

Managd Usability Tests

Worker - Daily Login and Task Management

This usability test focuses on a worker's Daily Tasks. The app requires Project Managers to configure each project so for each worker:

- Schedules and meetings are respectful of timezones
- Can start and stop their work days to prevent workday-scope creep
- Has a way to communicate how they are feeling (as far as workload or working morale)

We opted to test the workers flow to ensure that they are able to use this tool to still get their work done and also improve their work/life balance.

Each test is split into 4 sections:

- **Task** - Prompt for the interviewer to give to the interviewee
- **Screens** - Required screens to test this flow (for internal team purposes)
- **Expected Behavior** - What we want the user to be able to do. Anything that is not expected behavior should be considered an area for revision or improvement.
- **Actual** - Notes of what the user actually did during the test

Tasks: 1. Start my day 2. Set mood 3. Assess daily workload 4. Mark task as completed 5. End of day reminder 6. Add feedback 7. End my day 8. Set mood	Unique Screens Needed for Testing: 1. Welcome 2. Start My Day Load 3. Set Mood Start 4. Set Mood End 5. Dashboard - Normal view a. Task to complete b. Communications c. Meetings d. Link to End My Day 6. Dashboard - With message 7. Dashboard - Task completed 8. Dashboard with tomorrow lane updated 9. End of Day Warning Message 10. End of Day pop up (confirmation?) 11. Edit Task (for notes)
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Tasks:

Start My Day

Task

"Please start your work day."

Screens (2+)

- **Welcome** screen with Start My Day button
- Optional - **Start My Day Load** screen with message to let user know they are about to start their day?
- **Set Mood** form since this is the first step to starting your day.

Expected Behavior

- User is able to locate the Start My Day button.
- User knows for the most part what this button will do and where they will be taken next.
- User feels confident at the end of this task they have started their day.

Actual

Interview notes

User 1: Could easily find the start my day button and understood what that meant.

User 2: Could easily find the start my day button and understood what that meant.

User 3: easily found start my day button & completed task

User 4: easily found start my day button & completed task

Set mood

Task

No audible prompt will be given. Interviewer should observe what the user does when prompted with the Set My Mood screen after clicking completing the Start My Day task.

Screens (2+)

- **Set Mood Form**
- **Dashboard** with message that mood has been successfully set

Expected

- User is able to understand what this screen is asking for and why
- User has the means to communicate their mood accurately
- User can complete the form without frustration
- User feels confident in their mood setting and knows how to update it if needed

Actual

Interview notes

User 1: Enjoyed that they could set their mood but didn't understand how to scroll through the emotions. They were afraid of clicking the wrong emotion and adding it by accident. We might want to add a scroll bar or arrow to alleviate this issue.

User 2: Could easily set the mood and appreciated being able to do so. But thought they could only set one mood.

User 3: Easily set mood, really enjoyed this feature: "Companies always say they prioritize their employees and this really puts it into action. It gives the company data that they can actually look back on and see how their employees are feeling & if it is related to work." When getting to the pop up, she immediately scrolled the word bubbles with her track pad

User 4: Easily set mood & thought this feature is very neat! Likes that they are able to type out an explanation as sometimes the icons & words won't entirely capture their feelings. Tried to click on the scroll bar to move forward but I had to explain that the scroll bar didn't work

Assess daily workload

Task

"Take a moment to explore your dashboard. What are your priorities for today? What meetings do you have today?"

Screens (1)

- **Dashboard** view which includes:
 - Daily tasks
 - Communication such as IMs or emails
 - Meetings for today
 - Maybe some notifications (i.e., "New Discussions have been posted.", "3 new tasks were assigned to you.")

Expected

- User can determine their priorities
- User is aware of any new or outstanding communications they need to address

- User can tell us which meetings they have to go to today
- User is aware of their notifications/can tell what they are

Actual

Interview notes

User 1: User took a look and explored the page. They had a hard time understanding why the calendar was cut off and wanted to see more of it at a glance.

User 2: Could easily assess and prioritize their day. Didn't quite get the difference between Top Priority and Today's tasks right away, but thought it made sense after it was explained.

Appreciated the future views of tasks. Wished the text was larger and there were scroll bars to indicate where the content was scrollable. Wished the colors in the calendar were color coded to something.

User 3: Immediately scrolled to the right via track pad to view the calendar. Was confused a little on the Top priority / today's tasks but after explaining she thought it would be very helpful to have tasks separated as such. Wanted to click on the individual project cards, had to explain those are not apart of the prototype yet.

User 4: Really enjoyed the layout of the dashboard, very clean and organized with just the right amount of details, from project to team/company related. Immediately scrolled to the right via track pad to view the calendar. Understood how the tasks are separated

Mark task as completed

Task

"You've just finished a task. Please update your dashboard to show you completed it."

Screens (2)

- **Dashboard**
- **Dashboard with task completed** and message?

Expected

- At minimum, user knows how to move task to "completed" section
- User may inquire about doing this task from a detail view - this is OK but not covered in this test
- User feels confident in moving their task. Does not feel anxious about moving task/knows how to undo the action if needed
- User feels confident that this update has been saved

Actual

Interview notes

User 1: The user went over to tasks on the navigation bar first and then headed to projects. Eventually they hit the right button but didn't realize it. We will have to make completing a task more obvious.

User 2: Found the checkbox easily but was concerned about what happens to the task after it is marked as complete. Does it get resigned? Is there follow up required? Will it come back to me in the future for next steps?

User 3: Was easily able to mark the task. Asked if they can mark it on the high priority card or the project card, I explained that either works. Enjoyed seeing the task disappear from the project card, expressed interest in seeing a "completed" section for the task portion of the dashboard.

User 4: Was easily able to mark the task, liked seeing it disappear from the project card & seeing a new task pop up. Was confused why it still stayed on the task card, also expressed interest to see a completed section so they can have the satisfaction of having no tasks on a card.

End of day

Task

"Now that you're done with that task, let's start another one." *Prompt should pop up.* "Oops, looks like you only have 30 min of your day left! Start wrapping up your tasks."

Screens (3)

- **End of Day popup**
- **Edit Task**
 - Leave Notes
 - Move to: tomorrow by default or push out a few days?
- **Dashboard with tomorrow lane updated**

Expected

- User knows how to move tasks to tomorrow
- User knows how to add notes to a task
- User knows what they will be working on tomorrow

Actual

Interview notes

User 1: User really liked the notification to end their day. “Who doesn’t want to hear that they are almost done with their day?”

User 2: User really appreciated this. They like to get things setup for the next day so being reminded to wrap up and finish right at 5pm is nice. No rollover time. User suggested a user set options for other time reminders/dialogs throughout the day for breaks or to stay on task.

User 3: Really enjoyed seeing this, thinks it would help with task management on their end! Expressed that 30 minutes to wrap up might not be enough time though, suggesting giving 1 hour. Asked what happens if you have more tasks to complete for the day, explained that you have the option to override & keep working OR you can ask the PM to see if any due dates for tasks can be moved.

User 4: Thought the popup was cool, also expressed that the pop up might get annoying after several times because you should already know the time.

Add Feedback

Task

“You’ve just realized that your team could use some bonding time. People are working like robots and forgetting to treat each other like people. Post a new **feedback** topic for this.”

Screens (2)

- **Post feedback form**
- **View feedback**

Expected

- User knows how to post feedback
- User knows what all the field are and does not have trouble entering the right type and amounts of information
- User is confident that their feedback has been posted
- User knows where to find more info or check on updates to their feedback

Actual

Interview notes

User 1: User did not succeed in finding the correct place to add feedback. They clicked on their task hoping to add feedback there as well as on a project. They also went to the navigation bar and clicked the feedback page and still nothing. When I eventually showed them the feedback page, it wasn't what they expected. They thought of feedback as more of project notes. They

also didn't read anything as anonymous because you can see the icons of everyone on all of the feedback.

User 2: Took a lot of effort to find the Add Feedback button. Expected it to be on the project cards so that they could add feedback per project teams.

User 3: Thought the feedback portion was cute & nice to have. It lets the employees have more of a say with process & their work life.

User 4: Easily found the add feedback button. Pointed out the text in the pop up feels like it relates more to the Team rather than a project, but likes that there's an option to do the whole team vs feedback that is project specific.

End my day

Task

"Now it's time to end your work day! Please finish up your wrap up and end your workday."

**Should we allow an option to continue working but it is logged and management is notified or something? Then if you extend your day too many times or for too long you get flagged and you have to talk to management.*

Screens (1)

- **Dashboard**

Expected

- User is able to find and click to End My Day link or button
- User is shown the Set Mood screen and is aware that setting their end of day mood is needed to end their day

Actual

Interview notes

User 1: The user was able to easily end their day.

User 2: The user was able to easily end their day.

User 3: User found end day button. Asked what the message to the left would say if you worked past 5pm.

User 4: User found end day button

Set mood

Task

No audible prompt will be given. Interviewer should observe what the user does when prompted with the Set My Mood screen after clicking completing the End My Day task.

Screens (2)

- **Set Mood Form**
- **End of Day Success** screen with message that mood has been successfully set and you are now clocked out for the day.

Expected

- User is able to understand what this screen is asking for and why
- User has the means to communicate their mood accurately
- User can complete the form without frustration
- User feels confident in their mood setting and knows how to update it if needed

Actual

Interview notes

User 1: Same notes as before on the set mood. They wanted to know where to see all their moods and said they would want to see them, but wouldn't want the whole team to see them necessarily.

User 2: Same notes as Set Mood test.

User 3: User thought it was very cool that you set the mood at the end of the day also since your mood can shift throughout the day. Asked if there's a place/way where you can add another mood in the middle of the day or whenever you wanted if there was a specific point where your mood turned — have the start & end of day as required in the pop up as you start & end your day but have a way to add moods throughout the day as an option.

User 4: Same notes as start day set mood test, enjoys this feature.