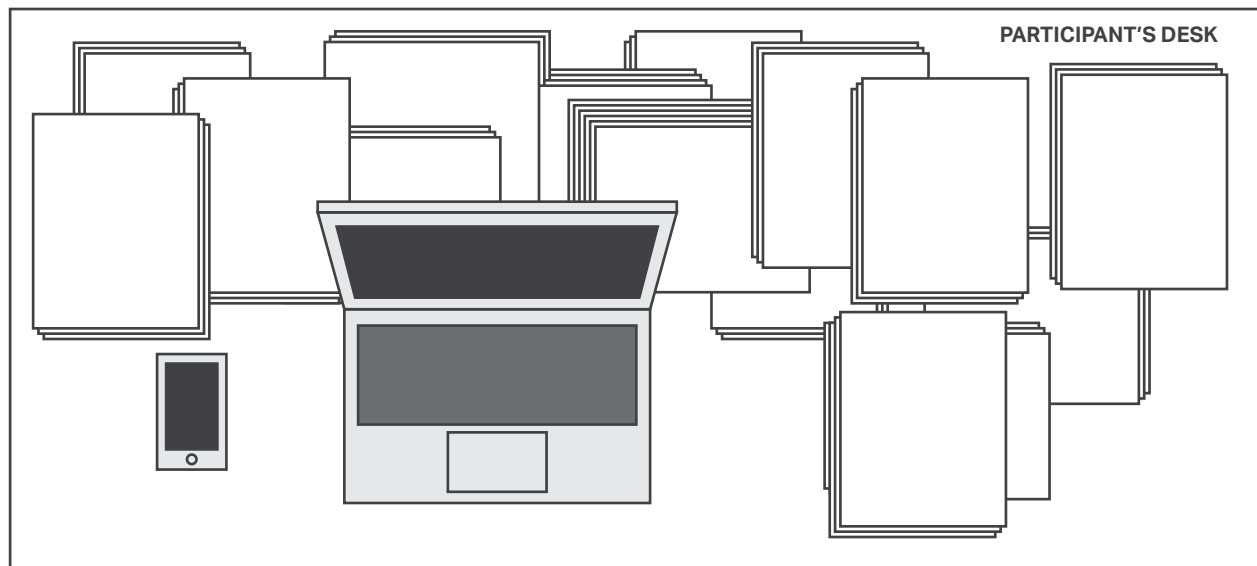


Physical Model



BREAKDOWN

iPhone is used to bring up personal calendar/schedule to verify hours worked. Focus is taken away from the interface and directed towards and outside force (the phone).
L019, Caroline

BREAKDOWN

Cluttered workspaces can be a distraction.
L001, Caroline & L001, Larissa

BREAKDOWN

Mutiple browser tabs open can distract from the task at hand. They can also be helpful. Users are likely to check their Wiscmail and Calendar to verify the hours they are entering.
L020, Hieu

Artifact Model

Area to enter hours

BREAKDOWN

Multiple "Out" and "In" boxes is confusing.
L027, Larissa

The screenshot shows the Oracle Timesheet application. At the top, there's a header with the Oracle logo and user information for STEENBURGH, DUNCAN A. Below this, there's a section for 'View By' and 'Time Period' set to 02/08/2015. A table of timesheet entries follows, with columns for Day, Date, Status, In, Out, In, Out, Month Total, Time Reporting Code, Quantity, Sched Hrs, Timezone, Task ID, Time Zone, Time Collection Device ID, Rate Element 1, Rate Element 2, and Date. The table shows data for dates from 2/8 to 2/22. Below the table, there's a 'Submit' button and a 'Go To' dropdown menu. Annotations include a box pointing to the 'In' and 'Out' columns with the text 'Area to enter hours', a red box pointing to the 'Out' column with the text 'Multiple "Out" and "In" boxes is confusing. L027, Larissa', a box pointing to the 'Submit' button with the text 'Submit Hours', and a box pointing to the 'Go To' dropdown with the text 'Average screen size'. There are also three red boxes with the word 'BREAKDOWN' and a large red box at the bottom with the text 'User must scroll down to access submit button. This is a learned behavior for experienced users, but an issue for new users. Without scrolling, there is no other indication that this is where to submit. L023, Larissa'.

Submit Hours

Average screen size

BREAKDOWN

No confirmation it was pressed.

BREAKDOWN

User must scroll down to access submit button. This is a learned behavior for experienced users, but an issue for new users. Without scrolling, there is no other indication that this is where to submit.
L023, Larissa

Sequence Model

INTENT Log-in to UW account to access timesheets.

STEP Logs into her account using auto-saved credentials on her personal computer.

BREAKDOWN The page takes longer than expected to load. Once it loads, she must click through several other links.

INTENT Enter working hours into the timesheets application.

▼
STEP Types in hours into each box in the timesheet.

▼
TRIGGER She realizes that she works the same hours every day for this particular week.

▼
STEP She decides to copy and paste the text in order to speed up the process of typing in the same hours for every day.

▼
TRIGGER There are 2 boxes labeled "in" and 2 labeled "out" in the timesheets application.

▼
STEP She continues to enter her hours in the boxes.

▼
STEP She types in the rest of the hours that she knows she will work for the next 2 weeks.

BREAKDOWN She begins to type in her hours and uses the tab key in order to move the cursor. While doing this, she accidentally deletes the hours as she attempts to click back to the next line.

BREAKDOWN Timesheet application displays the current and succeeding week in the schedule. She isn't sure if it is allowed to enter hours for the upcoming week, as her schedule will not change.

INTENT Submit the final schedule of her hours in timesheets.

▼
TRIGGER After clicking submit, nothing happens on the page.

▼
STEP After submitting, she logs out of timesheets, which also automatically logs her out of her UW account.

BREAKDOWN She clicks submit several times with no indication from the application that the hours were successfully entered. The page refreshes unnoticeably to the user, so she clicks the button an excessive amount of times out of habit.
