Usability Mockups Report

Group Member Contributions **2**
- Mayank Aggarwal 2
- Dillon Van Horn 2
- Priscilla Skylar Lee 2
- Brandon Wong 2
- Joshil Patel 3

Mockup Summaries **4**
- Homepage 5
- Event Registration 6
  - List View 6
  - Calendar View 7
  - Using Search 8
  - Expanding a Filter Type 9
  - After School Filter (FAS) 10
  - Expanding an Event 11
  - Event Detail 12
  - Event Registration Success 13
- Job Postings 13
  - Default Postings 14
  - Search Results After Application 15
- Search Results 16
  - Result: Google 16
  - Result Expanded 17
- Postings Detail 18
  - Huge Screen - All Content Shown 18
  - Common Resolution (1366×768) - With Scroll 19
- Job Application Form 20
  - No Documents Uploaded 20
  - Uploading Document Dialog 21
  - Uploaded Resume 22
  - Uploaded All 23
  - Application Success 24

User Tasks **25**
- Register for FAS Resume Workshop 25
- Apply to a Junior Software Engineering Co-op at Google for Spring 2020 25

Group Self-Assessment **26**

Group Member Contributions

Mayank Aggarwal

1) Designed initial mockups to identify key features that can be integrated to the final mockups.
2) Co-interviewed 5 SFU students to gain feedback on mockup designs.
3) Contributed by editing existing mockups to align them with user's feedback.
4) Provided brief textual description of user actions for some of the final mockups.

Dillon Van Horn

1) Designed initial mockups to identify key features that can be integrated to the final mockups.
2) Edited existing mockups to align them with user's feedback
3) Created new mockups for task flow completeness
4) Provided brief textual description of user actions for some of the final mockups.

Priscilla Skylar Lee

1) Designed initial mockups to identify key features that can be integrated to the final mockups
2) Edited existing mockups to align them with user's feedback
3) Created icons for mockups
4) Created new mockups for task flow completeness
5) Curated and maintained consistency throughout the mockups
6) Provided content for mockups
7) Provided brief textual description of user actions for some of the final mockups

Brandon Wong

1) Designed initial mockups to identify key features that can be integrated to the final mockups.
2) Helped merge everyone's individual mockup to our the first iteration of our group mockup.
3) Provided content for mockups
4) Wrote the Mockup Summaries for this report
5) Wrote the User Tasks

Joshil Patel

1) Designed initial mockups to identify key features that can be integrated to the final mockups.
2) Combined features of all initial mockups to a single group mockup, integrating useful aspects of every group members designs
3) Conducted meeting with Paul to gain feedback on mockup
4) Co-interviewed five SFU students to gain feedback on mockup designs.
5) Overview and direction of mockup changes based on user feedback - Brandon and Priscilla made changes in Balsamiq
6) Final report editing

Mockup Summaries

Throughout this section, reference is made to usability heuristics considered with respect to design decisions made.

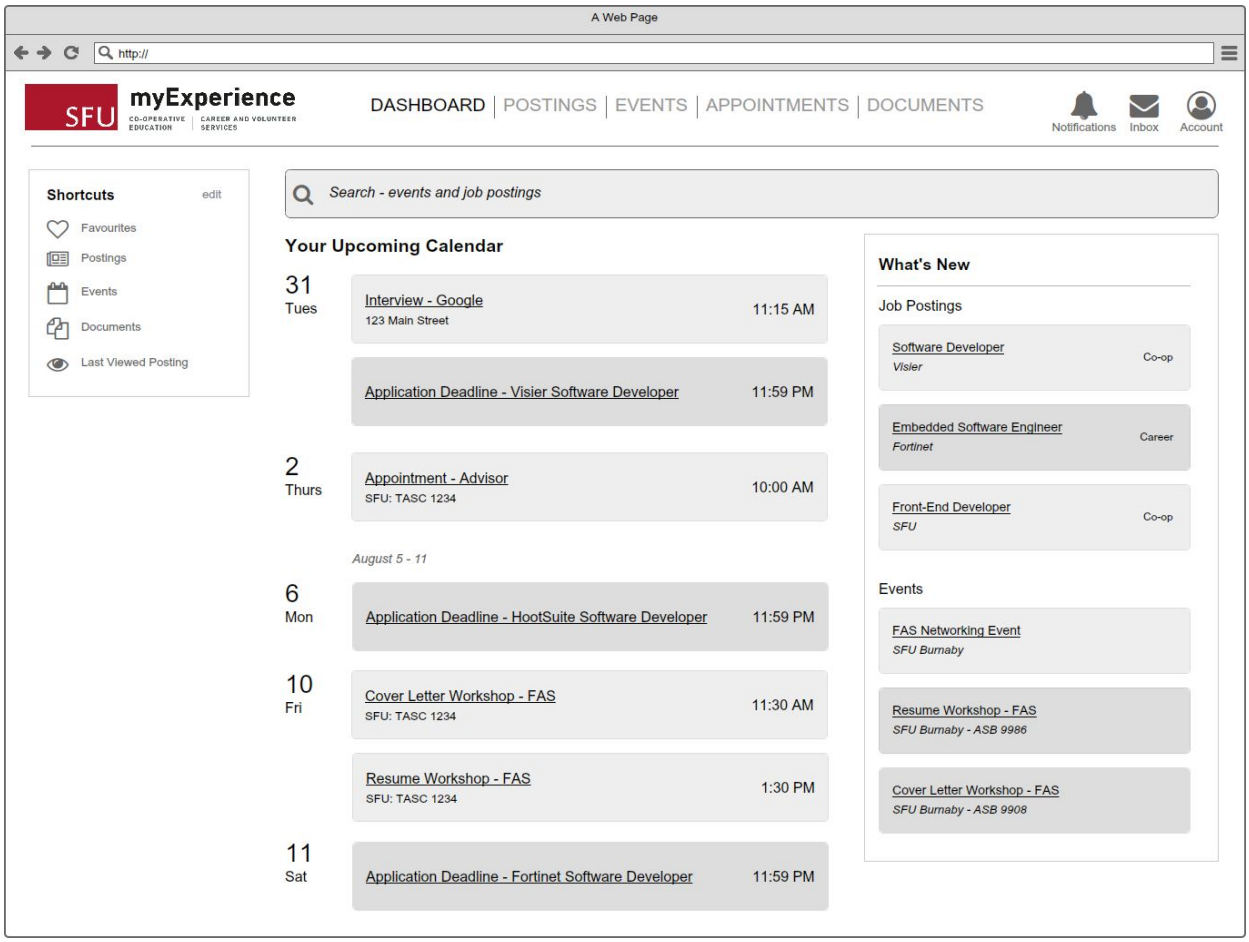
For example:

There is an additional feature that allows users to **preview** their uploaded documents *[visibility of system status]*.

This implies that the **additional feature preview** addresses the heuristic *visibility of system status.*

Homepage

After a successful login, the user will be redirected to the homepage/dashboard.

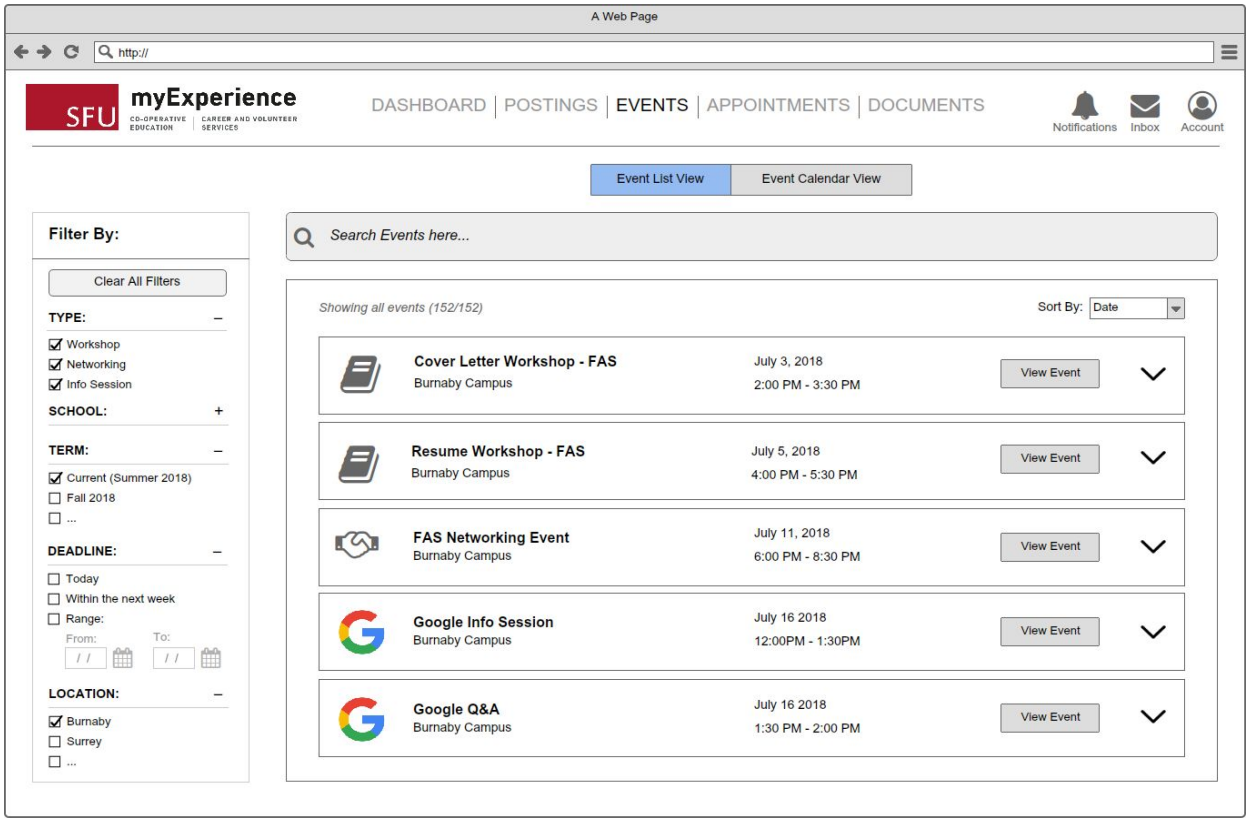


The homepage is designed to allow users to view a concise version of myExperience *[aesthetic and minimalist design]*. There is a **Shortcut** section that lists personalized items like favourites, and recently viewed postings along with the other postings/events using which users can access the most important information. Users have an option to customize the Shortcuts and lists their priorities *[flexibility and efficiency of use]*. In addition to this, the homepage provides users with all the latest happenings including new Job Postings and Events under **What's New.** The **upcoming calendar** lists deadlines that can be important to the user and a **search bar** is provided for users who want to quickly jump to a particular event/job posting.

Event Registration

If a user wants to register for an event, they can access the **Events** section of the site by using the navigation bar at the top of any page, and clicking *EVENTS*.

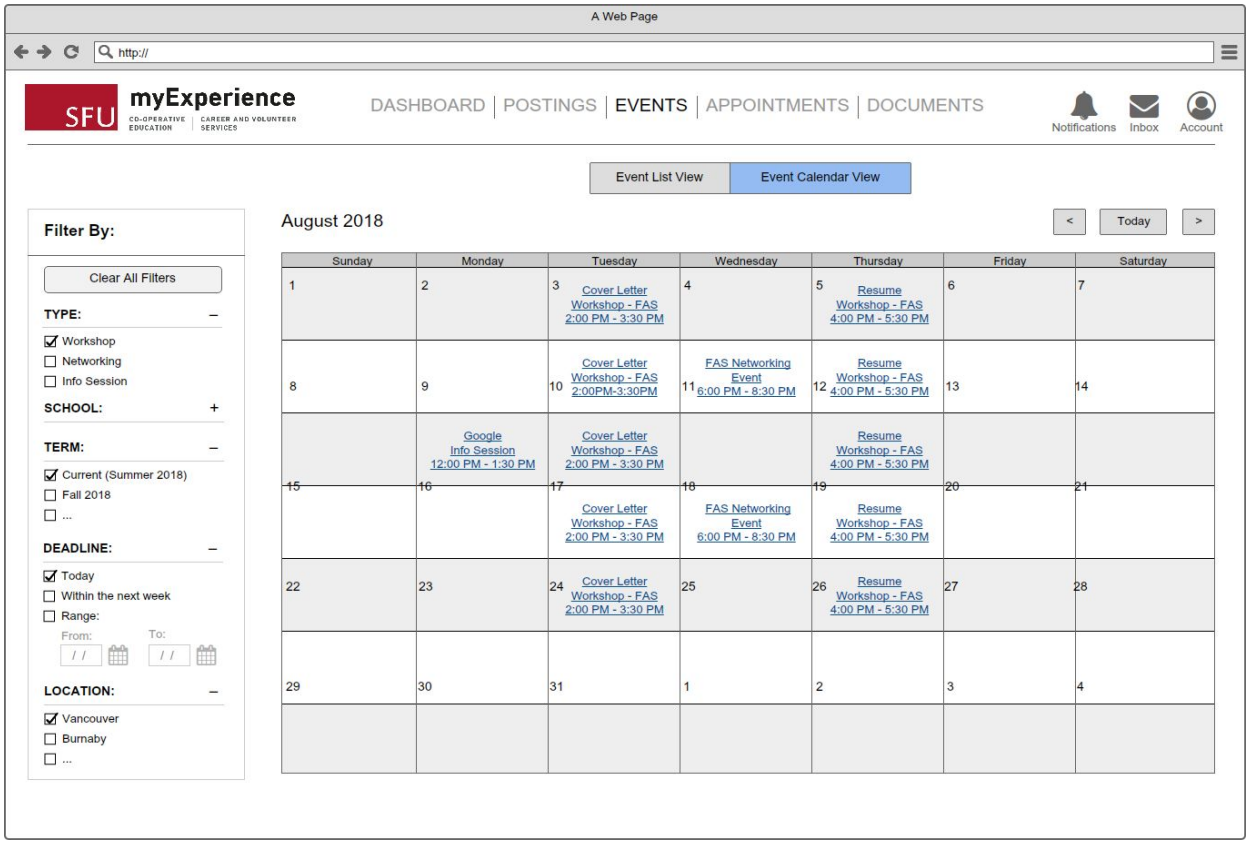
List View



The user is shown a list of events, where only the most pressing information is initially shown. The list is initially sorted by **date**, but can be changed to be sorted by **title name, location, etc.** There is also sorting functionality located on the left side for **Event Type, School, Term, Sign-up Deadline,** and **Location** *[flexibility and efficiency of use]*. Filter types can be expanded and contracted to limit the amount of page congestion, and in this mockup, the **School** filter is contracted. The student has the option to see more information on each event using the drop down **arrows** *[consistency and standards]* and in full detail by selecting **View Event**.

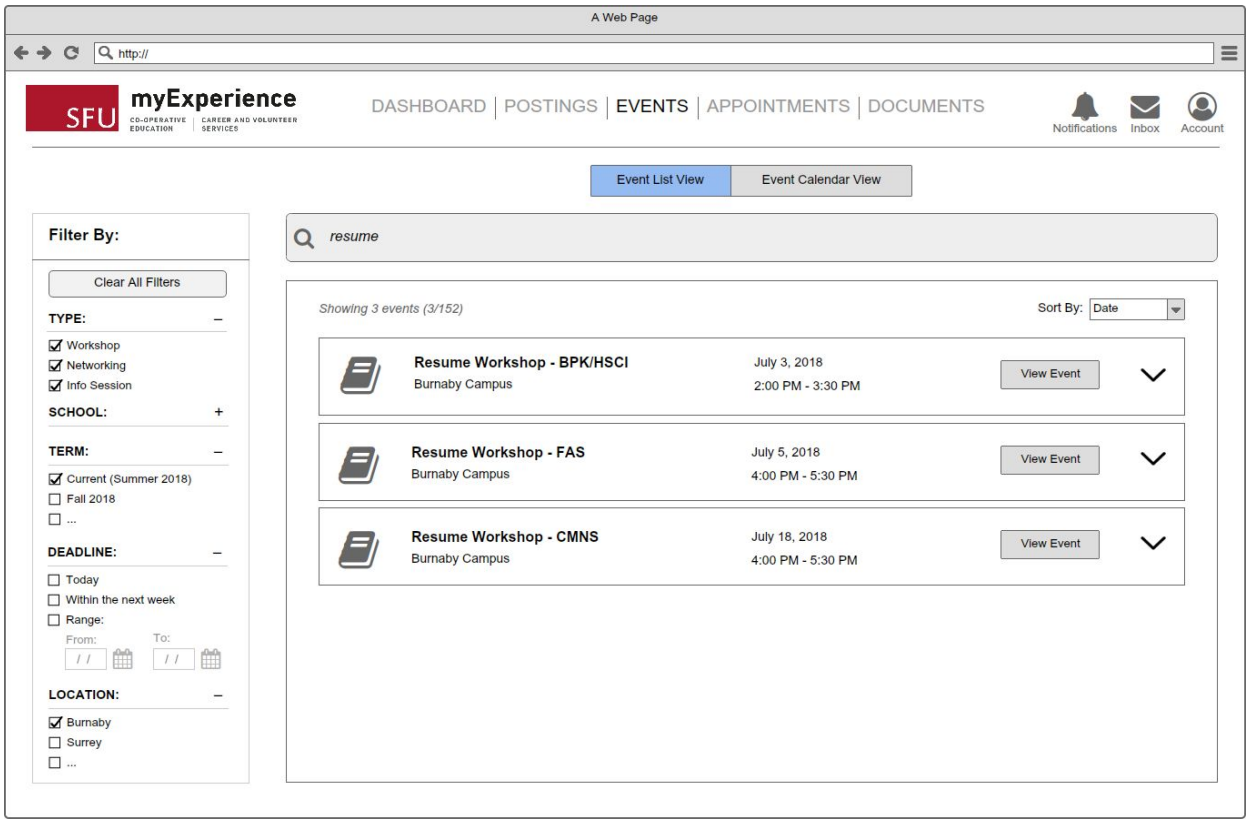
As the filtering is changed, the user interface reports how many events have been hidden through the use of a counter (e.g. “152/152”) *[visibility of system status]*.

Calendar View



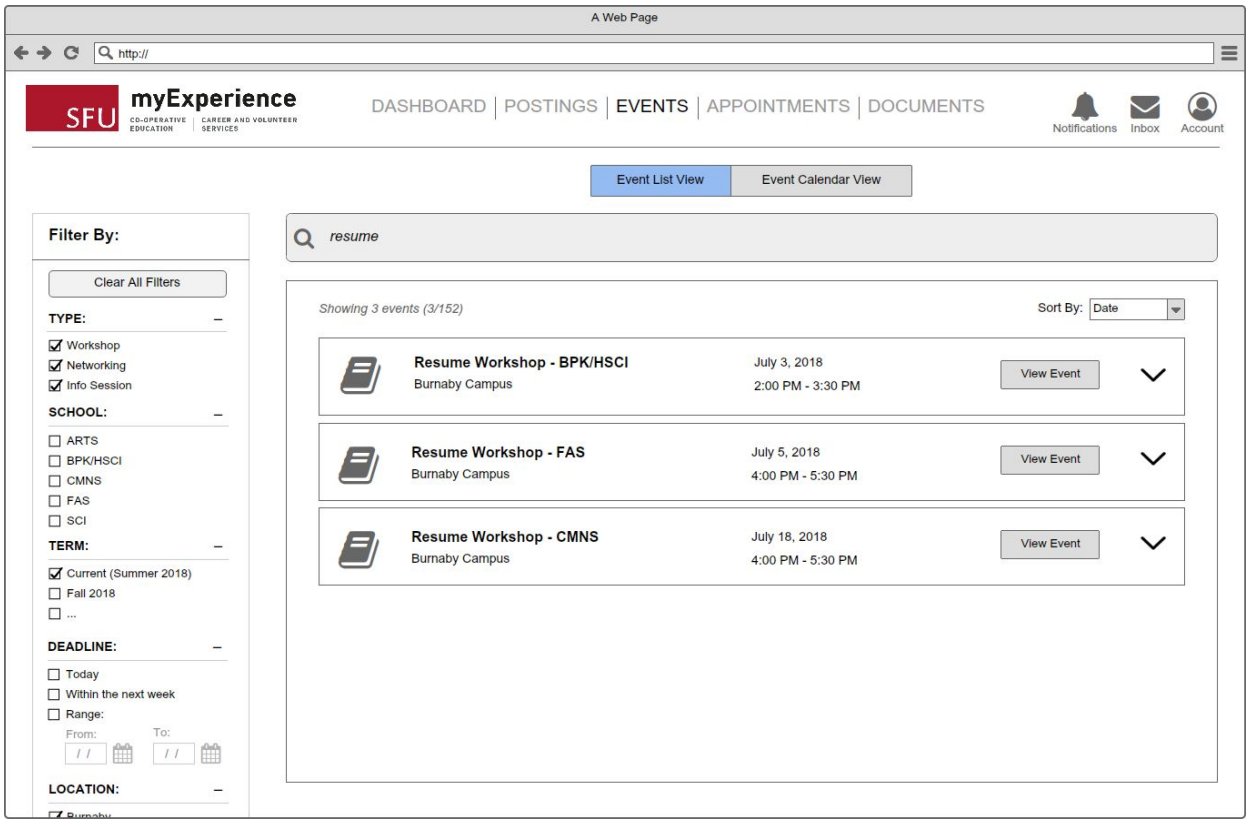
Users also have the option to look at the events through a calendar lens. Filtering can still be achieved through the same interface as before.

Using Search



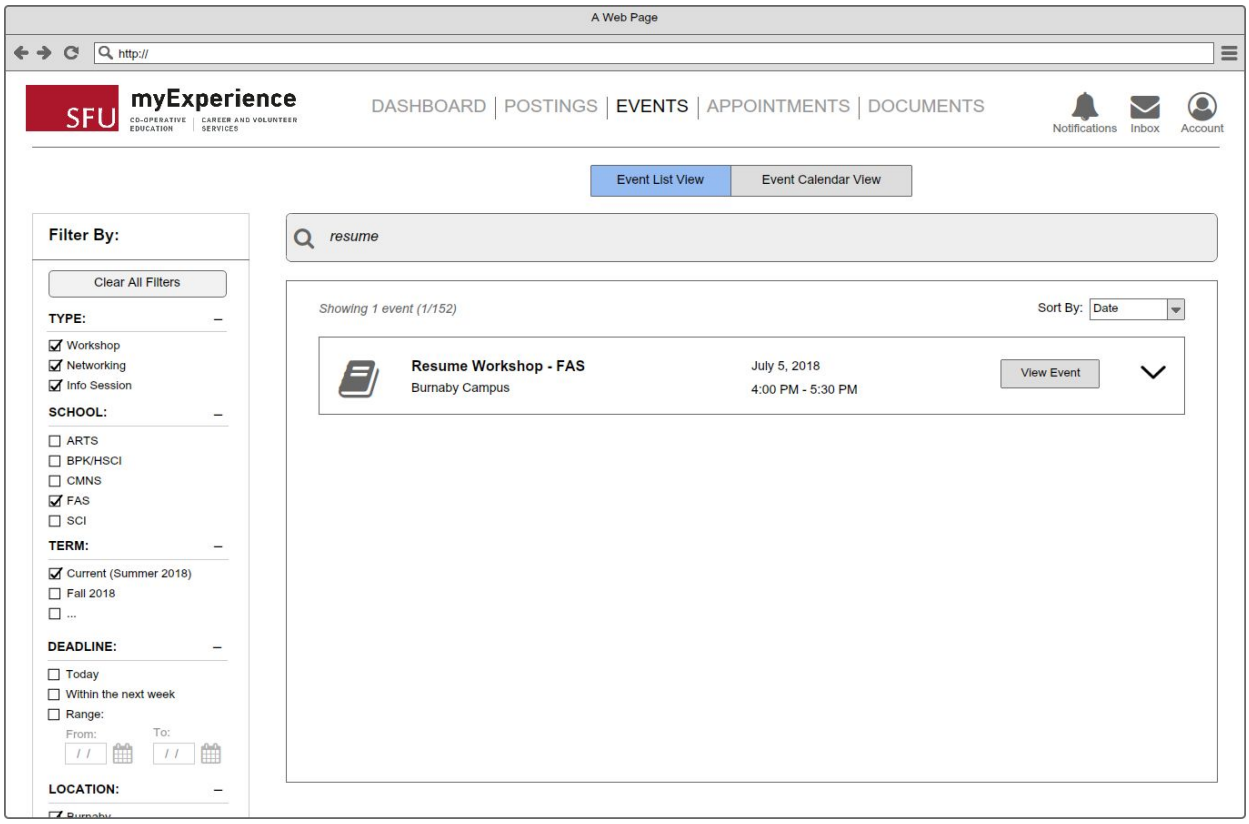
In the list view, a user can further filter results by using the search bar *[flexibility and efficiency of use]*. For example, by typing *resume* into the search field, only events with the *resume* keyword are shown, as well as the number of items returned.

Expanding a Filter Type



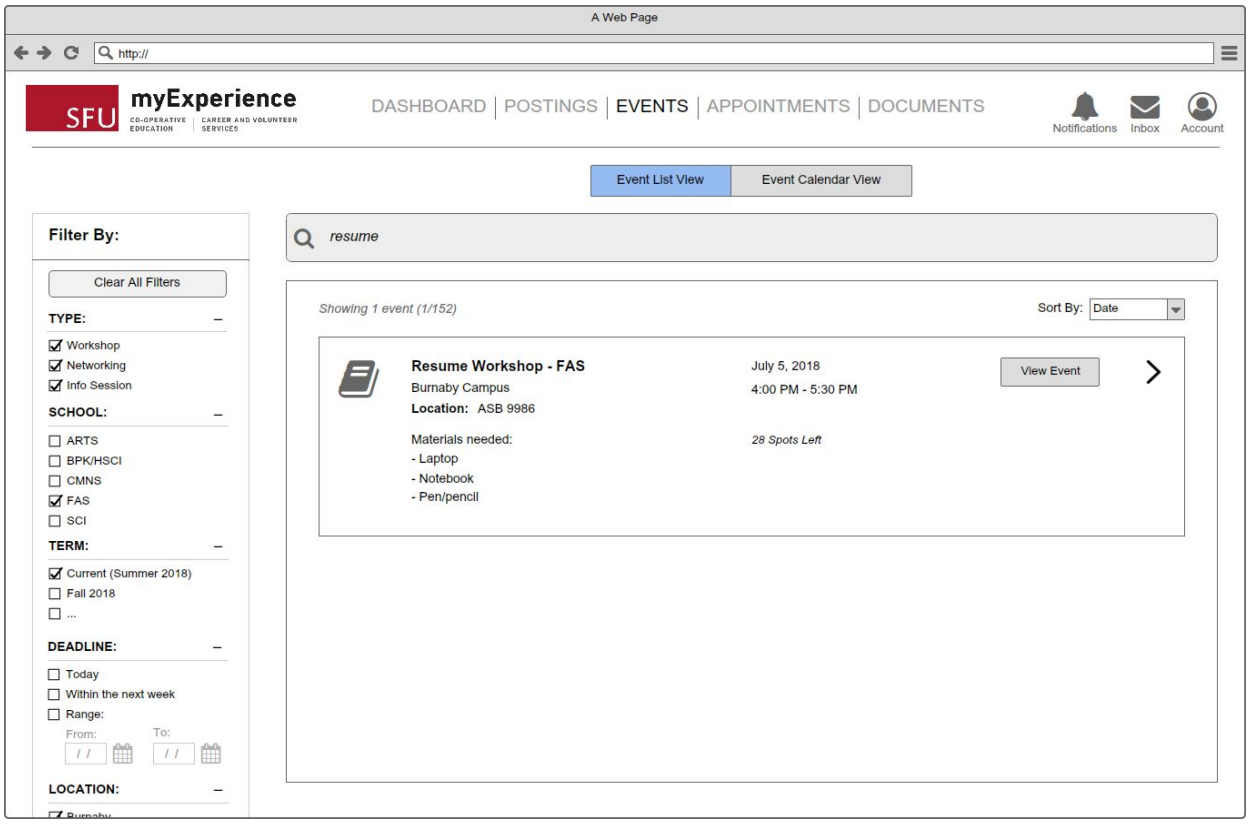
In the previous pages, the school filter was contracted. After the student has expanded the **School** filter in the filter toolbar, they have the option of selecting specific schools for events results.

After School Filter (FAS)



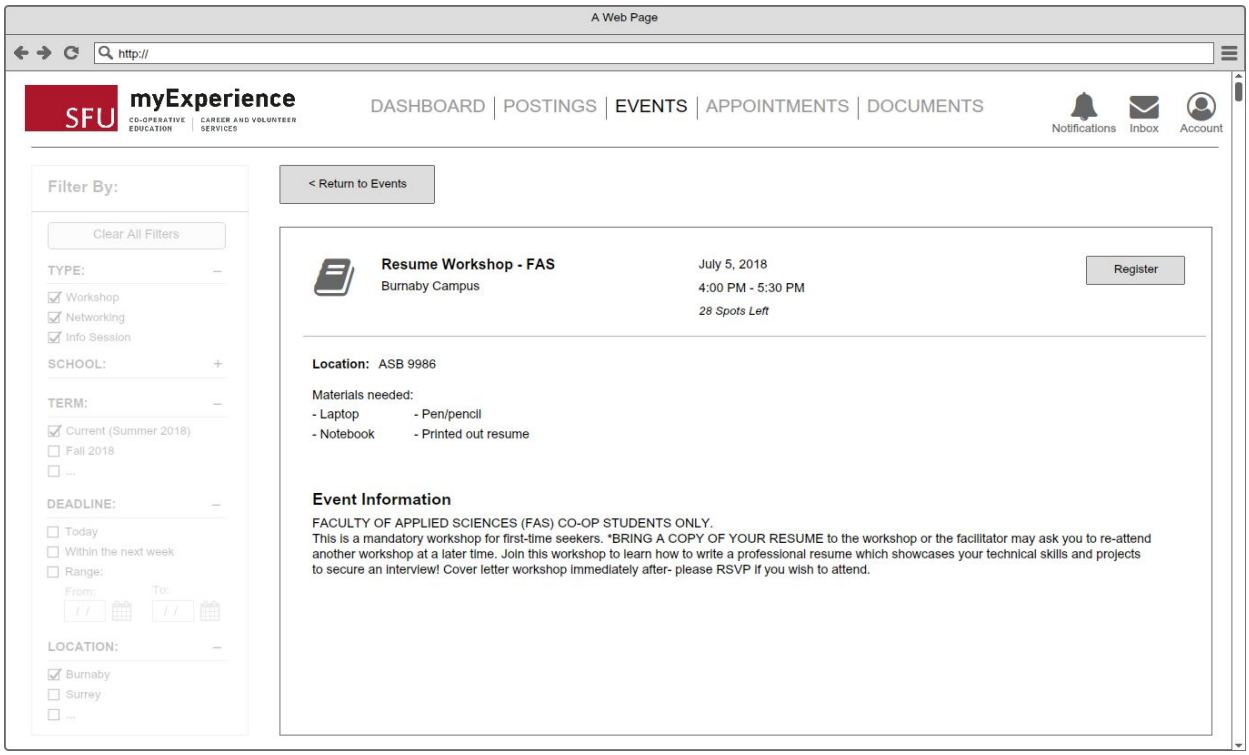
When the school of Applied Sciences (**FAS**) is checked, the results for all other schools will be filtered out leaving only **FAS** events in the results, as well the number of items returned.

Expanding an Event



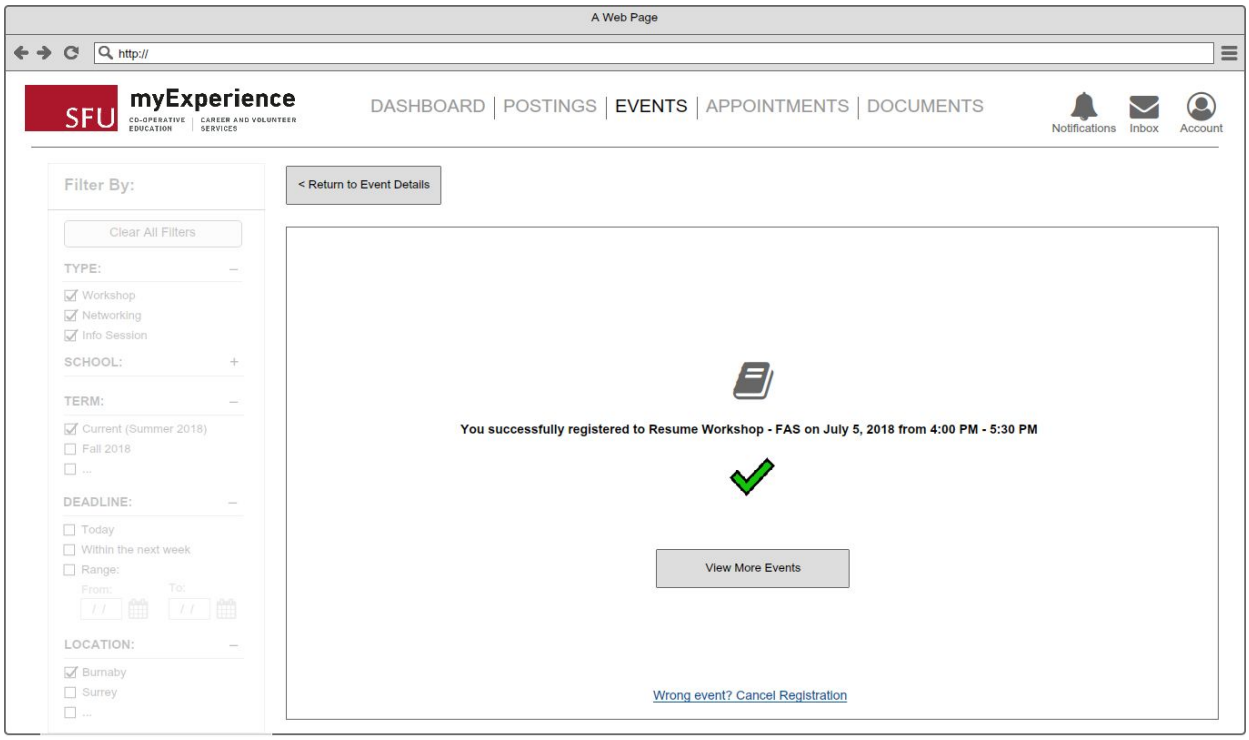
The student can expand the event using the dropdown arrow. This action displays additional information for the event, including **Materials Needed** as well as the remaining **Spots left** for registration in the event. The student has the option to see more information on each event using the drop down **arrows** and in full detail by selecting **View Event**.

Event Detail



After selecting **View Event**, the student is brought to the detail page for that event which contains all information regarding that event. Information included is **Date**, **Time**, **Location**, **Materials Needed**, **Spots Left**, and a description of the event. The student has the option to return to the previous search results page using the **Return to Events** button, and to register for the event using the **Register** button.

Event Registration Success

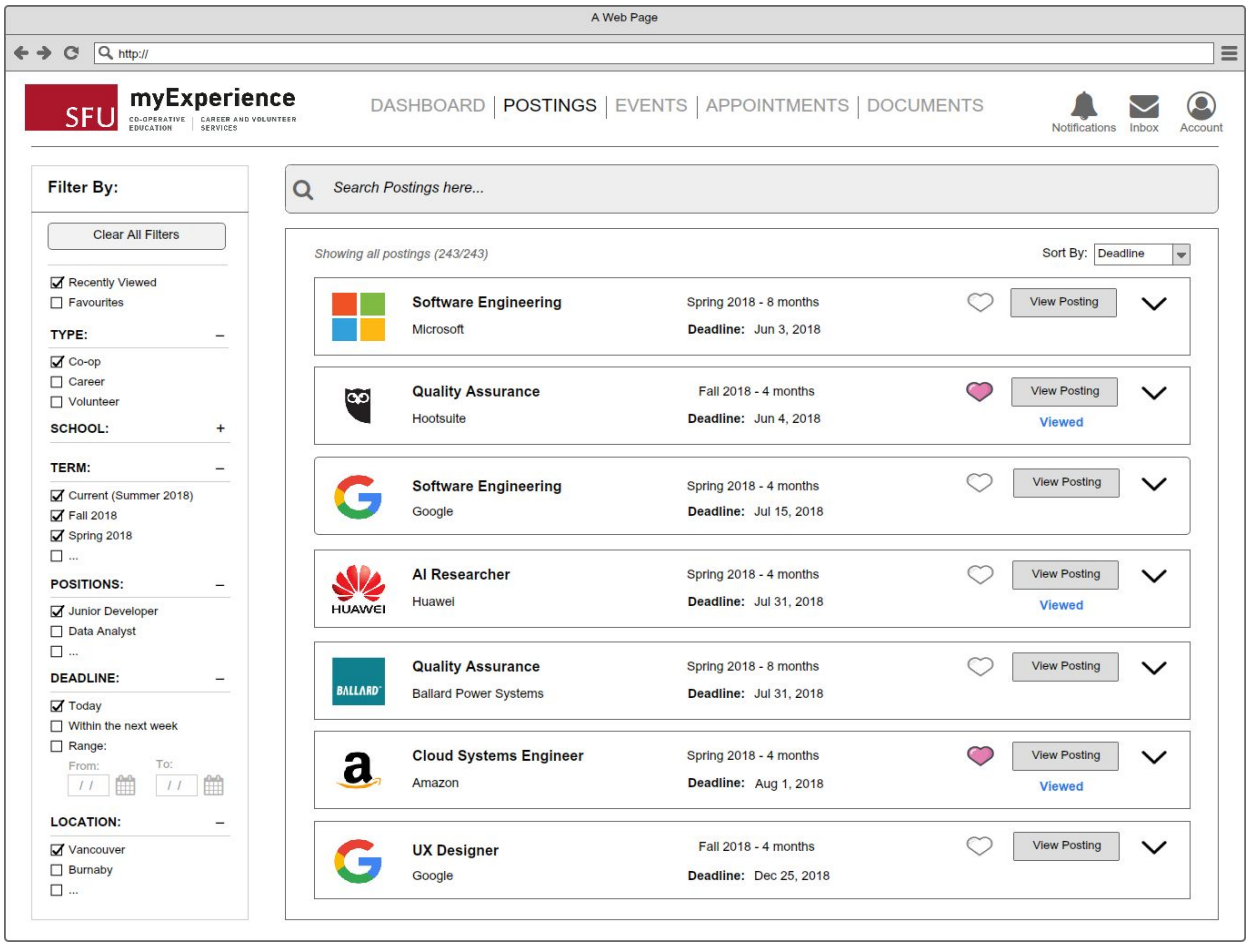


After selecting **Register**, the student is brought to the registration success page, giving them feedback that they successfully are part of the event. The student has the option to return to the event details page using the **Return to Event Details** button, or the option to the default events list using the **View More Events** button. A link is also provided labelled "**Wrong event? Cancel Registration**" for the student to undo their registry action.

Job Postings

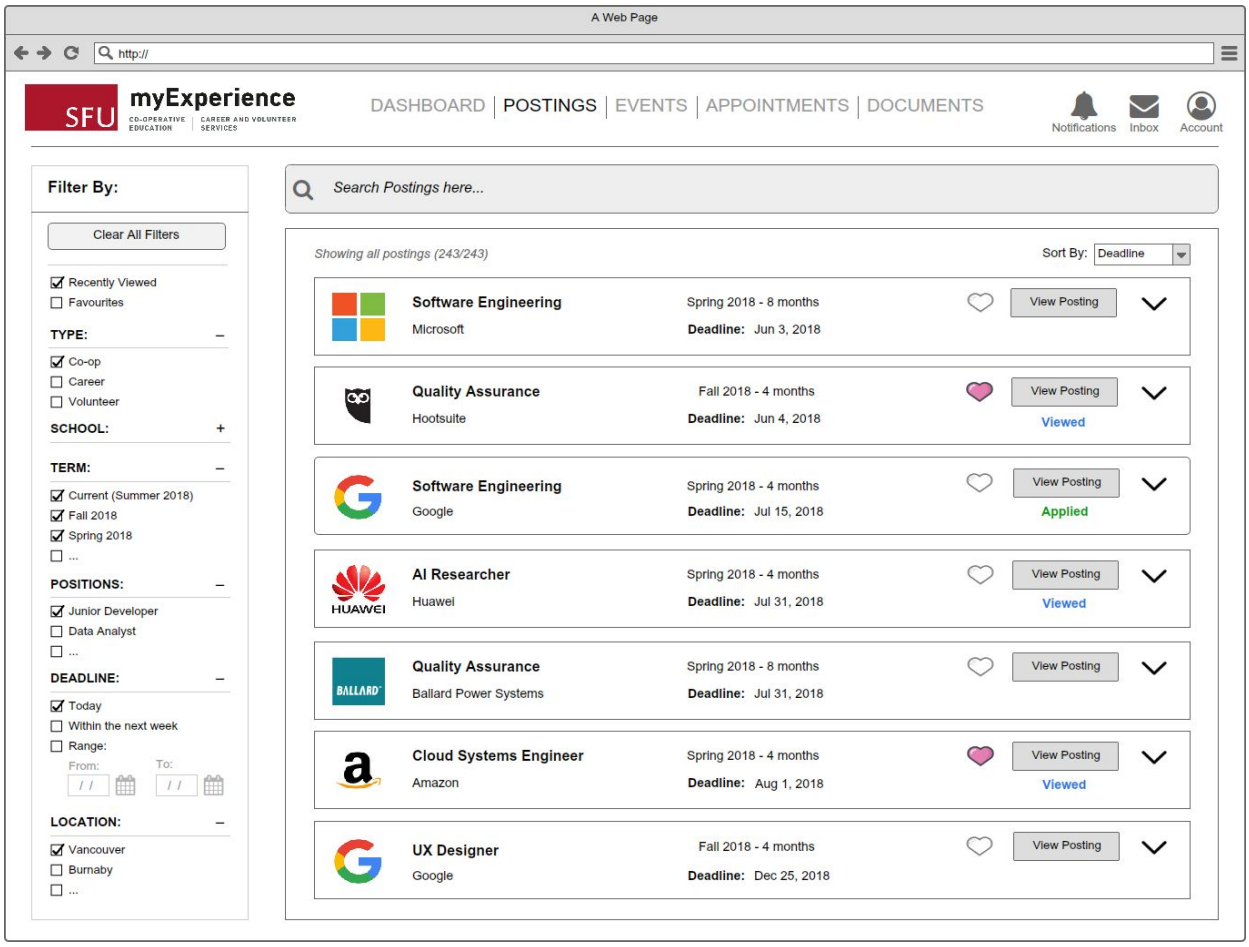
The Job Postings section of the site is meant to parallel how Event Registration works *[consistency and standards]*. If a user wants to look through jobs, they can access the **Postings** section of the site by using the navigation bar at the top of any page, and clicking *POSTINGS*.

Default Postings



The user has the option to **favourite** postings using the heart icon *[flexibility and efficiency of use]*, which will turn coloured if selected *[visibility of system status]*. They can apply filters including **Recently Searched**, and **Favourites** which gives freedom to a user in terms of searching for job postings. Users have an option to **clear all filters**, and **sort** postings by Deadline, Title, etc. Users can type in a query in the **Search** bar which would result in a similar list relevant to the query. To keep the design consistent with other design mockups and also with the real world, the top right section is reserved for individual content including "**Account**", "**Inbox**", and "**Notifications**". A status text field shows "**Viewed**" for postings that have been previously viewed *[visibility of system status]*. The user has the option to see more information on each event using the drop down **arrows** and in full detail by selecting **View Posting**.

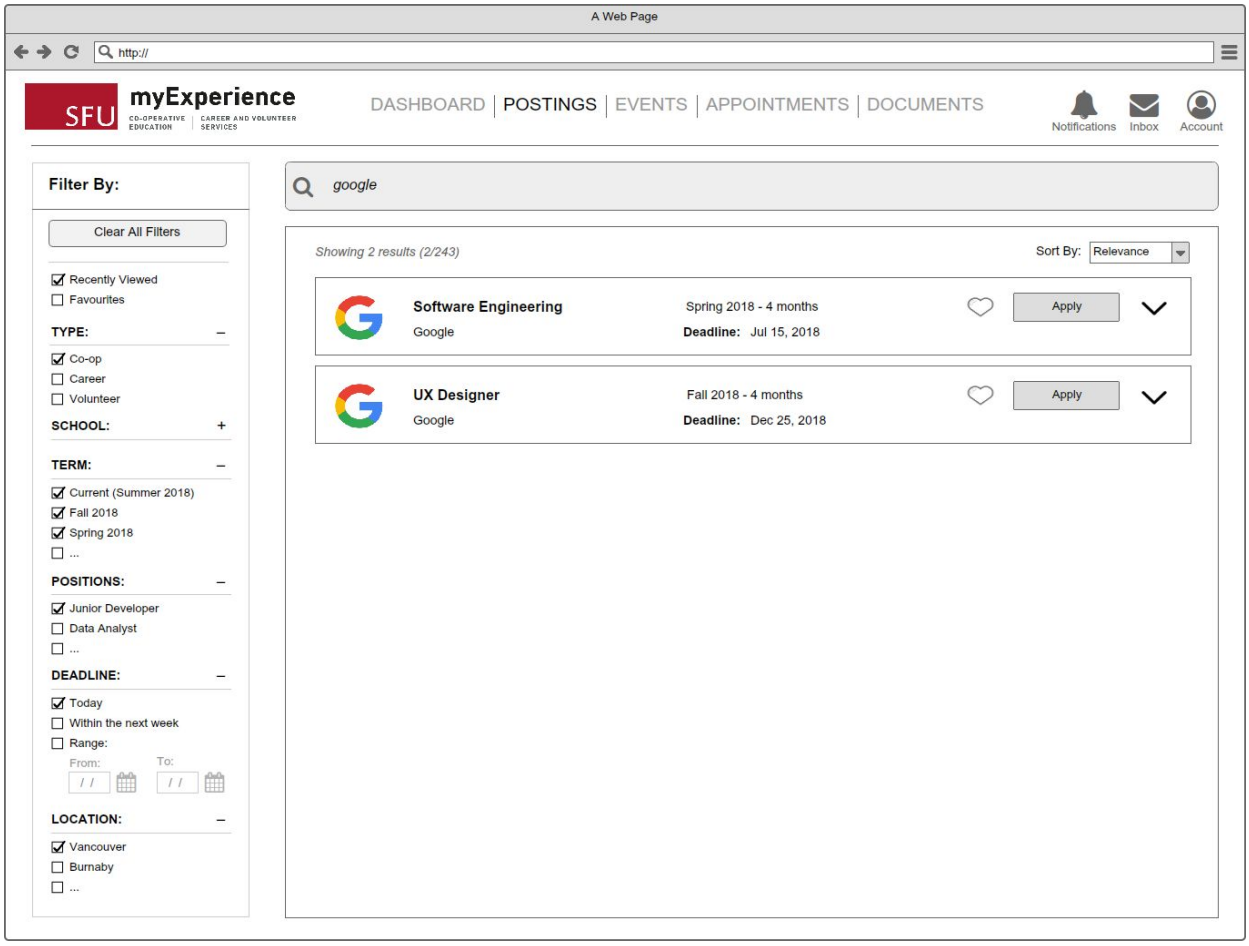
Search Results After Application



A status text field shows “**Applied**” for postings that have been already applied to *[visibility of system status]*.

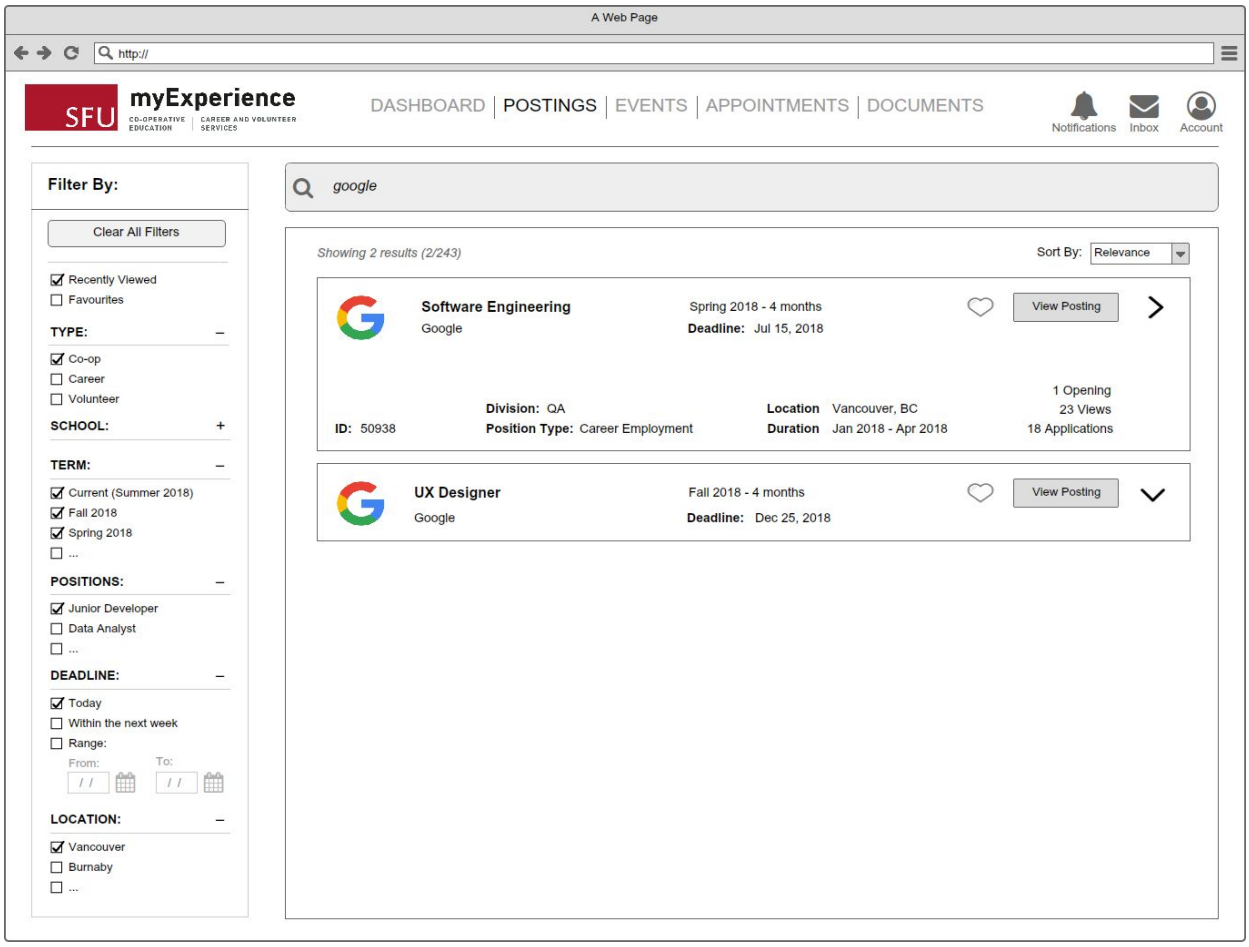
Search Results

Result: Google



A user can further filter results by using the search bar. For example, by typing *google* into the search field, only jobs with the *google* keyword are shown *[flexibility and efficiency of use]*.

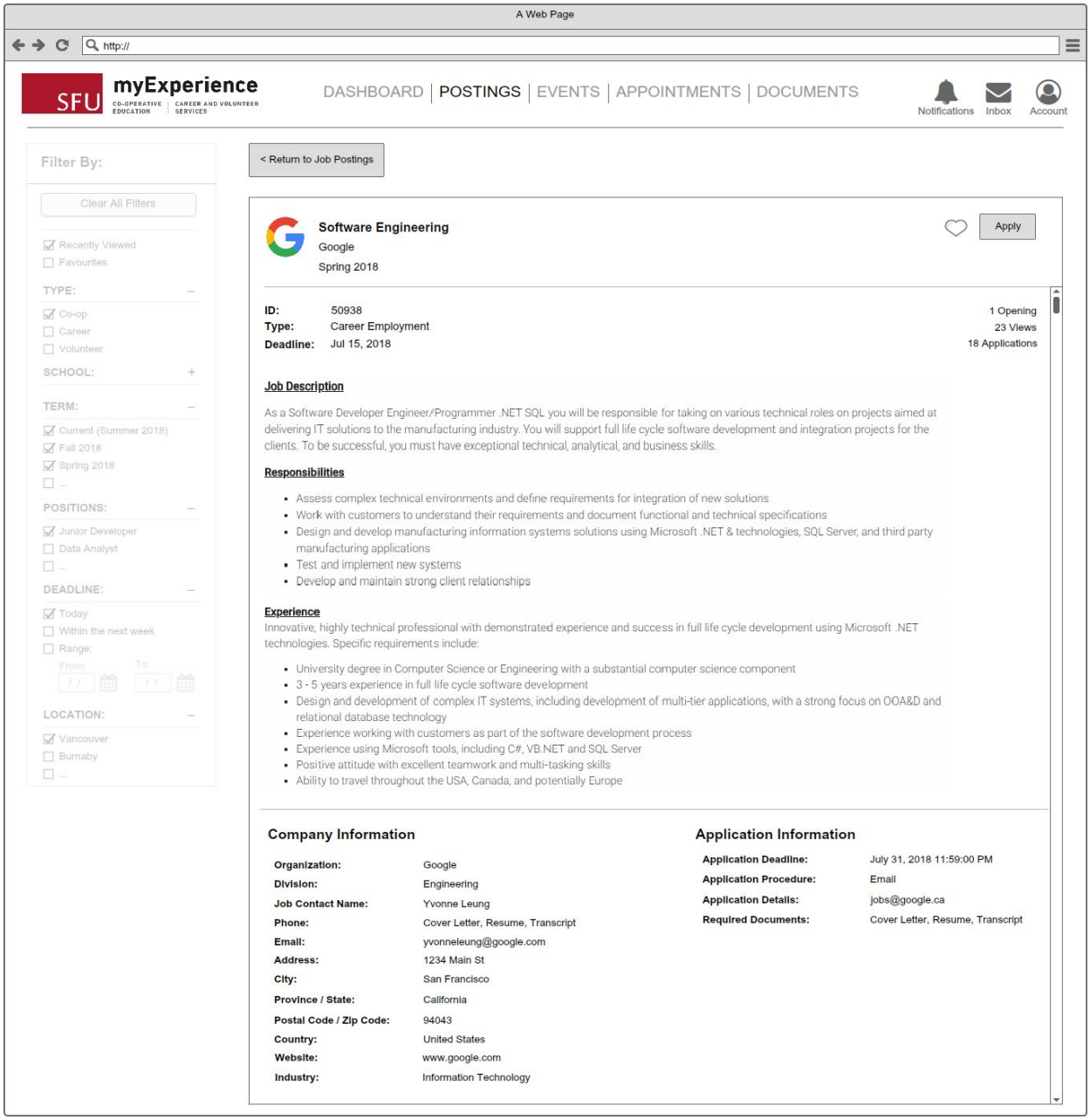
Result Expanded



By using the drop down **arrows**, users are able to see more information that can be valuable to look at from a glance. For example, the number of openings, views, applications, location, etc.

Postings Detail

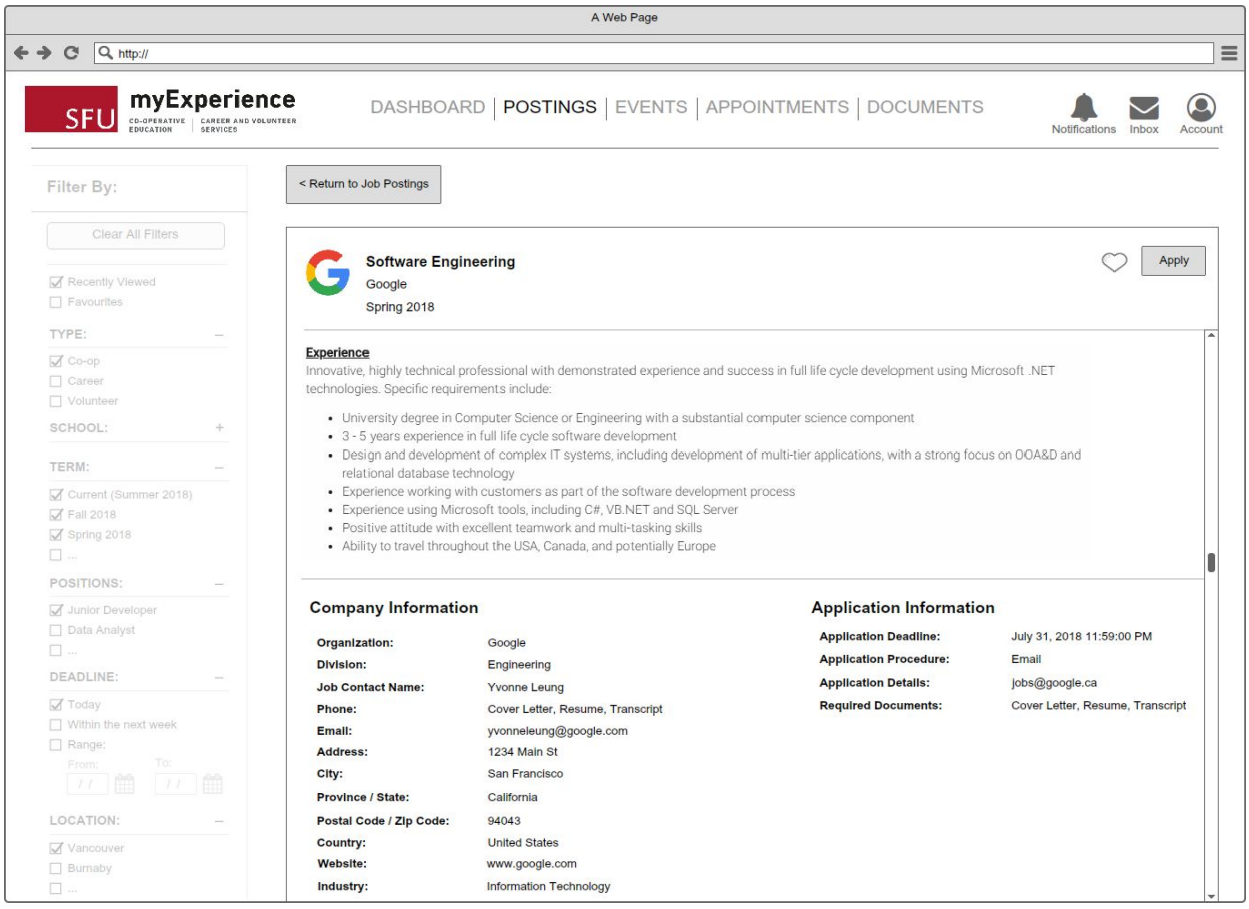
Huge Screen - All Content Shown



When users click on **view posting**, they will be brought to a page that describes the job in further detail. The user can **apply** for the posting (using the apply button). The **filter** options have been disabled and greyed out to show the user that it cannot be

used on this page [*error prevention*]. This allows the information on the right side of the screen to stay in the same area that it was in before and thus, less movement for the user to find the **favourite** and **apply** buttons are they are in the same location. There is always a **return to Job Postings** button if the user wishes to go back (this will act as a true back button, returning them back to the page they were previously on – not just the job postings page). The user will likely need to scroll down the page for more information (there is generally a lot of information on the job description pages, which leads us to the next screenshot.

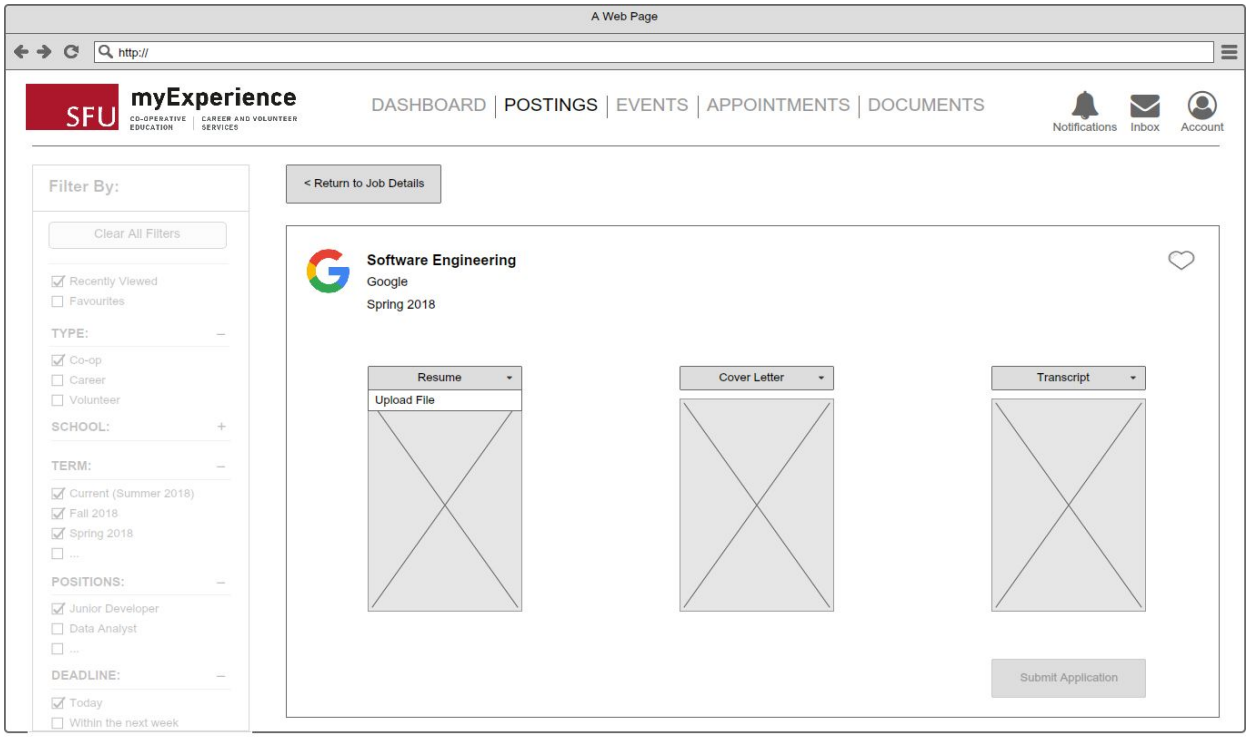
Common Resolution (1366×768) - With Scroll



When users scroll down, information such as the **return to job postings button**, **favourites button**, **apply button**, and **basic information** will act as a “sticky header” while the user scrolls. This is so the user always can quickly view which post they are looking at and have the option **go back**, **favourite**, or **apply** for the current posting they are on no matter how far they’ve scrolled down.

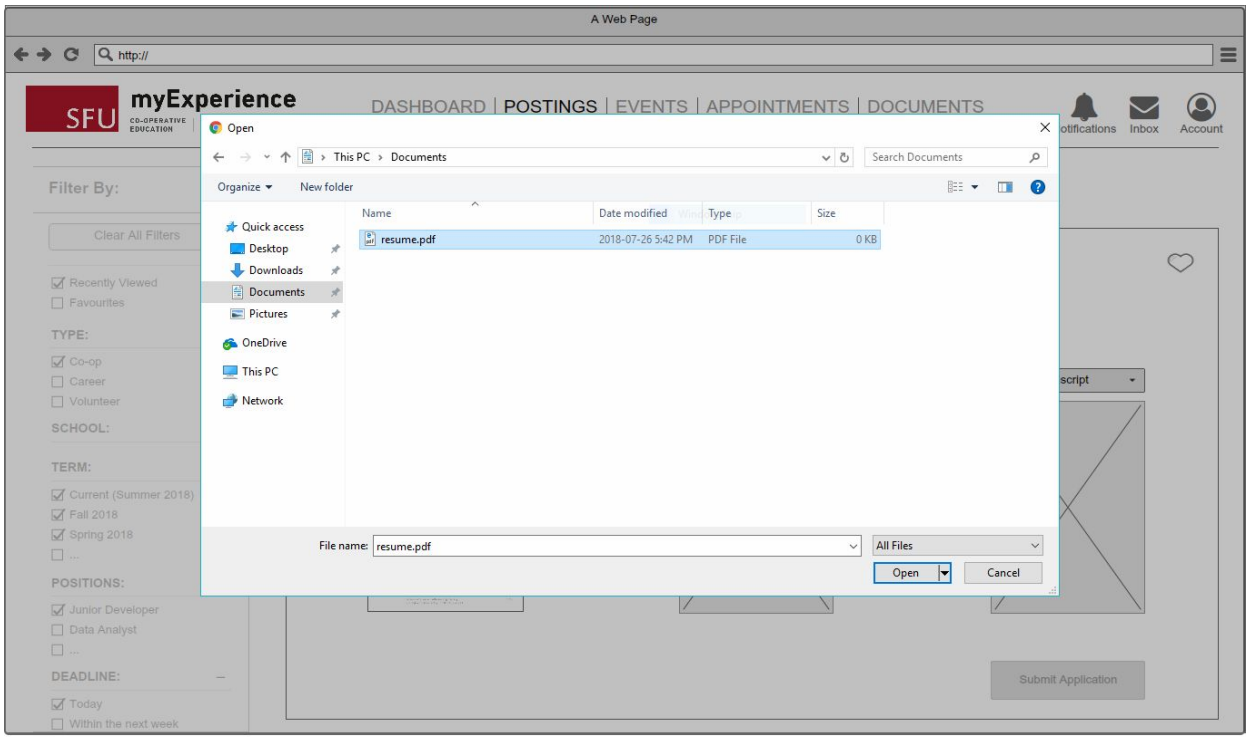
Job Application Form

No Documents Uploaded



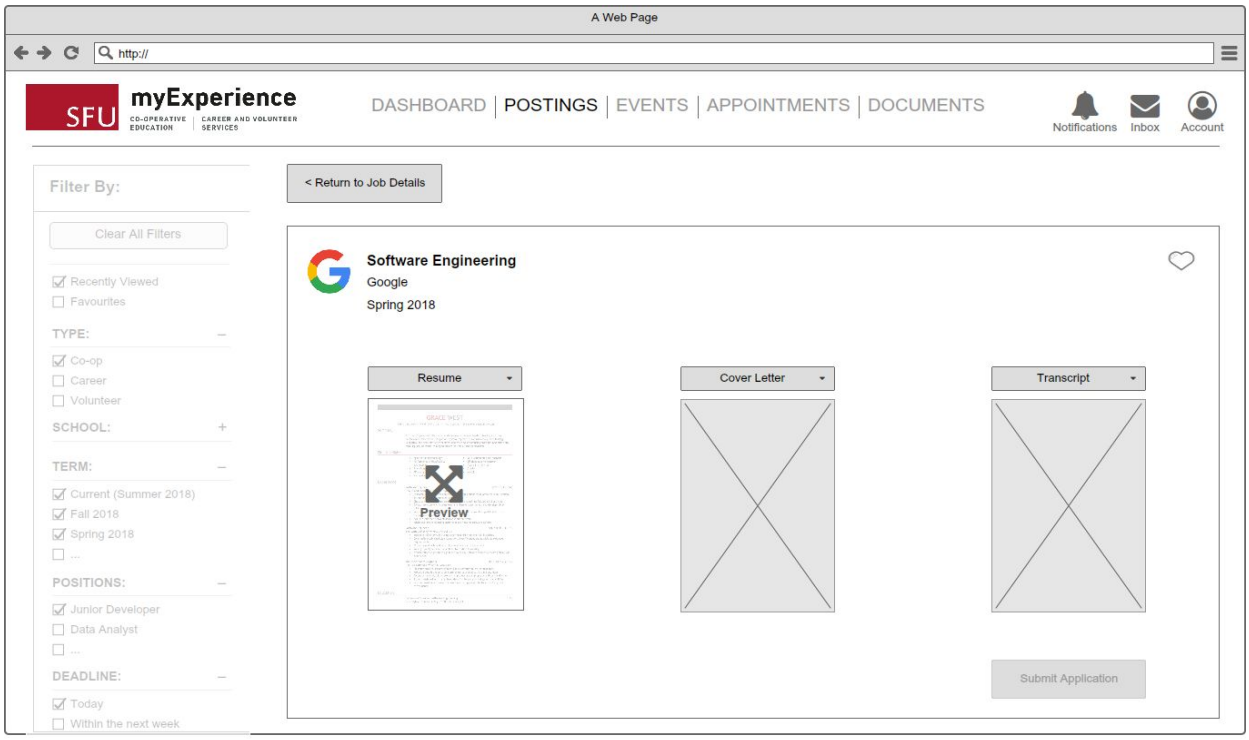
After selecting a job posting to apply, the user will be redirected to Upload Documents screen, where they are asked to upload all the required documents. For this job, a resume, cover letter, and transcript are required. The user has an option to **Return to Job Details** in the case they decide differently. The **filter** options have been disabled and greyed out to show the user that it cannot be used on this page [*error prevention*]. The user still has access to all the shortcuts where they can view their inbox or check for notifications. The user has an option to favorite this particular posting by clicking on the heart icon which would change to red *[visibility of system status]*.

Uploading Document Dialog



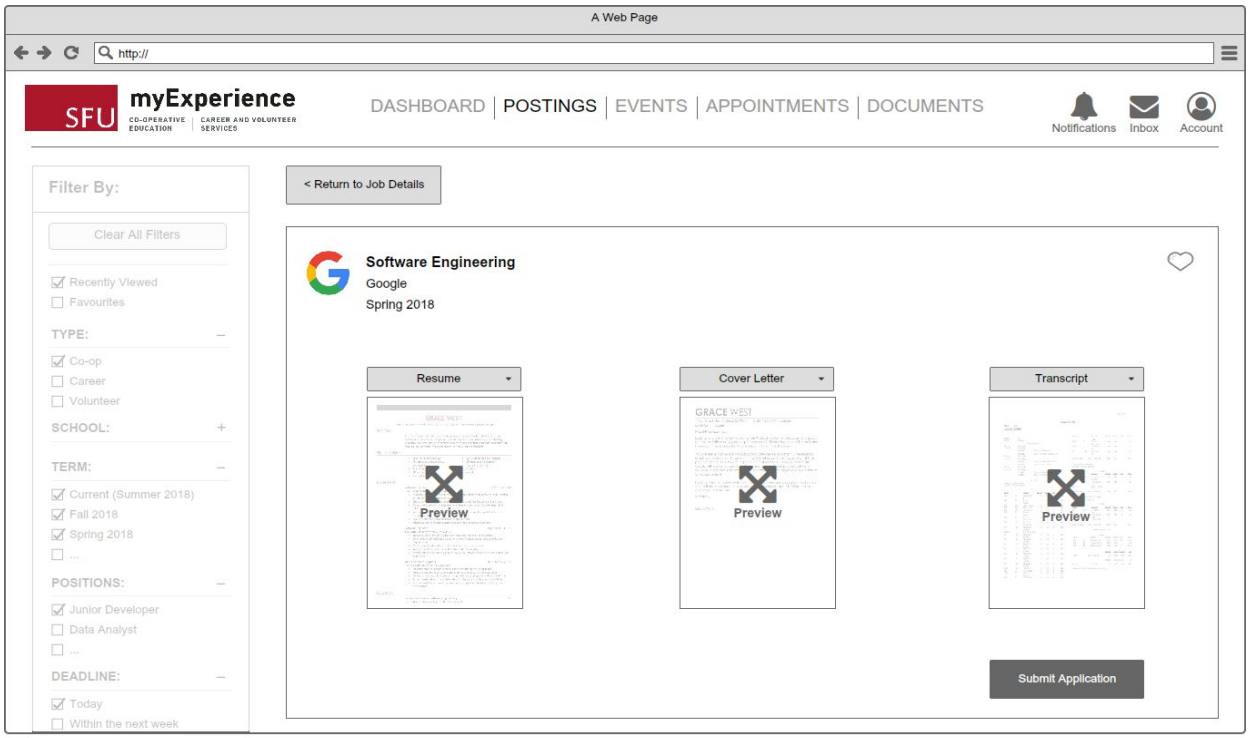
Clicking **Upload File** prompts a browser-specific file upload dialog *[consistency and standards]*. The screen behind is disabled and greyed out so the user can focus on the task at hand [*error prevention*].

Uploaded Resume



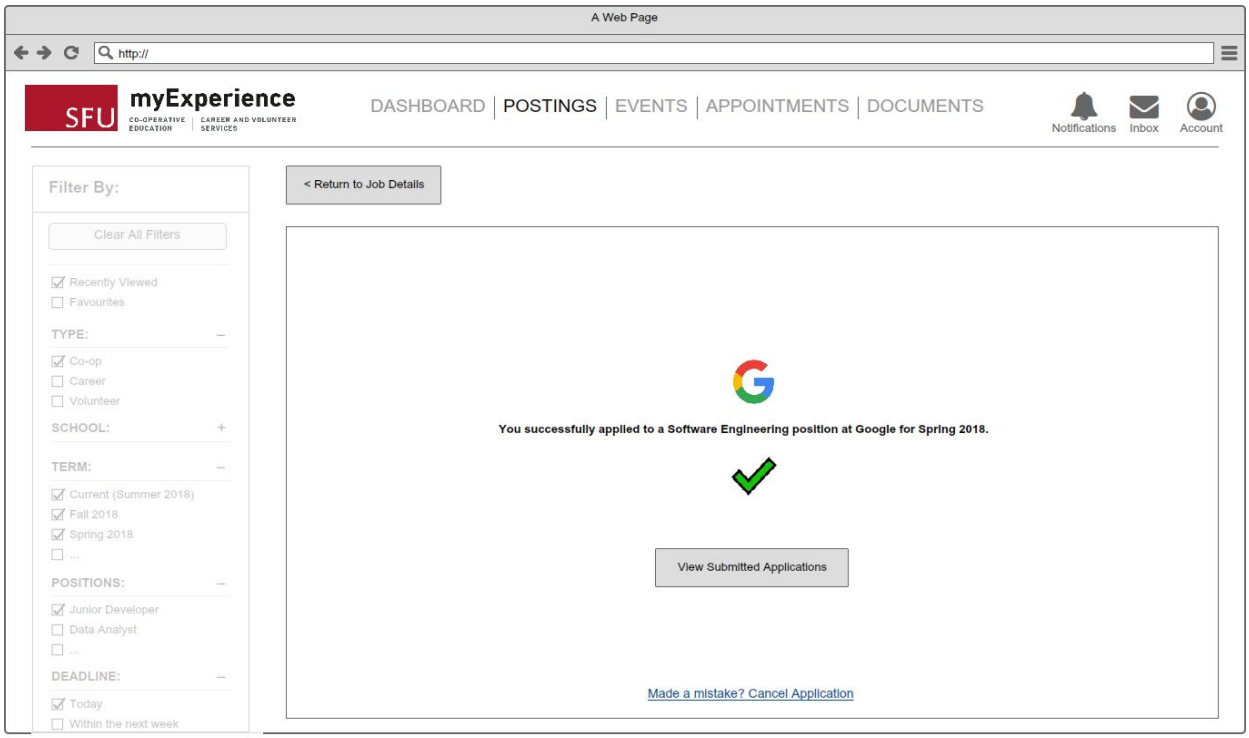
There is an additional feature that allows users to **preview** their uploaded documents [*visibility of system status*]. Clicking on the self explanatory icon would expand the document providing a user with a clear preview. This particular mockup shows an uploaded resume screen. The **Submit Application** option has been greyed out to make sure that the user is informed about missing documents [*error prevention*].

Uploaded All



This mockup shows the screen when user has uploaded all the required documents. The Submit Application option is now enabled. The user has an option to **Return to Job Details** or **Submit Application** *[flexibility and efficiency of use]*. While the former leads to Job Detail, the latter redirects user to the next screen.

Application Success



This is a success screen for a successful application submission. The user is informed that the application has been submitted successfully *[visibility of system status]* and also given an option to **View Submitted Applications** so that the user can ensure the latest application is added to the list or can view any other submitted application, if desired *[user control and freedom]*. The user also has an option to go **Back to Job Details** which would redirect the user to a list of Job Postings using which the user selected the submitted application *[user control and freedom]*. One additional feature of our mockup is that users have an option to **cancel application** just after they submitted in the case they made any mistakes *[user control and freedom]*.

User Tasks

Register for FAS Resume Workshop

1. From any page, click *EVENTS* on the **navigation bar.**
2. Find a FAS Resume Workshop event by doing either:
    a. Use the **search bar** and type *FAS Resume or*
    b. Use the **filter widget** and select the *workshop* **type** and the *FAS* **school,** and scrolling through
3. Click *View Event*
4. Click *Register*

Apply to a Junior Software Engineering Co-op at Google for Spring 2020

1. From any page, click *POSTINGS* on the **navigation bar.**
2. Use the **filter widget** and select the *Spring 2020* **term**, the *junior developer* **position,** and *co-op* **type**
3. Use the **search bar** and type *Google* to find a Google job
4. Click *View Posting*
5. Click *Apply*
6. Click *Resume*
7. Choose a resume from your hard drive
8. Click *Cover Letter*
9. Choose a cover letter from your hard drive
10. Click *Transcript*
11. Choose a transcript from your hard drive
12. Click *Submit Application*

Group Self-Assessment

Usability	We think the interface is super streamlined and simple to use, while still maintaining the flexibility needed to do what users want to do.	9
Usefulness	We think that this interface saves students, SFU administrators, and advisors boatloads of time and money while providing the much needed service of connecting students to employment and volunteer opportunities.	9
Desirability	Our design left a little to be desired in the area of emotional design. Perhaps the WIL mascot could have been used, and more iconography could have been included to make the interface more inviting.	7