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!
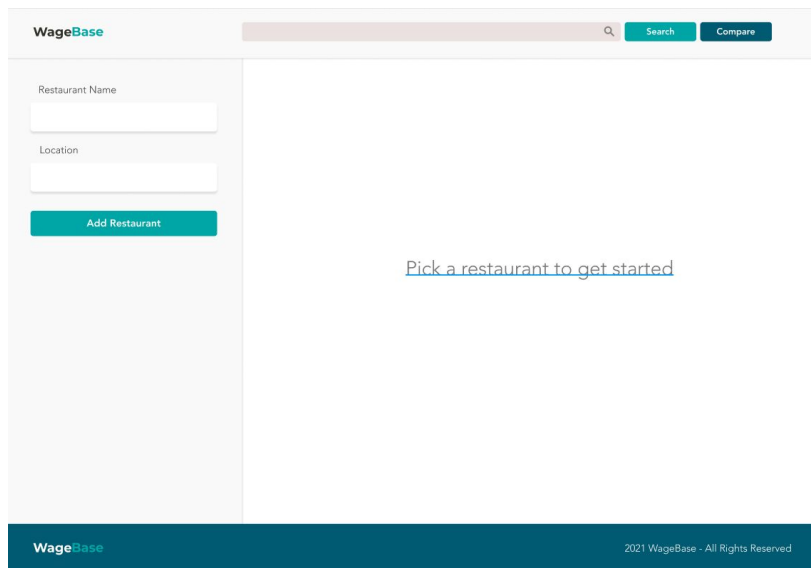
- All features intended for high-fidelity!

Recognition/Recall - Sev 3

- Comparison page is unclear about its purpose when navigated to.
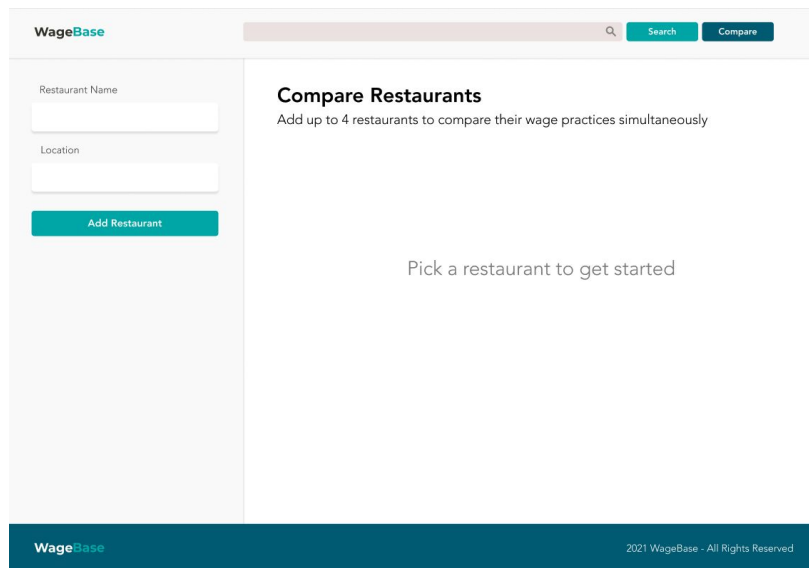
Page Clarity - Sev 3 - Fixed

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

Before

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
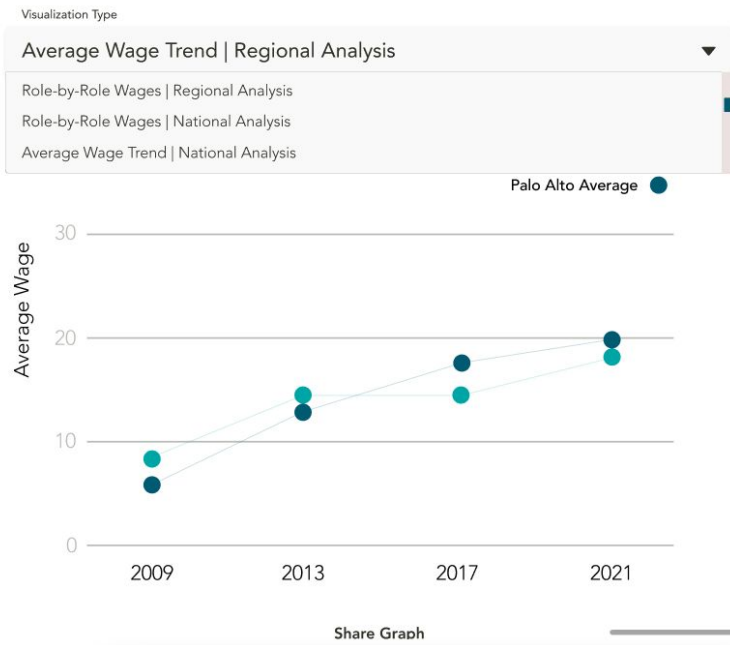
Match b/w System & World - Sev 3

- Visualization type labels too technical and potentially unclear to an average user
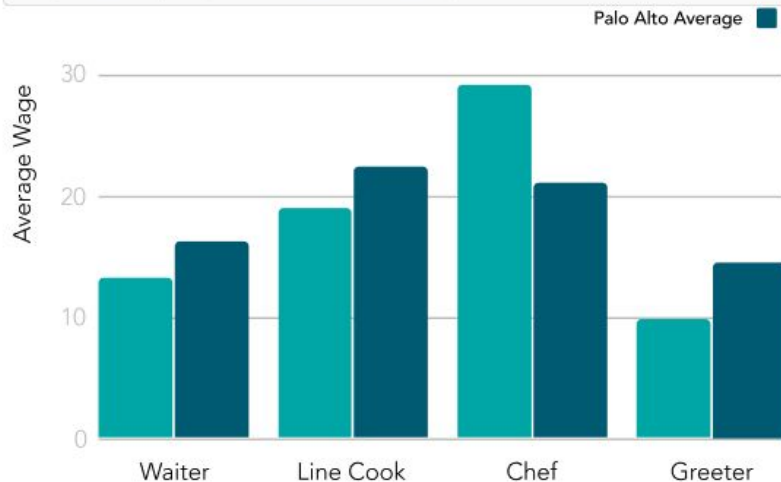
Wages by role | Compared to restaurants nearby

Wages over time | Compared to restaurants nearby

Wages by role | Compared to restaurants nationally

Wages over time | Compared to restaurants nationally

Palo Alto Average ■

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 ✓
	Verified 2021*
	View All Waiter Wages →
Line Cook	$19.25/hr ✓
	Verified 2021*
	View All Line Cook Wages →
Chef	$29.25/hr ✓
	Verified 2019*
	View All Chef Wages →
Entrance Greeter	$10.50/hr ⬤
	Unverified 2019
	View All Entrance Greeter Wages →

*A verified wage is the most recent wage submission that WageBase 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
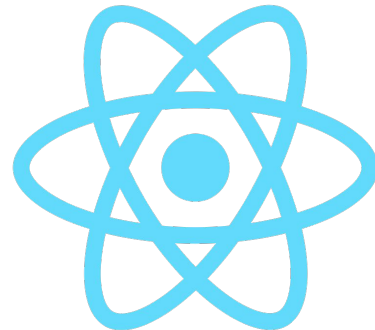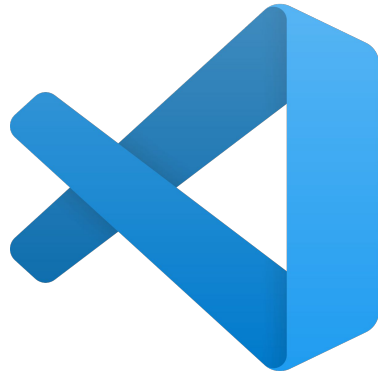
Implemented Features

- Search flow and bookmarking

- Adding a restaurant

- Comparing restaurants

- Most crucial heuristic feedback

- (Will be shown in demo)

WageBase

Democratizing service worker wage Information
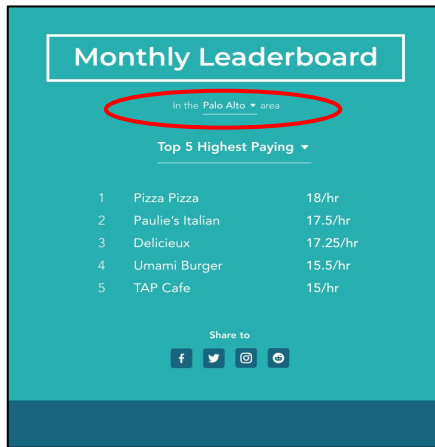
e.g. Zareen's Restaurant, Palo Alto

Search Compare

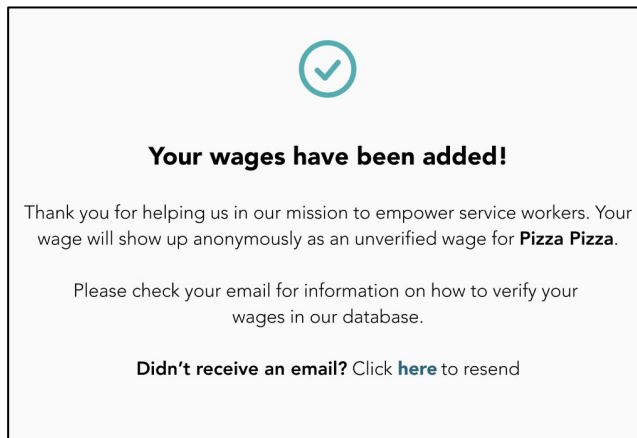Work at a restaurant? Share your wages here and empower others

Unimplemented Features

- Minor design changes
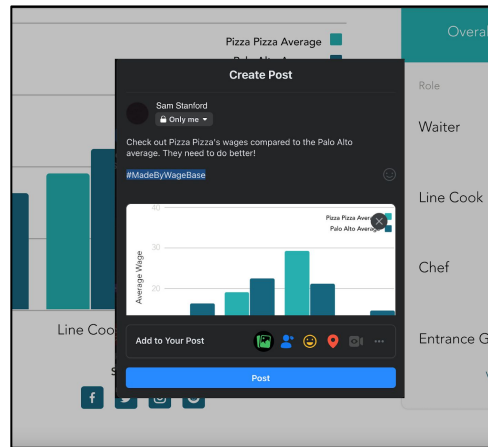
- Minor routing changes

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)

Demo!

Summary

- 21 changes from heuristic feedback

- Demo is basically at finished state with minor QOL changes left

- On track for the final deadline