SmartShop UX Survey

September 9, 2019

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	22
Architect	2
Backend Developer	8
Frontend Developer	5
Full Stack Developer	2
PM/TPM	4
QA	1

The wireframes provide enough information to accurately implement user stories.

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- Agree
- Strongly Agree
- Completely Agree

Completely Agree 35%

Agree 30%
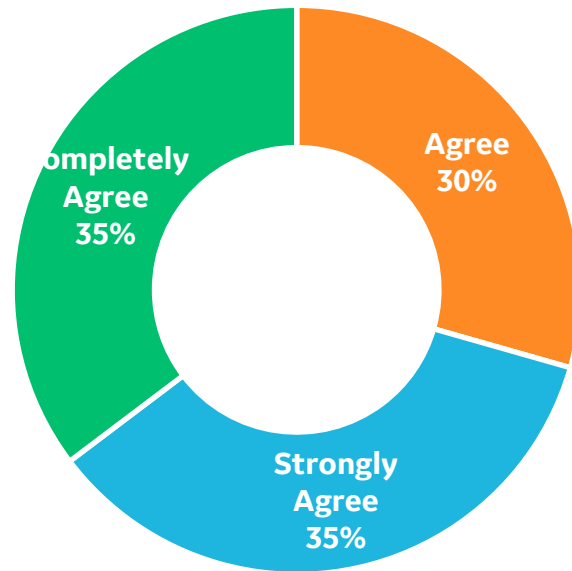
Strongly Agree 35%

ASSESSMENT

100% of the target group either agreed or strongly agreed that he wireframes provided enough information to implement user stories.

ACTIONS

The SmartShop team is working to expand the redline specs deliverables to engineering teams before PRP. The UX team is also working with the platform team to refresh Storybook to better align reusable components with designs as well as better document component usage.

Medium Priority

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

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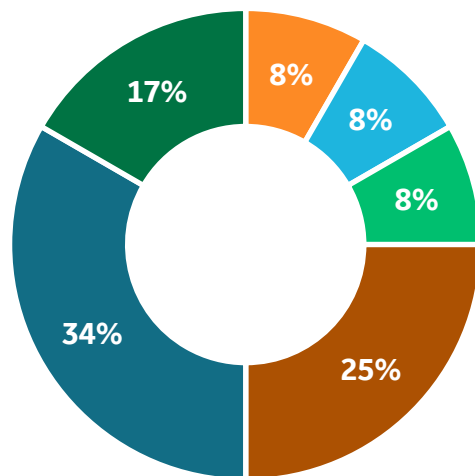
- ■ Not at all
- ■ Strongly Disagree
- ■ Disagree
- ■ Agree
- ■ Strongly Agree
- ■ Completely Agree

ASSESSMENT

Only **75%** of the target group had a positive view of SmartShop UI. This is down 11% from the previous quarter, which is no surprise since Poland has gotten some experience with SmartShop UI.
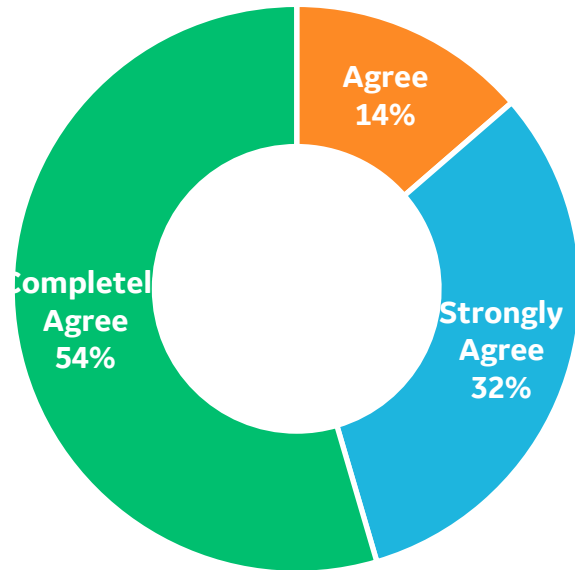
ACTIONS

The SmartShop UI team is still dedicated to documenting SmartShop UI and to helping the engineering teams to be as efficient as possible.

High Priority

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

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Agree
14%

Strongly
Agree
32%

Completely
Agree
54%

■ Agree   ■ Strongly Agree   ■ Completely Agree

ASSESSMENT
100% of the group feels positive about the UX team's availability
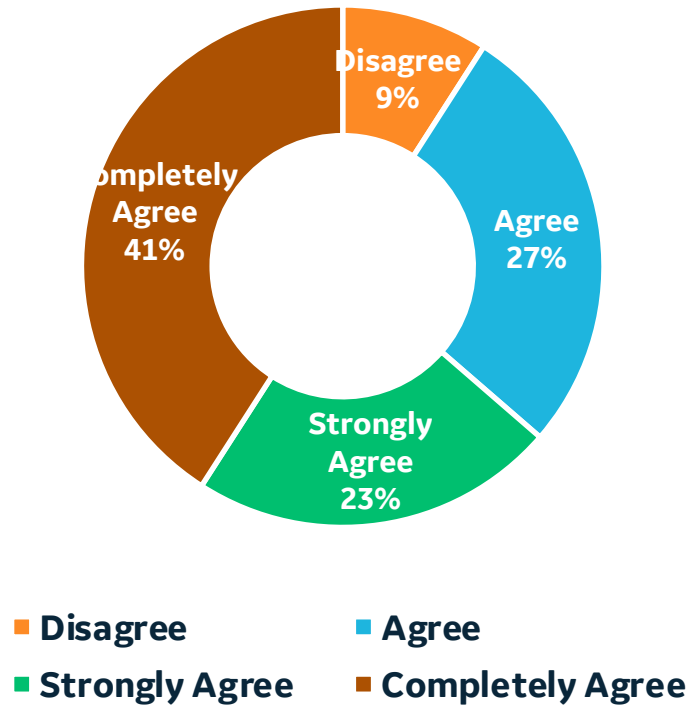
ACTIONS
The SmartShop team is continually dedicated to fostering a strong relationship between the engineering, product and UX teams. As always, you know where we sit, don't be afraid to ask us any questions you may have.

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 9%

Agree 27%

Strongly Agree 23%

Completely Agree 41%

- Disagree
- Agree
- Strongly Agree
- Completely Agree

ASSESSMENT

64% had a strong positive view of the current UX process to help implementation, however

36% was in the middle that we should improve on the process of how we support daily sprint work.
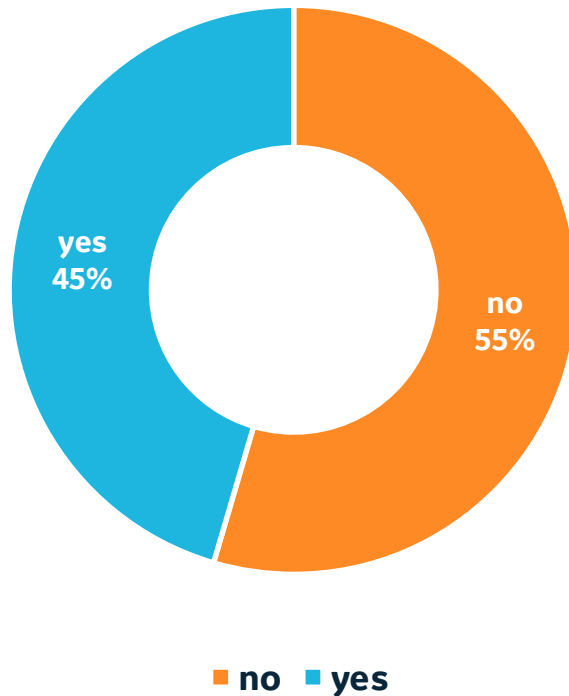
ACTIONS

While not a majority, 36% 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, and a new UX session at Derek Seibert's Coach's Corner.

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.

yes
45%

no
55%

■ no ■ yes

ASSESSMENT
55% of the group still feels that they are unsatisfied with their level of understanding of the end users.
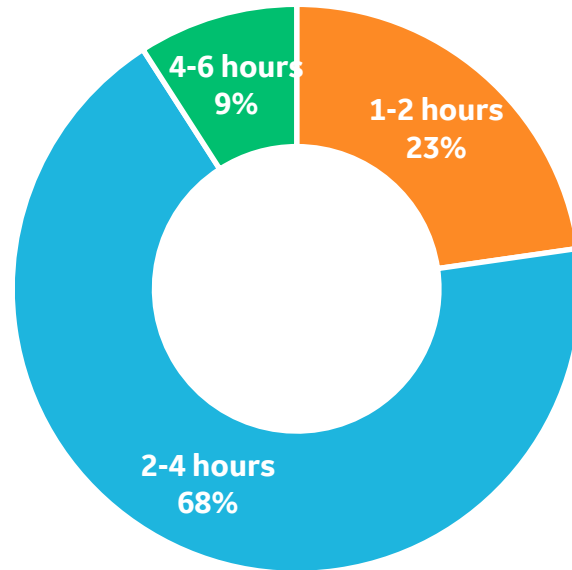
ACTIONS
While this is a 14% decrease from Q1 2019, the UX team still has work to do. Thanks to Kristen Haydel, the UX team has started "deep dive" sessions which have been very well received by the pod teams. We will continue to push for more shop visits for the dev teams as well as use dedicated time to answer questions on end users.

High Priority

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

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1-2 hours 23%
2-4 hours 68%
4-6 hours 9%

■ 1-2 hours   ■ 2-4 hours   ■ 4-6 hours

ASSESSMENT
90% of the group would like to see 1-4 hours of interaction during a two week sprint. 2-4 hours per sprint seems to be the sweet spot.

ACTIONS
While not a majority, **10%** 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.

Medium 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

- I'm not notified when updates to the mockups have been completed.

- UX should be present at the product demos as stakeholders are present.

- Mockups should provide more info about the spacing between elements.

- Sometimes during the refinements mockup's don't work for some reason.

- Communication of UX changes and updates is usually through one channel, email or Flowdock or Slack. It would be nice to have a UX session, maybe a part of Coach's Corner.

- Cadence is not consistent.

- UX is not wholly involved in planning, only some of the time when needed. We should have a planning session where we plan the UI, including user interactions, classes to use, etc.

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

SUMMARY

- Research trips are the most important aspect of UX. The more we know about our users, the better our software will be.

- UX support while developing, fast responses, mockups - high quality, precision. Design specs.

- working with SS TPMs

- Initiative primers

- Interaction with customer and developers and openness to accept inputs from developers

- I am impressed by the wealth of knowledge that the UX team possesses about the users and the way the app can help reduce timing and make their jobs easier. They always have an answer to any question I have and the way it's been built and "why we're doing it."

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.

☐ Expand the delivery of redline specs to engineering teams during PRP.

☐ 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 flows for all features.

☐ Push for engineering visits to a shop on a more regular basis.

☐ More UX sessions to dig deeper into shop floor processes.

Thank you for your feedback!
The UX team appreciates your honest answers.
We'll follow up with you again at the end of *Q3 2019*.