

SKILLSENSE USABILITY FINDINGS & RECOMMENDATIONS

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SUMMARY

- Site goals
 - Facilitate networking between “students” / “mentors” (learn)
 - Easily connect “students” and “clients” to each other (work)
- Test goals
 - Evaluate how well site connects students with mentors and clients
 - Evaluate how well site communicates credibility of users
 - Identify user pain points surrounding usability
 - Identify opportunities to strengthen communication of site value

Skill Sense is a web application that connects developing professionals in their fields with mentors to help develop their skills further and stay on track with projects from employers who also use Skill Sense to find affordable freelance work.

USERTASKS



Student

- Create/Edit a profile
- Search for a mentor
- Request a mentor
- Search for jobs
- Apply for a job
- Invite mentor to a job
- Send/view message(s) to mentor



Mentor

- Create/Edit a profile
- Submit profile for Admin review
- Find a mentee
- Accept a mentee
- Send/view message(s) to mentee



Client

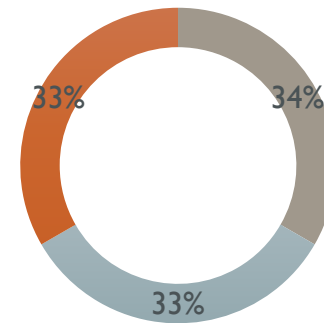
- Create/Edit a profile
- Post a new job
- View job applicants
- Hire applicant
- Message hired applicant and mentor

EVALUATION METHODS

- Usability review
- Heuristics
- Remote usability-test sessions
- Lab usability-test sessions
- Sythesis

PARTICIPANTS

- Remote and in-lab testing collected 6 total participants.
- Screened on-site participants were gathered for usability testing at Fathom Consulting. QuickTime screen record to capture the users face while recording their movements on screen.
- Remote participants were reached out to using Google Hangouts for screen sharing. For screen and audio recording I used QuickTime screen record. It has the capability of capturing both audio and screen
- Next time I would instruct the participant to open a QuickTime Video recording without clicking record so when they screenshare through Google Hangouts I can also see their face.



■ 2 Clients ■ 2 Mentors ■ 2 Students



TESTING SCENARIOS



Student

- Discuss hierarchy and landing page
- Search, request and communicate with mentor
- Search for jobs
- Invite mentor to a job
- Apply for a job



Mentor

- Create mentor account
- Submit account for admin review
- Check messages for confirmation



Client

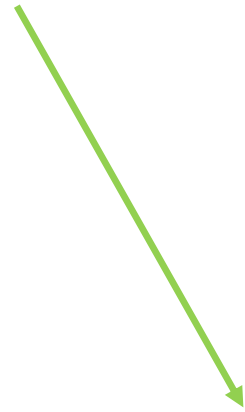
- Post a new job
- View Job applicants
- Hire and communicate with applicant

MENTOR AND STUDENT CONNECTIONS

SEVERITY SCALE

	Severity
Good	1
Neutral	2
Severe	3

- Severity of action will be indicated by slide number here



CONNECTING MENTORS & STUDENTS

- (1) Mentors need more credibility of students before deciding to take them on as a mentee. Student bios should be larger/require more information about their skills, past projects and what type of work they are looking for.
- (2) Mentors has issues with discoverability of applicants for mentorships. Wording was extremely unclear... Mentors weren't sure what "active" meant. "Invites" was unclear and users didn't know if it meant pending invites they sent or received.
- Positive: Site does a good job of connecting students with mentors. You find a mentor that seems to have similar skills and you request them.
- "It's simple, clean and overall an easy process".
- Throughout testing, the mentors means of connecting with the student became observably problematic.

SKILLSense

MY MENTORSHIPS PROFILE MESSAGES LOG OUT

YOUR MENTORSHIPS

2

ACTIVE INVITES

Mohanad
Wide Eyed Student

DETAILS

1

Mohanad
Wide Eyed Student
Minneapolis

STUDENT

About:
After saving the president's life multiple times, I decided to go back to school.

LinkedIn GitHub Website

SEND MESSAGE

Active Jobs:
No items to display.

Applied Jobs:
No items to display.

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CREATING MENTOR PROFILE

- (I) Term “account type” with dropdown menu to chose from ”student, mentor, or client” made the users feel like they were about to make a purchase which was a negative feeling. Currently a seemingly straight forward process

SKILLSense

REGISTER NEW ACCOUNT

Your Email *
@domain.com

Password *
8+ characters

Name *
Your Full Name/Display Name

Location *
Your City/State

LinkedIn
Link To Your LinkedIn Profile

Github
Link To Your Github Profile

Other Website
Link To Your Portfolio, Etc...

Your title
Student
Mentor
Client
Your title
e.g. Back End Developer...

Bio
Please write a short description of who you are and what you do.

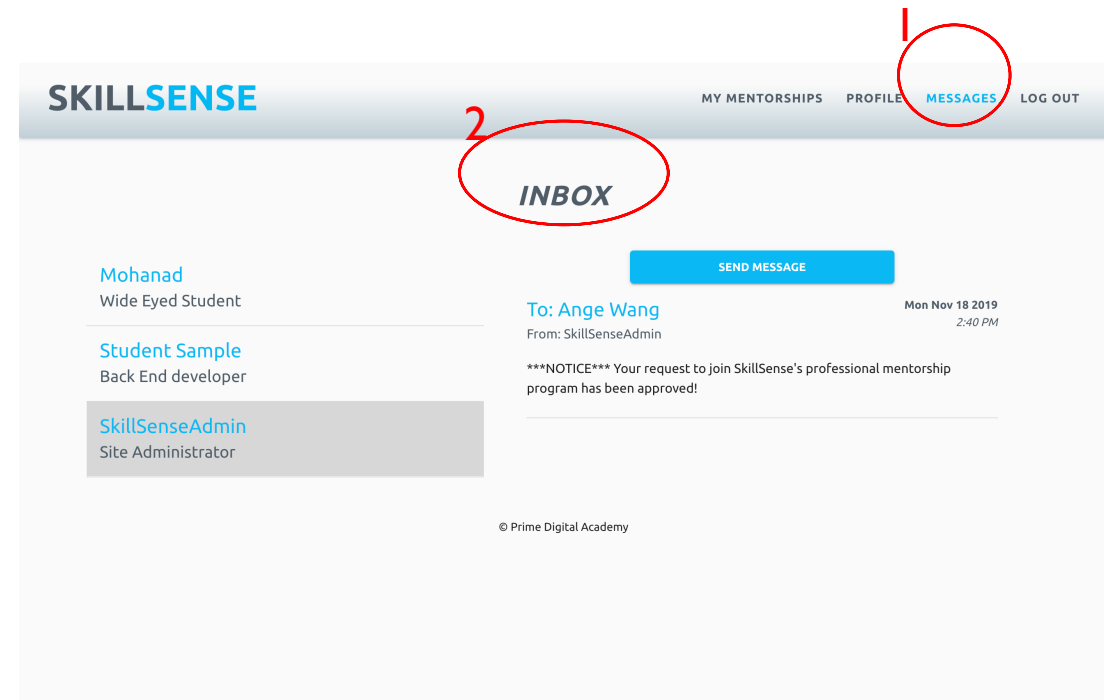
[BACK TO LOGIN](#) [REGISTER NEW ACCOUNT](#)

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MESSAGING BETWEEN STUDENTS & MENTORS

- Recommendations:
 - (1) Add notification bubbles
 - (2) Add location for sent messages or change inbox name to “messages”
- Messaging doesn't notify or have notification bubbles leaving participants unsure when they have received responses or inquiries or if there are any unchecked messages lingering in the inbox.
- “inbox” was confusing to users because the “inbox” indicates received messages, however on the site “inbox” indicates received and sent messages.
- Site should comply with messaging conventions



CREDIBILITY

STUDENT CREDIBILITY

- Student skills do not provide enough information to be deemed credible by clients. Clients felt there was a level of trust needed to use SkillSense, but trust was not being built through SkillSense
 - Not enough information about the student
 - (I) Recommendation, add field to create new skills and have a previous work field
 - Not enough information about the mentors/ there was no communication between mentors or client to discuss students needs, level of ability, or credibility
- Students could have a location for files to be uploaded of previous work or a link to their portfolios.

SKILLSENSE MY MENTORSHIPS MENTOR SEARCH MY JOBS JOB SEARCH PROFILE MESSAGES

YOUR PROFILE

Name * John Title * ux designer Location * minneapolis

Bio
My name is John. I'm a UX designer looking for freelance work

LinkedIn Github

Website (I) Email * test@yahoo.com

AVAILABLE SKILLS

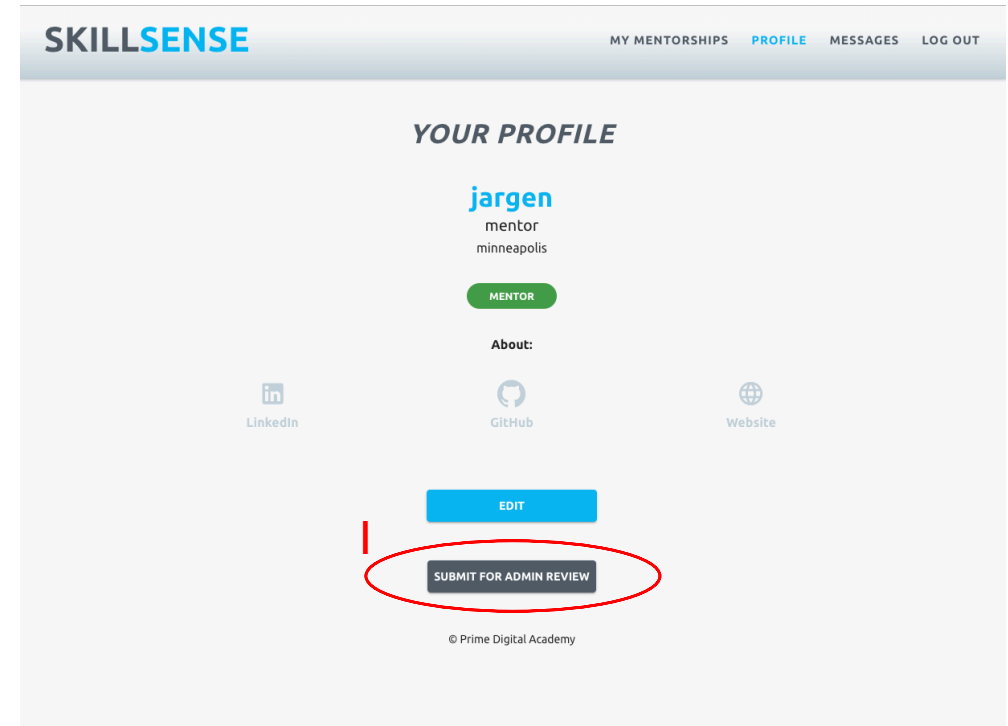
- Adobe Illustrator
- Adobe XD
- Angular
- Backend Development
- C#

YOUR SKILLS

- SASS
- UI/UX Design
- Adobe Photoshop

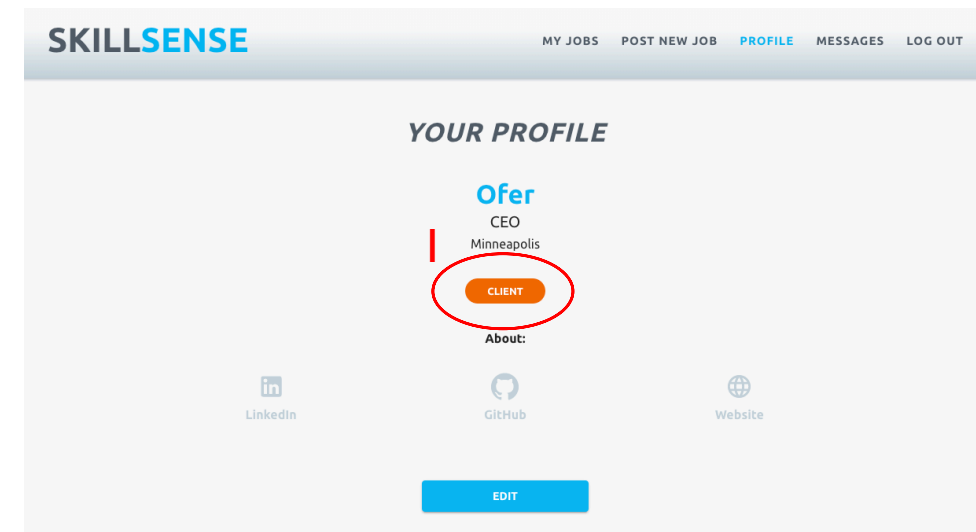
MENTOR CREDIBILITY

- (I) Mentors did not realize they had to be verified by admins. When prompted to pursue verification mentors did not know where to go. Mentors assumed verification would be in the registration process.
- Mentor credibility is minimal, and there's no formality to it to their verification process
- "I really wish I had known I would need to register for admin approval earlier in the process. It gives the site more credibility to me as a mentor and helps explain the site's opportunities earlier in the process". –Mentor Participant



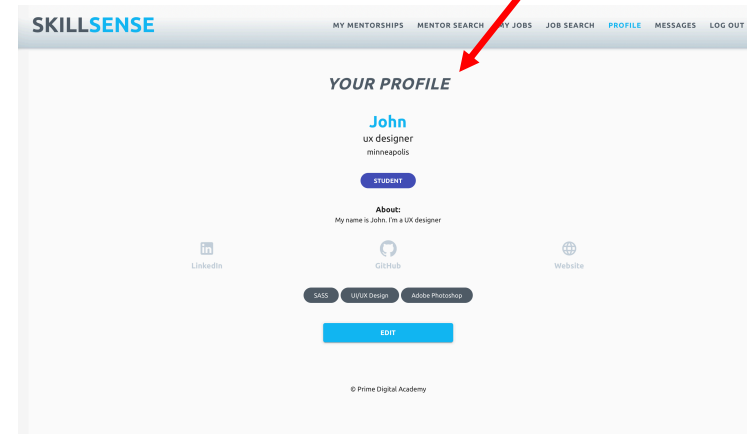
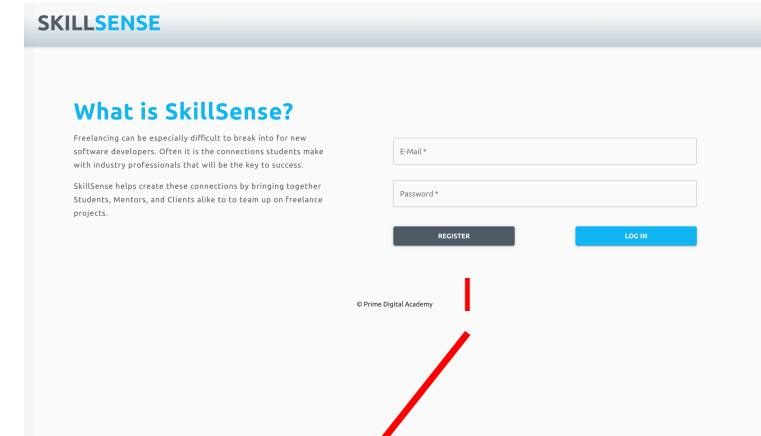
CLIENT CREDIBILITY

- (I) Almost every participant was confused about this widget and felt it should be interactive. I **recommend** removing the button look and adding an underline.
- Client cannot communicate efficiently with student making them uncomfortable when coming to a decisions on hiring or not. The process only allows for clients to accept or decline applicants, not allowing them to process their decision at their own pace.
 - “I never hire the first person I see on these sites”- Client Participant
- Client has no option to bookmark students for further review later after weeding through larger amounts of applicants.
- Clients would appreciate a way of sharing students profiles with hiring managers and project managers to deem more credible.
 - “Look, I have 130 applicants to my IT company in Arizona and I don’t have time to weed through them all on my own, nor do I want to share my username and password with other employees to do it for me. I’d rather share the profile”. –Client Participant



GENERAL PAIN POINTS

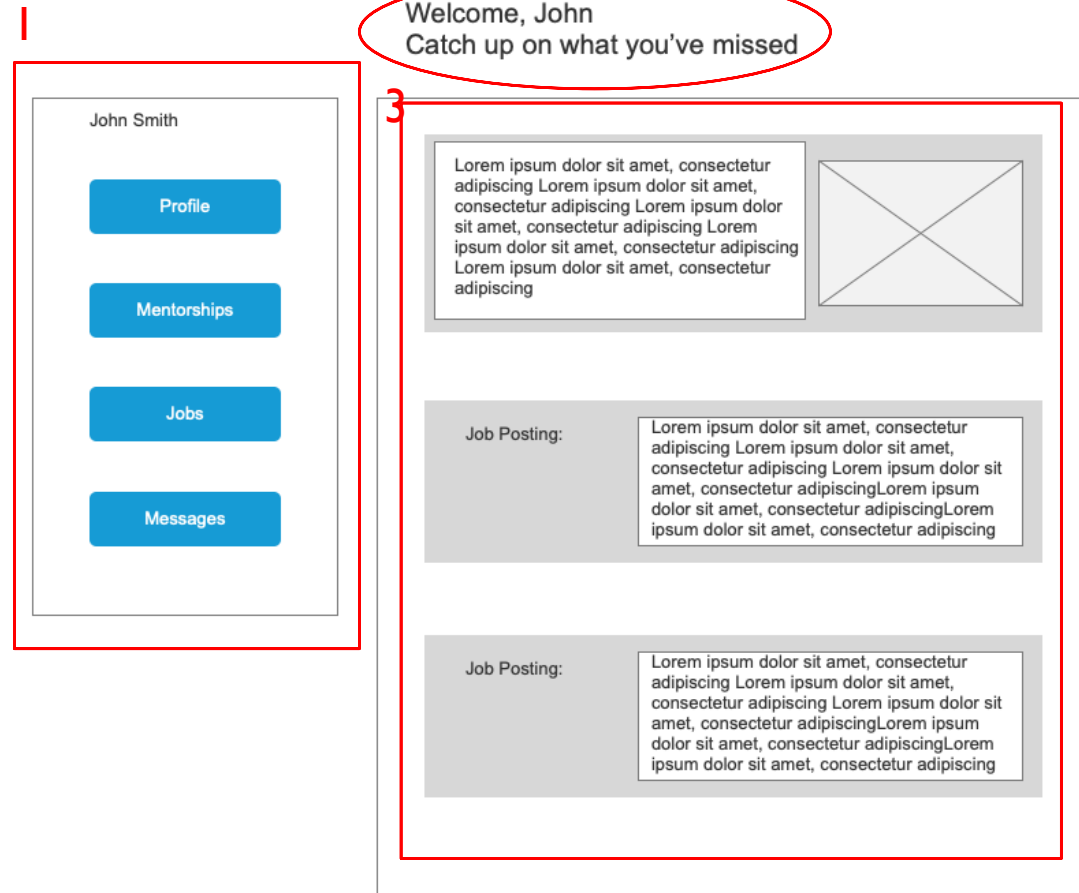
- (1) Profile landing page was confusing to users and preferred a dashboard of sorts. Users from all roles had difficulties discovering what their next steps might be and how to go about them. Feedback from users indicates they'd like a dashboard showing newly posted jobs or information about companies that are posting jobs.
- Users disliked universal-navigation
- More info needs to be provided about users for credibility and trust in the site. Clients will not use the site without more credibility from the students.
- There needs to be more of a reason for mentors to use the site or at least seem to be more a reason. Participants with experience in mentoring or being mentored usually found their mentors through mutual connections, or word of mouth.



REDESIGN RECOMMENDATIONS

- (1) Side bar navigation makes the site feel more like social media.
- (2) A greeting to the user to understand what page they have landed on
- (3) Postings of articles by mentors and recent jobs that fit students skill sets
- Landing page was one of all users most general pain points causing confusion and lack of clarity for the sites intent.
- The new *dashboard* landing page creates a communal feeling to the site. Showing Mentor postings and recent job postings the Student will clearly and obviously see the intent of the page

SkillSense



POSITIVE FINDINGS

- Overall site language is good
- Clients see the potential and are intrigued by its purpose
- Students are excited to use the site and find positive opportunities to connect with professionals in their fields