:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 19:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 20:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 21:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 22:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 23:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 24:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 25:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 26:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 27:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.
- July 28:** BOL I - BOL I (One): Session 10: July 9 - July 25; BOL II - BOL II (Two): Session 9: July 2 - July 11.



## Screenshot 2:

The screenshot displays the 'myExperience' portal interface. On the left is a dark sidebar with a menu containing: Dashboard, Career, Volunteer, Exp. Learning (Co-op), Experiential Learning Overview, Documents, Job Postings, Applications, Interviews, Appointments Calendar, Events Calendar (highlighted), and Logout. The main content area has a header for the event: 'BPK & HSCI - Group Resume Review Session' with the date and time 'Jul 3, 2018 09:30 AM to 10:20 AM - BLU 10401 (Resume Workshop)'. A 'Back to Calendar' link is in the top right. Below the header, there are three sections: 'Event Detail' with descriptive text about the session for students and a note about bringing a printed resume; 'Registration Details' with a form showing 'Registration Required' as 'Yes'; and 'Event Administration' with a prominent blue button labeled 'Register for this event'. The footer contains copyright information for Simon Fraser University and Orbis Communications Inc., and links for 'MyAccount' and 'Log Out'.

### Detailed explanation:

When user selects any event Events Calendar, the button to go back to the Events Calendar on the Event Detail page is labelled 'Back to Calendar.' This is inconsistent. For example, when the user is on the Co-Op Events Calendar (Screenshot 1) and selects an event, the user may be confused with the labelling of the 'Back to Calendar' button (Screenshot 2) on the Event Details page.

Severity or Benefit (low, medium, high): High

Justification:

- High frequency. Occurs every time users are at the Event Detail page.
- Minimal impact. Users may understand what calendar page they came from after the first few times of use.
- High Persistence. Users will repeatedly encounter problem.

### Possible solution and/or Trade-offs:

Solution: Change the label of the Event Detail page.

#012

Problem/Good: Problem

Name: No undo actions when cancelling registration.

Location: Events Calendar (Career and Co-Op) – Event Detail

Heuristic: User Control and Freedom

Evidence of issue:

Screenshot 1: User registers for an event.

The screenshot displays the SFU myExperience web application. On the left is a dark sidebar with a navigation menu including: Dashboard, Career, Volunteer, Exp. Learning (Co-op) (highlighted), Experiential Learning Overview, Documents, Job Postings, Applications, Interviews, Appointments Calendar, Events Calendar, and Logout. The main content area is titled "BPK & HSCI - Group Resume Review Session" with the date and time "Jul 3, 2018 09:30 AM to 10:20 AM - BLU 10401 (Resume Workshop)". A "Back to Calendar" link is in the top right. Below the title, there's an "Event Detail" section with text: "This session is for **BPK & HSCI Co-op Students** who have completed the BPK & HSCI Co-op Resume workshop, or the All in One workshop. Please bring a **printed copy of your REVISED** resume (i.e. make suggested changes that you received during the workshop), as you will receive feedback to help make your resume competitive." Below this is a "Registration Details" section with a form where "Registration Required:" is set to "Yes". To the right is an "Event Administration" box containing a confirmation message: "You have registered for this event" with the date "Date Registered: Jun 23, 2018 06:53:35 PM" and a prominent blue "Cancel Registration" button. The footer contains the copyright notice "© 2018 Simon Fraser University & Orbis Communications Inc. - my\_experience@sfu.ca" and links for "MyAccount" and "Log Out".

## Screenshot 2: User cancels event.

The screenshot displays the myExperience portal interface. On the left is a dark sidebar with navigation links: Dashboard, Career, Volunteer, Exp. Learning (Co-op), Experiential Learning Overview, Documents, Job Postings, Applications, Interviews, Appointments Calendar, Events Calendar (highlighted), and Logout. The main content area is titled 'BPK & HSCI - Group Resume Review Session' with the date and time 'Jul 3, 2018 09:30 AM to 10:20 AM - BLU 10401 (Resume Workshop)'. A 'Back to Calendar' link is in the top right. Below the title, there's an 'Event Detail' section with text explaining the session is for BPK & HSCI Co-op Students and requesting a printed copy of a revised resume. A 'Registration Details' section shows a form with 'Registration Required:' and a 'Yes' button. To the right, an 'Event Administration' box contains a large blue button labeled 'Register for this event'. The footer includes copyright information for Simon Fraser University and Orbis Communications Inc., and links for 'MyAccount' and 'Log Out'.

### Detailed explanation:

If a user cancels registration, the event is cancelled without confirmation (Screenshot 2). Then users have no way to undo their actions. Instead they are only granted with the *Register for this Event* button.

### Severity or Benefit (low, medium, high): High

#### Justification:

- High frequency. Occurs every time users cancels an event.
- High impact. Users will have to register for the event. This may become an issue if they lose spots when reservations are limited.
- Low Persistence. Users will probably encounter this issue a minimal number of times.

### Possible solution and/or Trade-offs:

Solution: Add a confirmation button when user wants to cancel the event.

Trade-Offs: Allowing users to undo cancellations may cause conflicts with other users who register at the same time when seats are limited.

#013

Problem/Good: Problem

Name: Entering invalid search string results in an erroring page (2 different erroring pages)

Location: Search Postings Dialog Box – Career Job Postings – Search Posting Field

Heuristic: Error Prevention

Evidence of issue:

Screenshot 1: User enters a wrong search posting. In this example, they enter “111”

The screenshot displays the SFU myExperience Career Job Postings interface. On the left is a dark sidebar with navigation links: Dashboard, Career (selected), Job Postings, Appointments Calendar, Events Calendar, Volunteer, Exp. Learning (Co-op), and Logout. The main content area is titled 'Career Job Postings' and includes a search bar with 'Indeed' selected. Below the search bar is a warning message: 'IMPORTANT! The "Apply" button below is for your own reference only and will NOT allow you to apply directly to employers. Please refer to the job description for specific details on how to apply for the opportunities.' There are two buttons: 'View all available postings' and 'Advanced Search'. A 'QUICK SEARCHES:' section lists various filters with counts in circles. To the right, the 'MY SAVED SEARCHES' section shows 'You have no saved searches'. Below that is the 'SEARCH POSTING' section with a search input field containing '111' and a 'Search' button. At the bottom right, the 'LIST MANAGEMENT OPTIONS' section includes links for 'Manage Saved Search and Email Notification' and 'Manage My Not Interested List'. The footer contains copyright information for Simon Fraser University & Orbis Communications Inc. and links for 'MyAccount' and 'Log Out'.

Dashboard  
Career  
Job Postings  
Appointments Calendar  
Events Calendar  
Volunteer  
Exp. Learning (Co-op)  
Logout

**SFU myExperience**  
CO-OPERATIVE EDUCATION CAREER AND VOLUNTEER SERVICES

**Career Job Postings**

Q Overview Indeed

**IMPORTANT!** The "Apply" button below is for your own reference only and will NOT allow you to apply directly to employers. Please refer to the job description for specific details on how to apply for the opportunities.

[View all available postings](#) [Advanced Search](#)

**QUICK SEARCHES:**

- 0 Shortlist
- 2 Viewed
- 24 New Posting Since Last Login
- 24 Postings added in the last 5 days
- 4 Application Deadlines Today
- 53 Application Deadlines in the next 10 Days

**MY SAVED SEARCHES**

You have no saved searches

**SEARCH POSTING**

111 [Search](#)  
(Enter the job ID you are searching for)

**LIST MANAGEMENT OPTIONS**

- [Manage Saved Search and Email Notification](#)
- [Manage My Not Interested List](#)

© 2018 Simon Fraser University & Orbis Communications Inc. - my\_experience@sfu.ca MyAccount | Log Out

Screenshot 2: Close-up of *Search Posting* field

**MY SAVED SEARCHES**

You have no saved searches

**SEARCH POSTING**

( Enter the job ID you are searching for )

**LIST MANAGEMENT OPTIONS**

[Manage Saved Search and Email Notification](#)

[Manage My Not Interested List](#)

Screenshot 3a: Resulting error when entering incorrect string

**SFU** **myExperience**  
CO-OPERATIVE EDUCATION CAREER AND VOLUNTEER SERVICES

[Dashboard](#)  
[Career](#)  
[Job Postings](#)  
[Appointments Calendar](#)  
[Events Calendar](#)  
[Volunteer](#)  
[Exp. Learning \(Co-op\)](#)  
[Logout](#)

**Career Job Postings**  

The posting you are trying to access does not exist or has expired.

**IMPORTANT!** The "App" button is only available for users who have applied for the opportunities.

**QUICK SEARCHES:**

0	Shortlist
2	Viewed
0	New Posting Since Last Login
34	Postings added in the last 5 days
4	Application Deadlines Today
53	Application Deadlines in the next 10 Days

**MY SAVED SEARCHES**

You have no saved searches

**SEARCH POSTING**

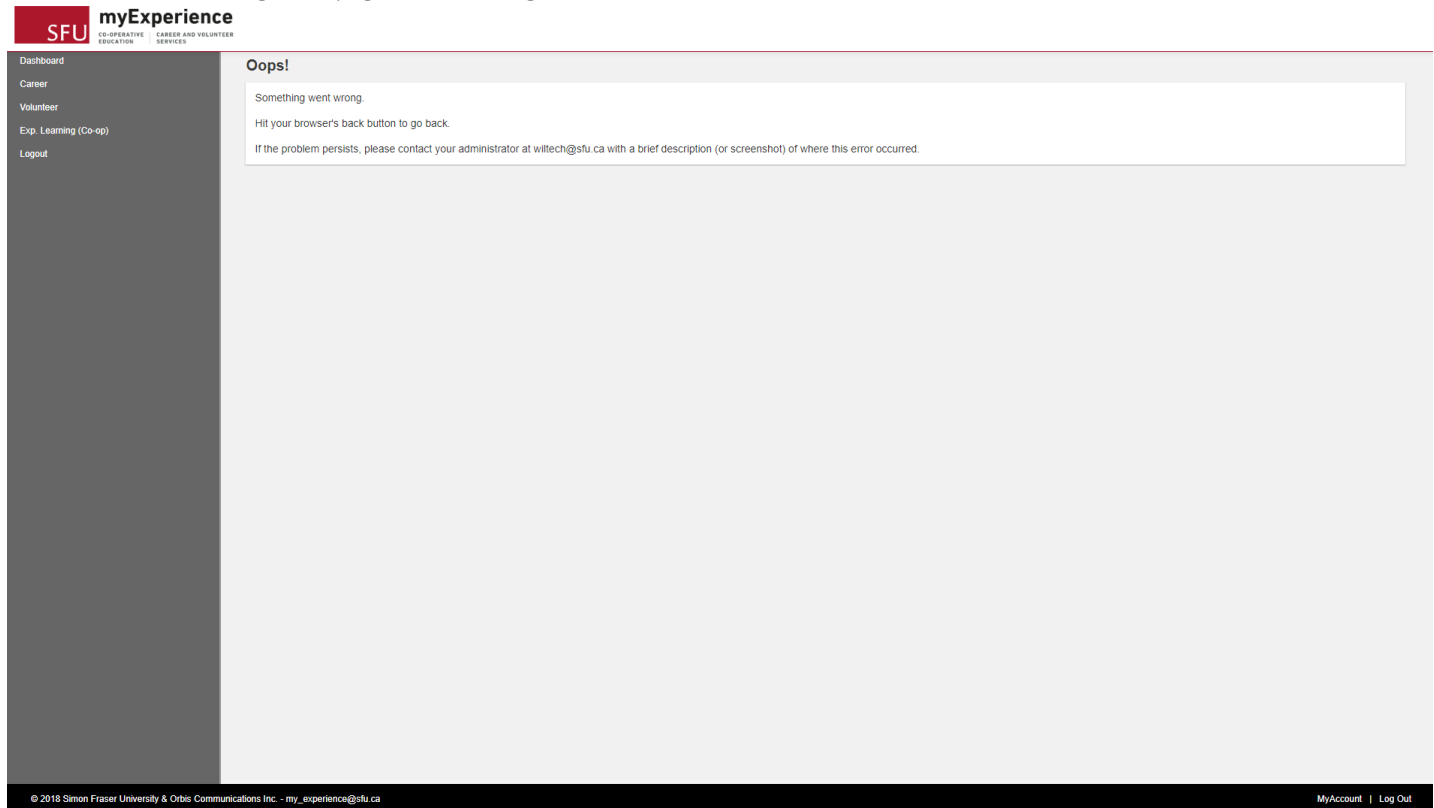
( Enter the job ID you are searching for )

**LIST MANAGEMENT OPTIONS**

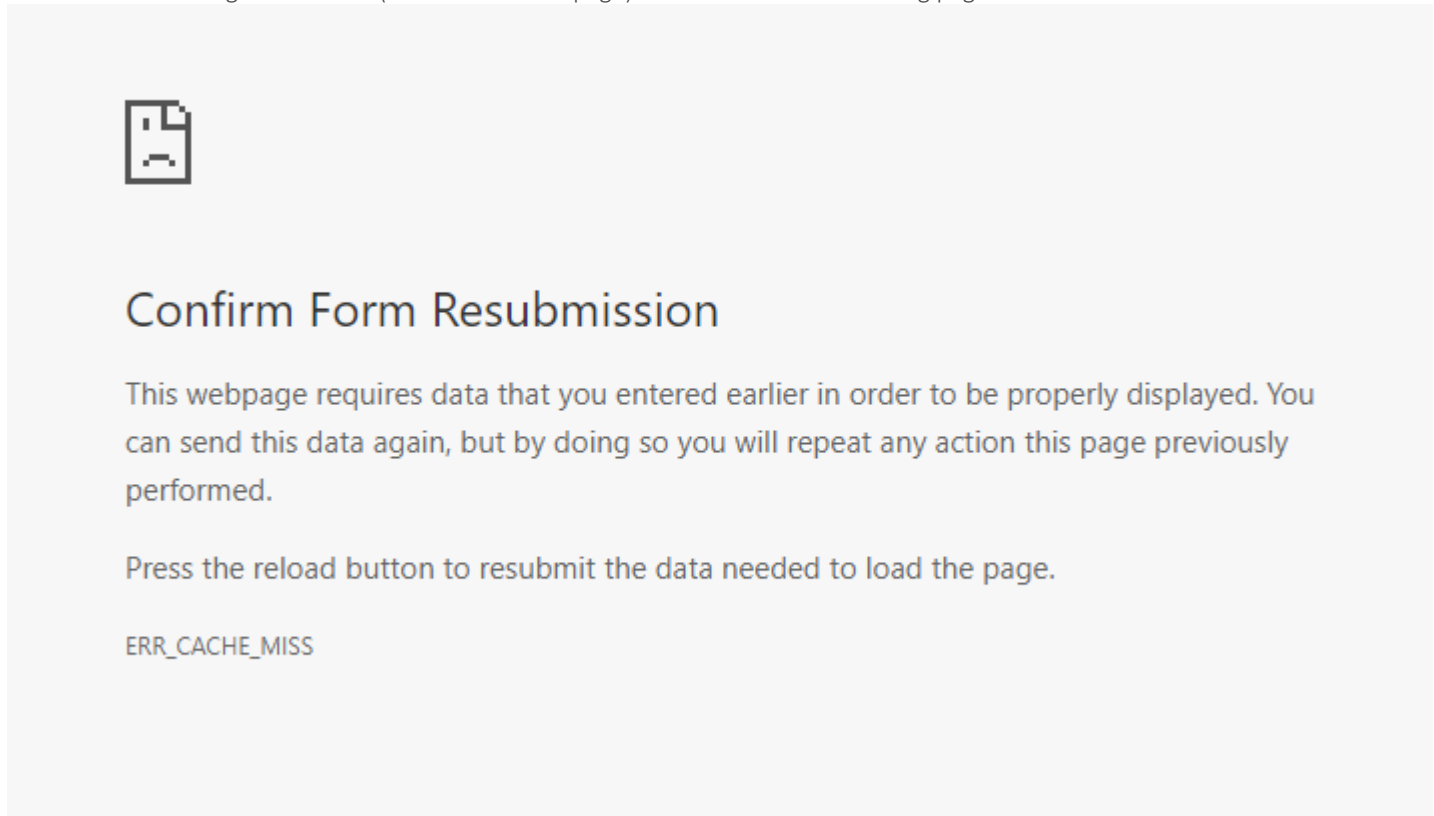
[Manage Saved Search and Email Notification](#)

[Manage My Not Interested List](#)

Screenshot 3b: Resulting error page when clicking *Search* button.



Screenshot 4: Clicking back button (at Screenshot 3b page) results in a second erroring page.



**Detailed explanation:**

When a user enters an invalid search string into the Search Posting field, then clicks on Search, they are inconsistently granted with one of two error messages. Sometimes the user receives an error popup (Screenshot 3a), and other times the user is taken to an "Oops! Something went wrong" page (Screenshot 3b). This page directs the user to click on the Back button on the browser and is sometimes granted with a second erroring page. At this point the user may have to start over by going back to <https://www.sfu.ca/wil/myexperience/> and then navigating back to the Career Job Postings page.

---

**Severity or Benefit (low, medium, high):** High

Justification:

- High frequency. Occurs every time a user enters a wrong value into the Search field.
  - High impact. Users will have to head to <https://www.sfu.ca/wil/myexperience/> again and start their search over.
  - High persistence. Users will probably encounter this issue frequently when searching for jobs.
- 

**Possible solution and/or Trade-offs:**

Solution: Verify search entry before Search button is clicked. Just like the error pop-up message (Screenshot 3a), but place it next to the search button for visibility

Trade-Offs: Verification on the backend may be slow if there are many possible search strings.

#014

Problem/Good: Problem

Name: Clicking All available postings page does not take user to page with same label.

Location: Career Job Postings – Search Results

Heuristic: Recognition Rather than Recall

Evidence of issue:

Screenshot 1: User clicks on *View all available postings*.

## Career Job Postings

 Overview

indeed

**IMPORTANT:** The "Apply" button below is for your own reference

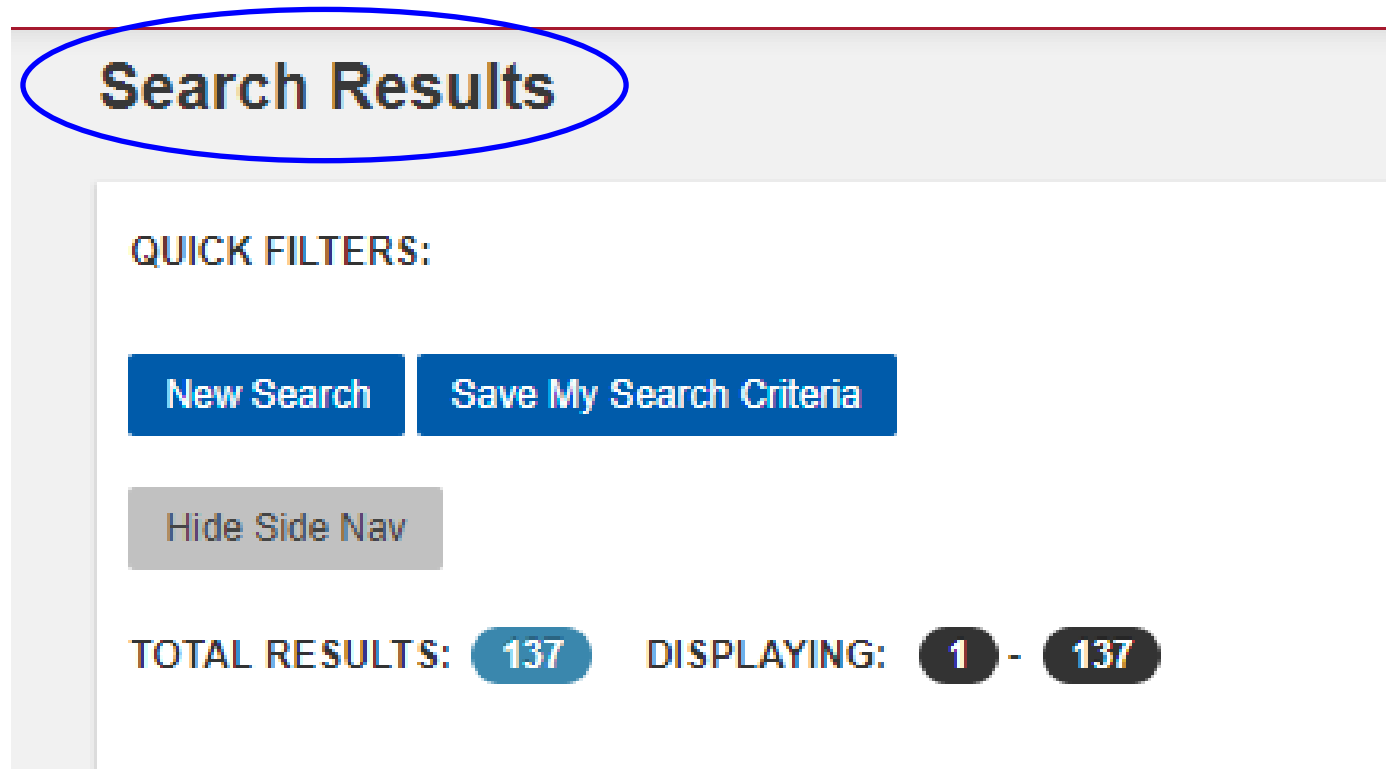
View all available postings

Advanced Search

QUICK SEARCHES:



**Screenshot 2:** Resulting page displays “Search Results” rather than “All available postings”



**Detailed explanation:**

When user clicks on the *View all available postings* button, they are directed to the Search Results page. But this page does not indicate to the user that they are viewing all available postings (Screenshot 2).

**Severity or Benefit (low, medium, high):** High

**Justification:**

- High frequency. Occurs every time clicks on *View all available postings* button.
- Minimal impact. This problem will likely go unnoticed, or users may understand that the resulting page will contain all the available postings through context of the list of search results.
- Medium Persistence. Users will repeatedly encounter problem.

**Possible solution and/or Trade-offs:**

Solution: Add label indicating “all results” on Search Results page.

#015

Problem/Good: Problem

Name: Crowded Search Results table with wasted space

Location: Career Job Postings – Search Results

Heuristic: Aesthetic and Minimalist Design

Evidence of issue:

Screenshot 1a: Large list of postings in Search Results page crowded with information

SFU

myExperience

CO-OPERATIVE EDUCATION CAREER AND VOLUNTEER SERVICES

Dashboard

Career

Job Postings

Appointments Calendar

Events Calendar

Volunteer

Exp. Learning (Co-op)

Logout

Search Results

Back to Overview

QUICK FILTERS:

New Search

Save My Search Criteria

Hide Side Nav

TOTAL RESULTS:

137

DISPLAYING:

1

137

	App Status	Tags	Term	ID	Job Title	Organization	Division	Position Type
Shortlist	Apply	Deadline in 33 day(s)	2018 Spring	50804	CMPT363 Term Project	*SFU FAS Faculty of Applied Sciences	*SFU FAS Faculty of Applied Sciences	Career Employer
Shortlist	Apply	Deadline in 7 day(s)	2018 Spring	51716	Research Assistant	*SFU Simon Fraser University	*SFU Simon Fraser University	Career Employer
Shortlist	Apply	Deadline in 7 day(s)	2018 Spring	51719	Graduate Student	*SFU Simon Fraser University	*SFU Simon Fraser University	Educational Oppor
Shortlist	Apply	Deadline in 8 day(s)	2018 Spring	51757	Disabilities Services Officer	*SFU Simon Fraser University	*SFU Simon Fraser University	Career Employer
Shortlist	Apply	NEW Deadline in 26 day(s)	2018 Spring	52375	Graphic Designer	720 Sweets & Etc.	720 Sweets & Etc.	Career Employer
Shortlist	Apply	Deadline in 9 day(s)	2018 Spring	51795	test	A'a Test Employer	A'a Test Employer	Educational Oppor
Shortlist	Apply	Deadline in 8 day(s)	2018 Spring	51785	1. Communications Coordinator / 2. Photoshop & Print Design / 3. Picture Framer	ABC Fine ART	ABC Fine ART	Career Employer
Shortlist	Apply	Deadline in 2 day(s)	2018 Spring	51610	Junior Community Organizer ? Summer Student Placement	ACORN Canada	ACORN Canada	Career Employer
Shortlist	Apply	NEW Deadline in 25 day(s)	2018 Spring	51369	Accounts (Accounts Payable)	Agrocorp Processing Ltd./Agrocorp International	Agrocorp Processing Ltd./Agrocorp International	Career Employer
Shortlist	Apply	NEW Deadline in 25 day(s)	2018 Spring	51473	Logistics	Agrocorp Processing Ltd./Agrocorp International	Agrocorp Processing Ltd./Agrocorp International	Career Employer
Shortlist	Apply	Deadline in 10 day(s)	2018 Spring	51870	Behavior Interventionist	Arcus Community Resources	Arcus Community Resources	Career Employer
Shortlist	Apply	Deadline in 20 day(s)	2018 Spring	52122	Full-Time Research Assistant	Arthritis Research Canada	Arthritis Research Canada	Career Employer
Shortlist	Apply	Deadline in 23 day(s)	2018 Spring	52220	FULL-TIME RESEARCH COORDINATOR	Arthritis Research Canada	Arthritis Research Canada	Career Employer
Shortlist	Apply	Deadline Today	2018 Spring	52114	Business Support Analyst	Bank of Canada	Bank of Canada	Career Employer
Shortlist	Apply	Deadline in 17 day(s)	2018 Spring	52425	Principal Analyst, Financial Risk Office	Bank of Canada	Bank of Canada	Career Employer

**Screenshot 1b:** Zoomed out Search Results page

[illegible]

**Screenshot 2a:** Redundant Information, large white spaces, and unused Level column.

Location	City	Level
Burnaby	Burnaby	
Burnaby	Burnaby	
SFU-Burnaby	Burnaby	
SFU Burnaby campus		
Richmond	Richmond	
test	vancouver	

### Screenshot 2b: Redundant Information

Organization	Division
*SFU FAS Faculty of Applied Sciences	*SFU FAS Faculty of Applied Sciences
*SFU Simon Fraser University	*SFU Simon Fraser University
*SFU Simon Fraser University	*SFU Simon Fraser University
*SFU Simon Fraser University	*SFU Simon Fraser University
720 Sweets & Etc.	720 Sweets & Etc.
A'a Test Employer	A'a Test Employer

**Screenshot 3a:** Deadline tag at third column is separated from App deadline date, which is in last column. App Status is also largely unused.

		App Status	Tags
Shortlist	Apply		Deadline in 33 day(s)
Shortlist	Apply		Deadline in 7 day(s)
Shortlist	Apply		Deadline in 7 day(s)

**Screenshot 3b:** App deadline date at last column of table, and whitespace.

Students' Views	Applications	App Deadline	
195	7	Jul 31, 2018 11:59 PM	
181	3	Jul 5, 2018 11:59 PM	
68	0	Jul 5, 2018 11:59 PM	

Screenshohot 4:

App Status	Tags	Term	ID	Job Title
	Deadline in 32 day(s)	2018 Spring Viewed	50804	CMPT363 Term Project
	Deadline in 6 day(s)	2018 Spring	51716	Research Assistant
	Deadline in 6 day(s)	2018 Spring	51719	Graduate Student
	Deadline in 7 day(s)	2018 Spring Viewed	51757	Disabilities Services Officer
	NEW Deadline in 27 day(s)	Spring	52375	Graphic Designer

### Detailed explanation:

Search Results table is crowded (Screenshots 1a, 1b, and 4). The crowding comes from redundant information, such as the same locations placed under two columns (Screenshots 2a and 2b). Having a deadline tag and also an App Deadline can be redundant. These two sets of information are also separated by the entire width of the table. The Tags column is crowded with tags making information difficult to read (Screenshot 4).

The unused columns (Screenshots 2a and 3a) and large white space (Screenshots 2a, 2b, 3a, and 3b) make the table larger than it needs to be, thus making it difficult to read.

---

### Severity or Benefit (low, medium, high): High

Justification:

- High frequency. Occurs every time users view search results
  - High impact. Users cannot overcome the issue as the columns cannot be adjusted or set to hidden.
  - High Persistence. Users will repeatedly encounter problem.
- 

### Possible solution and/or Trade-offs:

Solutions:

- Remove unused columns or hide from view if unused.
- Split long strings with newlines to reduce the extra white space (keep some white space for readability).
- Allow users to disable/enable columns they would like to see
- Combine redundant columns
- Combine columns with similar information. For example, City and Location can be added to one column.

Tradeoffs:

- Combining columns and reducing white space can make vital information difficult to see
- Pushing vital information to the first column can shift other vital information towards the last column. Vital information can also be subjective.

#016

Problem/Good: Problem

Name: No Visible Indication of Bookmarking or Removing Bookmark

Location: View Job Detail

Heuristic: Recognition Rather than Recall

Evidence of issue:

Screenshot 1: No indication that the last performed action was clicking on the *Bookmark* button.

The screenshot shows the SFU myExperience website interface. On the left is a dark sidebar with navigation links: Dashboard, Career, Job Postings, Appointments Calendar, Events Calendar, Volunteer, Exp. Learning (Co-op), and Logout. The main content area has a top banner with a disclaimer about SFU Career Services and Volunteer Services. Below this, the job title 'Job ID: 50804 CMPT363 Term Project' is displayed, along with the employer '\*SFU FAS Faculty of Applied Sciences'. Navigation links include 'Back to Jobs Overview', 'Back to Search Results', and 'New Search'. A 'Job Posting Status' section shows 'Approved'. Below are three buttons: 'APPLY' (green), 'Remove Bookmark' (grey), and 'Print' (blue). The 'Posting Detail' section has tabs for 'Overview' and 'Map'. The 'Organization' section lists details for 'SFU FAS Faculty of Applied Sciences'. The 'Division' section lists 'SFU FAS Faculty of Applied Sciences'. The 'Job Posting Information' section lists details like 'Position Type: Career Employment', 'Job Posting Type: Full Time', 'Duration: Short-Term (<3 months/Special Event)', 'Job Title: CMPT363 Term Project', 'Job Location: Burnaby', 'Job Description: \* THIS IS NOT A JOB POSTING \*', and 'Solely Commission Based?: No'. A 'TAGS' section on the right shows 'Deadline in 32 day(s)', 'Shortlisted', and 'Viewed'.

SFU Career Services and Volunteer Services strongly encourages you to research and obtain information regarding the reputation of organizations, the terms and conditions of employment or service, as well as to understand your rights and responsibilities. Postings are provided as a service to the SFU community and SFU does not endorse specific organizations, nor their products, programs or services. If you have questions on the above, please contact: \* Career Services (778-782-3106 www.sfu.ca/career) \* Volunteer Services (778-782-2187, www.sfu.ca/volunteer). Please report to Career Services immediately if you see any suspicious postings or hiring practices (careers@sfu.ca).

**Job ID: 50804 CMPT363 Term Project**  
\*SFU FAS Faculty of Applied Sciences

Back to Jobs Overview Back to Search Results New Search

Job Posting Status: Approved

APPLY Remove Bookmark Print

Posting Detail

Overview Map

**Organization**

Organization Name	*SFU FAS Faculty of Applied Sciences
Website	
Primary Industry	*Education*

**Division**

Division Name	*SFU FAS Faculty of Applied Sciences
---------------	--------------------------------------

**Job Posting Information**

Position Type:	Career Employment
Job Posting Type:	Full Time
Duration:	Short-Term (<3 months/Special Event)
Job Title:	CMPT363 Term Project
Job Location:	Burnaby
Job Description:	* THIS IS NOT A JOB POSTING * * DO NOT APPLY TO THIS JOB UNLESS YOU ARE PART OF CMPT363 (User Interface Design) CLASS FOR SUMMER 2018 *
Solely Commission Based?:	No

**TAGS**

Deadline in 32 day(s) Shortlisted Viewed

**Screenshot 2:** No indication that the last performed action was clicking on the *Remove Bookmark* button.

**SFU myExperience**  
CO-OPERATIVE EDUCATION CAREER AND VOLUNTEER SERVICES

SFU Career Services and Volunteer Services strongly encourages you to research and obtain information regarding the reputation of organizations, the terms and conditions of employment or service, as well as to understand your rights and responsibilities. Postings are provided as a service to the SFU community and SFU does not endorse specific organizations, nor their products, programs or services. If you have questions on the above, please contact: \* Career Services (778-782-3106 www.sfu.ca/career) \* Volunteer Services (778-782-2187, www.sfu.ca/volunteer). Please report to Career Services immediately if you see any suspicious postings or hiring practices (careers@sfu.ca).

**Job ID: 50804 CMPT363 Term Project**  
\*SFU FAS Faculty of Applied Sciences

Job Posting Status: **Approved**

**APPLY** **Bookmark** **Not Interested** **Print**

Posting Detail

**Overview** Map

**Organization**

Organization Name	*SFU FAS Faculty of Applied Sciences
Website	
Primary Industry	*Education*

**Division**

Division Name	*SFU FAS Faculty of Applied Sciences
---------------	--------------------------------------

**Job Posting Information**

Position Type:	Career Employment
Job Posting Type:	Full Time
Duration:	Short-Term (<3 months/Special Event)
Job Title:	CMPT363 Term Project
Job Location:	Burnaby
Job Description:	* THIS IS NOT A JOB POSTING * * DO NOT APPLY TO THIS JOB UNLESS YOU ARE PART OF CMPT363 (User Interface Design) CLASS FOR SUMMER 2018 *
Solely Commission Based?:	No

**TAGS**

**Deadline in 32 day(s)** **Viewed**

### Detailed explanation:

At the View Job Detail page, when a user clicks on Bookmark, there is no visible indication that they have successfully bookmarked the page (Screenshot 1). Same issue occurs when removing a bookmark (Screenshot 2).

**Severity or Benefit (low, medium, high):** Low

Justification:

- High frequency. Occurs every time users bookmarks a job detail, though
- Minimal impact. Users will likely not be affected by the lack of visible indication and will be satisfied by the text of the button.
- High Persistence. Users will repeatedly encounter problem.

### Possible solution and/or Trade-offs:

Solutions: Add visible alert or animation that the user has performed a *bookmark* or *remove bookmark* action.

Tradeoffs: May add redundancy for such a minor issue. Button labels may be enough indication for end user.

**Name:** Lack of Detailed Help and Information

**Location:** Upload Documents - Application Requirements

**Heuristic:** Help and Documentation

**Evidence of issue:**

**Screenshot 1:** Lack of detailed information that can help a user.

The screenshot shows the SFU myExperience interface. On the left is a dark sidebar with navigation links: Dashboard, Career, Job Postings, Appointments Calendar, Events Calendar, Volunteer, Exp. Learning (Co-op), and Logout. The main content area is titled 'Job ID: 50804 CMPT363 Term Project' and 'SFU FAS Faculty of Applied Sciences'. It includes a 'Job Posting Status: Approved' button. Below this, under the heading 'APPLICATION REQUIREMENTS', it states: 'Your application package must contain the following documents :'. A list of required documents is shown: Cover Letter, Resume, and Transcript. A red-bordered box with the title 'MISSING DOCUMENTS' contains the message: '\*\*\*ATTENTION\*\*\* You are missing the following document types: Cover Letter, Resume, Transcript'. At the bottom of this box are two buttons: 'Upload Document' and 'Cancel'.

**Detailed explanation:**

When a user who does not have uploaded documents tries to *Apply* for the job posting, they are greeted with “Application Requirements.” This page does not indicate to the user what an Application Package is. Though there is helpful message telling the user which document they are missing, there is no indication of what type document format should be uploaded, nor what document has already been uploaded other than what is missing. There is also no information about what “Job Posting Status: Approved” means.

**Severity or Benefit (low, medium, high):** Low

**Justification:**

- High frequency. Occurs every time users attempts to apply for a job
- Medium impact. Users will likely only be affected by this issue only the first time.
- Low Persistence. After the first encounter, users will likely not notice the issue.

**Possible solution and/or Trade-offs:**

**Solutions:** Add more information, such as documents types (pdf, docx, zip, etc.), applications packages, and Job Posting Status.

**Tradeoffs:** The added information can be seen common sense, or as redundancy for expert users.



#018

Problem/Good: Problem

Name: No Indication to What Documents User Has Uploaded

Location: Upload Documents - Application Requirements

Heuristic: Recognition Rather than Recall

Evidence of issue:

Screenshot 1: User upload a portfolio document.

## Upload a Document

Name

Type

Portfolio - .pdf, .doc or .docx ▼

Document

Current File: test.pdf 

Upload New File

Upload Document

Cancel

## Screenshot 2: No indication that user uploaded a portfolio document.

**SFU myExperience**  
CO-OPERATIVE EDUCATION | CAREER AND VOLUNTEER SERVICES

Dashboard  
Career  
Job Postings  
Appointments Calendar  
Events Calendar  
Volunteer  
Exp. Learning (Co-op)  
Logout

**Job ID: 50804 CMPT363 Term Project**  
\*SFU FAS Faculty of Applied Sciences

Back to Jobs Overview | New Search

Job Posting Status: **Approved**

**APPLICATION REQUIREMENTS**

Your application package must contain the following documents :

Cover Letter  
Resume  
Transcript

**MISSING DOCUMENTS**

\*\*\*ATTENTION\*\*\* You are missing the following document types:

Resume  
Transcript

Upload Document | Cancel

© 2018 Simon Fraser University & Orbis Communications Inc. - my\_experience@sfu.ca | MyAccount | Log Out

### Detailed explanation:

When the user uploads a document (Screenshot 1), they are not notified which document was recently uploaded (Screenshot 2). The only indication they have is if there is no “Missing Documents” error box (Screenshot 2). If the user uploads a portfolio document, there is no way for them to know that they uploaded that document. A “Missing Documents” notification will also not display for a missing portfolio document because portfolios are not usually required.

### Severity or Benefit (low, medium, high): High

#### Justification:

- High frequency. Will only occur every time a user uploads a document.
- High impact. Users having to deal with this issue may ensue frustration.
- High Persistence. Users will repeatedly be bothered by this issue.

### Possible solution and/or Trade-offs:

Solutions: Add check boxes indicating which document has been uploaded for the application package.

#019

**Name:** User Cannot Undo Action or Edit Documents After Upload

**Location:** Upload Documents - Application Requirements

**Heuristic:** User Control and Freedom

**Evidence of issue:**

Screenshot 1: User uploads a portfolio document.

## Upload a Document

Name

test-portfolio

Type

Portfolio - .pdf, .doc or .docx ▼

Document

Current File: test.pdf 

Upload New File

Upload Document

Cancel

Screenshot 2: No edit or undo option to edit the application package.

**SFU myExperience**  
CO-OPERATIVE EDUCATION | CAREER AND VOLUNTEER SERVICES

Job ID: 50804 CMPT363 Term Project  
\*SFU FAS Faculty of Applied Sciences

Back to Jobs Overview | Back to Search Results | New Search

Job Posting Status: **Approved**

**APPLICATION REQUIREMENTS**

Your application package must contain the following documents :

Cover Letter  
Resume  
Transcript

**MISSING DOCUMENTS**

\*\*\*ATTENTION\*\*\* You are missing the following document types:

Resume  
Transcript

Upload Document | Cancel

© 2018 Simon Fraser University & Orbus Communications Inc. - my\_experience@sfu.ca | MyAccount | Log Out

#### Detailed explanation:

There is no way for the user undo upload document action, nor any way to edit the Application Package if the user wishes to make changes.

**Severity or Benefit (low, medium, high):** High

Justification:

- High frequency. Occurs every time users upload documents to an application package.
- High impact. Users will likely be affected by this issue every time they upload incorrect documentation.
- High Persistence. There is no way to undo the action, so will persist every time a user makes a mistake in uploading a document.

#### Possible solution and/or Trade-offs:

Solutions: Add edit, undo, or link to application package to make edits.

Tradeoffs: Adding undo option may confuse users. Some may think the document is removed, and others may think the document is still uploaded.

#020

Problem/Good: Problem

Name: Message at Top Competes with Relevant Information Below

Location: Upload Documents - Application Requirements

Heuristic: Aesthetic and Minimalist Design

Evidence of issue:

Screenshot 1: Extra fields of information reduces visibility of main information

SFU myExperience

SFU Career Services and Volunteer Services strongly encourages you to research and obtain information regarding the reputation of organizations, the terms and conditions of employment or service, as well as to understand your rights and responsibilities. Postings are provided as a service to the SFU community and SFU does not endorse specific organizations, nor their products, programs or services. If you have questions on the above, please contact: \* Career Services (778-782-3106 www.sfu.ca/career) \* Volunteer Services (778-782-2187, www.sfu.ca/volunteer). Please report to Career Services immediately if you see any suspicious postings or hiring practices (careers@sfu.ca).

Job ID: 50804 CMPT363 Term Project

\*SFU FAS Faculty of Applied Sciences

Job Posting Status: Approved

APPLY Remove Bookmark Print

Posting Detail

Overview Map

Organization

Organization Name	*SFU FAS Faculty of Applied Sciences
Website	
Primary Industry	*Education*

Division

Division Name	*SFU FAS Faculty of Applied Sciences
---------------	--------------------------------------

Job Posting Information

Position Type:	Career Employment
Job Posting Type:	Full Time
Duration:	Short-Term (<3 months/Special Event)
Job Title:	CMPT363 Term Project
Job Location:	Burnaby
Job Description:	* THIS IS NOT A JOB POSTING * * DO NOT APPLY TO THIS JOB UNLESS YOU ARE PART OF CMPT363 (User Interface Design) CLASS FOR SUMMER 2018 *
Solely Commission Based?:	No

TAGS

Deadline in 32 day(s) Shortlisted Viewed

Detailed explanation:

The extra information at the top of the page can take away visibility from the relevant information listed in the tables below.

Severity or Benefit (low, medium, high): Low

Justification:

- High frequency. Occurs on every job details page.
- Minimal impact. Users will likely ignore the message after reading it once.
- High Persistence. The message occurs at every job detail page without any way to disable the message.

Possible solution and/or Trade-offs:

Solutions: Move message to a more relevant location or display in a popup box that can be hidden after the first viewing.

Tradeoffs: Moving the message can still be an issue by taking away from relevant information. For users who hide the message may forget about the information it contains, which may be relevant to a current issue that they face.

#021

Problem/Good: Problem

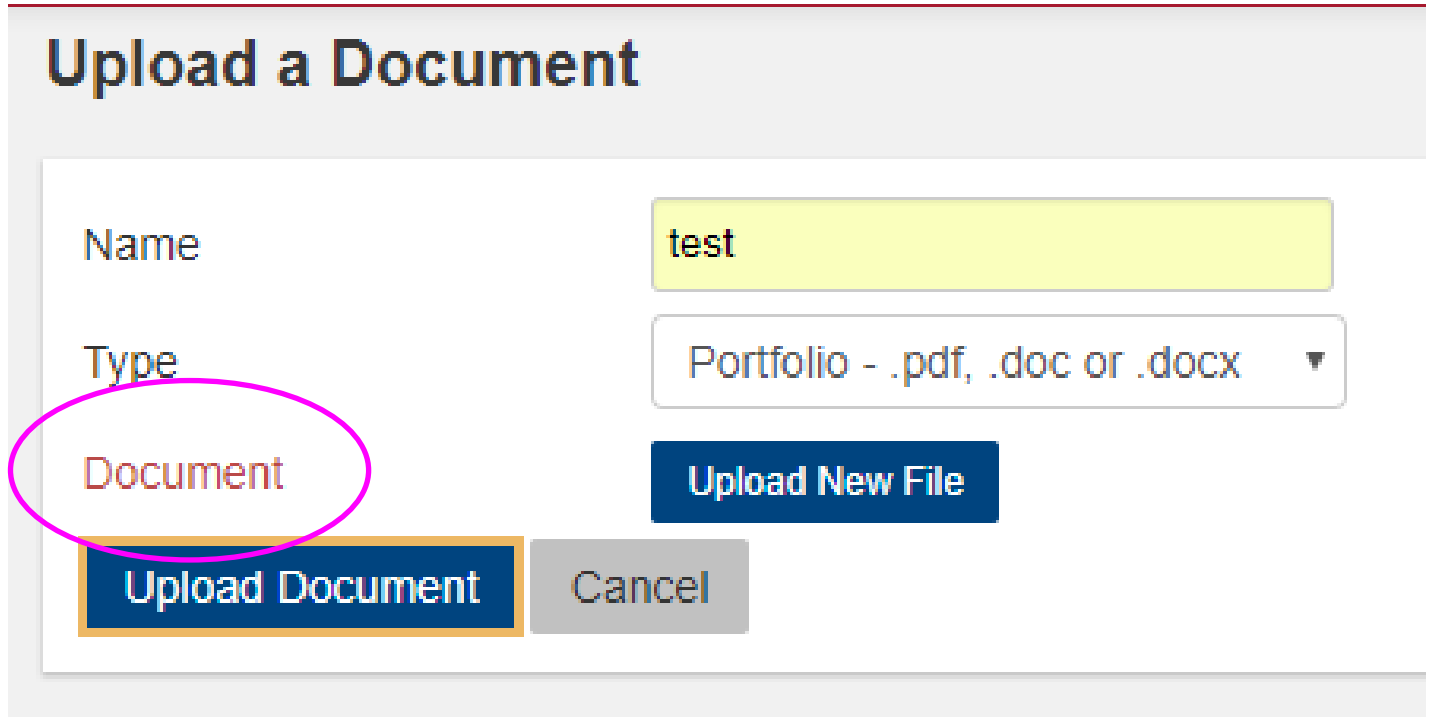
Name: Unhelpful Error Indication When User Doesn't Upload New File

Location: Upload Documents - Application Requirements

Heuristic: Error Prevention

Evidence of issue:

Screenshot 1: Unhelpful error indication when user does not upload a new file.



The screenshot shows a form titled "Upload a Document". It has three input fields: "Name" with the value "test", "Type" with a dropdown menu showing "Portfolio - .pdf, .doc or .docx", and "Document" which is circled in red. Below the "Document" field is a blue button labeled "Upload Document". To the right of the "Document" field is a blue button labeled "Upload New File". Below the "Upload Document" button is a grey button labeled "Cancel".

Detailed explanation:

When the user attempts to *Upload Document*, and forgets to choose a document via the *Upload New File* button, the only indication of an error occurring is a red highlighting of the label "Document." This method of error prevention is not helpful to the user, and does not clearly indicate that they forgot to upload a document.

Severity or Benefit (low, medium, high): Low

Justification:

- Low frequency. Will only occur if the user forgets to upload the file.
- Minimal impact. Users will likely notice the red Document label and proceed to upload the file.
- Low Persistence. The message only occurs if the user forgets to upload a file, so the error will not persist.

Possible solution and/or Trade-offs:

Solutions: Add a message similarly to when user forgets to choose a Type, with a "this field is required" alert.

#022

Problem/Good: Problem

Name: No Indication to What Documents User Has Uploaded

Location: Upload Documents - Application Requirements

Heuristic: Recognition Rather than Recall

Evidence of issue:

Screenshot 1: User upload a portfolio document.

## Upload a Document

Name

Type

Portfolio - .pdf, .doc or .docx ▼

Document

Current File: test.pdf 

Upload New File

Upload Document

Cancel

## Screenshot 2: No indication that user uploaded a portfolio document.

**SFU myExperience**  
CO-OPERATIVE EDUCATION | CAREER AND VOLUNTEER SERVICES

Dashboard  
Career  
Job Postings  
Appointments Calendar  
Events Calendar  
Volunteer  
Exp. Learning (Co-op)  
Logout

**Job ID: 50804 CMPT363 Term Project**  
\*SFU FAS Faculty of Applied Sciences

Back to Jobs Overview | New Search

Job Posting Status: **Approved**

**APPLICATION REQUIREMENTS**

Your application package must contain the following documents :

Cover Letter  
Resume  
Transcript

**MISSING DOCUMENTS**

\*\*\*ATTENTION\*\*\* You are missing the following document types:

Resume  
Transcript

Upload Document | Cancel

© 2018 Simon Fraser University & Orbis Communications Inc. - my\_experience@sfu.ca | MyAccount | Log Out

### Detailed explanation:

When the user uploads a document (Screenshot 1), they are not notified which document was recently uploaded (Screenshot 2). The only indication they have is if there is no “Missing Documents” error box (Screenshot 2). If the user uploads a portfolio document, there is no way for them to know that they uploaded that document. A “Missing Documents” notification will also not display for a missing portfolio document because portfolios are not usually required.

### Severity or Benefit (low, medium, high): High

#### Justification:

- High frequency. Will only occur every time a user uploads a document.
- High impact. Users having to deal with this issue may ensue frustration.
- High Persistence. Users will repeatedly be bothered by this issue.

### Possible solution and/or Trade-offs:

Solutions: Add check boxes indicating which document has been uploaded for the application package.



#023

Problem/Good: Good

Name: User Notified of Successful Submission and Deletion of Application

Location: Upload Documents

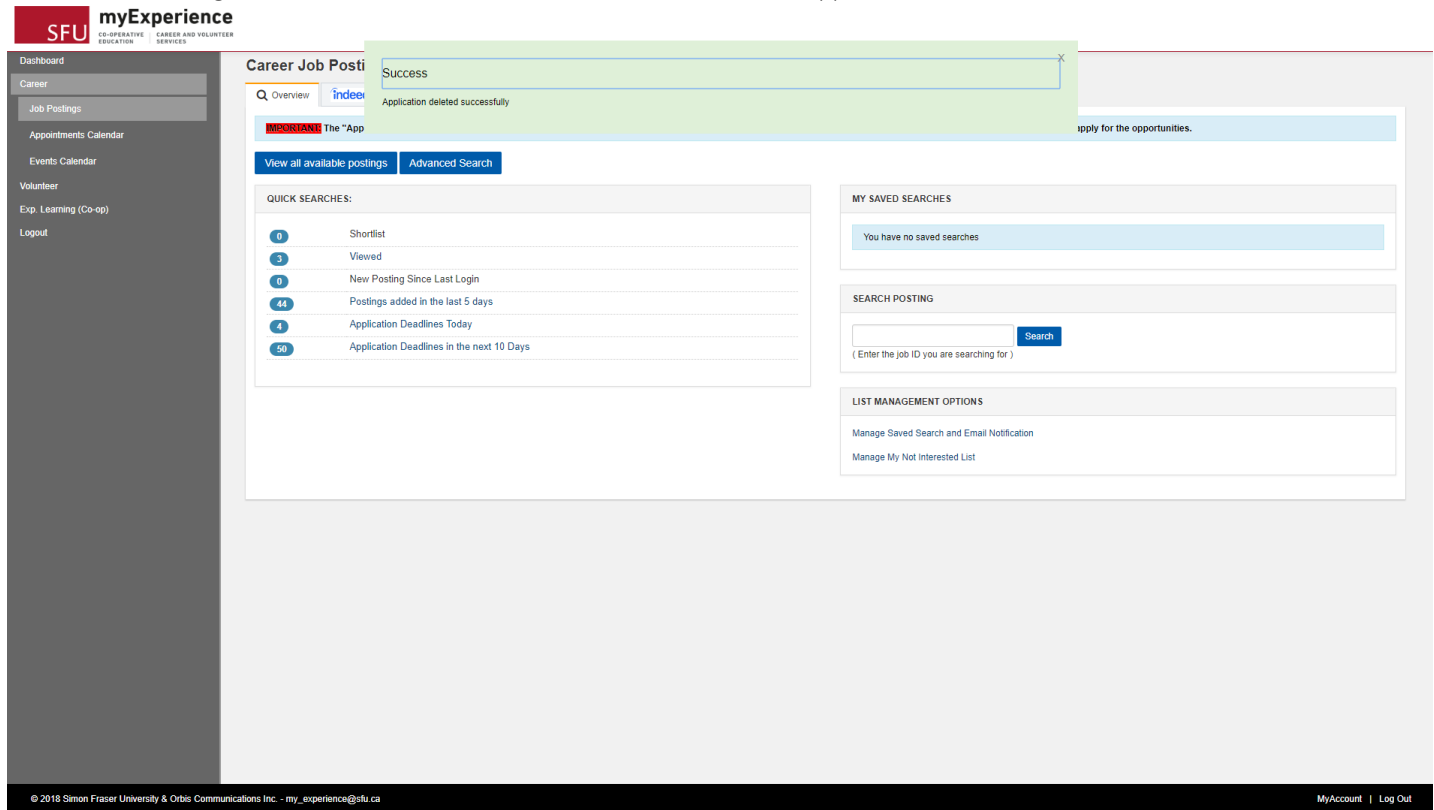
Heuristic: Visibility of System Status

Evidence of benefit:

Screenshot 1: User granted with notification of successful submission of their application.

The screenshot displays the SFU myExperience portal interface. On the left is a dark sidebar with navigation links: Dashboard, Career (highlighted), Job Postings, Appointments Calendar, Events Calendar, Volunteer, Exp. Learning (Co-op), and Logout. The main content area has a header with the SFU myExperience logo and navigation buttons: Back to Jobs Overview, Back to Search Results, and New Search. Below the header, the job title 'Job ID: 50804 CMPT363 Term Project' and employer 'SFU FAS Faculty of Applied Sciences' are shown. A 'Job Posting Status' box indicates 'Approved'. A green notification banner states: 'Your online application has been submitted for SFU FAS Faculty of Applied Sciences - CMPT363 Term Project (Job ID: 50804)'. Below this, a message says: 'To cancel your application prior to the application deadline, click Cancel Application.' At the bottom of the notification area are two buttons: 'Cancel Application' (red) and 'Back to Search Results' (blue). The footer contains copyright information: '© 2018 Simon Fraser University & Orbis Communications Inc. - my\_experience@sfu.ca' and links for 'MyAccount' and 'Log Out'.

## Screenshot 2: User granted with notification of successful deletion of their application.



### Detailed explanation:

When users submit or delete a job application, they are granted with a helpful notification of their action.

### Severity or Benefit (low, medium, high): Beneficial

#### Justification:

- High frequency. Occurs every time users submit or delete an application.
- Positive impact. Beneficial for users when submitting or deleting.
- High Persistence. Users will repeatedly encounter see the feature, and not be bothered by it.

### Possible solution and/or Trade-offs:

Trade-off: Users may want to see what application they submitted or delete.

Possible Improvements: Offer link in notification to job posting that was submitted for or deleted.