FY18 Performance Review

Review Period 7/1/2017 - 6/30/2018

REVIEWER
Shayne Bowman (Manager)

Kevin Lu

UX Designer II
Position

CRP/Product Development - Prod Dev GES/Research & Development/C21MDN
Division

6/1/2015
Hire Date

USA-New York -135 W. 18th St.
Location

Shayne Bowman
Manager

Performance Goals Review

Rating Scale

Score	Rating	Description
N/A	Not Applicable	Goal is not applicable to the current review period.
1	Immediate Action Required: Unsatisfactory Perf.	Performance at this level is unacceptable and has a negative impact on the organization.
2	Improvement Needed: Inconsistent Performance	Performance at this level is inconsistent and results in insufficient contribution.
3	Valued: Strong Performance	Performance at this level is strong and has valuable contribution.
4	Excellent: Very Strong Performance	Performance at this level is excellent and has significant positive impact.
5	Role Model: Exceptional Performance	Performance at this level is uniquely exceptional and has highly significant positive impact.

01. Contribute to and collaborate with the UX team.

- Attend & participate in UX team engagements/ceremonies (standup, open mic, brainstorming/ideation, workshops, UX-A-Thon)
- Introduce new patterns/interactions, research insights, or design approaches
- Provide feedback to fellow designers, researchers on their work in progress

Start Date	Target Date	Status
7/1/2017	6/30/2018	Completed

Progress **Weight**
100% 8%

Reviewer	Rating	Weight
Shayne Bowman (Manager)	★★★★☆ Excellent: Very Strong Performance	9%

02. Support and fortify the triad relationship (PO/DEV/UX) at the scrum level.

- Attend & participate in relevant ceremonies (standup, grooming, planning, demo)
- Support active sprint development through UX review & sign off, and design iteration
- Measure your contributions to your scrum team(s) and provide transparency to our design process.

Start Date	Target Date	Status
7/1/2017	6/30/2018	Completed

Progress **Weight**
100% 8%

Reviewer	Rating	Weight
Shayne Bowman (Manager)	⭐⭐⭐⭐☆ Excellent: Very Strong Performance	9%

03. Drive mobile-first design approach with your scrum team

- Utilize a mobile-first design approach with your scrum team
- Collaborate with researchers to ensure appropriate testing on mobile use cases
- Advocate lean product features for mobile implementations
- Transition your scrum team to value the mobile user experience

Start Date
7/1/2017

Target Date
6/30/2018

Status
Completed

Progress
100%

Weight
8%

Reviewer	Rating	Weight
Shayne Bowman (Manager)	⭐⭐⭐⭐☆ Excellent: Very Strong Performance	9%

04. Measure your success with UX KPIs

- Become a supporter and practitioner of UX KPIs within your scrum team
- Leverage the language of UX KPIs to drive a common understanding of design objectives
- Apply UX KPIs to your ongoing design methodology
- Collaborate with the Data Insights team to maximize your scrum team's implementation of success metrics
- Attend & participate in sprintly UX KPIs meetings

Start Date
7/1/2017

Target Date
6/30/2018

Status
Completed

Progress
100%

Weight
8%

Reviewer	Rating	Weight
Shayne Bowman (Manager)	⭐⭐⭐⭐⭐ Role Model: Exceptional Performance	9%

05. Effectively collaborate with our research team

- Attend & participate in research planning sessions
- Provide prototypes that effectively meet research needs
- Support active research sessions (e.g. observe, respond, iterate design, as needed)

- Attend & participate in research readouts
- Apply insights to your design iteration and to your scrum team's backlog

Start Date
7/1/2017

Target Date
6/30/2018

Status
Completed

Progress
100%

Weight
8%

Reviewer	Rating	Weight
Shayne Bowman (Manager)	⭐⭐⭐⭐☆ Excellent: Very Strong Performance	8%

06. Observe customers using our products

Spend a minimum of 100 hours per year observing customers use ADP products. This includes, but is not limited to:

- Observing research sessions (conducted by MyADP, Innovation Lab, or any partner/SOR)
- Attending research readouts
- Participating in client visits or interviews
- Participating in meetings with our clients (MOTM, PAC, Sales, etc.)

Start Date
7/1/2017

Target Date
6/30/2018

Status
Completed

Progress
100%

Weight
8%

Reviewer	Rating	Weight
Shayne Bowman (Manager)	⭐⭐⭐☆☆ Valued: Strong Performance	8%

07. Contribute to a consistent design implementation

- Adhere to our product's styles & patterns so that our features align to ADP's design standards and design language.
- Create new patterns or evolve patterns when necessary. Collaborate with other designers, researchers & developers to ensure that patterns are sufficiently vetted, and are developed in a way that can benefit all features.
- Identify inconsistencies across the product experience. Advocate and support scrum teams (SWAT or otherwise) to correct these inconsistencies.
- Contribute to our design documentation: UI Kit, styleguide, workshops, etc.

Start Date
7/1/2017

Target Date
6/30/2018

Status
Completed

Progress
100%

Weight
8%

Reviewer	Rating	Weight
Shayne Bowman (Manager)	★★★☆☆ Valued: Strong Performance	8%

08. Successfully support federated team engagements

Advise, support or lead a federated team engagement for any of our projects.

Start Date
7/1/2017

Target Date
6/30/2018

Status
Completed

Progress
100%

Weight
8%

Reviewer	Rating	Weight
Shayne Bowman (Manager)	★★★☆☆ Valued: Strong Performance	8%

09. Be coachable

Seek mentorship (from leaders, peers and collaborators) on your design process and methodology, and apply it to your ongoing practice.

Start Date
7/1/2017

Target Date
6/30/2018

Status
Completed

Progress
100%

Weight
8%

Reviewer	Rating	Weight
Shayne Bowman (Manager)	★★★★★ Role Model: Exceptional Performance	8%

10. Bonus: Identify opportunities to share your work across ADP

Share your work on Panorama, Hackdays, UX in Progress, and other Core UX initiatives.

Start Date
7/1/2017

Target Date
6/30/2018

Status
Completed

Progress
100%

Weight
8%

Reviewer	Rating	Weight
Shayne Bowman (Manager)	★★★★★ Role Model: Exceptional Performance	8%

11. Bonus: Work/collaborate outside of your group/project

Collaborate or work of your group/project and contribute to the culture of design across ADP. Examples include other BU/SOR projects, Core UX Mentorship Program, Core UX Electives.

Start Date
7/1/2017

Target Date
6/30/2018

Status
Completed

Progress
100%

Weight
8%

Reviewer	Rating	Weight
Shayne Bowman (Manager)	★★★☆☆ Valued: Strong Performance	8%

12. Bonus: Add to your design toolkit.

Good designers are always adding new skills, tools or processes. What did you add to your toolkit this year?

Start Date
7/1/2017

Target Date
6/30/2018

Status
Completed

Progress
100%

Weight
8%

Reviewer	Rating	Weight
Shayne Bowman (Manager)	★★★★☆ Excellent: Very Strong Performance	8%

![ADP logo]

Comments

1. Comments

Comments

Kevin Lu (Self):

1. Contribute to and collaborate with the UX Team:

- Regularly shared new approaches with the team including:
    - Design process methods (**Cognitive UX, UX KPIs, data-driven insights**)
    - Improving workflow and prototyping (**Sketch tips & tricks, Sketch Craft & Prototyping)**
    - Communication skills (**presentation workshops**)
- Contributed to UX Team presentations & deliverables (**XCOM Presentations, ByDesign Video**)
- Collaborated with designers on exploration (**ADP Voice Assistant)** & prototyping (**MSS New Hire Wizard)**

2. Support and fortify the triad relationship (PO/DEV/UX) at the scrum level.

- **Championed UX and the voice of the user** at scrum ceremonies while supporting active sprint development through UX Reviews, iteration, and sign off

Time:

- Delivered designs and enhancements for
    - **Timestamp & Easy Entry Tile**, **Transfers**, **ATK, Cancel Meal Deduction, Timecard, Team Timecard, Schedule & Shift Swap (Desktop), and Bridging (Desktop)**
- **Improved efficiency of the MyADP Time ecosystem** by emphasizing consistency and focusing on the experience across time features

Onboarding:

- Delivered designs and enhancements for **Totalsource Onboarding, Mobile Onboarding, Retirement Integration, Summary, New Hire Checklists, and Customization**
- **Improved the efficiency of completing eI-9 paperwork** through re-design, reducing time on task, number of screens, and number of clicks

3. Drive mobile-first design approach with your scrum team

- **Onboarding**
    - Responsive Onboarding
    - I-9 redesign
    - Checklists
- **Time**
    - Timestamp "long-straw" Tile for new Dashboard
    - Employee and Team Timecards
- **Retirement**
    - Loan Request

4. Measure your success with UX KPIs

- **UX KPIs presentation at UX in Progress** measuring the success of I-9 Redesign with KPIs
- **Active use of UX KPIs in the design process** and the language of KPIs to communicate with teams
- **Collaborated with Data Insights team** on implementing feature metrics tracking and Insights Dashboard

5. Effectively collaborate with our research team
- Attended and participated in **research planning, lab research, and readouts**
- Built prototypes that effectively met research needs
  - **Coded prototypes** where research needs not met by InVision (MSS Wizard, Voice Assistant)
  - Supported active research sessions, making **prototype adjustments in-between sessions**
- Facilitated brainstorming sessions with PO and UXR around **open UXR Insights and Wishlist items**

6. Observe customers using our products
- **Cosmopolitan Onsite Client Visit** and follow-up calls for Onboarding
- Client Feedback Calls for Time (**B Braun, Tilly's, 24-hour fitness, PAC**)
- Client demos (**Engine Group North, B-Braun**)
- Observing user research sessions and attending readouts

7. Contribute to a consistent design implementation
- **Android mobile enhancements** (ie back button, splash screen, Play Store marketing screens)
- Advocating for our design language and standards in Scrum
- **Identified and reconciled inconsistencies** across the Time ecosystem
- Contributed **standard statuses for list items** to the UI Kit

8. Successfully support federated team engagements
- **Supported & Advised Recruitment (Preeti)** to deliver mobile-first Recruitment designs with in-person workshops, regular design review calls, and ideation sessions
- **Lead & Supported Retirement (Kelly)** to deliver Loan Request mobile and Change Contribution desktop
- **Advised Retirement (Ki)** on continued Loan Request development and desktop designs

9. Be coachable
- **Regular mentorship from Serafin** during 1:1s and co-located working
- **Weekly mentorship session with Shayne** on a wide range of topics including Typography, Visual Design, Communication & Selling

10. Bonus: Identify opportunities to share your work across ADP
- **Hackday NYC** - Cognitive UX, Designing with the mind in mind
- **UX in Progress** - MyADP (Onboarding section)
- **UX in Progress** - Cognitive UX, Designing with the mind in mind
- **UX in Progress** - UX KPIs in Practice, Onboarding Case Study
- **Design thinking workshop** x2, TJ Boykin

11. Bonus: Work/collaborate outside of your group/project
- **Core UX Elective** scheduled for June - Cognitive UX: Designing with the Mind in Mind
- **Data Insights** client dashboard UX, UX review sessions, Pendo exploration, Google Analytics insights
- **Wisely** designs for Mobile Incentive Flow, MyADP WIsely Ad

12. Bonus: Add to your design toolkit
- Learned basic coding to make functional prototypes for user research and validating concepts:
  - HTML/CSS/JS - **MSS form fields interaction usability study**
  - Google Web Speech API & Speech Synthesis JS - **ADP Voice Assistant Concept**

- Atom, Bootstrap - **Responsive Onboarding, Time Transfer Concept, Timestamp ATK**
- Improved understanding of Typography through mentorship sessions

Shayne Bowman (Manager)**:**

Kevin is a rockstar for the UX team. Despite being the most junior member of our design team, he consistently stepped up and delivered impeccable workshops for our team, as well as design electives and case studies to designers across ADP. His ability to evangelize UX best practices is unmatched within our team, and is among the finest in ADP. He should be very proud of his growth as a team member, as well as his design skills. Kevin reached out asking for mentorship on his design fundamentals. Not only did he listen attentively, he attended each session prepared to ask questions and learn from the guidance. And after those sessions of feedback and coaching, you could witness his designs improve.

Kevin was also a major contributor to our UX KPIs effort. He was the first designer on the team to bring KPIs to his team, leverage them throughout the design process, and actually get success metrics in place to prove the quality of his design and the ROI of his effort. This was used as a case study to share with designers across ADP. He's also been the primary contributor to our collaboration with our Data Insights/Analytics teams, and has been one of the key contributors to our Pendo pilot. In FY19, I'd like to see Kevin continue this progress and become the team lead in our evolution to a data-driven design culture.

Again, despite his experience, Kevin has stepped up by leading through impeccable examples, but also showing the willingness to continuously learn and improve, as we all must do in this ever-changing industry.

In FY19, I'd like to see Kevin focus on the following:

·   Continue his journey to build a strong core of design fundamental skills. Seek mentorship not only from leads, but also his peers on the NAS UX team, as well as with others on the next-gen and partner SOR design teams (Pi, Lifion, Ventures and SynerG, to be specific).

·   Continue his journey to understand and learn from our partner disciplines (product, and development), and use that to fuel design solutions that not only meet customer needs, but also elegantly solve/meet our business needs.

·   Identify opportunities to contribute to the development of the next generation of our ADP design system. Kevin has a keen insight into development and analytics, and could use those insights to create meaningful contributions to our platforms, which would benefit all teams, not just MyADP and Mobile.

Summary

Overall Rating

FY18 Performance Review
Kevin Lu

3.9/5.0

	Self Review	Manager Review
Performance Goals Review	N/A	3.9 / 5.0 Valued: Strong Performance (100.0%)
Comments	N/A	N/A
Overall	N/A	3.9 / 5.0 Valued: Strong Performance

X

_____

Manager

_____

Date