

Affinity Diagram

Devices

iMac

Laptop (Macbook Pro)

Windows PC

Training

HR Training to learn how to log hours

What they do (abstractions)

Logs hours every other week

Logs hours four times each week

Work events require multiple 'in' and 'out' times in a day

"All I do it type in hours"

Entering a break is confusing

Can lie about hours worked

Unsure if hours can be edited after submission

"Sometime I forget to change it" (referring to hours)

Logs all hours at once

Getting to Timesheets (Observations)

Slow to load (Takes a deep breath)

Slow

A previous position still shows up when selecting your timesheet.

One click away from the timesheet would be more ideal

"It should know I go to Madison"

"I don't know how to enter it any other way."

Login page slow

"I no longer work in that position"

Getting to Timesheets (Actions)

System will sometimes not recognize login and display error message

"I've learned you have to scroll down"

Lots of clicks to get to timesheets and often get lost anyways

'Unathorized' message sometimes appears

Too many unessecary clicks to get to timesheets

Doesn't default to the school you attend

Hard to find link within MyUW

Observations while completing tasks

"Hassle to go in more than once"

Easy to accidentally enter hours on the wrong day

No indication of when due for approval

"Would be nice if it would just fill it in for me"

Not sure if allowed to enter hours for days in the future

"Coworker reminds me when they are due"

Schedule is the same each week

Participant observations (design)

Extra buttons are confusing

Defaults to AM

Ugly

Useless fields clutter the interfave

No indicator of when timesheets are due

'Date' is on the page twice for each day

Multiple breaks or shifts in a single day impossible to enter