

CSE 440 Section D

Autumn 2017

interview.io | Final Report

Track & Manage Job Interviews

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Problem & Solution Overview

In recent years, the job interview process has become lengthy and complicated, especially in the tech industry. Job seekers typically apply for dozens of positions and wait for weeks or even months to hear back from the companies. Some companies do not send rejection emails so candidates are unaware of their application status for a long time. If candidates are not rejected, they might enter a multi-stage job interview process. The interview process can last for weeks or months, depending on companies' timeliness in getting back to their candidates. Candidates experience stress and anxiety due to long wait times and in anticipation of impending interviews. Job interview process management can be complicated when candidates receive multiple interview invitations. We propose a product called interview.io that helps job seekers track and manage their job interviews and provides interview-specific tips to help job seekers prepare for upcoming interviews. Overall, we hope that interview.io can help job seekers organize their job search and interview process and find helpful tips for upcoming interviews.

Initial Paper Prototype

Our initial paper prototype supported two primary tasks: tracking interview status and relieving pre-interview anxiety. Figure 1 shows a relational diagram of the prototype. Interview.io's home screen (see Figure 2.1) displays upcoming job interviews as cards, providing information such as the job role, company name and logo, and interview date and location. Each card links to the specific role's page (see Figure 2.3) that includes a progress tracker of the interview process and interview-specific preparation tips. Additionally, interview.io's home screen includes a button that links to the Calm breathing exercise feature. The exercise page (see Figure 3.2) includes a progress bar that guides the user through the exercise and tracks exercise progress.

Overview

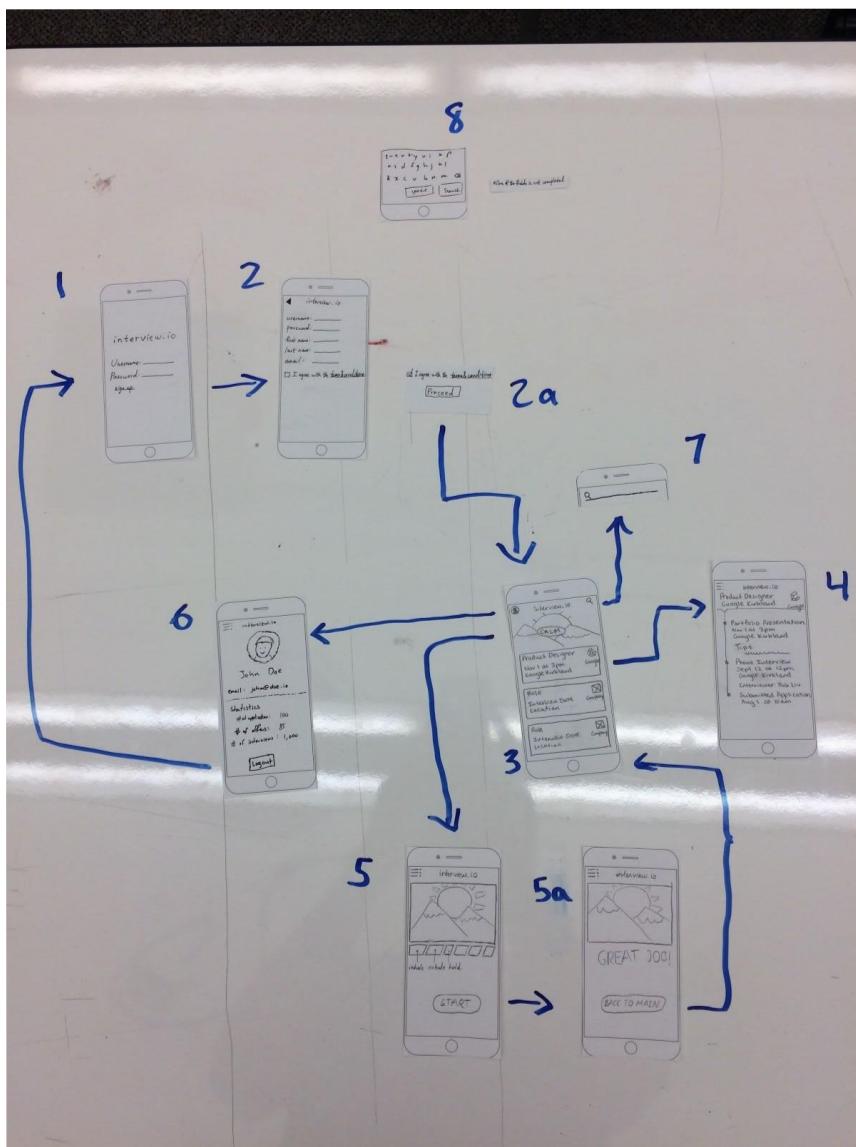


Figure 1: relational diagram of the overall paper prototype.

1. sign in
2. sign up
- 2a. “proceed” button
3. main screen
4. progress tracker
5. breathing exercise
- 5a. finished exercise
6. profile
7. search bar

Task 1: Tracking Interview Status

The following mobile app screens display upcoming job interviews.

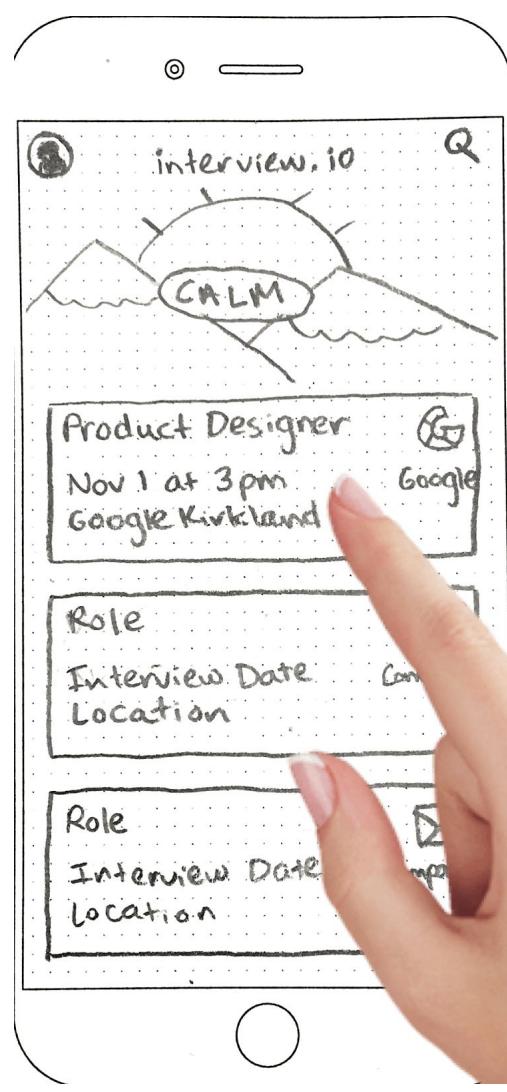


Figure 2.1: interview.io's home screen displays upcoming job interviews as cards.

Figure 2.2: each card links to the specific role's page with information on upcoming and previous interview.

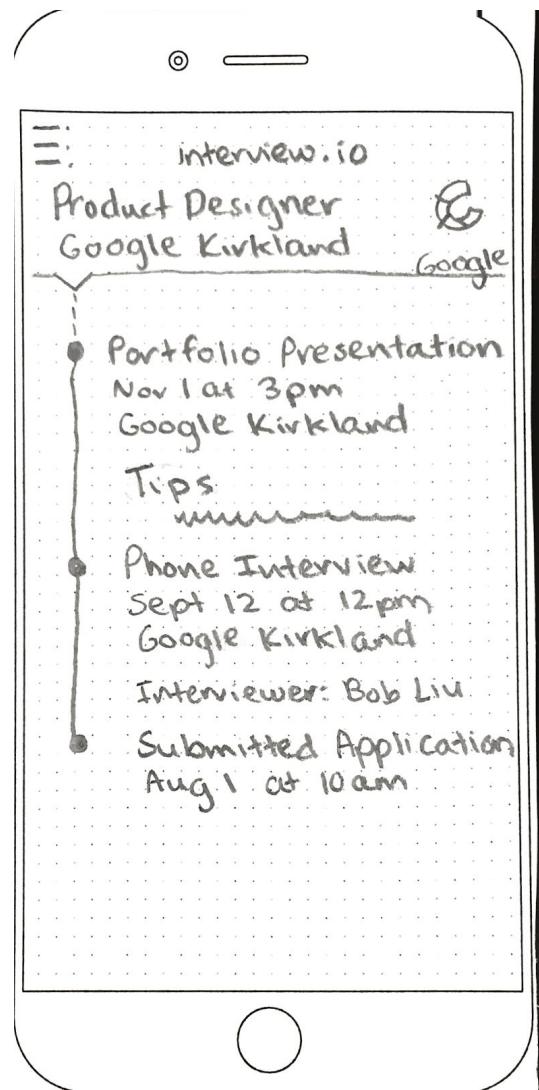


Figure 2.3: progress tracker or upcoming and previous interviews for a specific job application. Includes tips for a specific job application. Includes tips for each interview stage.

Task 2: Relieving Pre-Interview Anxiety

The following mobile app screens display the Calm breathing exercise.

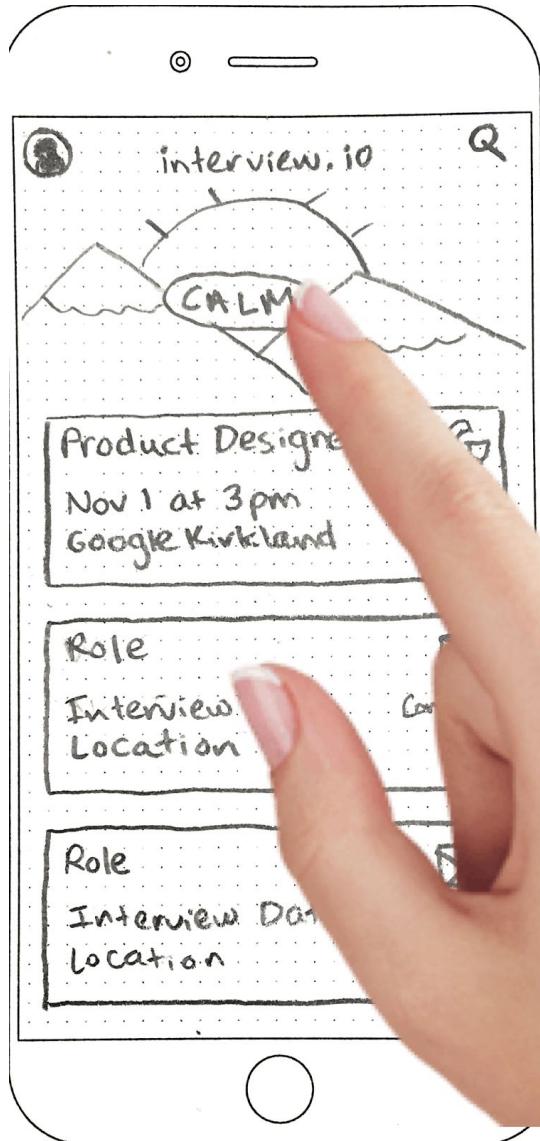


Figure 3.1: interview.io's home screen displays a button that links to the Calm breathing exercise.

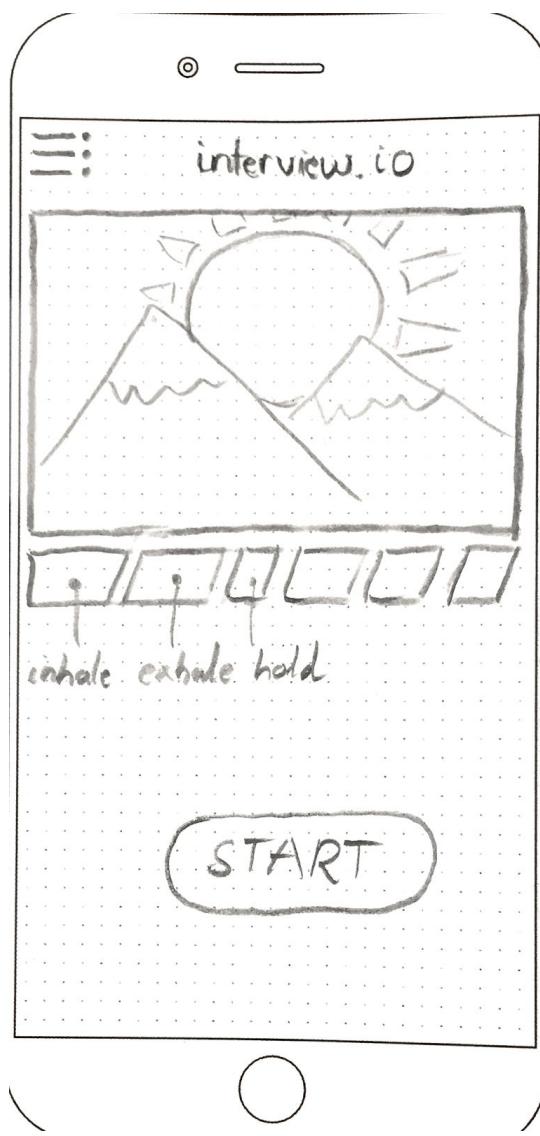


Figure 3.2: Calm breathing exercise to help relieve anxiety. The progress bar guides the interviewee through the breathing exercise and track progress.



Figure 3.3: completion of Calm breathing exercise.

Testing Process

After creating our initial paper prototype, we paired up with two different groups (Speech Bubble and RAPID) to do heuristic evaluations. The first heuristic evaluation was conducted with every interview.io members present while the second heuristic evaluation had only one interview.io member. Evaluators were given a sheet of paper with Jakob Nielsen's ten usability heuristics before they proceeded to identify usability issues with the prototype. The interview.io team considered critical issues from the two heuristic evaluations, revised the paper prototype, and moved onto usability testing.

Our first usability testing session was conducted with a male, 22-year-old graduating senior studying Human Centered Design and Engineering. We held the session at the Master of Human-Computer Interaction and Design studio with two interview.io members. The convenient location had a low noise level. A walkthrough of the session:

- Overview of interview.io as an app that helps job seekers track and manage interviews
- Task 1 activity (“Find out when your next job interview at Google will be”)
- Task 2 activity (“You feel anxious about an upcoming interview. Try your best to find and do a breathing exercise to help you relieve anxiety”)
- Informal interview to address observed issues, gather suggestions for improvement, and explore relevant topics

Task 1 and related screens were relatively straightforward to participants from the heuristic evaluations and initial usability testing. However, the breathing exercise feature (task 2) was surprising. We chose to remove the breathing exercise feature and designate the app’s second primary task as providing interview preparation tips.

The next two usability testing sessions were conducted back-to-back at Sharetea, a bubble tea shop, with all interview.io members present. The location was convenient for both participants. The noise level was moderate. Since previous participants were surprised by the breathing exercise feature, we had to revise the prototype to remove this feature and make a new second primary task: providing interview preparation tips. Other aspects of the usability testing protocol remained the same. A walkthrough of the sessions:

- Overview of interview.io as an app that helps job seekers track and manage interviews
- Task 1 activity (“Find out when your next job interview at Google will be”)
- Task 2 activity (“Try your best to find out what the dress code is for your next job interview at Google”)
- Informal interview to address observed issues, gather suggestions for improvement, and explore relevant topics

Testing Results

We created a total of four paper prototypes. The initial paper prototype was used for the heuristic evaluations and the first usability testing session. We identified the following issues:

- The breathing exercise feature was not easy to find and very unexpected
 - **Revision:** removed breathing exercise feature
- The interview process timeline was in an unexpected order (most to least recent)
 - **Revision:** changed the order: older interviews appear first, then newer ones
- The app did not provide a way to manually input job interview data
 - **Revision:** added a button to allow manual input of data and swipe access to edit and delete interview data capabilities
- The search feature did not inform users of what they can search for
 - **Revision:** provided hints and examples of search queries

Based on the issues identified above, we made revisions to the initial paper prototype. However, this second prototype was hastily put together and had inconsistencies across components. Our team discarded this prototype and proceeded to a third prototype instead.

The third paper prototype incorporated the revisions listed above. Many additional changes were also made for aesthetics or clarity: rearrangement of information on each interview card, usage of words like “cancel”, “delete”, and “done” instead of ambiguous symbols, and addition of filter options (role, company, date, priority) for the home screen. Since the breathing exercise feature was removed, interview.io needed a second primary task. We decided to expand on the tips feature and make our second primary task about providing interview preparation tips. Each interview round has its own preparation tips, including information like dress code, recruiter’s interview style, and interview-specific takeaway points. The third paper prototype was used for the final two usability testing sessions. Below are our findings:

- The home screen with the upcoming interviews is very straightforward and clear
- The filter options on the home screen are useful
- The button to access interview-specific tips does not look clickable
 - **Revision:** considered a limitation of paper prototyping and addressed in digital mockups
- Participants were confused by edit and delete functions across the app
 - **Revision:** moved delete button for interview rounds to the right side
 - **Revision:** added edit and delete buttons for entire job application/role

We considered these findings and made the aforementioned revisions. The result is our final paper prototype.

Final Paper Prototype

Our final paper prototype shows significant evolution from the initial prototype. We expanded on some features over the course of testing and refining the prototypes. The home screen was originally a list of upcoming interviews displayed as cards. Each card had information like the job role, company name and logo, and interview date and location. The final paper prototype retains the list but the cards have a different appearance. The information on each card is rearranged to enhance scannability and aesthetics. In addition, we added filter options to help users sort through the list of interviews and an “Add Job” button to allow users manually input interview data. We completely removed the breathing exercise feature and expanded on the tips feature as our new second primary task. Each interview round has its own preparation tips, including information like dress code, recruiter’s interview style, and interview-specific takeaway points.

Overview

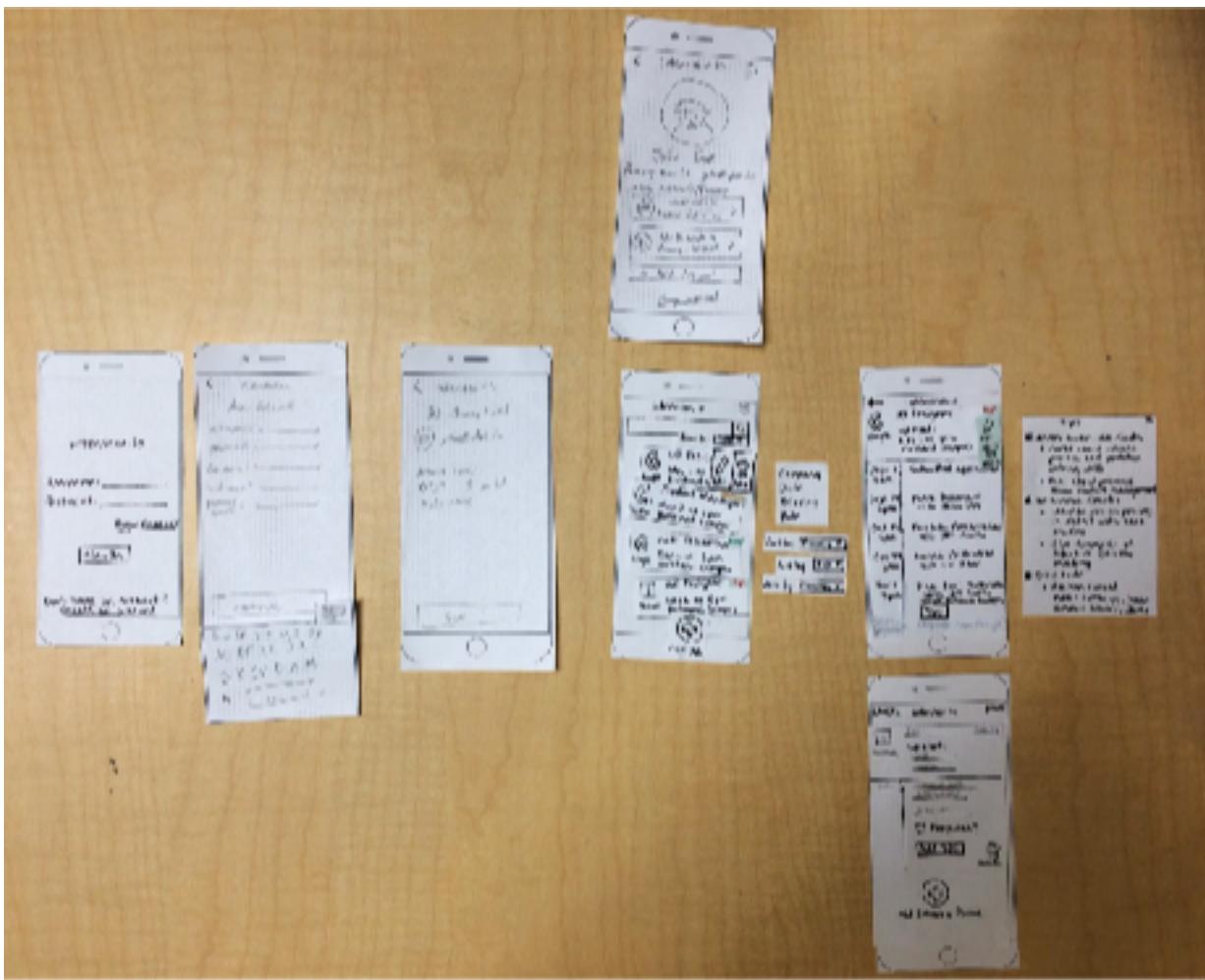


Figure 4: overview of final paper prototype.

Task #1: Finding the next interview at a specific company

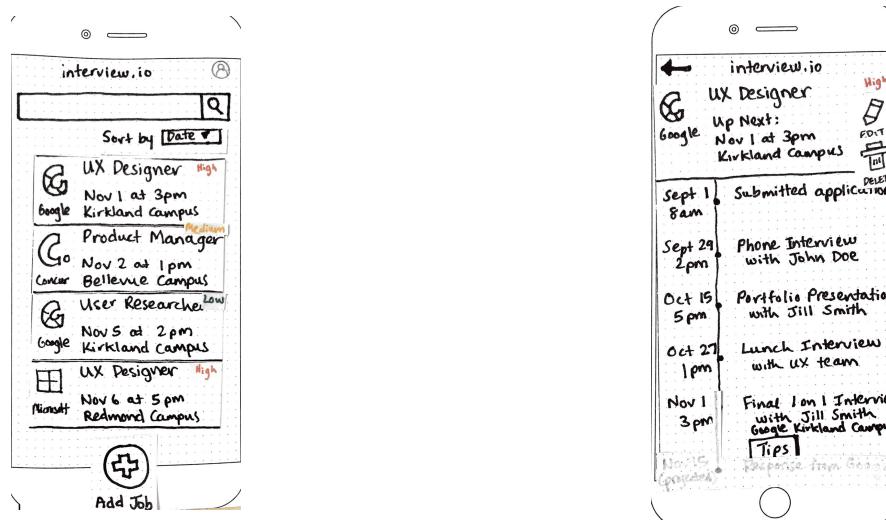


Figure 5.1: assuming the user has already logged in, tap on the position

Figure 5.2: view the necessary information

Task #2: Finding the dress code for an interview

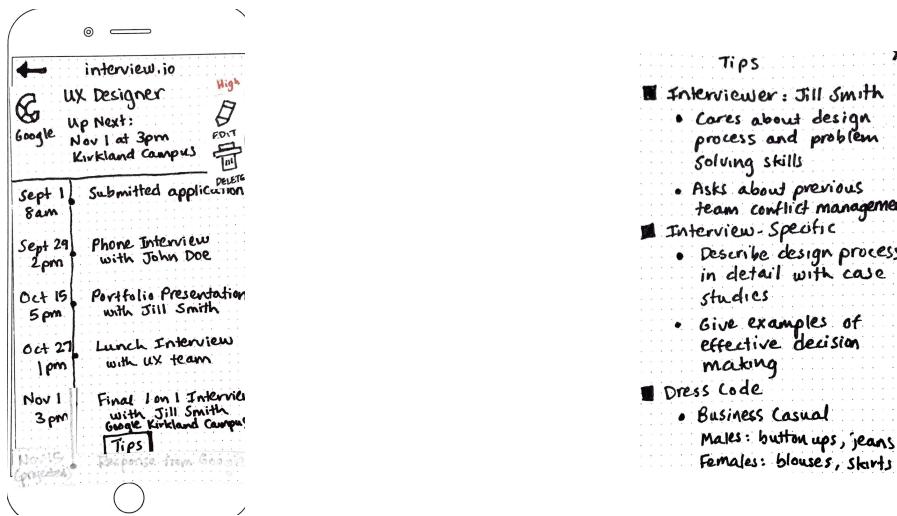


Figure 6.1: continuing the user flow in task #1, tap on the “tips” button

Figure 6.2: a “tip” window will popup, proceed to view the necessary information regarding dress code

Digital Mockup

Overview

The digital mockup displays several key features of the interview.io platform:

- Login Screen:** Shows fields for Username and Password, a "Forgot Password?" link, and a "Login" button.
- New Account Screen:** Allows users to enter their Username, Password, First Name, Last Name, and Email. It includes a "Continue" button and a "Don't have an account? Create an account" link.
- Interview Calendar:** A timeline from September 1 to November 15 showing various interview steps:
 - Sept 1: Submitted Application
 - Sept 29: Phone Interview with John Doe @ Google Seattle HQ
 - Oct 15: Portfolio Presentation with Jill Smith @ Google Seattle HQ
 - Oct 27: Lunch Interview with US Team @ Delio-Ramen
 - Nov 1: Final 1-on-1 Interview with Bill Buxton @ Google Seattle HQ
 - Nov 15: Response from Employer (Projected)
- Interview Stages:** Two examples of interview stages are shown, each with a position (e.g., UX Designer), date, time, location, and interviewer (e.g., Bill Buxton). Actions include "Add Tips" and "Delete".
- Linked Accounts & Privacy:** Shows linked accounts for "joe@doe.io" and "joe@work.io" with their respective privacy settings (Full Access).
- Privacy Settings:** Options for "Set Privacy Level" (Full Access, Limited Access, No Access) and "Whitelisted Domain" (with entries for google.com, youtube.com, business.io).
- Save Buttons:** Multiple "Save" and "Disconnect Account" buttons are visible across the interface.

Task #1: Finding the Next Interview at a Specific Company

The figure consists of three vertically aligned screenshots of the interview.io application interface.

- Screenshot 1 (Left): Log in to interview.io**

This screenshot shows the login screen. It features a large "interview.io" logo at the top. Below it are fields for "Username" and "Password". Underneath the password field is a "Forgot Password?" link. A prominent blue "Login" button is centered below the fields. At the bottom, there are links for "Don't have an account? Create an account".
- Screenshot 2 (Middle): Choose the interview to view**

This screenshot shows the main dashboard after logging in. It has a search bar at the top with placeholder text "Search company, date, priority, or role". Below the search bar is a "Filter by Company" dropdown menu. The main area displays four interview cards:
 - Product Designer** (High priority, Facebook Seattle Campus)
 - User Experience Designer** (High priority, Pinterest Seattle Campus)
 - Product Manager** (Medium priority, LinkedIn Sunnyvale Headquarters)
 - User Experience Designer** (Low priority, Tumblr New York City Headquarters)A "Add Jobs" button is located at the bottom right of this section.
- Screenshot 3 (Right): View the necessary information**

This screenshot shows a detailed view of a specific interview. The top part of the screen displays the interview details:
 - UX Designer** (Google Seattle, WA)
 - Next Step:** Final 1-on-1 Interview (3:00 pm - Nov 1, 2018, Google Seattle HQ)
 - High Priority**
 - Edit** button

The main content area is a timeline of events:

Date	Event	Details
Sept 1 8:30 am	Submitted Application	
Sept 29 2:00 pm	Phone Interview with John Doe	via Google Hangout
Oct 15 5:00 pm	Portfolio Presentation with Jill Smith	via Google Seattle HQ
Oct 27 1:00 pm	Lunch Interview with UX Team	via Double Rainen
Nov 1 3:00 pm	Final 1-on-1 Interview with Bill Buxton	via Google Seattle HQ
Nov 15 Projected	Response from Employer	via Tips

In the main screen, the interviewee can find and select a company to discover his/her next interview. The interviewee can search for companies, dates, priority, and role to quicken his/her search for the interview. Once one of the interview is selected, the interviewee is taken to a more detailed screen where he/she could see previous interviewees, upcoming interviews, and projected interviews.

Task #2: Finding the Dress Code for an Interview

Log in to interview.io

Choose the interview

Tap on “Tips”

View the necessary info

One of the key ways to help prepare interviewees for upcoming interviews is through tips. interview.io provides tips for specific interviews pulled from both users and outside source. Interviewees gets these tips by going to the detailed interview page and tapping on “Tips” by the upcoming interview in the timeline. This brings up a text box that contains tips for the upcoming interview.

Changes

We had very minimal cosmetic changes from the final version of the paper prototype to the implementation of digital mockup.

Discussion

What did you learn from the process of iterative design?

The iterative design process helped us identified the problems with our initial design. Specifically, we find that one of our task, relieving pre-interview anxiety, does not make sense to most of the participants during the heuristic evaluations. We also realized that the design is relying too much on the participants providing their personal information, which may intrude their privacy. The usability tests also provides us valuable feedbacks we did not consider before. In all, this process gives us the feedback we need to revise our design and present it in the following tests. We find it an efficient way to locate issues within our design and receive feedbacks.

How did the process shape your final design?

Our biggest issue before the final prototype is about the calming feature we initially came up with. After the heuristic evaluations, we decided to delete the breathing exercise completely. We came up with a related task, which is to provide tips for specific interviews, to replace the relieving anxiety task. In addition, we considered the privacy issue and decided to add a new feature to address that. Since we realized that there may not be a perfect solution for this, we compromised by allowing people choose the level of information they are willing to share. The design now also allows people to input their own data if they wish.

How have your tasks changed as a result of your usability tests?

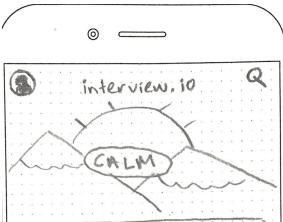
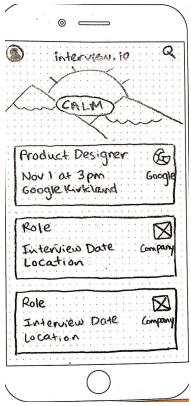
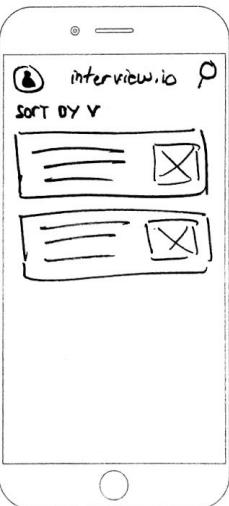
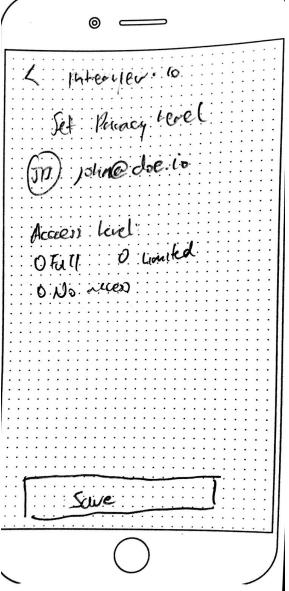
Our second task, relieving anxiety is removed after the feedback we received during heuristic evaluations. The new task of providing interview preparation tips is more intuitive for the participants in our usability tests. They have no trouble understanding and performing the task. We also used too ambiguous wording for our tasks, such as “finding your next interview” is not enough for the participants to engage the task meaningfully. So we changed our wording slightly afterwards.

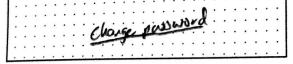
Do you think you could have used more, or fewer, iterations upon your design?

Although we now have a completed design, we feel that our second task a bit rushed and may not be tested enough, since it came after the heuristic evaluations. We could have used more iterations on that, however, the interface we have now is sufficiently tested.

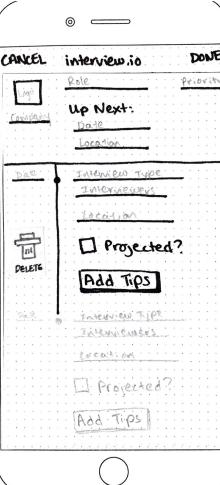
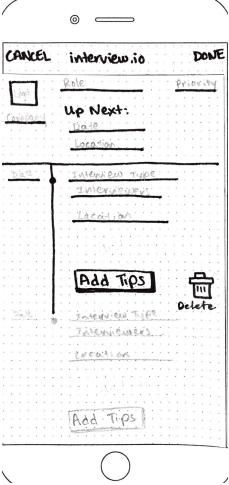
Appendix

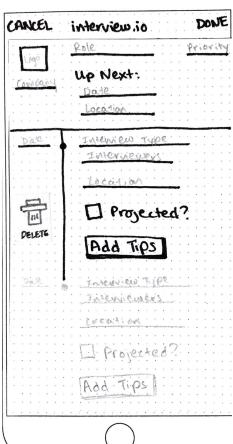
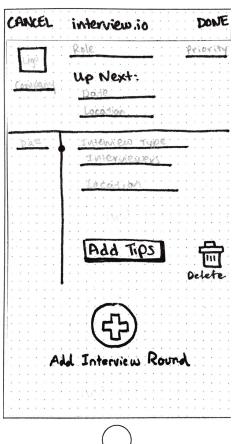
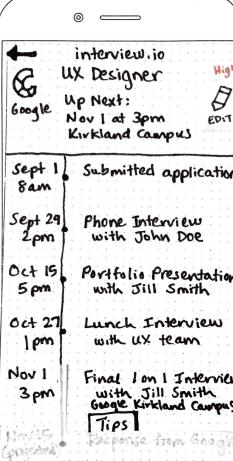
Incidents in Usability Test #1

Before	Incident	After	Revision
	<p>P1 cannot find the breathing exercise as the button on the homepage is unclear.</p> <p>Severity: 3</p>	None	Removes the breathing exercise and focuses more on preparation tips
	<p>P1 would like to sort the cards on the home screen by what's important to him rather than date.</p> <p>Severity: 2</p>		Add capability to choose how to sort when pull past upper limit
None	<p>P1 was really wary of allowing the app to read all of the emails.</p> <p>Severity: 4</p>		User now has control over what emails can be read from their inbox.

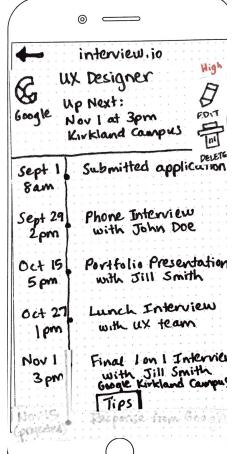
			
None	P1 wanted the ability to change password. Severity: 1		Provided option to change password.

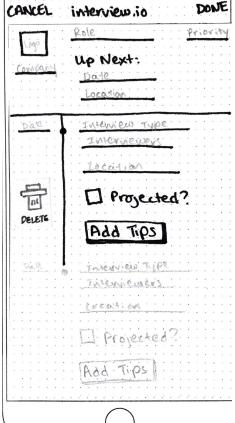
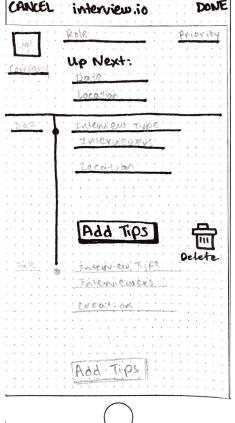
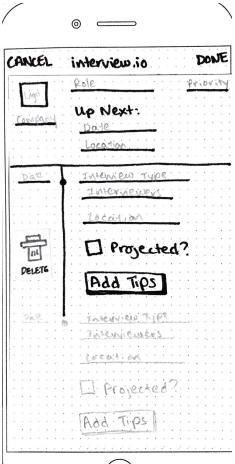
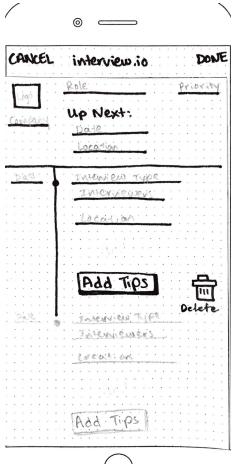
Incidents in Usability Test #2

Before	Incident	After	Revision
	When adding a new job interview, P2 found the position of the delete button weird. Severity: 1		We positioned the delete button on the right side of the add screen.
	P2 really liked the main screen and the sorting feature.	None	None

	<p>P2 found the font size hard to read on the page for adding job interviews.</p> <p>Severity: 1</p>		<p>We cleared up the screen and added a floating button instead of placing it right under the first one. That allows more space for the text and the screen less clustered.</p>
	<p>P2 was confused whether the tips button is clickable.</p> <p>Severity: 2</p>	<p>None</p>	<p>Since it is hard to indicate a clickable button in paper prototype, we will fix it in high fidelity mockups.</p>

Incidents in Usability Test #3

Before	Incident	After	Revision
	<p>P3 struggled to find the delete option for the job interviews.</p> <p>Severity: 1</p>		<p>We added an option on the main screen for deleting and kept the swiping option.</p>

	<p>P3 was confused the “Projected?” option on the adding page.</p> <p>Severity: 2</p>		<p>We decided that it is not intuitive for the projected time to be input, so we deleted the option.</p>
	<p>P3 found the tips part with ease but was confused if it is grouped with the interview.</p> <p>Severity: 2</p>		<p>Again, we will fix this issue in high fidelity mock ups.</p>
	<p>P3 tried to delete a single interview instead of the whole card.</p> <p>Severity: 2</p>		<p>We added a delete button under the tips button to differentiate with the delete button on the main screen.</p>