

# WageBase

Week 9

Midway Milestone

CS147 Winter 2021

# The Team



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# Value Proposition

Democratizing service worker wage information

## Problem

Ensuring decent living wages is crucial to economic and environmental sustainability. However, workers within the service industry are often underpaid and over-reliant on unreliable tips for a living wage. A lack of wage transparency makes change difficult.

## Solution

We want to create a platform for service workers to make their wage information publicly available to inform consumer decisions and incentivize better wage practices.

# Heuristic Evaluation Results

## Sev 3 & 4 Clarity Issues

- Unable to click restaurants on the leaderboard
- Dropdowns near the leaderboard on the home page, only the small downward triangle icon is interactive.
- Navigation Issues (5 issues)
  - Not able to navigate back from comparisons page, etc.
- FAQ/Help Section

# Sev 3 & 4 Clarity Issues - Fixed!

- All features intended for high-fidelity!



**Rankings**

In the Palo Alto ▾ area

**Top 5 Highest Paying** ▾

1	Pizza Pizza	18/hr
2	Paulie's Italian	17.5/hr
3	Delicieux	17.25/hr
4	Umami Burger	15.5/hr
5	TAP Cafe	15/hr

Share to

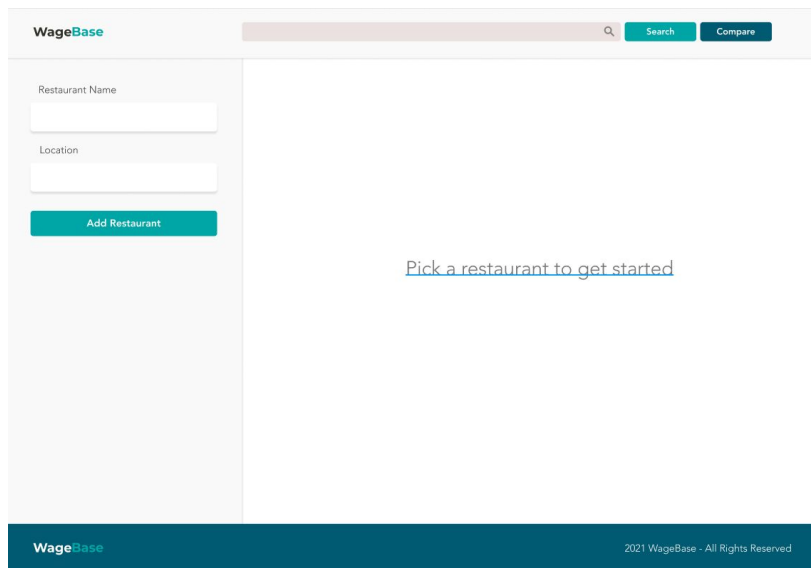
   

## Recognition/Recall - Sev 3

- Comparison page is unclear about its purpose when navigated to.

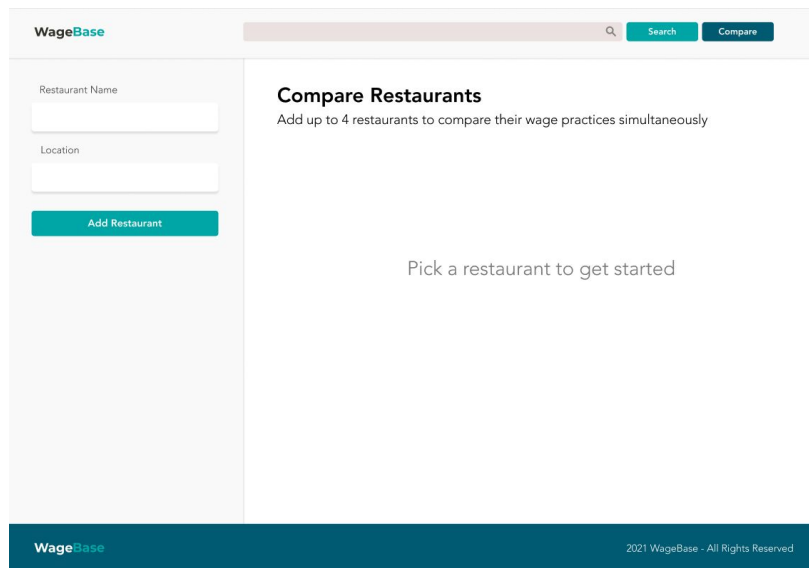
# Page Clarity - Sev 3 - Fixed

- Added a title for users first coming to the page and a description.



The 'Before' screenshot shows the WageBase interface. On the left, there is a sidebar with two input fields: 'Restaurant Name' and 'Location', each with a white text box. Below these is a teal button labeled 'Add Restaurant'. The main content area is a large, empty white space. At the bottom of the page is a dark teal footer with the WageBase logo and the text '2021 WageBase - All Rights Reserved'.

Before



The 'After' screenshot shows the WageBase interface with improvements. The sidebar on the left remains the same. The main content area now features a title 'Compare Restaurants' in bold, followed by a description: 'Add up to 4 restaurants to compare their wage practices simultaneously'. Below this, there is a large, empty white space. At the bottom of the page is a dark teal footer with the WageBase logo and the text '2021 WageBase - All Rights Reserved'.

After



## Help and Documentation - Sev 4

- New users would be unsure how to begin using the site and its purpose

# Help and Documentation - Sev 4 - Fixed

- Added a tagline and a help section from the first page

# WageBase



Democratizing service worker wage information

e.g. Zareen's Restaurant, Palo Alto



Search

Compare

Work at a restaurant? Share your wages [here](#) and empower others

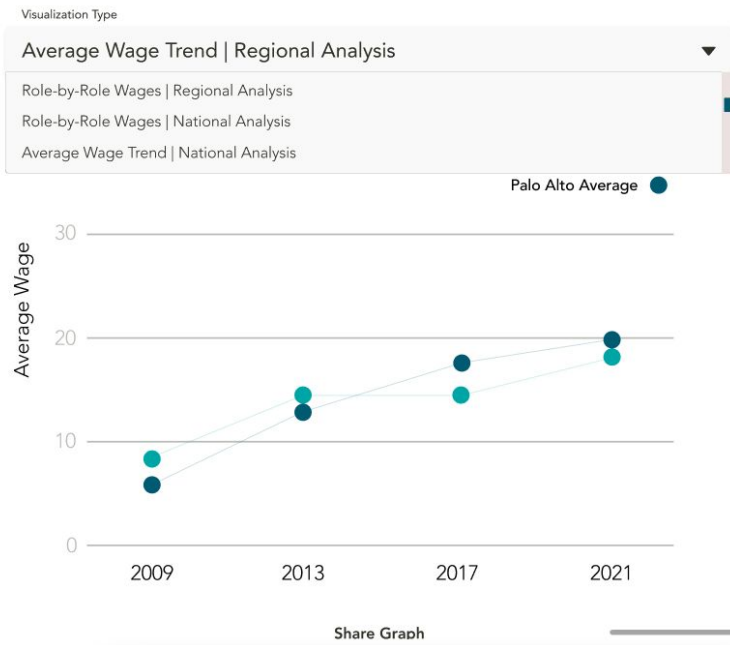


[How it works?](#)

[About Us](#)

# Match b/w System & World - Sev 3

- Visualization type labels too technical and potentially unclear to an average user



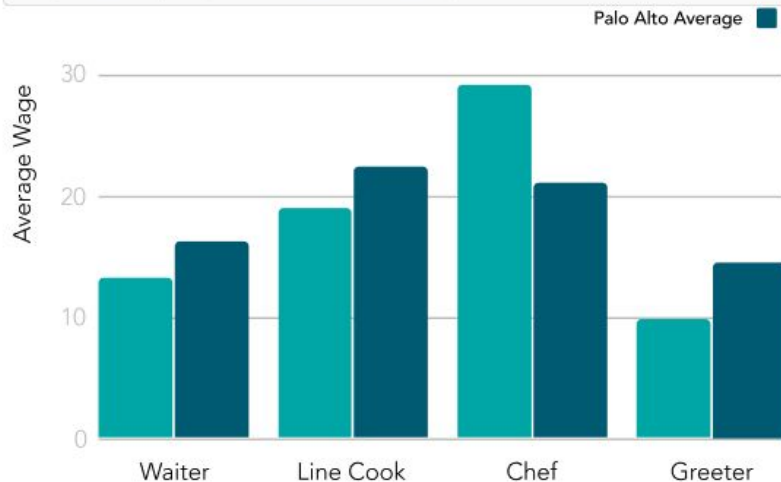
Visualization Type

## Wages by role | Compared to restaurants nearby

Wages over time | Compared to restaurants nearby

Wages by role | Compared to restaurants nationally

Wages over time | Compared to restaurants nationally



Share Graph



Work at **Pizza Pizza**? Share your wages [here](#) and empower others

# \$18.40/hr

Overall Average Wage

Role	Average Wage
Waiter	\$13.50/hr <span>✓</span> Verified 2021* <a href="#">View All Waiter Wages →</a>
Line Cook	\$19.25/hr <span>✓</span> Verified 2021* <a href="#">View All Line Cook Wages →</a>
Chef	\$29.25/hr <span>✓</span> Verified 2019* <a href="#">View All Chef Wages →</a>
Entrance Greeter	\$10.50/hr <span>✗</span> Unverified 2019 <a href="#">View All Entrance Greeter Wages →</a>

\*A verified wage is the most recent wage submission that WageBose has a certified pay stub for

## **Flexibility & Efficiency of Use - Sev 3**

- Unable to navigate to restaurants from compare section
- Removing a submitted wage
- Filtering search results
- Location required when searching for restaurants
- Bookmark buttons for add/remove in the same position and share a color

# Flexibility & Efficiency of Use - Sev 3 - Fixed

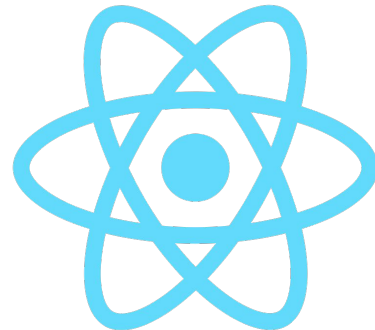
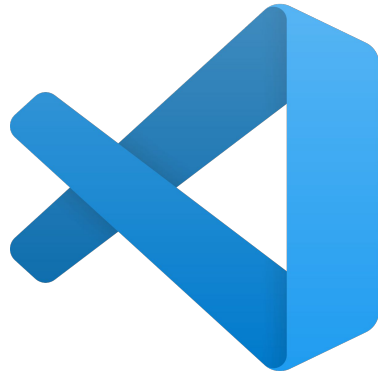
- Added more robust navigation between pages
- Added functionality to remove a wage
- Filtering search results by highest and lowest wages now
- Location requirement removed
- Bookmark buttons change color on press



# Hi-Fi Prototype Implementation

# Design/Prototyping Tools

- Photoshop + Canva for graphs and data visualizations
- Figma for UX design and prototyping
- ReactJS for web page design
- VSCode IDE





# Implemented Features

- Search flow and bookmarking
- Adding a restaurant
- Comparing restaurants
- Most crucial heuristic feedback
- (Will be shown in demo)

## WageBase

Democratizing service worker wage information

e.g. Zareen's Restaurant, Palo Alto



Search

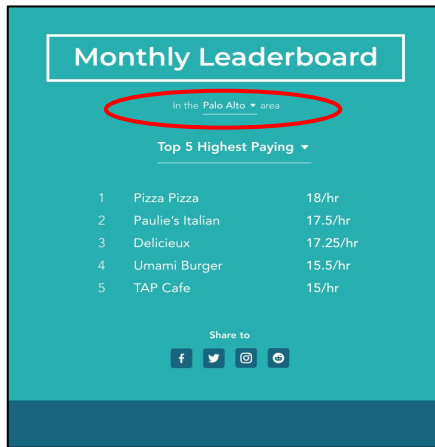
Compare

Work at a restaurant? Share your wages [here](#) and empower others

# Unimplemented Features

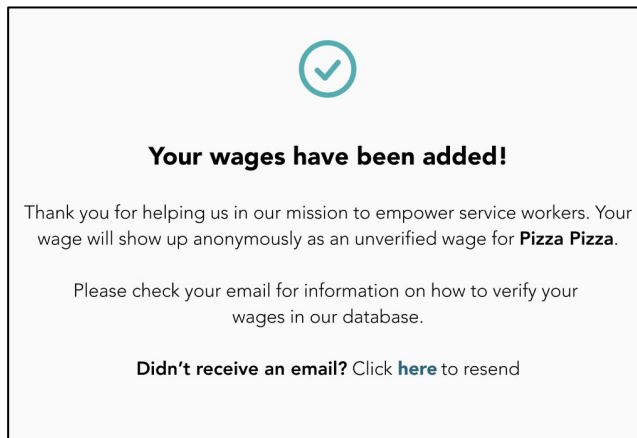
- Minor design changes
- Minor routing changes

# Wizard of Oz Techniques



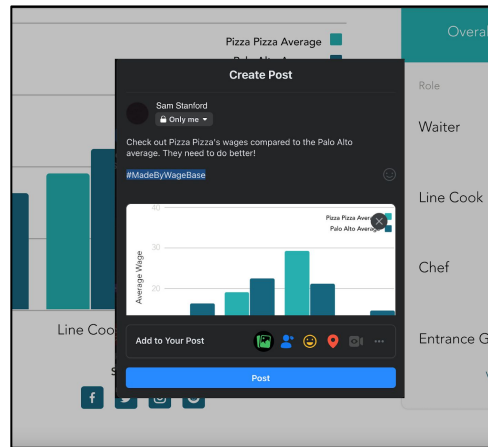
## Location selection

Happens automatically  
since no way to get  
user's location



## Wage Verification

Pay stub verification 'simulated'  
over secure email behind the  
scenes



## Share to Social Media

Sign in process to social  
platform posting is  
'fast-forwarded'

# Hardcoded Features

- Search Queries (need sample queries to illustrate prototype)
- Search results (no backend database)
- Graph visualizations (random generated data)


WageBase

Pizza Pizza

Search

Compare

12 Search Results for **Pizza Pizza**



Pizza Pizza


123 Street Way, Suite 204  
Stanford, CA, 94305

A small scale pizza joint based in Stanford, CA that is popular with the locals. Winner of best pizza pie for the last 3 years in a row, an award decided on major review sites.

Wages

Waiter: \$13.50/hr  
Line Cook: \$19.25/hr

View More →



Pizza Papa


987 Street Way, Suite 204  
Stanford, CA, 94305

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla porta egestas. curabitur viverra a. Accu, non elementum mollis sodales vel. Vehicula odio vitae at habitant eu faucibus tellus dictumst velutpat.

Wages

Waiter: \$3.50/hr  
Line Cook: \$9.25/hr

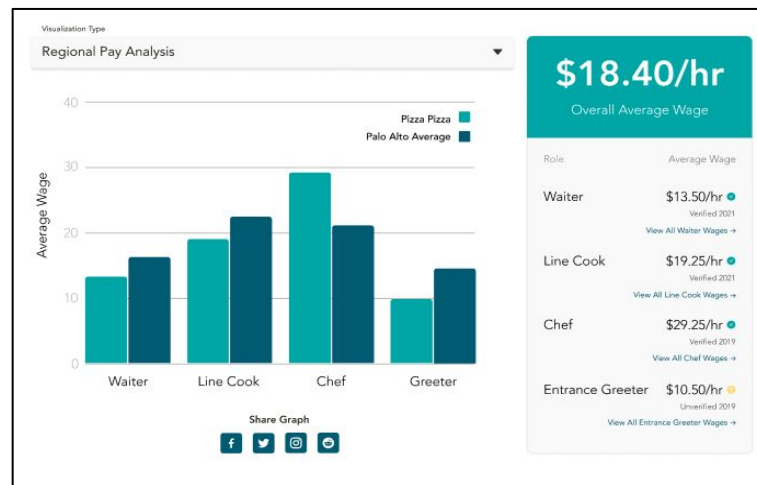
View More →



Number 1 Pizza Place

654 Street Way, Suite 205

Wages



**Demo!**

# Summary

- 21 changes from heuristic feedback
- Demo is basically at finished state with minor QOL changes left
- On track for the final deadline