



UX Survey

SURVEY SUMMARY // Q1 2019

May 6, 2019

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THE SURVEY



TOPICS

- Wireframe accuracy
- Using SmartShop UI
- UX Availability and Interaction
- UX process as it is now
- Knowledge on end-users
- Improvement ideas



METHODOLOGY

QUESTIONNAIRE

- Number of questions capped at 10.
- Scale of 1-6, so answers swing in either direction.
- Free-text fields enable detailed feedback on improvement suggestions.
- Sent out to the wider SmartShop team (EDC & NOLA).
- Follow-up is planned every quarter.



RESPONSES

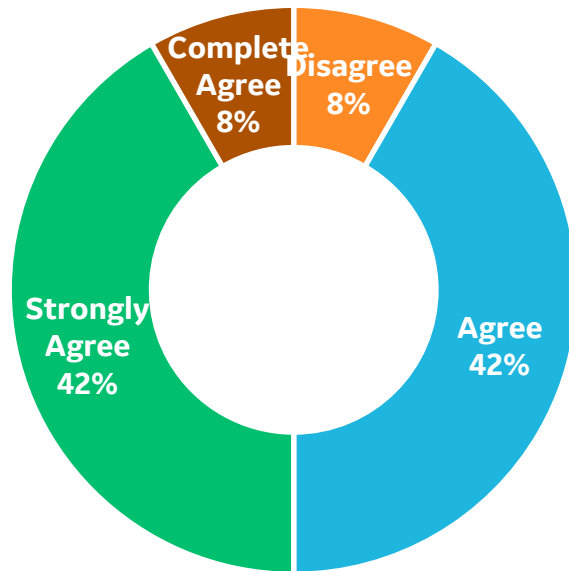
RESPONSES BASED ON ROLE

Responses received total	16
Architect	2
Backend Developer	3
Frontend Developer	5
Full Stack Developer	2
PM/TPM	3
QA	1



The wireframes provide enough information to accurately implement user stories.

The wireframes provide enough information to accurately implement user stories



■ Disagree ■ Agree ■ Strongly Agree ■ Complete Agree

ASSESSMENT

90% of the target group either agreed or strongly agreed that the wireframes provided enough information to implement user stories.

ACTIONS

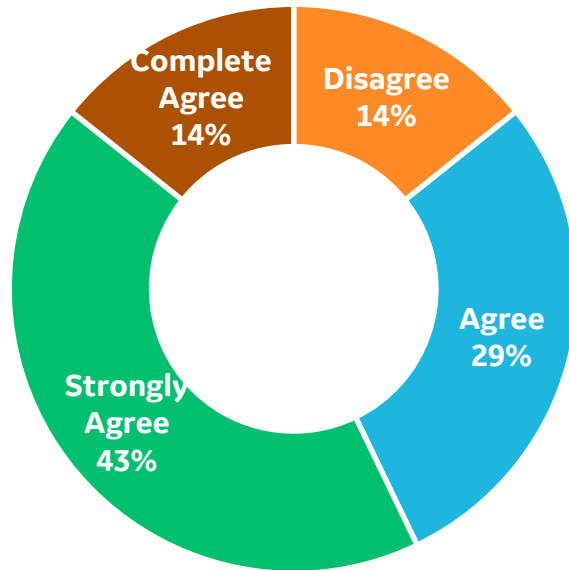
While a majority of the dev team feel comfortable with the accuracy of the wireframes there is still a small minority who doesn't. Detailed acceptance criteria and a better documented design framework from the UX team can help filling the gaps.

Medium Priority



Using SmartShop UI out of the box takes care of implementation/styling issues.

Using SmartShop UI out of the box takes care of implementation/styling issues.



■ Disagree ■ Agree ■ Strongly Agree ■ Complete Agree

ASSESSMENT

86% of the target group had a positive view of SmartShop UI. This is a noted increase from Q4 2018. This is good news.

ACTIONS

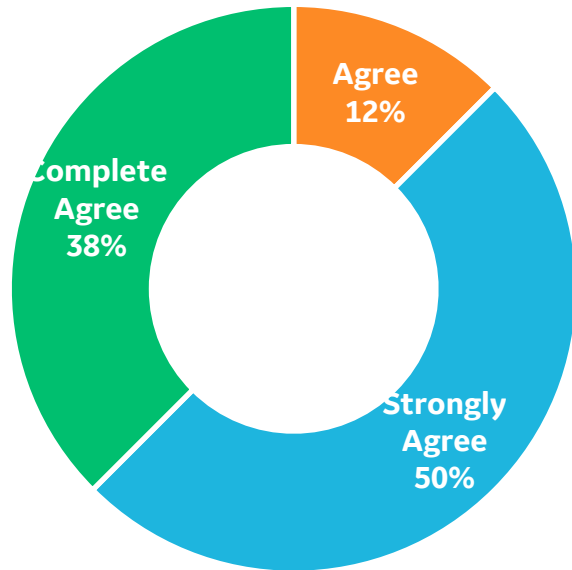
After the Q4 results, we created SmartShop UI and added available CSS styles to Storybook. The platform team is looking into updating and streamlining Storybook to enable the engineering teams to work more efficiently. This is a top priority.

High Priority



I'm satisfied with the availability of the UX team to answer questions in a timely manner.

I'm satisfied with the availability of the UX team to answer questions in a timely manner.



■ Agree ■ Strongly Agree ■ Complete Agree

ASSESSMENT

100% of the group feels positive about the UX team's availability

ACTIONS

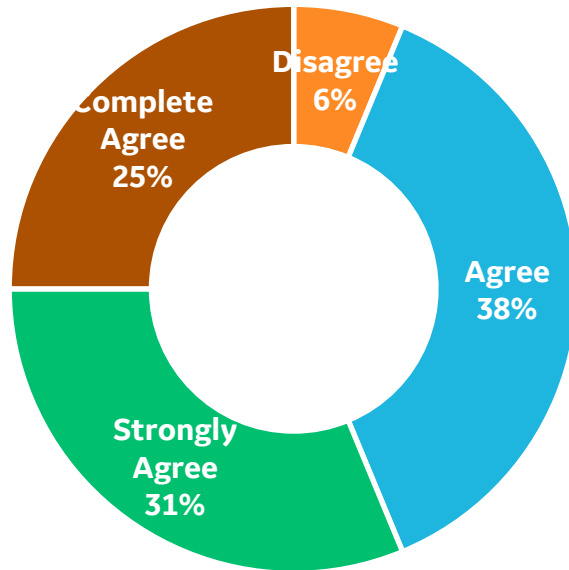
The SmartShop team has added dedicated resources to both the EDC and NOLA pods. Decreasing the number of pods in NOLA has increased the pod to UX ratio.

No additional action is required at this time.



I'm satisfied with the overall UX process as it applies to implementing user stories.

I'm satisfied with the overall UX process as it applies to implementing user stories.



■ Disagree ■ Agree ■ Strongly Agree ■ Complete Agree

ASSESSMENT

56% of the group had a strong positive view of the current UX process to help implementation, however

44% was in the middle that we should improve on the process of how we support daily sprint work.

ACTIONS

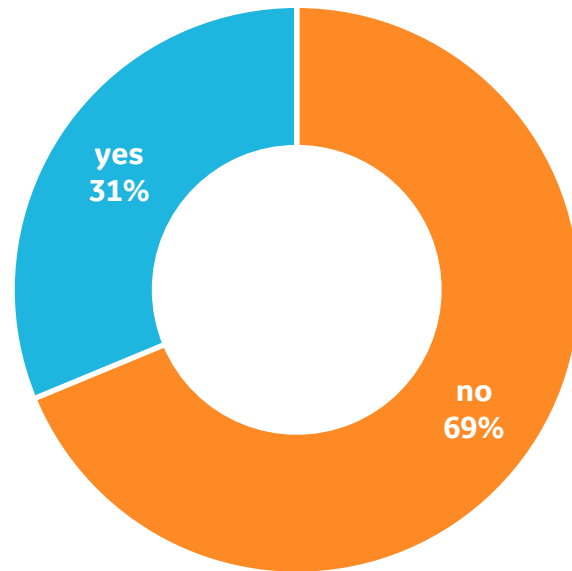
While not a majority, 44% is significant enough to take a look at how the UX team can improve the process, like redline spec sheets and UX AC added to user stories.

Medium Priority



I am satisfied with the level of knowledge I have on the end users.

I am satisfied with the level of knowledge I have on the end users.



■ no ■ yes

ASSESSMENT

69% of the group still feels that they are unsatisfied with their level of understanding of the end users.

ACTIONS

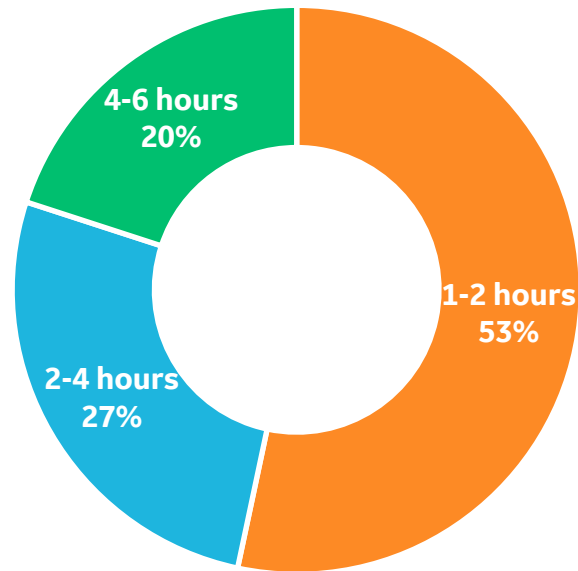
While this is a 15% decrease from Q4 2018, the UX team still has work to do. The UX team will continue to present research findings during all hands, newsletters, and other venues, and will continue to engage the engineering teams when it comes to user research.

High Priority



How much interaction with UX would you like to see during a sprint?

How much interaction with UX would you like to see during a sprint?



■ 1-2 hours ■ 2-4 hours ■ 4-6 hours

ASSESSMENT

80% of the group would like to see 1-4 hours of interaction during a two week sprint.

ACTIONS

While not a majority, **20%** would like to see 4-6 hours of interaction with UX during a sprint. The UX team is always available to answer questions, and will work to make sure we are available as questions arise.

High Priority



FREE TEXT RESPONSES

QUESTIONS

- In your opinion what about the current UX process works the least?
- In your opinion, what about the current UX process works the best?



In your opinion, what about the current UX process works the least?

SUMMARY

- Certain UX screens provided are a little bit confusing. More insight into the *why* - 'Why is this button here' etc.
- Mismatch with actual implementations based on the changes done while implementing.
- UX is aware of information that don't always make it down the line to the developers.
- Keeping wireframes updated at all times.
- Low visibility into the work UX is doing. More understanding UX activities as they occur.
- Covering all scenarios in the mockups, e.g. error scenarios, edge cases. Updates/readiness of mockups prior to refinement could be more timely.
- More involvement of engineering in research and usability studies.



In your opinion, what about the current UX process works the best?

SUMMARY

- As a FE developer I appreciate the availability of the UX team whenever there was a need for more clarity regarding a UX design. As developer I can consult UX at any moment .
- Hi quality of work, accuracy, flexibility and openness for feedback. UX is approachable and always makes an effort to be available for questions. Great beards! Good work!
- Very detail oriented and able to answer questions about the reasoning behind all the decisions made.
- Attending scrum ceremonies and PRP to "tell the story of the user".
- Easy solutions to complex tasks on the Shop Floor.
- Maintaining storybook.



NEXT STEPS

- ❑ Continue to update Storybook and add functionality to make it easier for engineers.
- ❑ Work towards a 1:1 match between prototypes and SmartShop UI.
- ❑ Create process for UX acceptance criteria for user stories.
- ❑ Standardize redline specs to deliver to engineering teams.
- ❑ Support Devs in creating reusable components where applicable.
- ❑ Share information on end-users with wider team after tests/surveys/interviews.
- ❑ Document personas and refresh/create user journeys for all features.
- ❑ Push for engineering visits to a shop on a more regular basis.



Thank you for your feedback!

The UX team appreciates your honest answers.
We'll follow up with you again at the end of *Q2 2019*.

