

Design an employee scheduling flow for a poolside snack shop

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Project overview



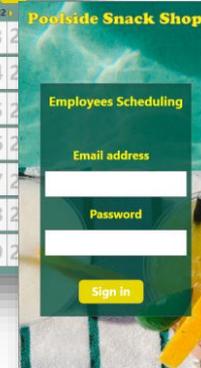
The product:

Poolside Snack Shop is easy to use employees scheduling responsive web based app that helps the staffs to manage the work schedules.



Project duration:

March and April 2022



Project overview



The problem:

It is important for staffs to have an online access to their work schedules at any time.



The goal:

Design a web based employees scheduling app for poolside snack shop employees which is easy to use on any screen size such as mobile.

Project overview



My role:

UX designer, UX researcher



Responsibilities:

user research, wireframing, prototyping,
responsive design

Understanding the user

- User research
- Personas
- Problem statements
- User journey maps

User research: summary



for user research first I identified and selected the people who I wanted to interview with them and collected information about their personalise and their expectation about a work scheduling and time sheet app and if they had an experiences about scheduling ask them to share. After that I identified the problem and goal for creating a web based app base on researches.

User research: pain points

1

Navigation

Can see scheduling in 3 sections today, week, and month on different pages in a simple way.

2

Interaction

Using colors for identifying the schedule of the staff makes find employees and follow them easily.

3

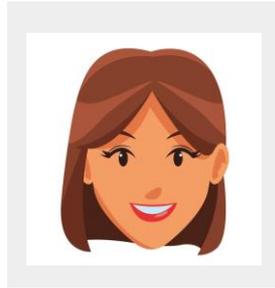
Experiences

Getting a report from a work schedule in between 2 dates and receiving it by email .

Persona: Tera

Problem statement:

Tera is a student at the college and works as waitress in a restaurant, who needs to have an access to her work schedule in any time for getting the available shifts on weekends because she can work after her classes and on weekends .



Tera

Age: 20-year-old
Education: College student
Hometown: Toronto, ON
Family: Single
Occupation: Waitress

"It is nice if I can access to my work shifts at anytime and anywhere instead of seeing them on the board in the office."

Goals

- To manage the time
- Having financial independence
- Avoiding conflict between my study time and my work shifts

Frustrations

- "For the staffs who are working part time it is good to know the available shifts for weekends to get them."
- "It is important to me to know the shifts for whole month not updating them in every weeks."

Tera is studying accounting at the college and also she is working part time in a restaurant as a waitress. She is a energetic person and active in social media and eager to use some apps.

User journey map

I created a user journey map of Tera's experience using the employee escheduling sites to help identify possible pain points and improvement opportunities.

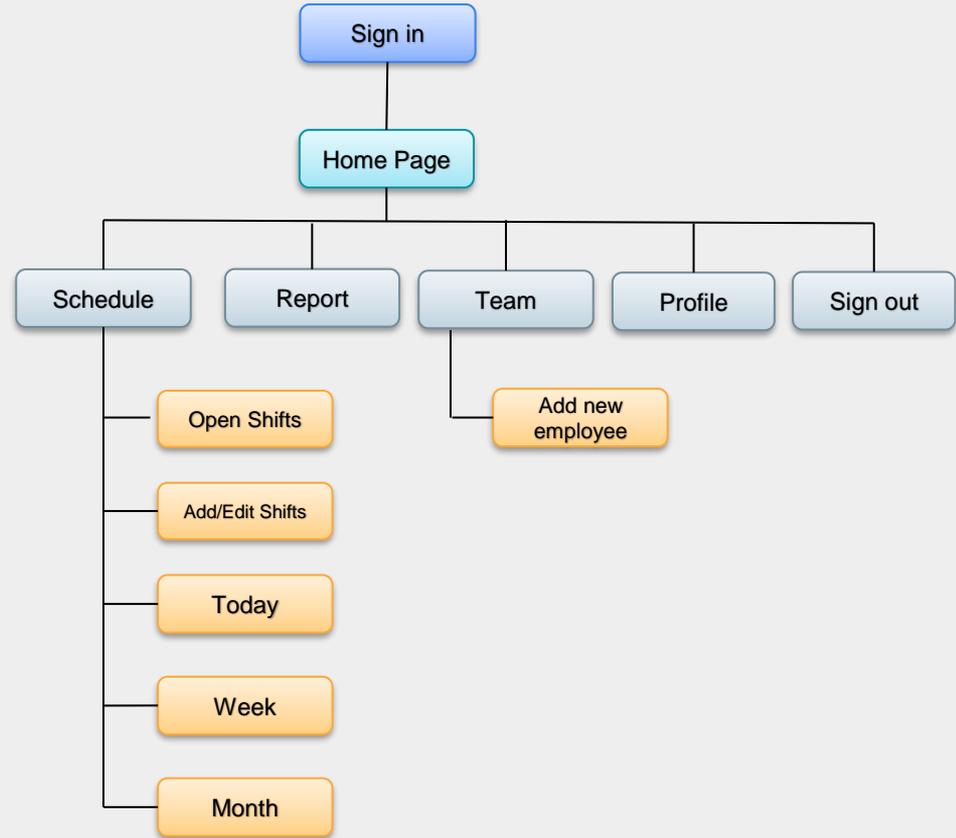
Persona: Tera

Goal: Can be able to castumize the schedule and manage them

ACTION	Open & Sign in	Review	Request changes	Finalized
TASK LIST	Tasks A. Type the URL on browser B. Open the welcome page C. Enter an account D. Sign in to site	Tasks A. Read the scheduls B. Check the date and time	Tasks A. See the availbe shifts B. Chose a shift C. Send the request	Tasks A. Review the schedules B. Review The reports
FEELING ADJECTIVE	Excited Stressful	Excited Stressful	Excited Stressful	Excited
IMPROVEMENT OPPORTUNITIES	Design an easy to use and clear welcom page and login page	Show the schedules clearly on the page	Access to see the available shifts	Get print or receive email of report

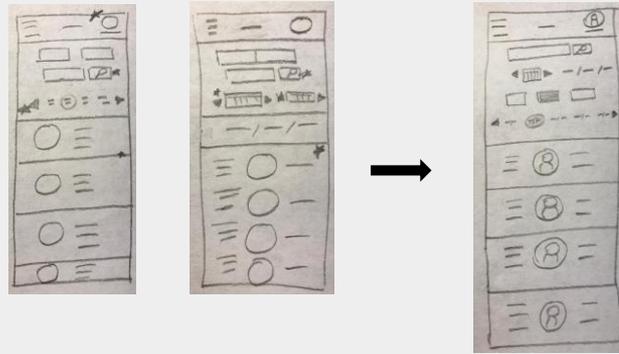
Sitemap

For a small business with a small number of employees I have tried to design a simple web-based employee scheduling flow with low number of pages.

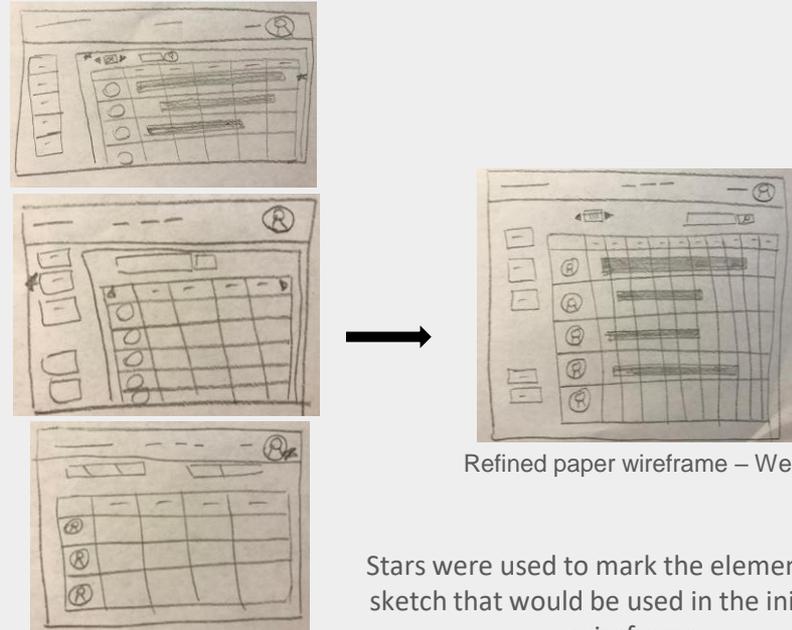


Paper wireframes

Sketched some idea for home page and selected some elements which can help users have the good experience with the app. I used the choosing elements for creating a digital wireframes.



Refined paper wireframe – Mobile

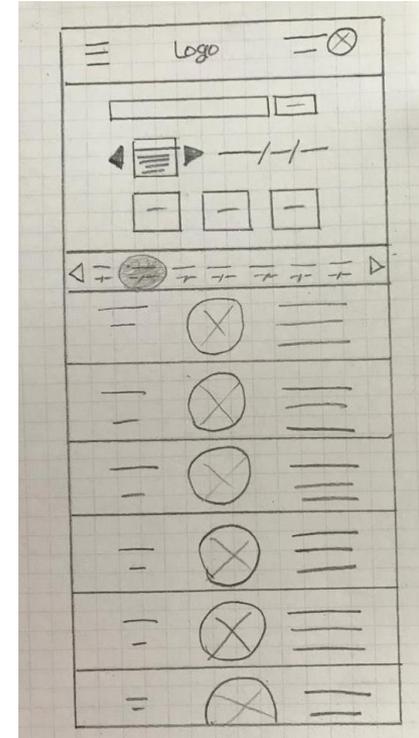
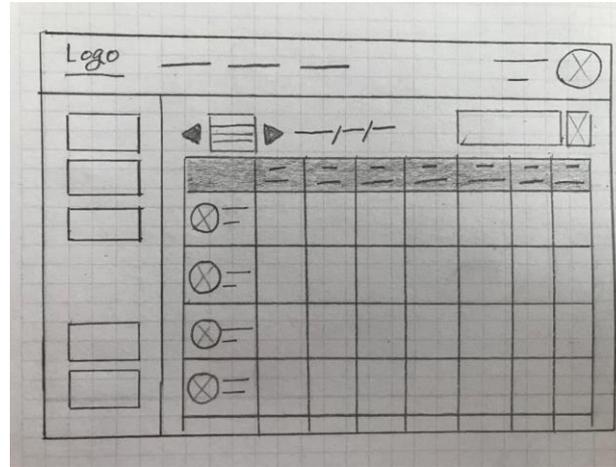


Refined paper wireframe – Web

Stars were used to mark the elements of each sketch that would be used in the initial digital wireframes

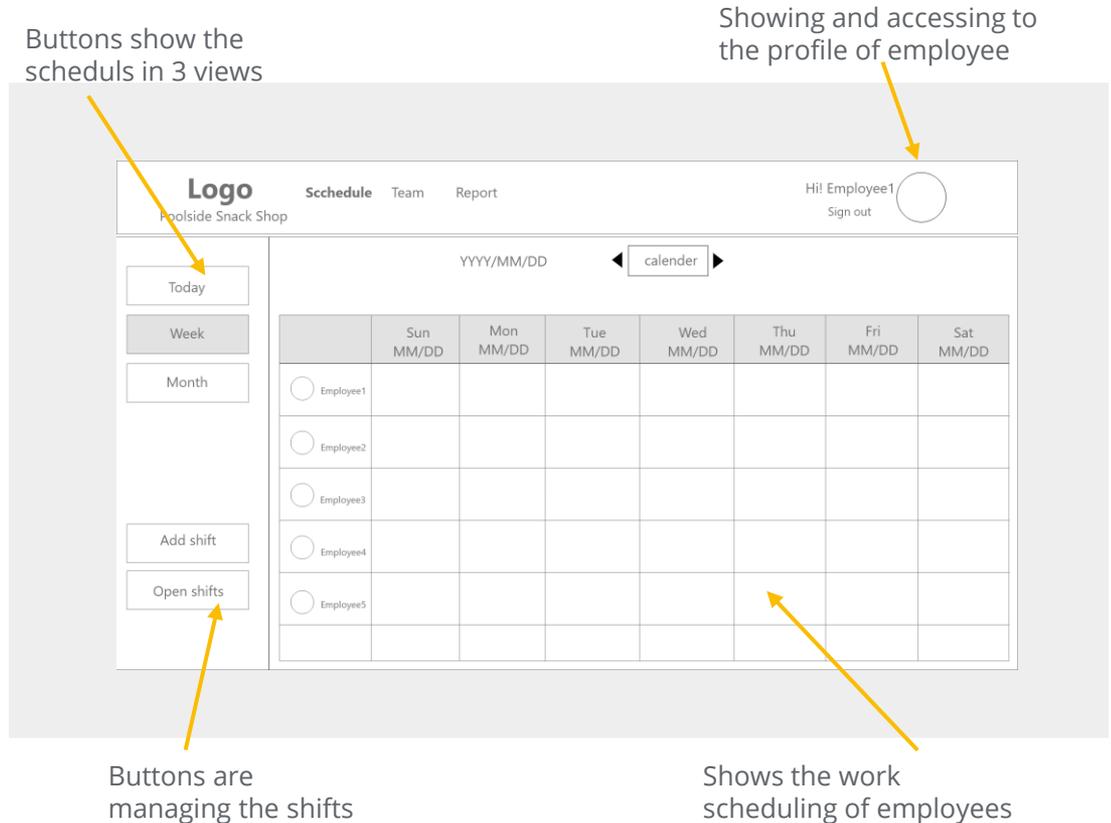
Paper wireframe screen size variation(s)

Users can access to the
schedules on different
screen.



Digital wireframes

Digital wireframe has been shown better the ideas which users expected. I tried to design the page simply and easy to follow for users.



Digital wireframe screen size variation(s)

Logo Schedule Team Report Hi! Employee1
Poolside Snack Shop Sign out

YYYY/MM/DD ◀ calendar ▶

Today

Week

Month

Add shift

Open shifts

	Sun MM/DD	Mon MM/DD	Tue MM/DD	Wed MM/DD	Thu MM/DD	Fri MM/DD	Sat MM/DD
○ Employee1							
○ Employee2							
○ Employee3							
○ Employee4							
○ Employee5							

☰ **Logo** Hi! Employee1

Employee Name Search

◀ ▶ yyyy/mm/dd

◀ Sun Mon Tue Wed Thu Fri Sat ▶
dd dd dd dd dd dd dd

○

○

○

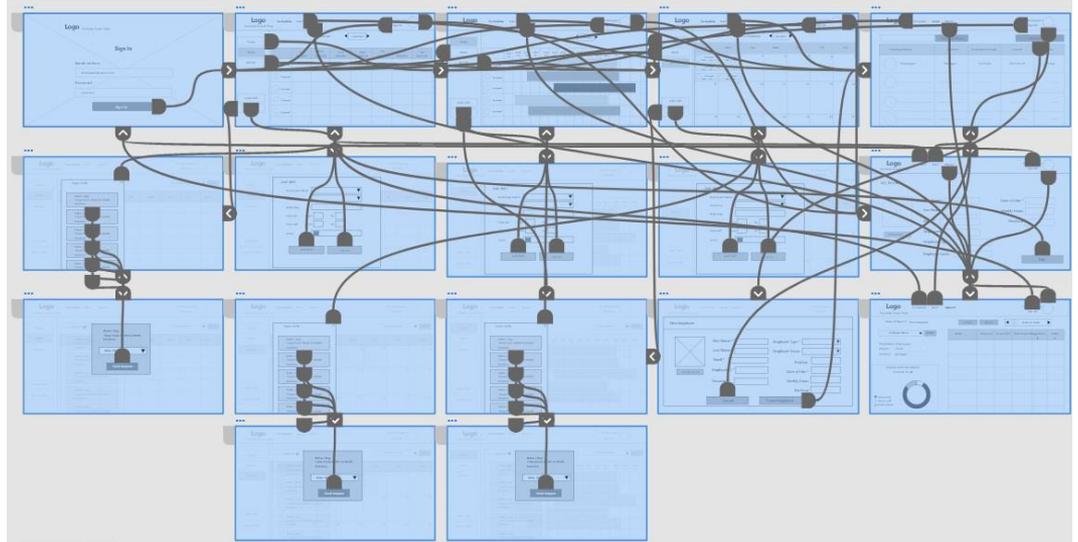
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Low-fidelity prototype

The Low-fidelity prototype presented user flows for an employee scheduling.



View [employee scheduling flow](#)

Usability study: parameters



Study type:

Unmoderated usability study



Location:

Canada, remote



Participants:

5 participants



Length:

20-30 minutes

Usability study: findings

1

Finding

It is not clear whether all users have the same access to the features or not.

2

Finding

The process of requesting free shifts is not clear.

3

Finding

Page design and color are acceptable

Refining the design

- Mockups
- High-fidelity prototype
- Accessibility

Mockups

After the usability study, the role of employee is added on the page which shows the level of accessing the user to features and the Open Shifts is changed to Available Shifts for making it clear. Also, Requested Shifts page is added and it shows the list of requested for available shifts.

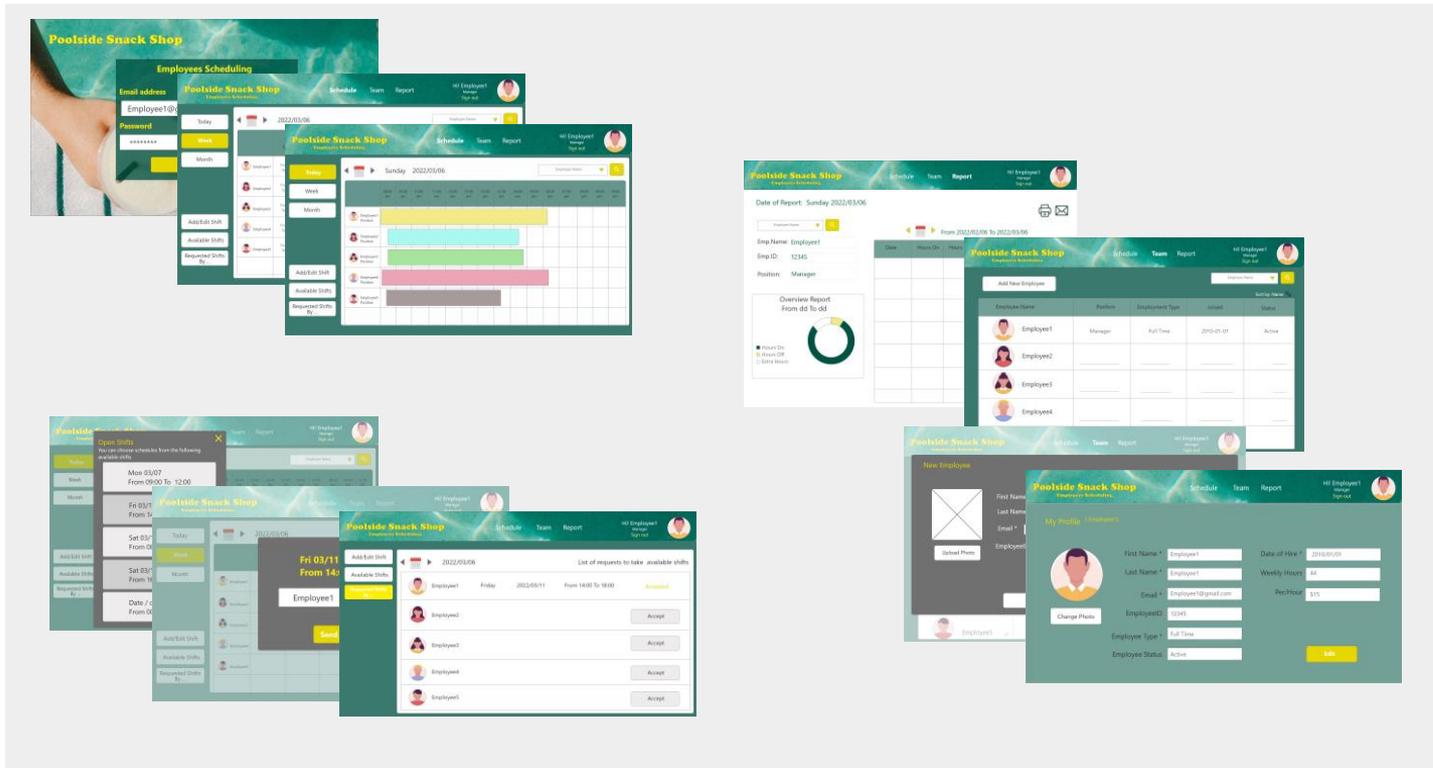
Before usability study

The screenshot shows the 'Poolside Snack Shop Employees Scheduling' interface. The top navigation bar includes 'Schedule', 'Team', and 'Report'. A user profile for 'Hi! Employee1' is visible in the top right. The main content area features a calendar for the week of 2022/03/06. On the left sidebar, there are buttons for 'Today', 'Week', and 'Month'. Below these, there are buttons for 'Add/Edit Shifts' and 'Open shifts'. The 'Open shifts' button is circled in red. The calendar grid shows five employees (Employee1 to Employee5) and their shift availability for the week.

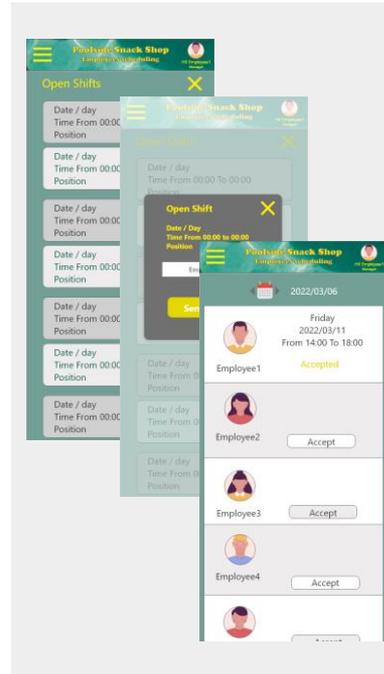
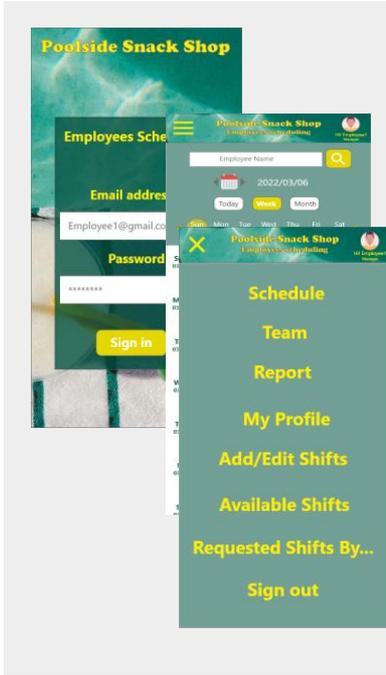
After usability study

The screenshot shows the updated 'Poolside Snack Shop Employees Scheduling' interface. The top navigation bar and user profile remain the same. The main content area features a calendar for the week of 2022/03/06. On the left sidebar, there are buttons for 'Today', 'Week', and 'Month'. Below these, there are buttons for 'Add/Edit Shifts', 'Available shifts', and 'Requested Shifts'. The 'Available shifts' button is circled in red. The calendar grid now includes shift details for each employee, such as 'From 08:00 To 16:00' for Employee1.

Mockups: Original screen size (web 1920)

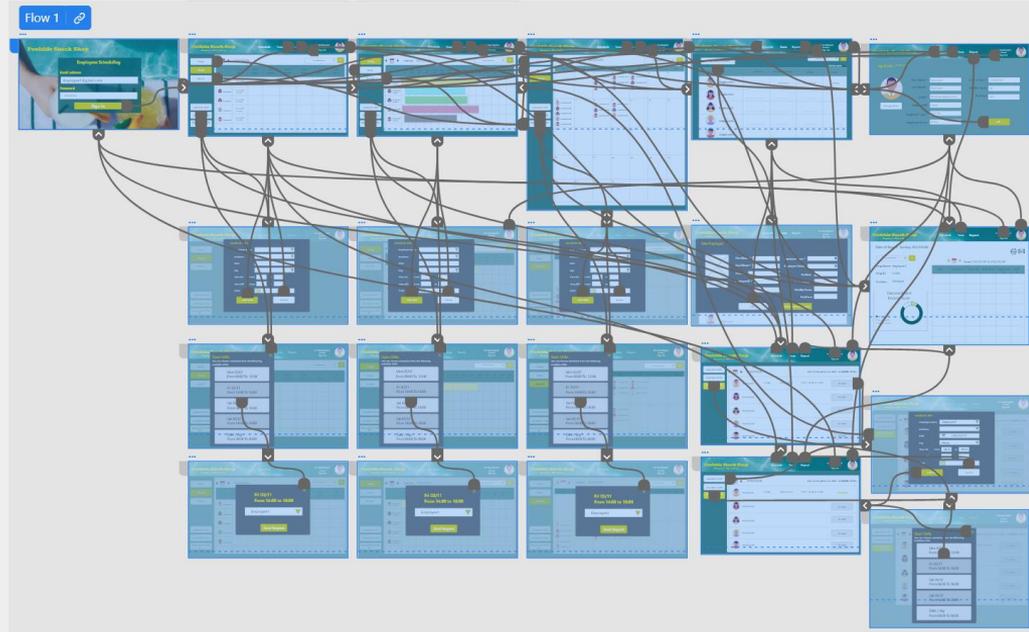


Mockups: Screen size variations (Google pixel 6)



High-fidelity prototype Original screen size (web 1920)

The High-fidelity prototype
presented user flows for an
employee scheduling.



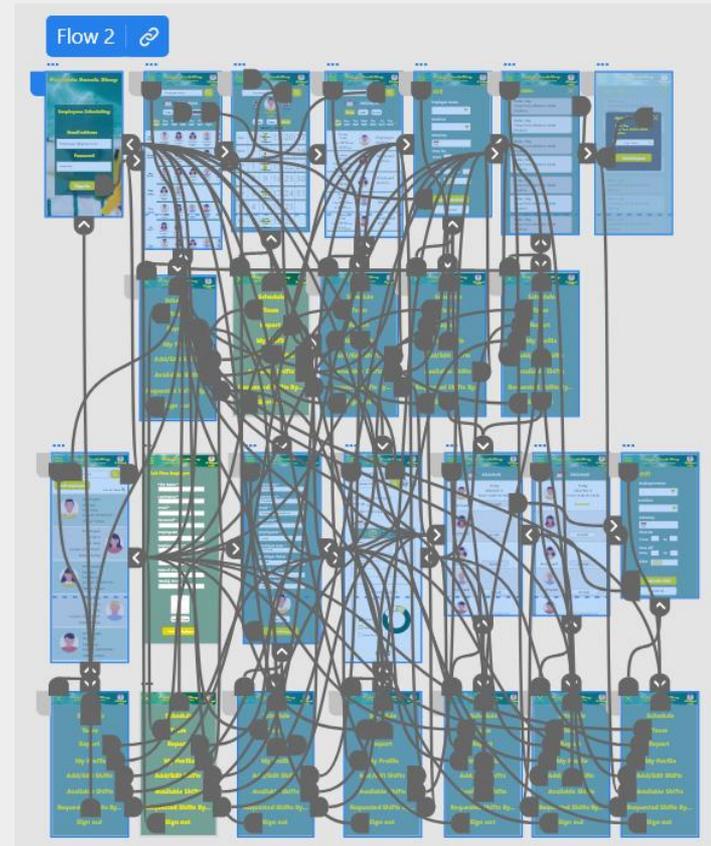
View [employee scheduling flow](#)

High-fidelity prototype

Screen size variations

(Google pixel 6)

The High-fidelity prototype presented user flows for an employee scheduling.



View [employee scheduling flow](#)

Accessibility considerations

1

Used employee's photo and name makes a navigation easy use

2

Having three options for seeing the schedules (today, week, and month) can be pleasant for employees

3

Put and designed the contents simple and easy to use

Going forward

- Takeaways
- Next steps

Takeaways



Impact:

I received some positive quotes from study participants .

"It seems easy enough to login, large and colorful button for sign in makes it clearer and I am happy with the background which is related to app subject. "



What I learned:

I have found people follow the process according to their individual point of view, interests and expectations , and the designer should pay attention to all comments .

Next steps

1

Conduct more user research to find more new ideas for improving it

2

Conduct more usability study to identify pain points

3

Strat to develop and convert this design to an app base on UX research

Let's connect!



Please visit my portfolio or LinkedIn for contacting me and/or reviewing more of my work.