UX Survey

November 27, 2018

THE SURVEY

TOPICS

- Wireframe accuracy

- Using Skeletor

- 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 (BP & NOLA).

- Follow-up is planned every quarter.

RESPONSES

RESPONSES BASED ON ROLE

Responses received total	19
Architect	1
Backend Developer	4
Frontend Developer	9
PM/TPM	4
QA	1

The wireframes provide enough information to accurately implement user stories.

Count of The wireframes provide enough information to accurately implement user stories

Legend: 2 ■ 3 ■ 4 ■ 5

Pie chart segments: 11%, 5%, 37%, 47%
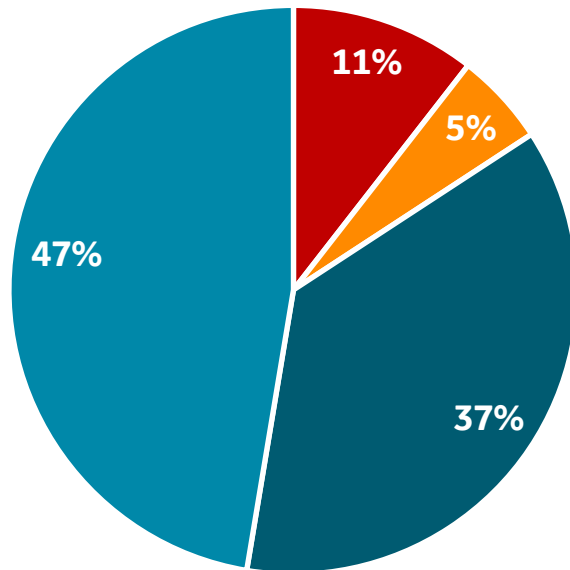
ASSESSMENT
84% of the target group found the wireframe accuracy OK, or Good
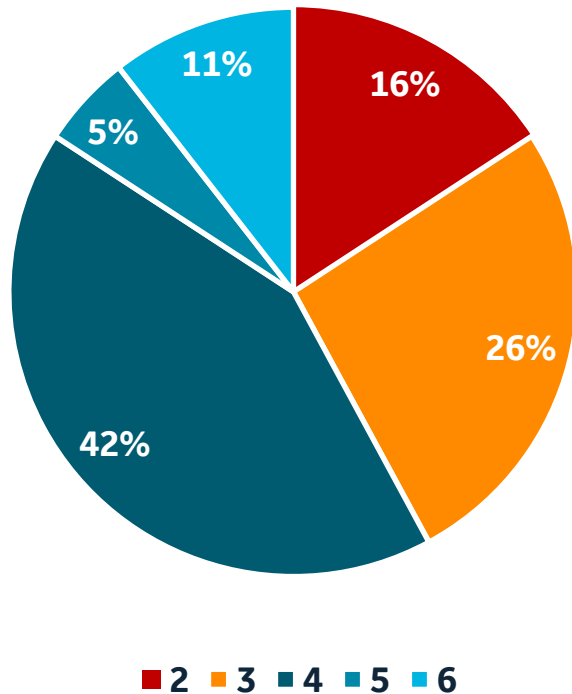
ACTIONS
While a majority of the dev team feel comfortable with the accuracy of the wireframes 16% do not. Detailed acceptance criteria and a better documented design framework from the UX team can help filling the gaps.

Low Priority

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

Count of Using Skeletor out of the box takes care of implementation/styling issues.

Legend: 2 3 4 5 6

Pie chart values: 16%, 26%, 42%, 5%, 11%

ASSESSMENT
42% of the target group found using Skeletor as it is cumbersome. Developers need to tweak it to their needs and sometimes it requires a lot of effort to work around it. Documentation is poor.
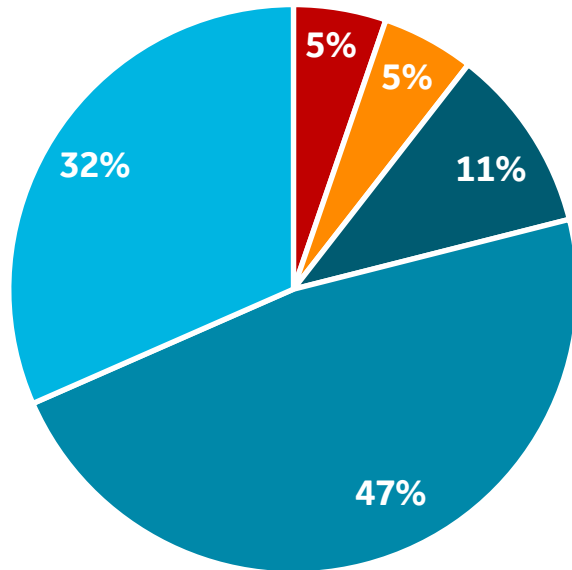
ACTIONS
Look into feasibility of forking Skeletor to create a SmartShop specific UI owned by the team. Possibly combine documentation for CSS and shared UI components. Improvement ideas should be discussed with the TechGuild.

High Priority

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

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

5% 5% 11% 32% 47%

■ 2 ■ 3 ■ 4 ■ 5 ■ 6

ASSESSMENT
90% of the group feels OK, Good or Great about the UX availability
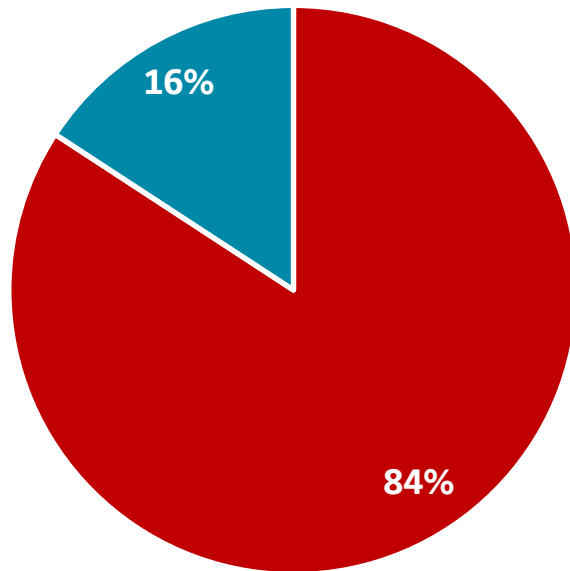
ACTIONS
Adding additional UX resources helps the overall development process greatly. Assigning dedicated UX resources to two pods.

No additional action is required at this time.

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

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

16%

84%

■ 0 ■ 1

ASSESSMENT
84% of the group feels, that they have little-to no information on our end-users
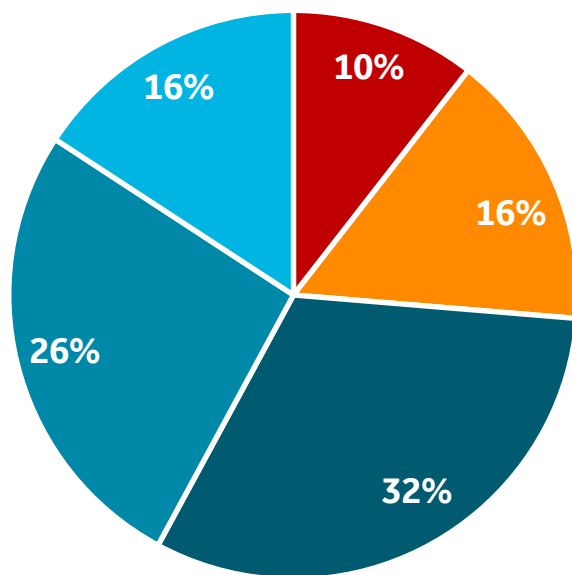
ACTIONS
UX team should focus on presenting personas, journeys, and research findings on a regular basis to the development teams. Perhaps during all hands, newsletter, and other venues.

High Priority

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

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

Legend: 2 3 4 5 6

ASSESSMENT
74% of the group finds the current UX process to help implementation Good or better, however

26% Feels that we should improve on the process of how we support daily development work

ACTIONS
While not a majority, 26% is significant enough to take a look at how the UX team can improve the process, like dedicated UX resources to pods and attending regular scrum ceremonies.

Medium Priority

FREE TEXT RESPONSES

QUESTIONS

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

- Do you have any suggestions on how the UX team can help make the development process better?

- Do you have any thoughts on how the UX team can make your job easier?

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

SUMMARY

- Devs would like to see a stronger UX presence during the planning phase, but do not expect any major changes in daily activities.

- Devs would like to see a prompt UX response on acceptance criteria changes and have UX update the wireframes accordingly.

- It would be nice if UX could help Devs understand users during the planning phase if we have any new and useful information.

Do you have any thoughts on how the ux team can make your job easier?

SUMMARY

- The UX team should respond quicker to requests from TPMS.

- UX team should keep wireframes in sync with AC changes.

- Try to focus on using / building reusable components.

- Share updates on user workflow if we hear about any changes.

- Write accurate and detailed UX AC stories and add UX signoff to the process.

- Be more critical on requirements and stories.

- Create designs for more screen sizes.

Do you have any suggestions on how the UX team can help make the development process better?

SUMMARY

- Get and share information on end-users, create personas and process flows to share.

- We should be aware of existing UI elements and be involved in updating/upgrading them; this implies that UX should invest time in understanding the technologies we're using.

- Aim at a more controlled design process, define standards, version control of mockups, provide clear guidelines on styling for implementation.

- Provide clear UX acceptance criteria and add them in Rally.

- Get DEVs and other functions involved, at least partially, in the design process, to validate ideas before BU sign-off.

- Try to respond quicker to update requests from TPMs.

NEXT STEPS

☐ Work with TechGuild to fork Skeletor to create Smartshop UI that we own 100%.

☐ Work on a proposal with the TechGuild to better document UI standards.

☐ Share information on end-users with wider team after tests/surveys/interviews.

☐ Document personas and refresh/create user journeys for all features.

✓ Dedicated UX Resource for Pods.

✓ Link mini briefs in every user story to highlight how each story ties into the product strategy.

☐ Support Devs in creating reusable components where applicable.

☐ Standardize UX process for creating UX Acceptance Criteria

☐ Standardize UX process for Initiative design and approval.

Thank you for your feedback!

The UX team appreciates your honest answers.
We'll follow up with you again at the end of *Q1 2019*.