



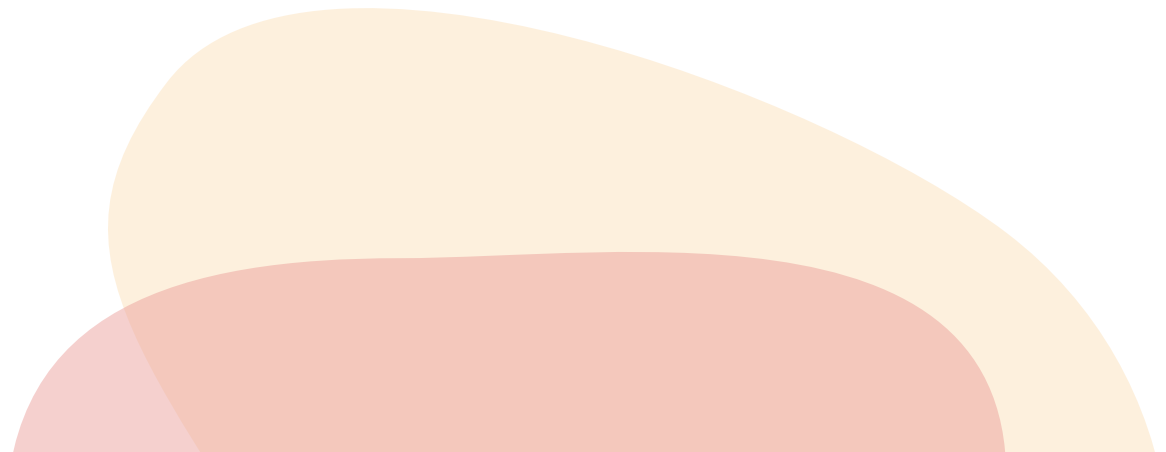
A more effective and individual
work onboarding experience



// Introduction

The Challenge

Design a software (SaaS) desktop web app for companies to use internally for their onboarding process. Research will be key to determine the needs and develop an MVP based on the findings



Research

- 01 Benchmark
- 02 Survey
- 03 Interviews
- 04 Affinity map
- 05 interviews insights
- 06 Insights-Solutions
- 07 Business goals

Information Architecture

- 01 Feature Priorization
- 02 Task Analysis
- 03 Use Case
- 04 User Flow
- 05 Site Map
- 06 Hierarchical User Flow

Design Process

- 01 Brand
- 02 Style Tile
- 03 Problem Statement
- 04 Persona
- 05 Scenario
- 06 Prototype
- 07 Design Variations
- 08 Desirability Test
- 09 Usability Test
- 10 Next Steps

Research

01 Benchmark

02 Survey

03 Interviews

04 Affinity map

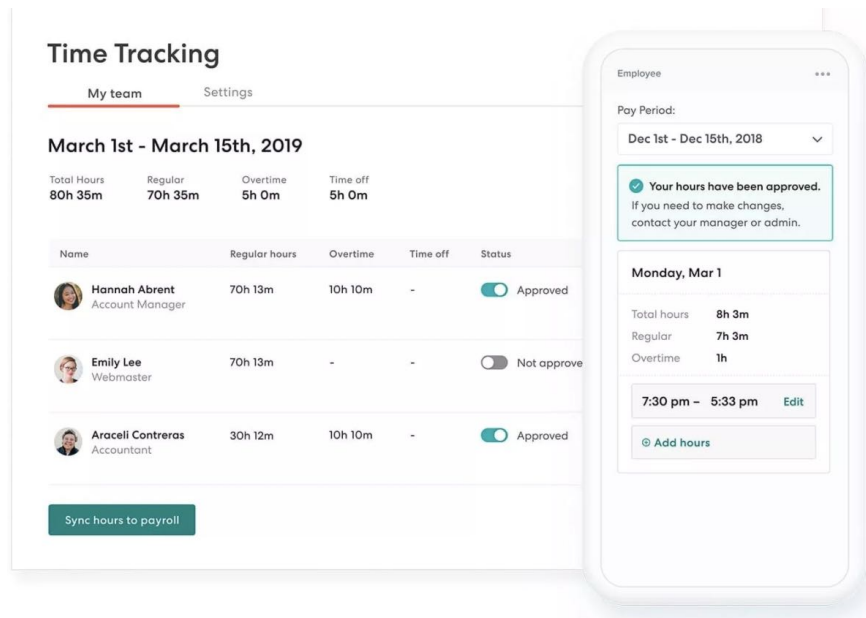
05 interviews insights

06 Insights-Solutions

07 Business goals

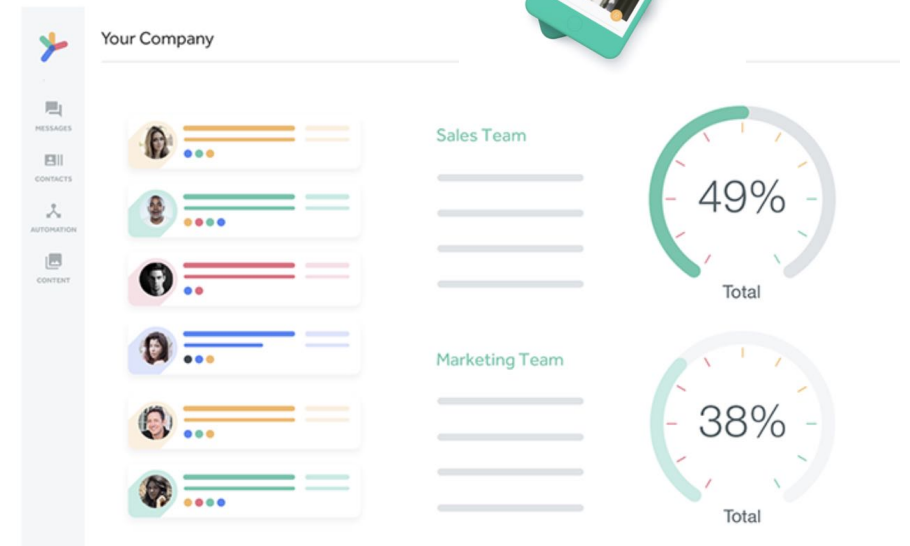
01 Benchmark

The first research and analysis done for the project was about analysing the market, what type of platforms and softwares are available and compare them. Through the analysis I could see things that work well and things that could improve. **I compared the brand, colours, layout and features. I contacted a few of these companies and asked a free demo so I could even use it and see videos of how it works.**



gusto

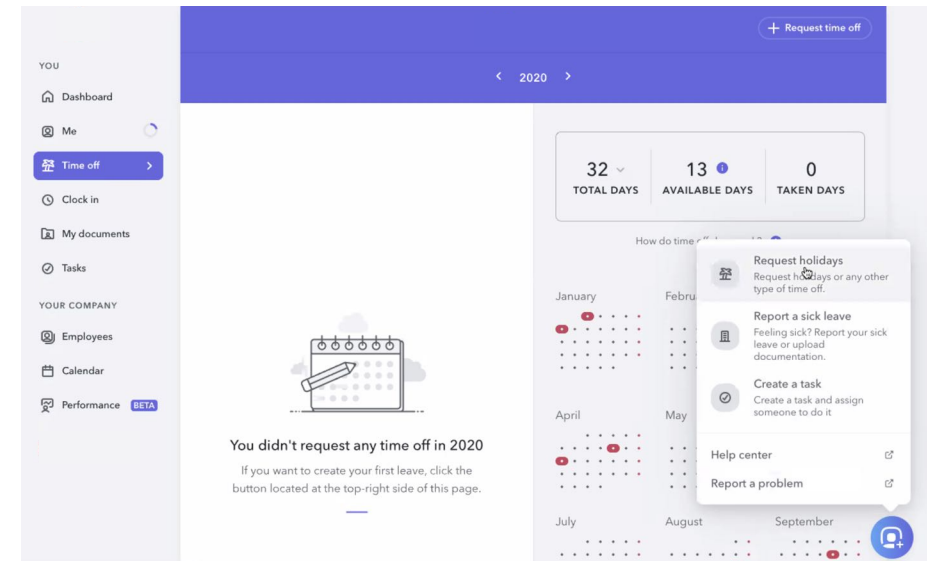
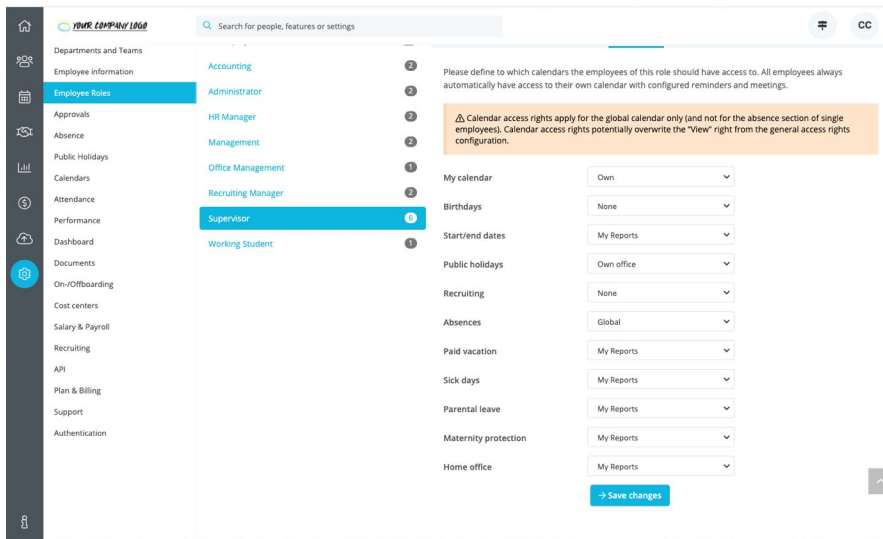
- Simple and clean design
- Use of illustrations, friendly
- Desktop and App
- Interesting features: Surveys, Org Chart, Digital sign, Calendar



actimo

- Personalise the colours
- Fun Surveys for engagement
- Simple menu
- Use of photo members
- Interesting features: Social wall, Academy, one on ones

01 Benchmark



Personio







- Unique Branding
- Busy layout
- Too complex
- Hard to navigate
- Very editable

Factorial

- App
- Events and News
- Interesting features: Forms docs, calendar, e-sign, time off

02 Research Survey

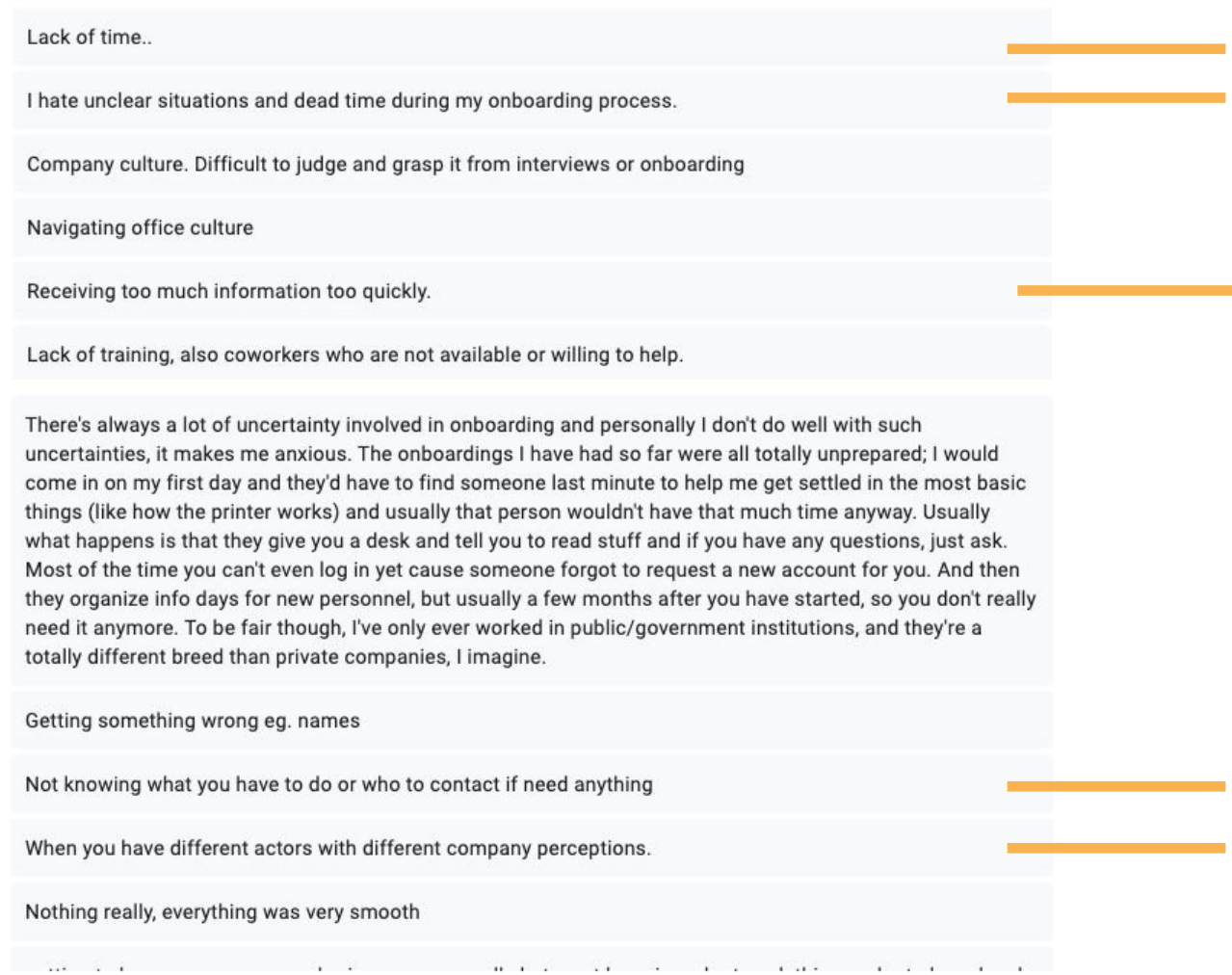
Could you tell me about the best experience on an onboarding process? / Podrías describir tu mejor proceso de inicio en una empresa ¿que te gustó?

Made you feel at Home and part of the company from the very beginning.	
The most I liked was to be treated as an individual human being and make feel useful from scratch. From my point of view is extremely important understand where is the information and who do what to make me effective.	
Structured training Expectations setting QMS explanation	
When I was allowed to shadow a staff who helped me learn by observation, do a gradual handover and enabled assimilation with other colleagues	
The first day meeting everyone	
I started an Internship program in a company that provided 1 week of presentations and training to help the group of new interns to understand the company's structure, processes and goals. It was excellent.	
I haven't had any really good experiences, to be honest. I did hear once about an onboarding process where people got a welcome package with their work laptop and phone, and a t-shirt and welcome message, and I thought that seemed nice, very welcoming.	
Everyone on the team took the time to tell me about work and their role	
Didn't have one	
A good personal introduction to the different departments and good facilitation of the area where work	
At Glovo, without a doubt. Started on a Wednesday and all Wed and Thu were just for onboarding. Had meetings scheduled with HR people and my future team and had a lot of time to get used to the vibe and getting to know the company before I even started jumping onto responsibilities	
Mar's interview recorded ;)	

In the survey I asked some open answer questions, and it really gave me ggod insights about people's experiences. The best experiences and the worse, how they felt and how they will like to feel next time.

02 Research Survey

What part of the onboarding you don't like or makes you feel uncomfortable? / ¿Qué parte del proceso de inicio no te gusta o te incomoda?



In the survey I asked some open answer questions, and it really gave me good insights about people's experiences. The best experiences and the worse, how they felt and how they will like to feel next time.

03 Research Survey

I decided to approach the research starting with a survey to understand better behaviours and opinions about the onboarding process from people between the age of 18 and 64 years old from different kinds of backgrounds and job positions.

32

Answers

18-64yo

Employees

70%

Felt nervous
& motivated

100%

Believe the
onboarding
process is very
important

80%

Have frustrations
during the
process and feel
disappointed

75%

Used multiple
softwares and
tools to complete
the process

03 Research Interviews

I conducted a total of 12 interviews. For the project I wanted to interview people who was involved in an onboarding process. From HR people, to managers and also employees who have recently started a new job.

I interviewed 4 HR people and 2 managers. All of them from small to big companies (50 to 500 employees). One of them gave me a different perspective, he is a consultant and professor in human resources I contact through LinkedIn and gave me more information about the importance of the onboarding and the psychology behind it from the company and employee perspective. With 3 of them I was able to do a **context inquiry, which means they shared with me their screen and I was able to see the software and tools they use. I saw welcome emails, tasks checklists, word files, etc.**

I conducted 6 interviews with people who have recently started a new job (started 2 months to 12 months ago). I didn't want to approach any particular kind of employee so decided to focus on the process, before and during the onboarding. I decided to interview **people who had a complete onboarding process, for jobs that are complex and long term employees** so I could get more detailed information.

04 Research Affinity Map

Affinity map

From all the information received I did an affinity map. I had so much information that decided to re-do the affinity map focusing on the most important areas, trying to narrow down the insights. I divided the information to do 2 different maps, one for HR and managers and one for employees.

Affinity map HR and Manager

Company opportunity



- Not communicating well the **company culture and value**
- Not giving the **same onboarding experience to all**
- Not **engaging** enough the new hire to the company
- **Spending quality time** with them and value them
- Giving them a **structured plan and day schedule**

Onboarding Preparation



- Not having a **good structure**
- Spending **too much time doing things manually**
- Unprofessional files for **checklists**
- Not having enough **control (keeping track) of the my tasks and new hire tasks**
- Complex **communication with others for new hire preparation** (IT, managers, admin)
- **Using too many softwares** for different things

Off-boarding Preparation



04 Research Affinity Map

Affinity map HR and Manager

Training



- Not well **structured training**
- Different people involved and **poorly organised (resulting in different experiences)**
- **Not spending enough time**
- **Information coming from different places** (pdf, emails, in person...)

Tools and other tasks



- **Using different tools and softwares**
- **Adapting to different tools and softwares**
- **Poor organisation** having things in different places
- **Time consuming**, jumping from one tool to another

04 Research Affinity Map

Affinity map employees

Experience



Tools and training



05 Research Interviews

12
Interviews

28-64yo
Target

4 HR People
2 Managers
6 Employees

05 Research Interviews

12
Interviews

28-64yo
Target

4 HR People
2 Managers
6 Employees

Use multiple
tools and
softwares

Would like the
process to be
automatise, for
repetitive tasks

Time consuming
preparing and
communicating
with others
(managers, IT)

Feel stressed due
to not having an
easy way to keep
track of process

Eg: Notebooks, word,
spreadsheets, PDF,
excel, etc..

“ **The onboarding sets the tone for the
entire relationship. First feeling never
goes away** ”

05 Research Interviews

12
Interviews

28-64yo
Target

4 HR People
2 Managers
6 Employees

Feel frustrated for not providing a clear onboarding to new employee

Feel stressed due to not having enough time to prepare the onboarding

Feel inefficient due to using too many tools and softwares

“ Not all onboardings can be exactly the same ”

05 Research Interviews

12
Interviews

28-64yo
Target

4 HR People
2 Managers
6 Employees

Feel lost in situations where they don't know what is expected from them

Don't feel valued when they can see there is no effort in their onboarding

Don't feel engaged and comfortable if they don't get introduced to others

“ Once I went home after my first day of work and I realised I didn't sign the contract. They forgot ”

06 Insights

Insights

HR People find difficult to **manage and keep track** of all the required tasks and **coordinate with others**.

Managers feel stressed preparing and welcoming new employees, and feel inefficient.

New employees feel overwhelmed and lost receiving too much information in different formats and **not feeling engaged with the company**.



Solutions

HR People need a way to **unify, structure and automatise** the onboarding process.



Managers need to be able to **structure and plan the onboarding**, at the same time than making it **individual for each new employee**.



New employees need to feel **guided and supported**, at the same time **feel valued and engaged with company and coworkers**.

07 Business Goals

Business Goal

Provide companies with a platform that will help them to plan and structure the onboarding process for new employees. It will speed up the time spent in each task, so users can be more efficient and provide new employees with a great experience.

Platform Goal

The development of the application has the goal to **become the main tool for HR people and Managers** to plan and keep track of the onboarding process. Also to engage employees with the platform for **ongoing learning and as a way to engage with other employees.**

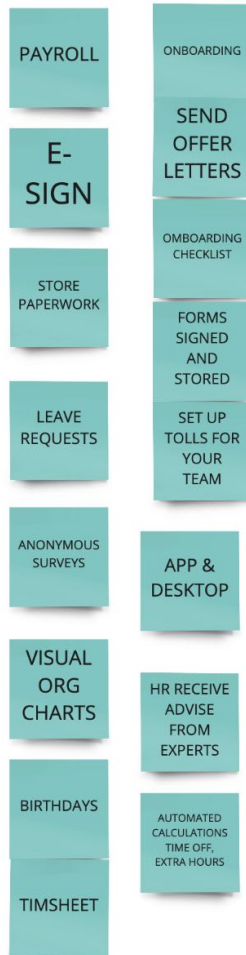
Information Architecture

- 01 Feature Priorization
- 02 Task Analysis
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01 Feature Prioritization

I did a feature analysis comparing different softwares and start seeing the features that would help and work for my platform.

GUSTO



actimo



Factorial

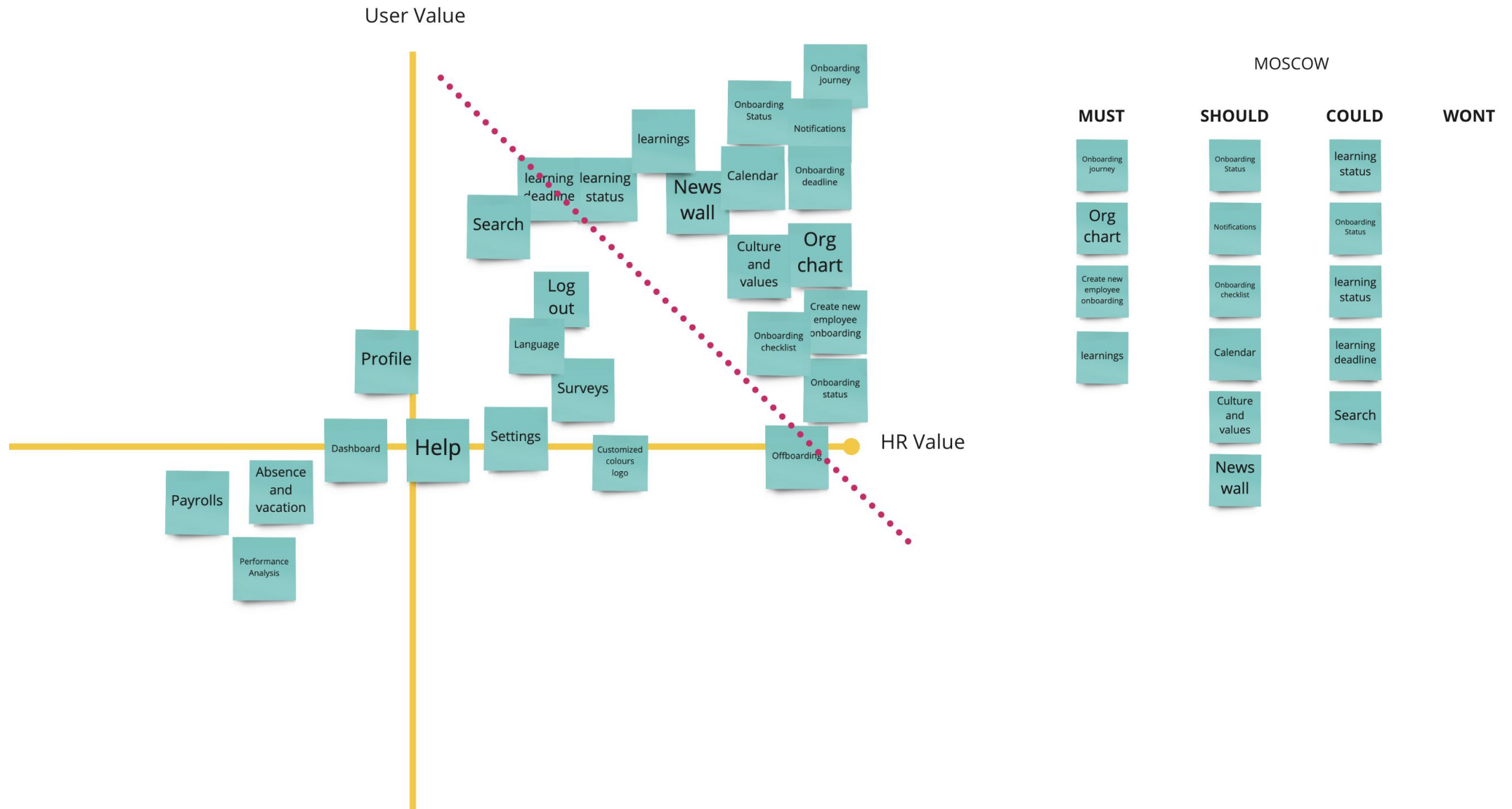


Personio



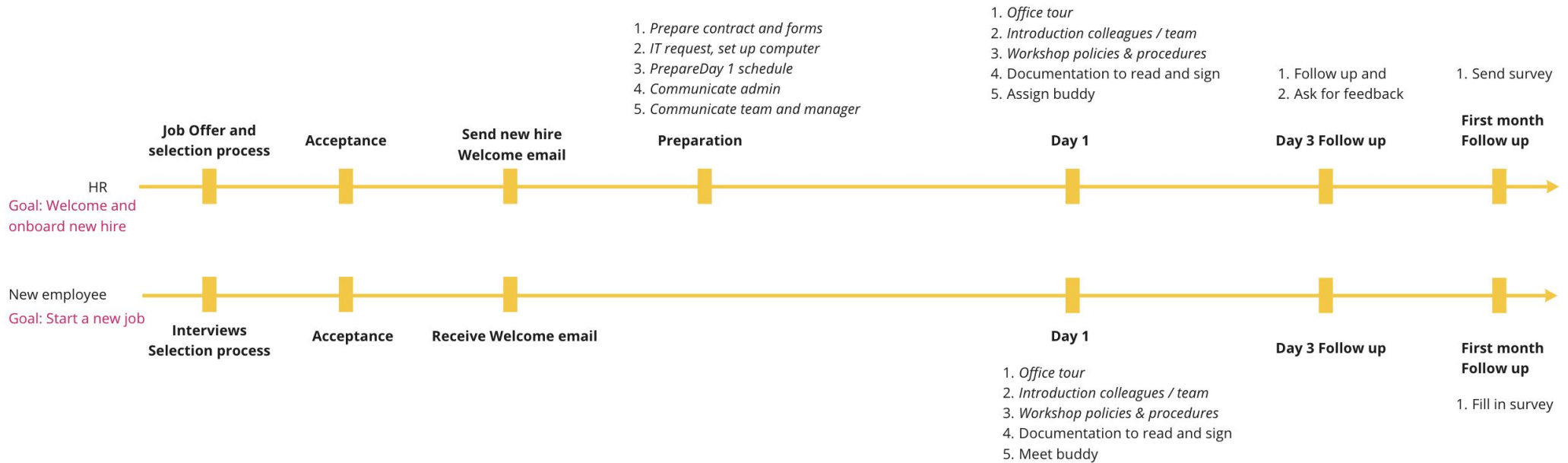
01 Feature Prioritization

For the feature prioritization I decided to compare the features that give more value to HR people compared to Users (employees). From those ones I did a moscow to see the most valued features.



02 Task Analysis

To have a better understanding of the process and how the HR tasks connects with the employees I did a task analysis comparing the actions in a timeline.



03 Use case

The first connection between the HR and the new employee would be through an email sent by the HR person to send instructions to the new hire.

NEW ACCOUNT USE CASE

Use Case 1	HR person creates new employee account with our software
Actor	HR person
Use case overview	Job offer has been accepted by the company and the employee. HR person starts the pre-onboarding process. Opens the software. Creates a new employee account. Sends invite to with login details to new employee.
Subject Area	Professional work
Actor(s)	The HR person and the new employee
Trigger	New employees need to have an account for the onboarding process
Precondition	Job offer has been accepted
Precondition	New employee has a starting date

BASIC FLOW: CREATE ACCOUNT

Description	This scenario describes the situation where the HR person creates a new account for the new employee
1	HR person logins software
2	Creates new account
3	Introduces name, surname
4	Introduces starting date
5	Introduces job position
6	Introduces department
7	Introduces workstation
8	Introduces email
9	Taps on create and send
Termination outcome	Account has been created and sent to new employee

03 Use case

HR persons needs to notify other people who are also responsible of te onboarding to coordinate tasks.

NOTIFICATION NEW EMPLOYEE USE CASE

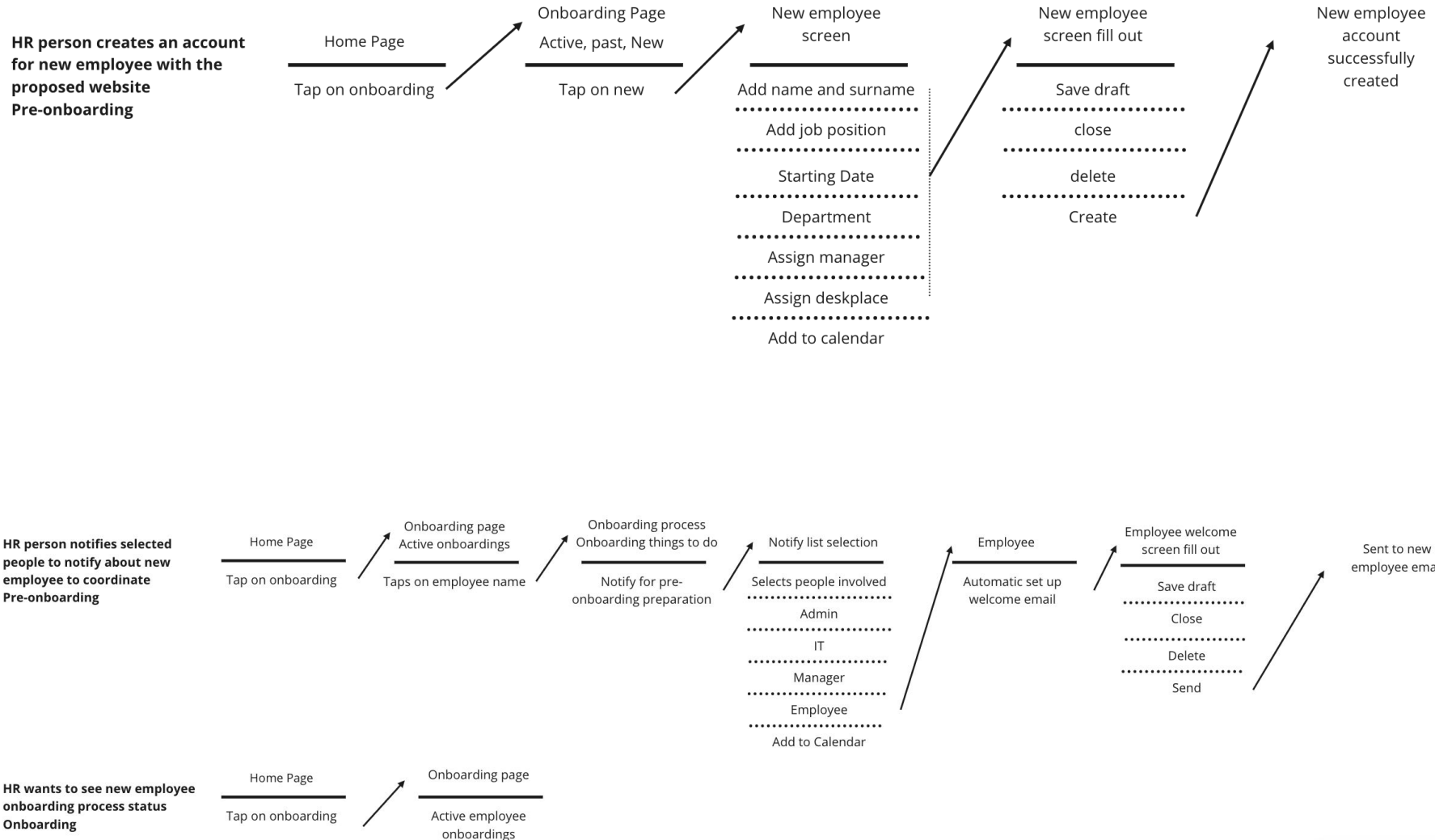
Use Case 1	HR person notifies others (IT, Admin, Manager) about new employee
Actor	HR person
Use case overview	Job offer has been accepted by the company and the employee. HR person starts the pre-onboarding process. Opens the software. Creates a new employee account and adds responsible for each task
Subject Area	Professional work
Actor(s)	The HR person and others involved in process like (IT, Admin, Manager)
Trigger	HR people needs to delegate tasks
Precondition	Employee account has been created
Precondition	There is a deadline for each task

BASIC FLOW: NOTIFICATION NEW EMPLOYEE

Description	This scenario describes the situation where the HR person notifies IT, Managers and Admin people about new employee to set up and plan
1	HR person logins software
2	Sees predetermined list of tasks by software
3	Reviews tasks
4	Reviews responsible for tasks
5	Reviews deadlines
6	Adds name Manager and HR person
7	Taps on continue

04 User flow

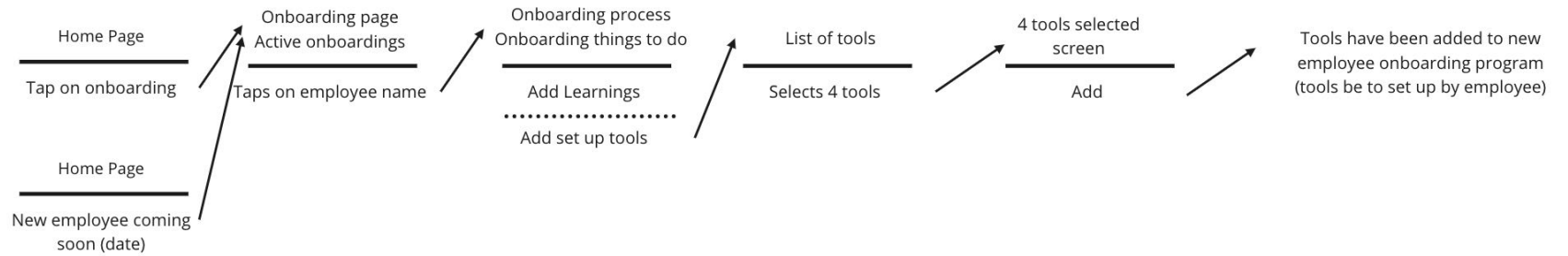
In order to understand better the set of steps for each persona and each task I did a user flow for the HR, for the Manager and for the new employee



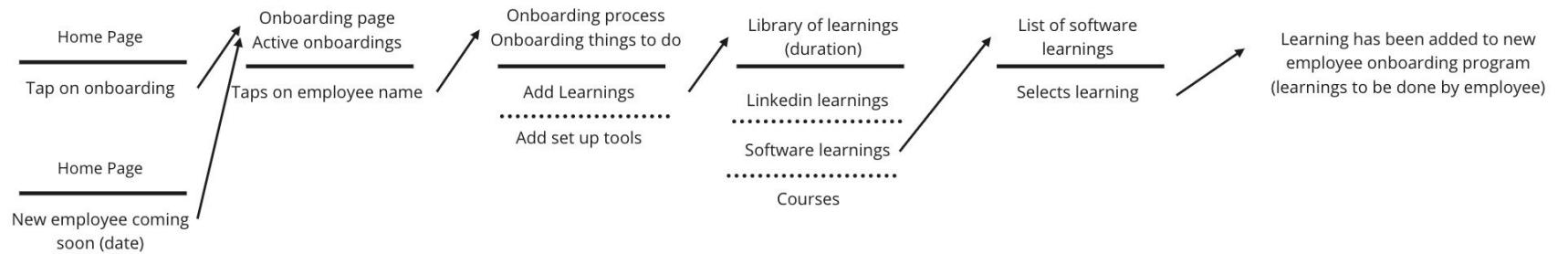
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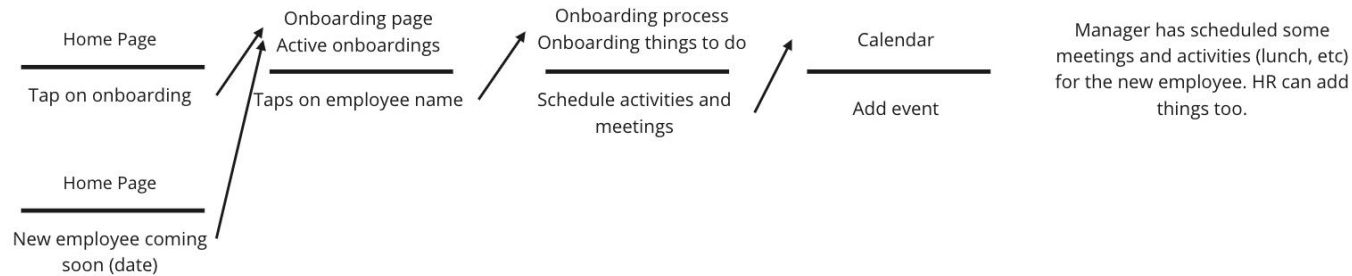
Manager adds tasks (learnings and tools) to new employee onboarding



Manager adds tasks (learnings and tools) to new employee onboarding



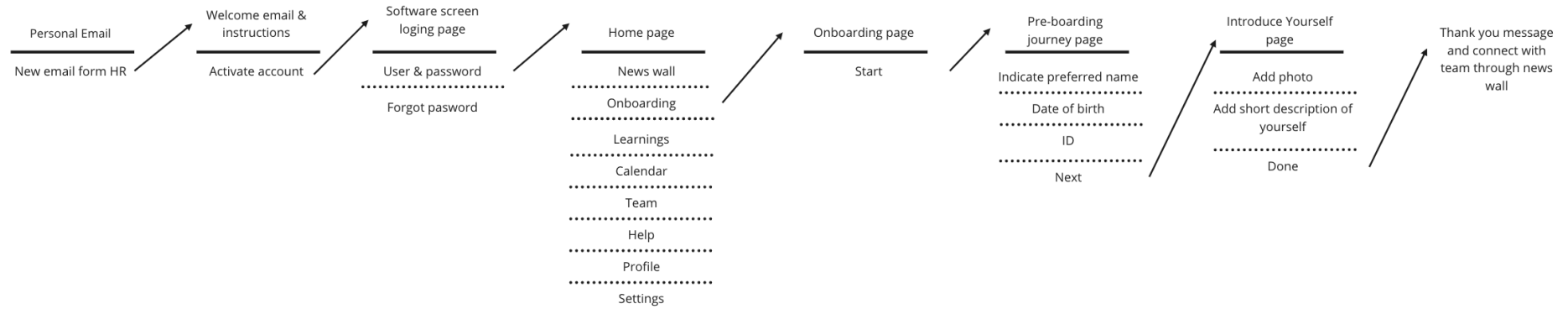
Manager schedules first day of the onboarding with activities and meetings



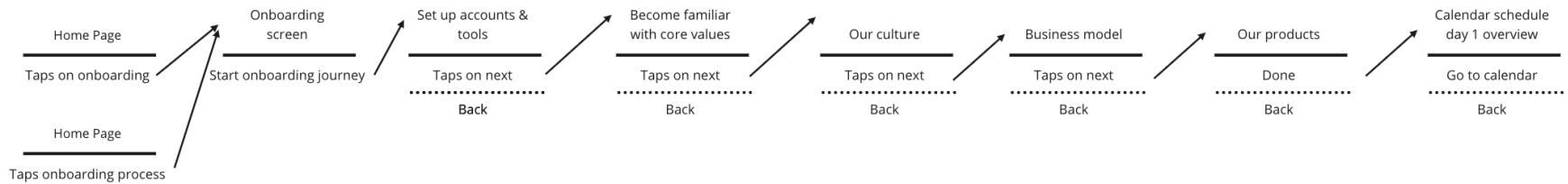
04 User flow

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New employee sets up account with "software" Pre-onboarding

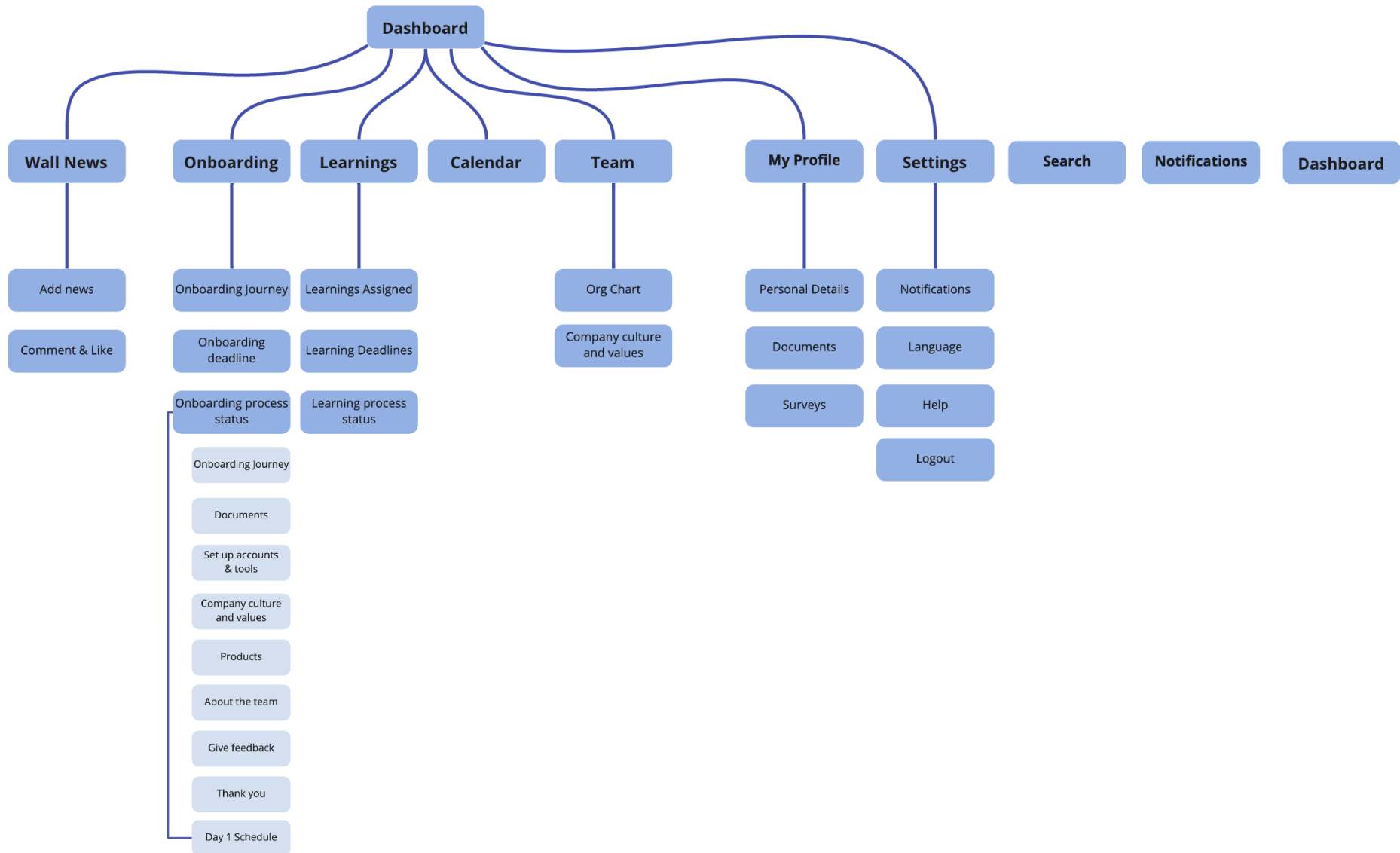


New employee completes Onboarding Journey



05 Site map

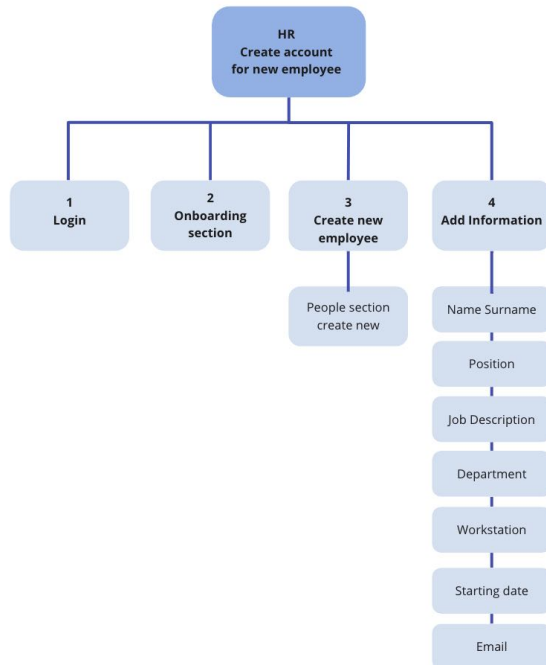
I did a hierarchical diagram of the website to show the features and different paths of navigation.



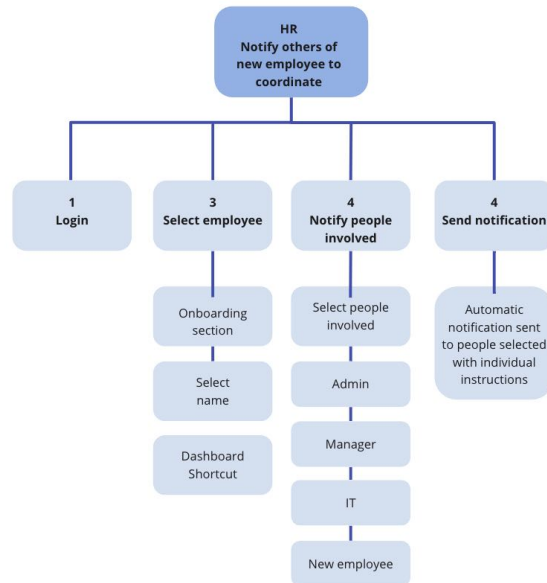
06 User Flow Hierarchical

To help me understand and analyse better the different user flows I did a hierarchical flow for HR people, for manager and for new employees. It also helped me to see the connection of the different flows.

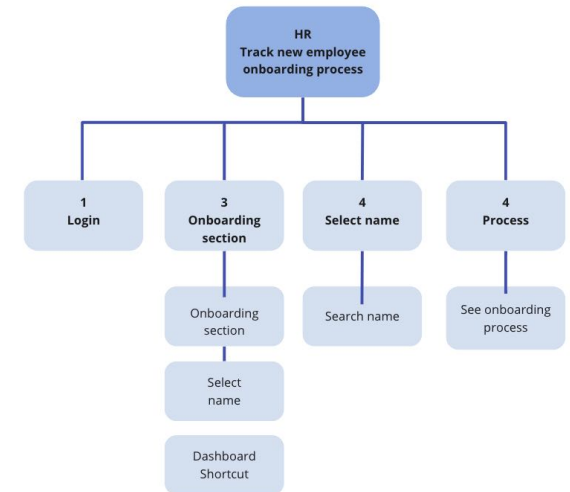
HR // Pre-Boarding



HR // Onboarding



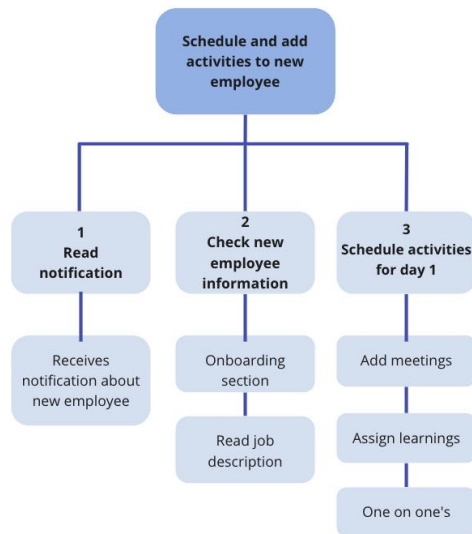
HR // Onboarding



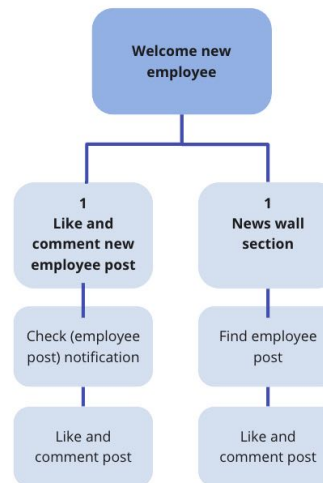
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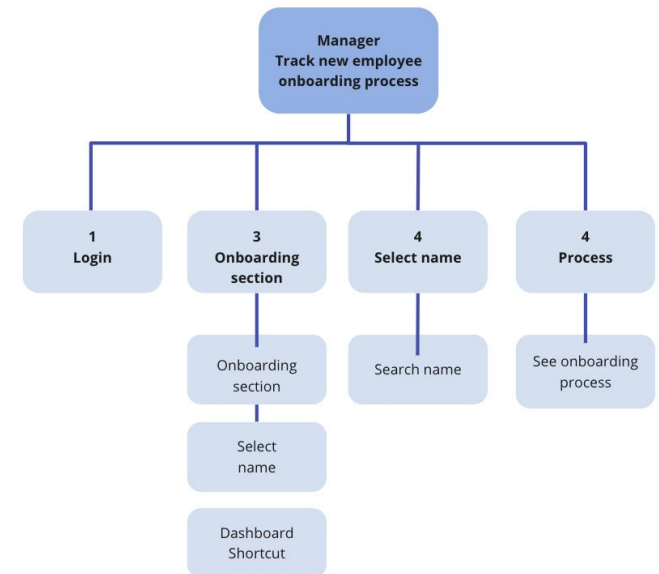
Manager // Pre-Boarding



Manager // Pre-Boarding



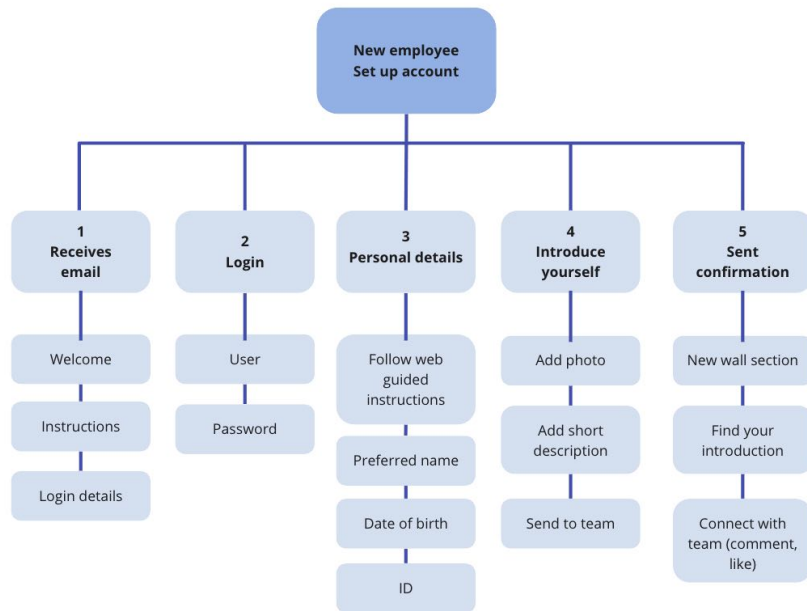
Manager // Onboarding



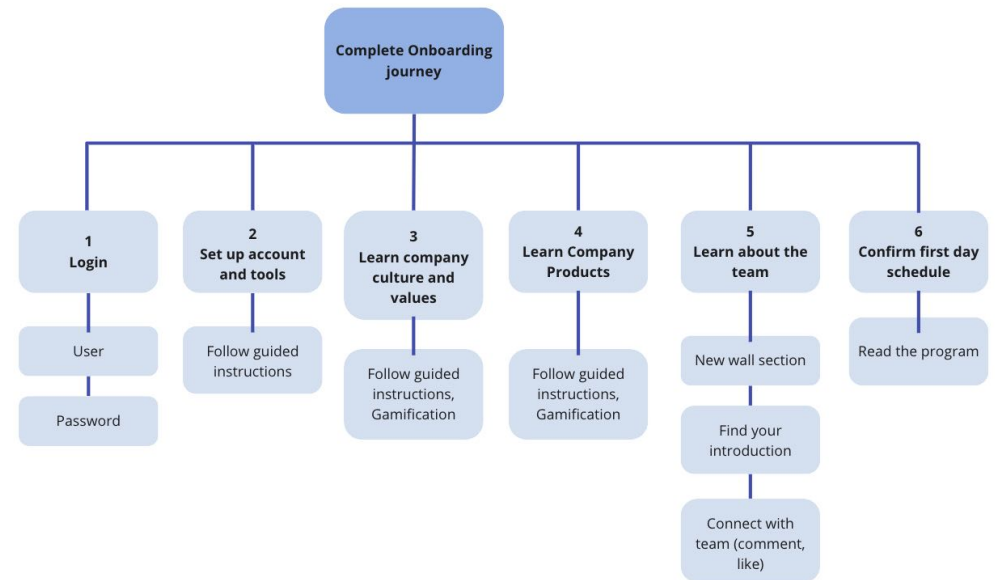
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New Employee // Pre-Boarding



New Employee // Onboarding



Design Process

- 01 Brand
- 02 Style Tile
- 03 Problem Statement
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01 Brand



Coligo is a Latin word that means Unify

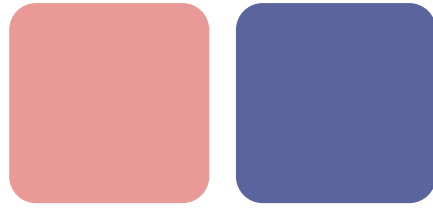
The concept of the logo is inspired by river rocks. The symbolism of stones centers on ideas of stability and permanence.

The sound of the word also **reminds us of colleagues**

02 Style Tile



Primary colour



Secondary colours



Neutral colours

Brand Attributes

Professional

Engaging

Functional

Intuitive

Collaborative



This is a main title | **Poppins**



03 Problem statement

Our (customer) **new employees are feeling overwhelmed and lost** because they **don't receive a clear planification and don't feel guided and supported during the process**, if we can solve this problem, it would impact new employees and **HR/Managers positively by/because they will be more time efficient, organised and confident.**

It would also benefit our business by/because **it will make the process easier and individualised for each employee and will communicate professionalism and create engagement to make the employee feel valued.**



04 Persona

Victoria Planas

Age **36 years old**
Job **Human Resources**
Status **Married + 1 kid**
Location **Sant Cugat, Barcelona**



“ If you don’t have a good onboarding it can create bad habits and low expectations ”

Goals

Leave work in time
to have **more hours**
with my kid

Find a better way to
organise at work to
feel less stressed

Stay up to date with
technology and
keep learning

Frustrations

Feeling like I am loosing
my time **repeating tasks**
at work

When companies **don’t**
understand the value of
the onboarding process

Not being in control
of the situation

04 Persona

Mathew Taylor

Age **42 years old**
Job **Marketing Manager**
Status **Married**
Location **Barcelona**



“ I want everyone to be productive but I get frustrated when I can't manage to do so ”

Goals

Be **more effecient** at work and spend time with what matters

Invest more time with the team and help them be more productive

Find time to exercise and stay fit

Frustrations

Not having a good plan to follow

Not being able to provide the same experience to new employees in my team

Not meeting deadlines

04 Persona

Cristina Moreno

Age **28 years old**
Job **Marketing Analyst**
Status **Single**
Location **Barcelona**



“ I am passionate about the things that I believe in ”

Goals

Be part of a company to **work where I can grow and feel valued**

Find **balance between work and personal life**

Find a **company** to that has a **great environment to work**

Frustrations

Work in “**old schoold**” kind of companies

Uncertain and unpredictable situations

Loosing my phone when I need it

05 Scenario



Cristina Moreno New Employee

Cristina has been working in the same company for 3 years and she is looking for bigger and new challenges. **She has accepted a new job in a company in Barcelona.**

She is really excited about it and feels very motivated but she is **also a bit worried about fitting in the company and meet mutual expectations.** She is starting in two weeks.

06 Prototype

Website Landing Page



Product

Why Coligo

Pricing

About Coligo

Resources

English

Login

A more effective and individual onboarding experience

Coligo is all you need to provide HR teams and Managers the tool to **speed up the onboarding process, automatising** it at the same time that making it **customized and unique for each new employee**

Request a Demo



“ How an employee initially perceives a company has a huge impact on how long they will stay ”

Structured & Automatised Process

Coligo offers HR Teams and Managers an easy way to **have a structured onboarding program and automatis the steps** of the process to be more time efficient

Customised & individual onboarding

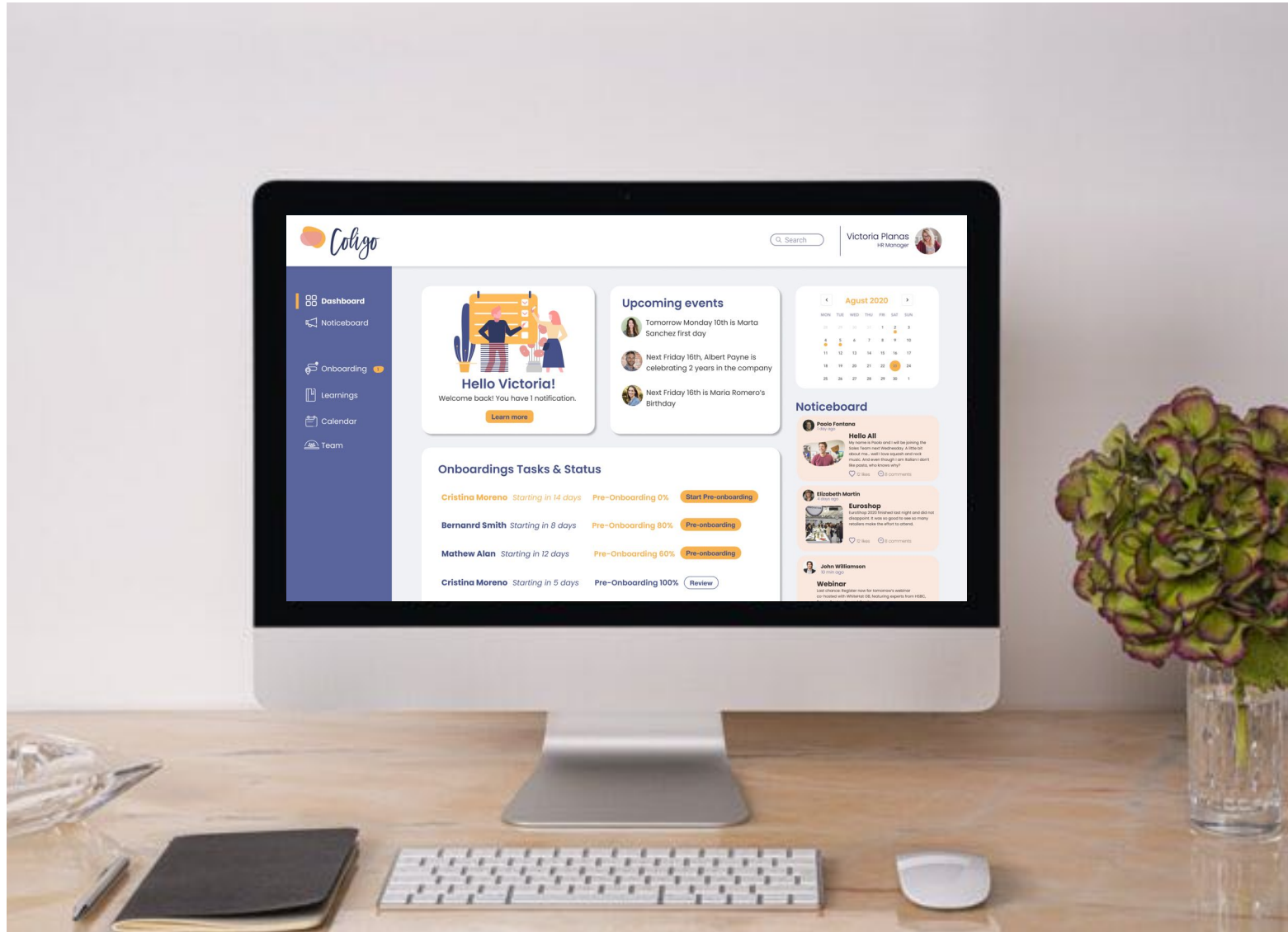
Not all onboardings can be exactly the same. That's why with Coligo you will be able to customise each onboarding in an easy way

Engagement & Value new employees

Coligo gives you the **tools to make your new employees feel valued and engaged with the company and the team** since the pre-onboarding.

06 Prototype

Dashboard Home page



06 Prototype

Dashboard Home page



Search

Victoria Planas
HR Manager



- Dashboard
- Noticeboard
- Onboarding 1
- Learnings
- Calendar
- Team

Hello Victoria!

Welcome back! You have 1 notification.

[Learn more](#)

Upcoming events

- Tomorrow Monday 10th is Marta Sanchez first day
- Next Friday 16th, Albert Payne is celebrating 2 years in the company
- Next Friday 16th is Maria Romero's Birthday

August 2020

MON	TUE	WED	THU	FRI	SAT	SUN
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

Onboardings Tasks & Status

Cristina Moreno Starting in 14 days	Pre-Onboarding 0%	Start Pre-onboarding
Bernanrd Smith Starting in 8 days	Pre-Onboarding 80%	Pre-onboarding
Mathew Alan Starting in 12 days	Pre-Onboarding 60%	Pre-onboarding
Cristina Moreno Starting in 5 days	Pre-Onboarding 100%	Review

Noticeboard

- Paolo Fontana** 1 day ago
Hello All
My name is Paolo and I will be joining the Sales Team next Wednesday. A little bit about me... well I love squash and rock music. And even though I am Italian I don't like pasta, who knows why?
12 likes 8 comments
- Elizabeth Martin** 4 days ago
Euroshop
EuroShop 2020 finished last night and did not disappoint. It was so good to see so many retailers make the effort to attend.
12 likes 8 comments
- John Williamson** 10 min ago
Webinar
Last chance: Register now for tomorrow's webinar co-hosted with WhiteHat GB, featuring experts from HSBC.

06 Prototype

Onboarding - From HR account, list of all pre-boarding and onboardings

Coligo Search Victoria Planas HR Manager

Dashboard **Noticeboard** **Onboarding** **Learnings** **Calendar** **Team**

Pre-onboardings **Onboardings** **Past Onboardings** Sort by

Cristina Garcia Marketing Analyst	Starting 14 days (26 August 2020)	Your tasks 0/2	Inactive
Bernard Smith Marketing consultant	Starting 8 days (18 August 2020)	Your tasks 2/2	Status 80%
Mathew Alan Project Accountant	Starting 12 days (24 August 2020)	Your tasks 2/2	Status 60%
Marta Sanchez Sales Manager	Starting tomorrow	Your tasks 2/2	Status 100%
Laura Moreno Administrative	Starting 5 days (26 August 2020)	Your tasks 2/2	Status 100%

06 Prototype

Onboarding - From Manager account, assigning learnings for the new employee

The screenshot shows the Coligo onboarding interface. At the top left is the Coligo logo. At the top right is a search bar and the user profile for Mathew Taylor, Manager. A left sidebar contains navigation items: Dashboard, Noticeboard, Onboarding (highlighted), Learnings, Calendar, and Team. The main content area has three tabs: Pre-onboardings (active), Onboardings, and Past Onboardings. The active tab displays a card for Cristina Moreno's Learnings, which is 30% complete. The card includes an 'Edit' link, a selection prompt, and five filter dropdowns: Language, Level, Duration, Skills, and Product. Two learning items are listed: 'An Introduction to our products' (Our Academy, Less than 2 hours) and 'The Strategy of Content Marketing' (LinkedIn Learnings (LinkedIn Certificate), Less than 4 hours), both with checkmarks. A 'Mark as completed' button is at the bottom.

Coligo

Search

Mathew Taylor
Manager

Dashboard
Noticeboard
Onboarding
Learnings
Calendar
Team

Pre-onboardings | Onboardings | Past Onboardings

Cristina Moreno | Learnings 30 %

[Edit](#)

Select the softwares and tools Cristina should require to set up an account to perform her job as Marketing Analyst.

Language | Level | Duration | Skills | Product



An Introduction to our products
Our Academy | Less than 2 hours |

The Strategy of Content Marketing
LinkedIn Learnings (LinkedIn Certificate) | Less than 4 hours |

Mark as completed

06 Prototype





Noticeboard - From employee account, posts and news


SearchCristina Moreno
Marketing Specialist


- Dashboard
- Noticeboard**
- Onboarding
- Learnings
- Calendar
- Team

Hello Cristina

What do you have to say?



 What's on your mind, Cristina?   


**Cristina Moreno**
a minute ago




Hola :)

I am Cristina, the marketing specialist. I'm super excited to work with you all. I wanted to reach out and briefly introduce myself. I am from Barcelona and my favourite food is sushi. I have a Boston Terrier, is like my baby and I love yoga. Hope to meet you all soon.



 12 likes  8 comments

**Paolo Fontana**
1 day ago



Hello All

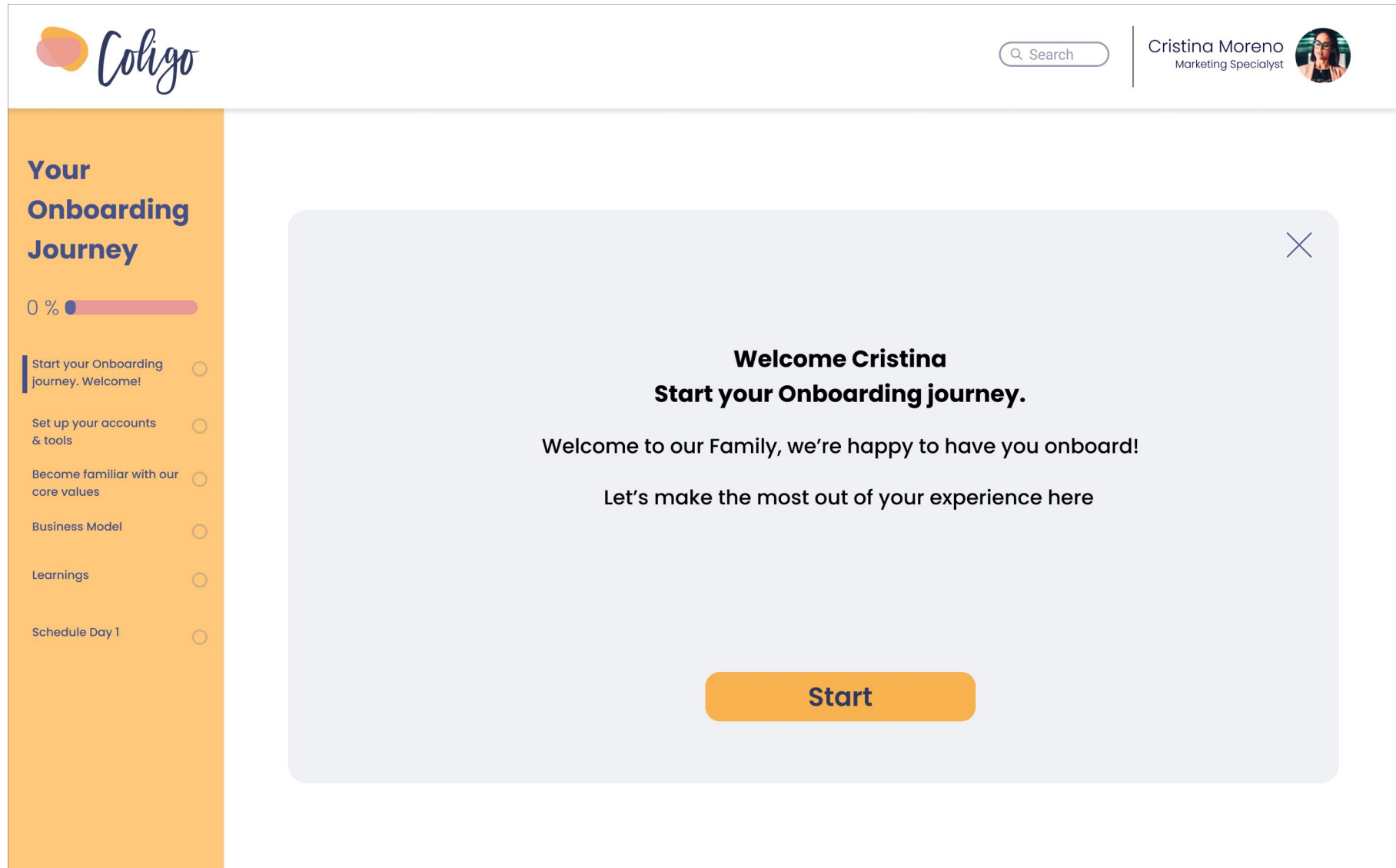
My name is Paolo and I will be joining the Sales Team next Wednesday. A little bit about me... well I love squash and rock music. And even though I am Italian I don't like pasta, who knows why?

 12 likes  8 comments

**John Williamson**
10 min ago**Elisabeth Martin**
4 days ago**John Williamson**
4 hours ago



06 Prototype

Onboarding Journey - From employee account, start of onboarding on Day 1



06 Prototype

Onboarding Journey - From employee account, create accounts and set up softwares

SearchCristina Moreno
Marketing Specialist


Your Onboarding Journey

5 %

- Start your Onboarding journey. Welcome!
- Set up your accounts & tools**
- Become familiar with our core values
- Business Model
- Learnings
- Schedule Day 1

Set up accounts & tools

In order for you to start working at your full potential, there's some things you'll need to figure out. Some will take time, others, like tools setting, ca be covered in a few minutes



To create your account:

1. Look for the invitation email you have received and follow the instructions on it.
2. Indicate that your workspace is "Team"
3. Update your profile uploading a picture and indicating your position.

[Continue](#)

06 Prototype

Onboarding Journey - From employee account, completion of onboarding journey

The screenshot displays the Coligo onboarding interface. At the top left is the Coligo logo. At the top right is a search bar and a user profile for Cristina Moreno, Marketing Specialist. On the left is a vertical orange sidebar with the title 'Your Onboarding Journey' and a 20% progress bar. Below the progress bar is a list of onboarding steps, each with a checkmark: 'Start your Onboarding journey. Welcome!', 'Set up your accounts & tools', 'Become familiar with our core values', 'Business Model', 'Learnings', and 'Schedule Day 1'. The main content area features a large illustration of a woman writing on a calendar board. The board text reads: 'Day 1 We have scheduled some activities for your first day.' Below the illustration is a prominent orange button labeled 'Go to Calendar'.

Coligo

Search

Cristina Moreno
Marketing Specialist

Your Onboarding Journey

20%

- Start your Onboarding journey. Welcome! ✓
- Set up your accounts & tools ✓
- Become familiar with our core values ✓
- Business Model ✓
- Learnings ✓
- Schedule Day 1 ✓

Day 1
We have scheduled some activities for your first day.

Go to Calendar

07 The Process Design Variations

Coligo

Product ▾ Why Coligo ▾ Pricing About Coligo Resources English ▾ | Login

An smooth and individual onboarding experience

Coligo is all you need to provide HR teams and Managers the tool to speed up the onboarding process, automating it at the same time that making it customized and unique for each new employee

Request a Demo

Structured and Automatised Process

Coligo offers HR Teams and Managers an easy way to have a structured onboarding program and automatise the steps of the process

Customise and create engagement

Coligo offers HR Teams and Managers an easy way to have a structured onboarding program and automatise the steps of the process

Powerful features tailored for powerful onboardings

Coligo

Product ▾ Why Coligo ▾ Pricing About Coligo Resources English ▾ | Login

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Structured and Automatised Process

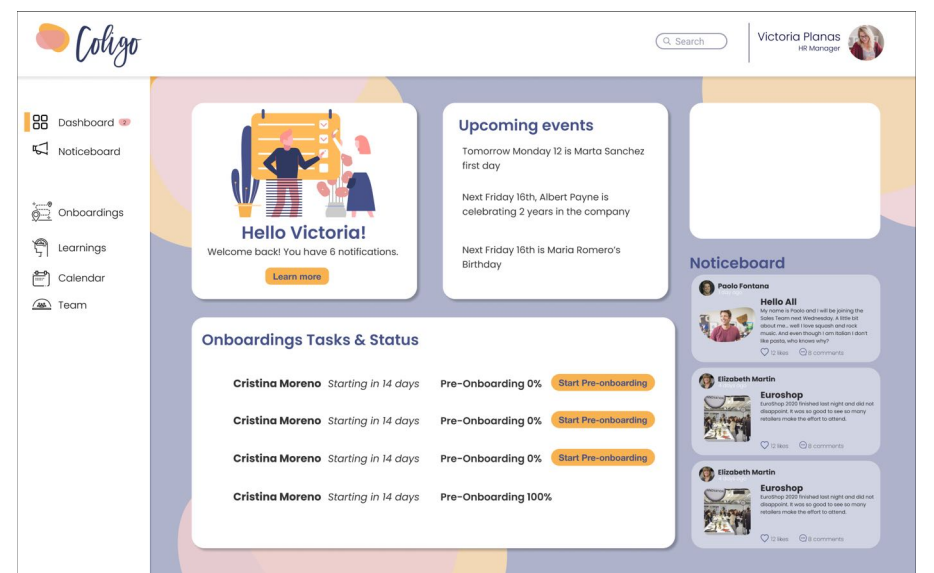
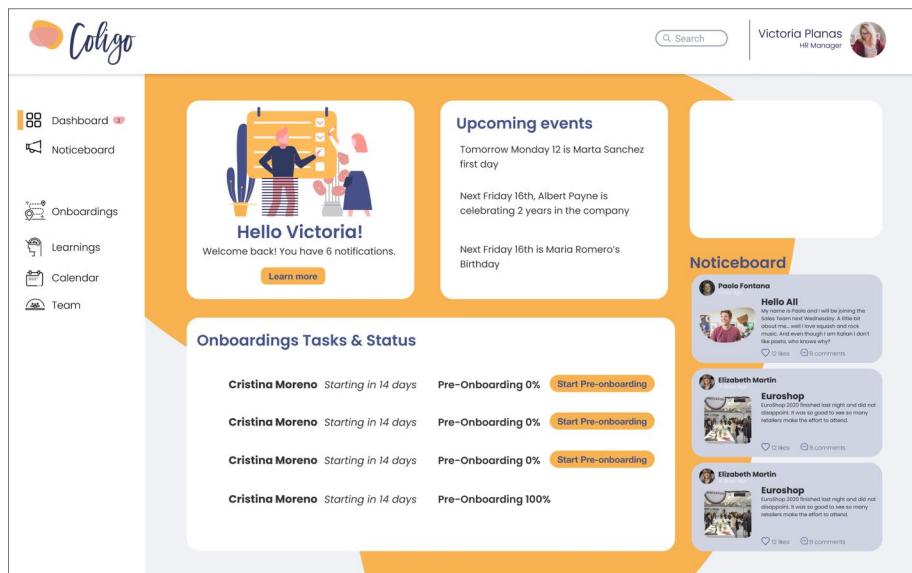
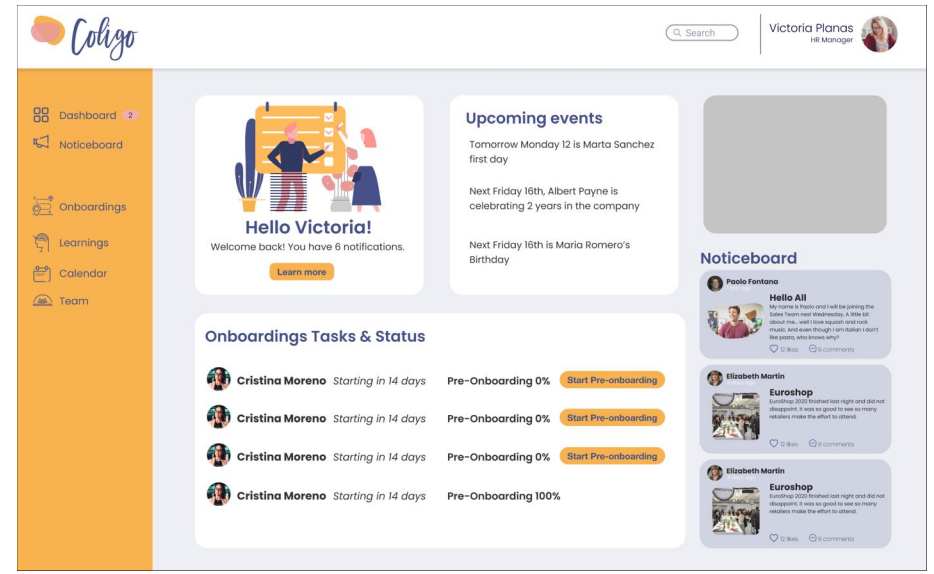
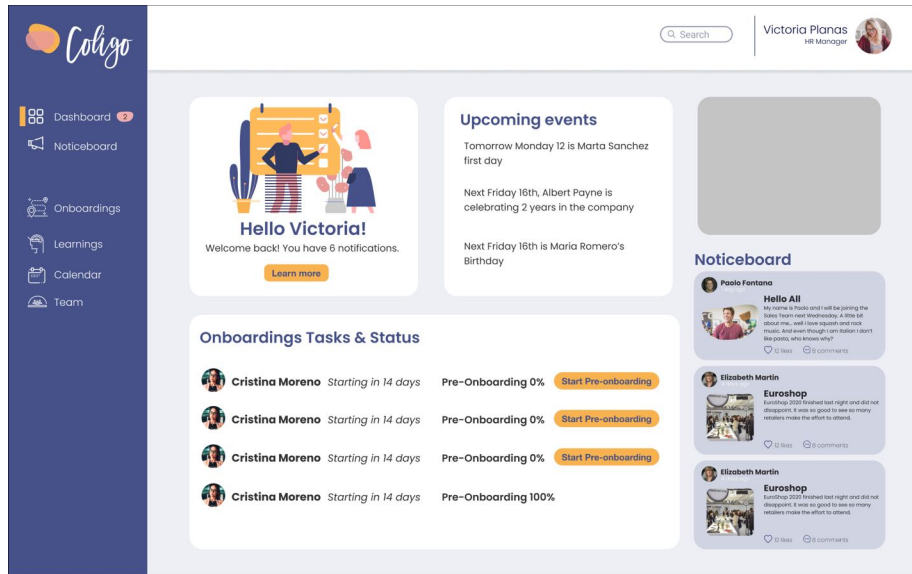
Coligo offers HR Teams and Managers an easy way to have a structured onboarding program and automatise the steps of the process

Customise and create engagement

Coligo offers HR Teams and Managers an easy way to have a structured onboarding program and automatise the steps of the process

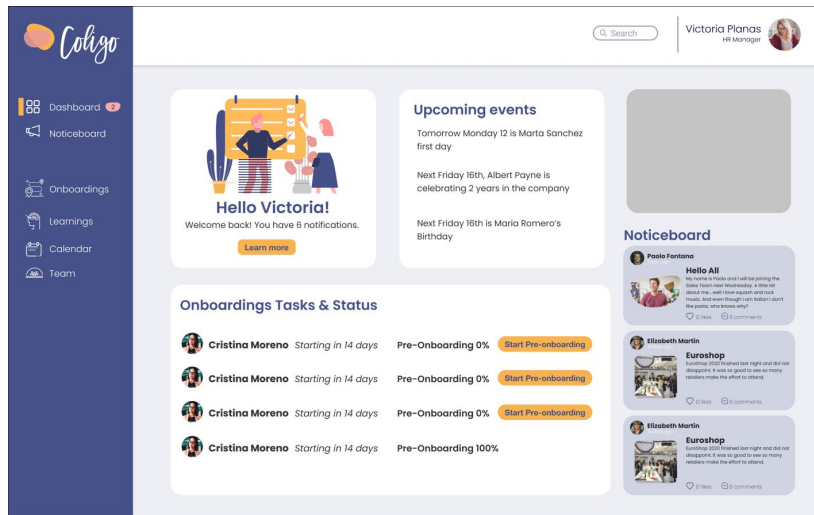


07 The Process Design Variations



08 The Process Desirability Test

21
Answers



Selected option, 63%

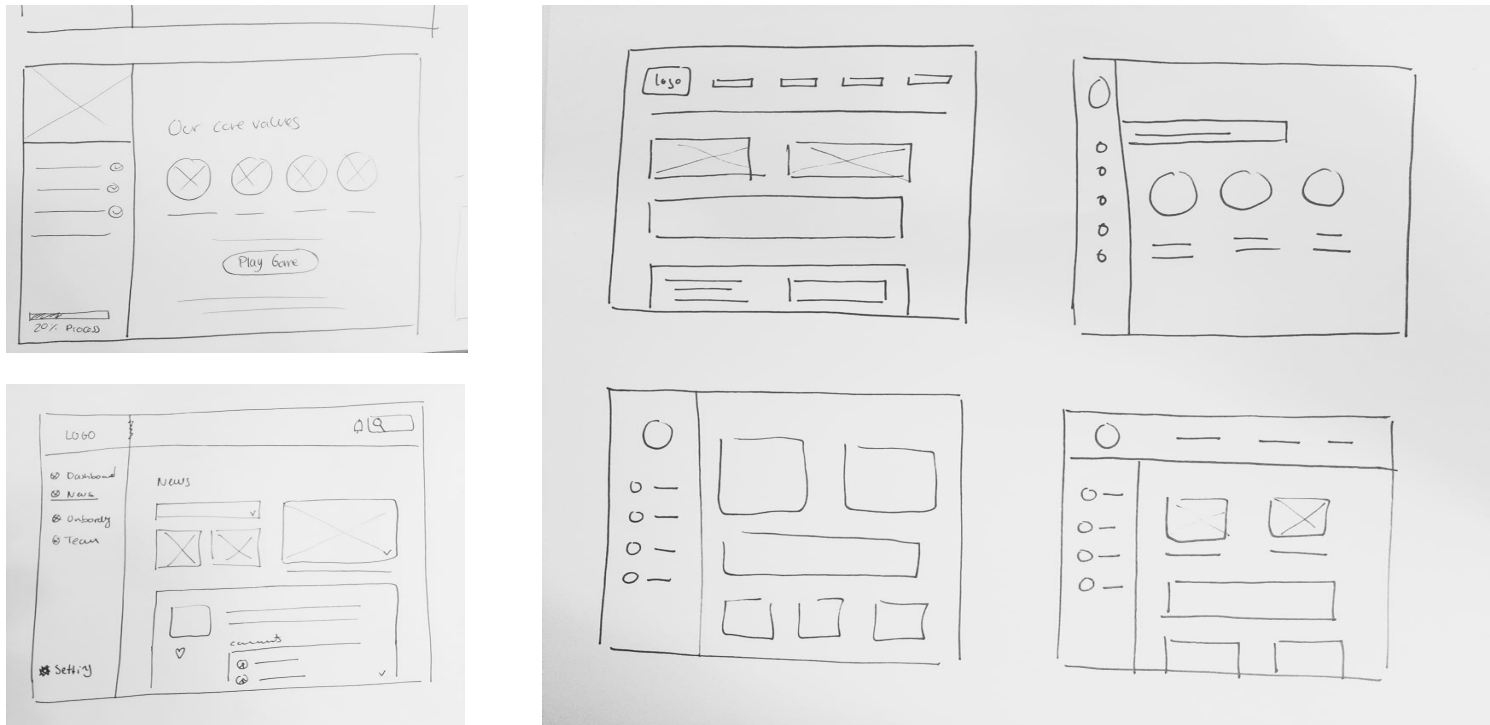
Brand Attributes
Engaging
Functional
Collaborative
Intuitive
Professional

**Most selected Attributes
(results from test)**

- ✓ Engaging
- ✓ Clean
- ✓ Functional
- ✓ Collaborative
- ✓ Intuitive
- ✓ Professional

09 The Process Usability Test

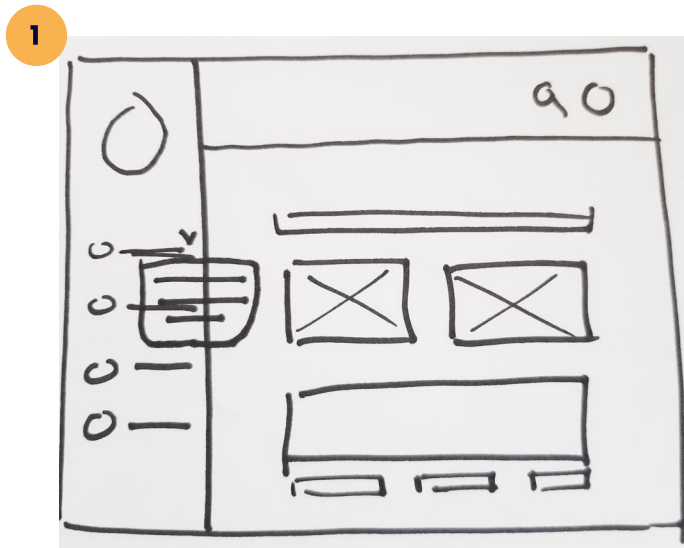
The process of the design layout went from low fidelity prototypes, to mid fidelity and finally Hi fidelity. I did 4 iterations and 6 user tests with participants to validate the prototype and analyse what was working and where the participants were struggling to complete a task.



First sketches ideation

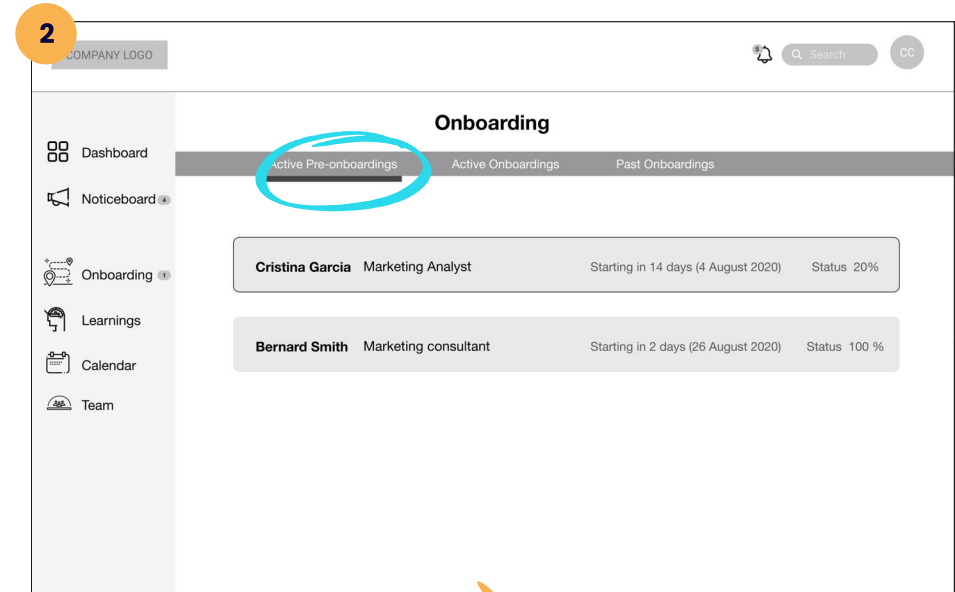
09 The Process Usability Test

HR & Manager screen for employees onboardings

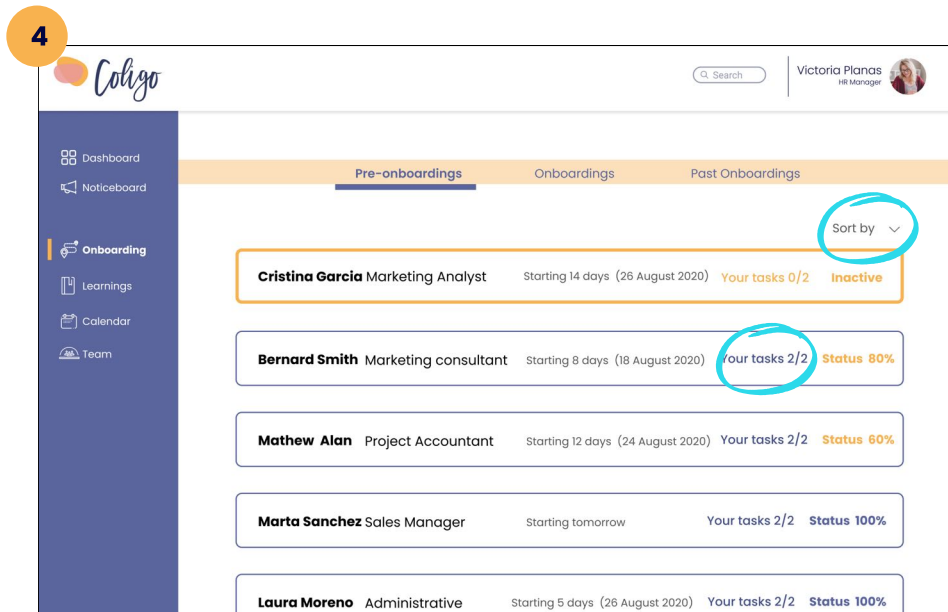


Submenu was not clear.

Consistency and standards

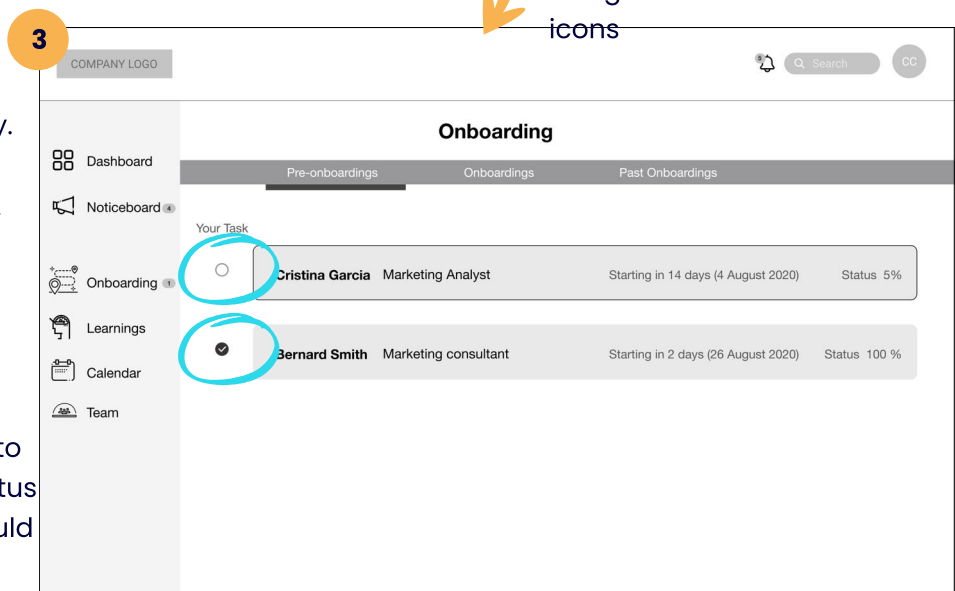


Task status using tick icons



Add sort by. Users Freedom & control

Move task status next to process status so users could find it

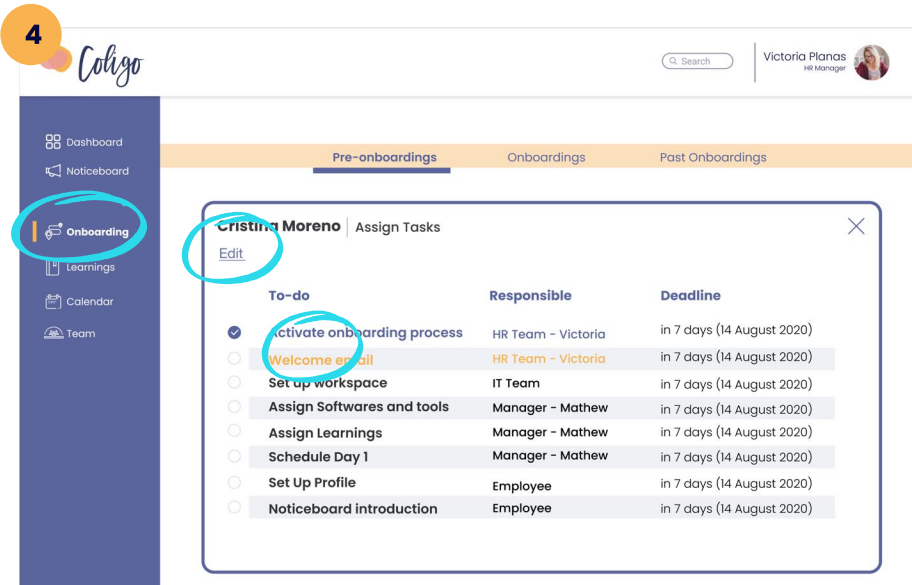
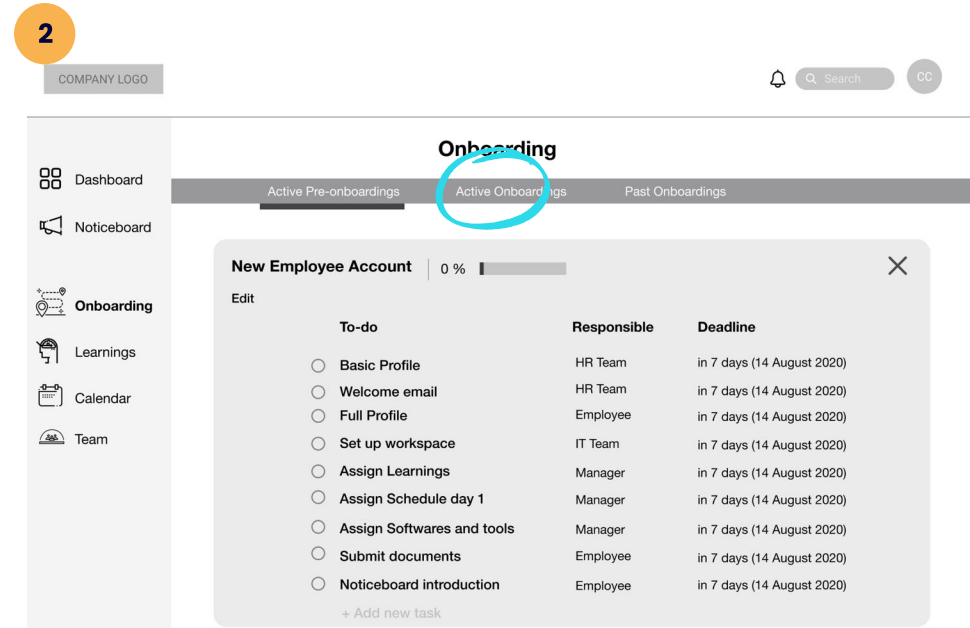


09 The Process Usability Test

HR & Manager screen, list of tasks and status



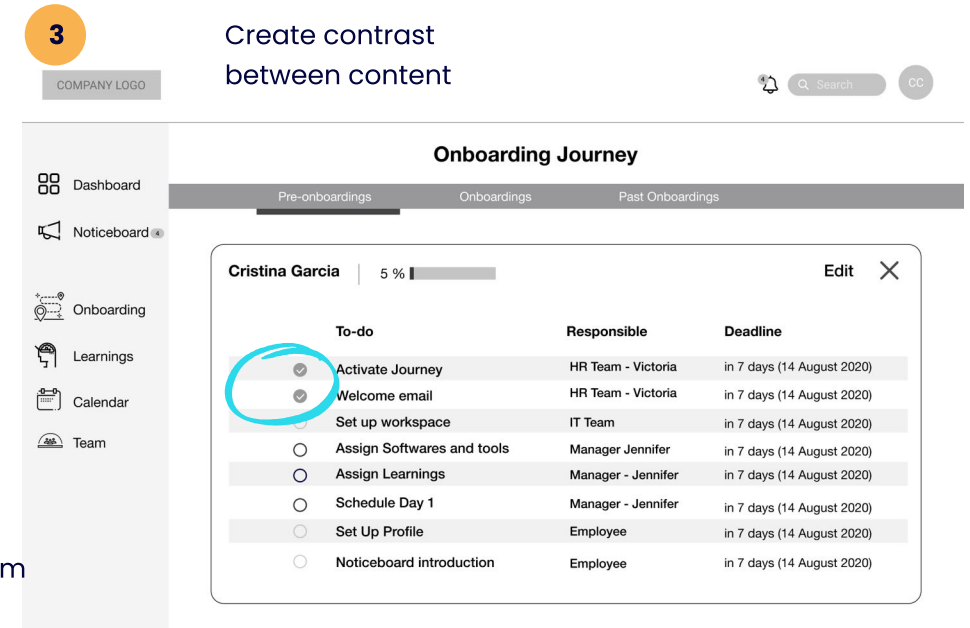
submenu at the top for better contrast, (accessibility, proximity, alignment)



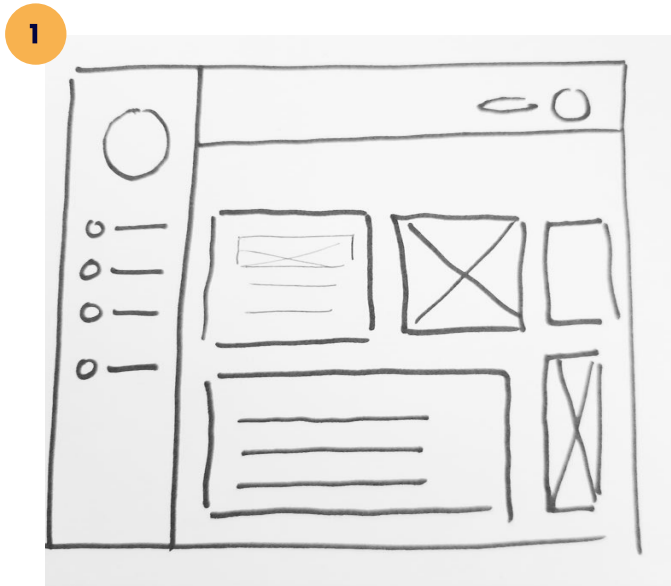
Added Edit icon, user control and freedom

Indicate status, use of colour

Visibility of system status

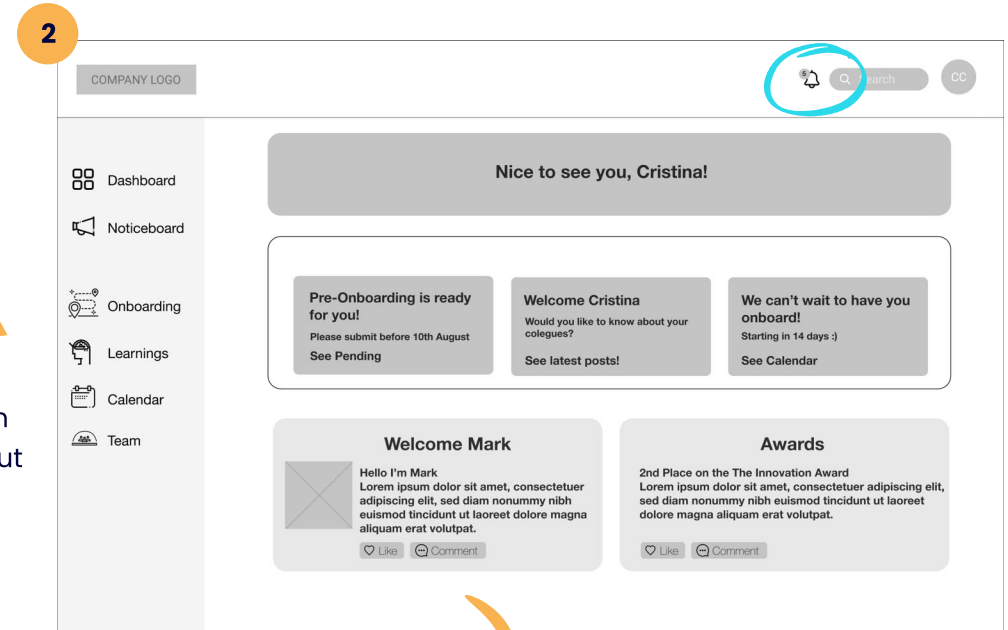


09 The Process Usability Test



1

F Pattern for Layout

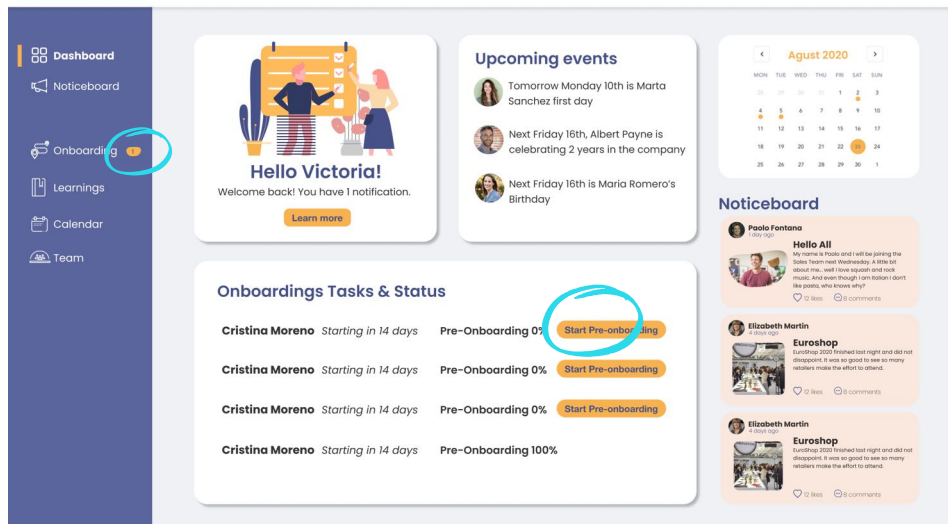


2

Remove notification icon

Indicate group of information

4 Coligo

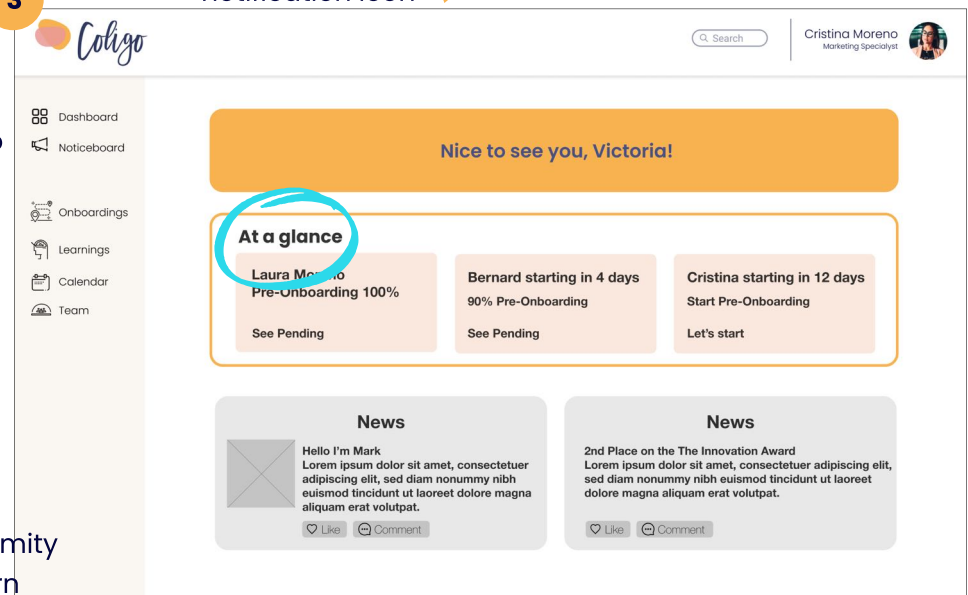


Add button to take you to task

Add notification icon next to category

Contrast, Proximity Layout, FPattern

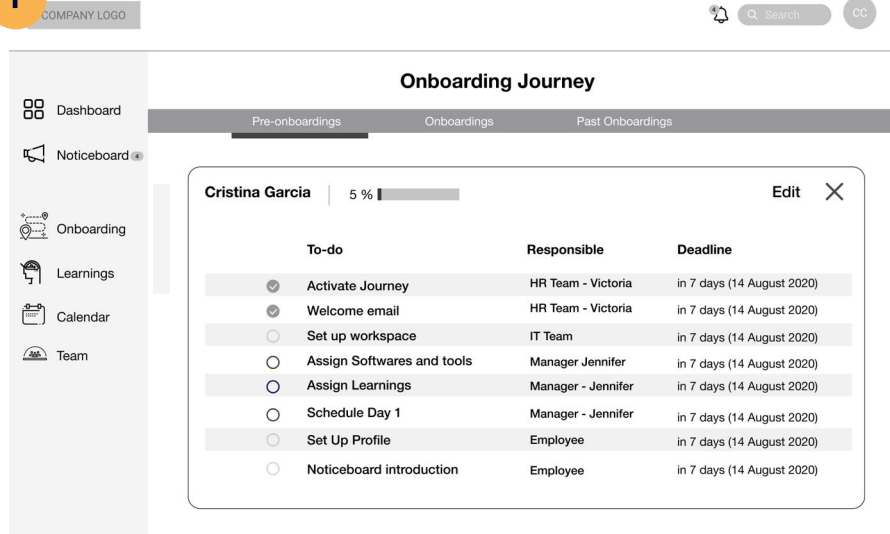
3 Coligo



3

09 The Process Usability Test

1



COMPANY LOGO

Search

CC

Onboarding Journey

Pre-onboardings | Onboardings | Past Onboardings

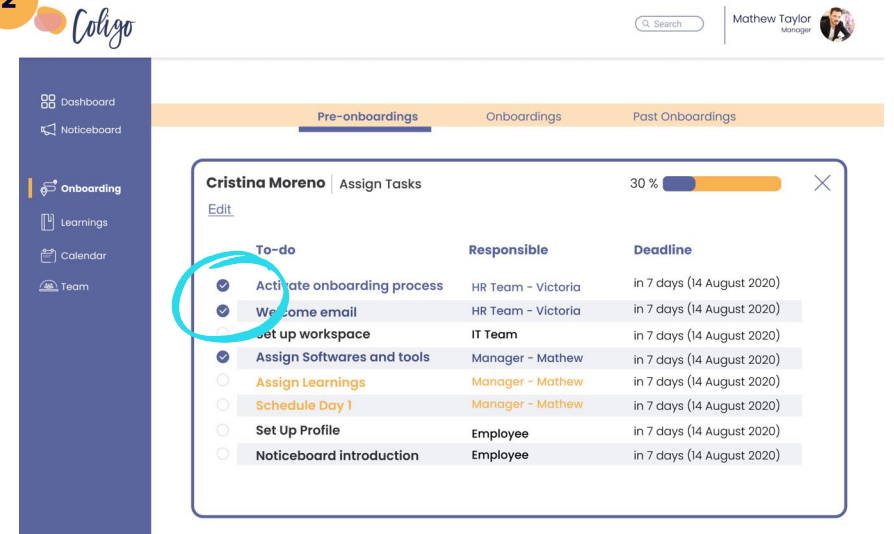
Cristina Garcia | 5% | Edit

To-do	Responsible	Deadline
<input checked="" type="checkbox"/> Activate Journey	HR Team - Victoria	in 7 days (14 August 2020)
<input checked="" type="checkbox"/> Welcome email	HR Team - Victoria	in 7 days (14 August 2020)
<input type="checkbox"/> Set up workspace	IT Team	in 7 days (14 August 2020)
<input type="checkbox"/> Assign Softwares and tools	Manager - Jennifer	in 7 days (14 August 2020)
<input type="checkbox"/> Assign Learnings	Manager - Jennifer	in 7 days (14 August 2020)
<input type="checkbox"/> Schedule Day 1	Manager - Jennifer	in 7 days (14 August 2020)
<input type="checkbox"/> Set Up Profile	Employee	in 7 days (14 August 2020)
<input type="checkbox"/> Noticeboard introduction	Employee	in 7 days (14 August 2020)



Tick icon to indicate is done

2



Coligo

Search

Mathew Taylor Manager

Onboarding Journey

Pre-onboardings | Onboardings | Past Onboardings

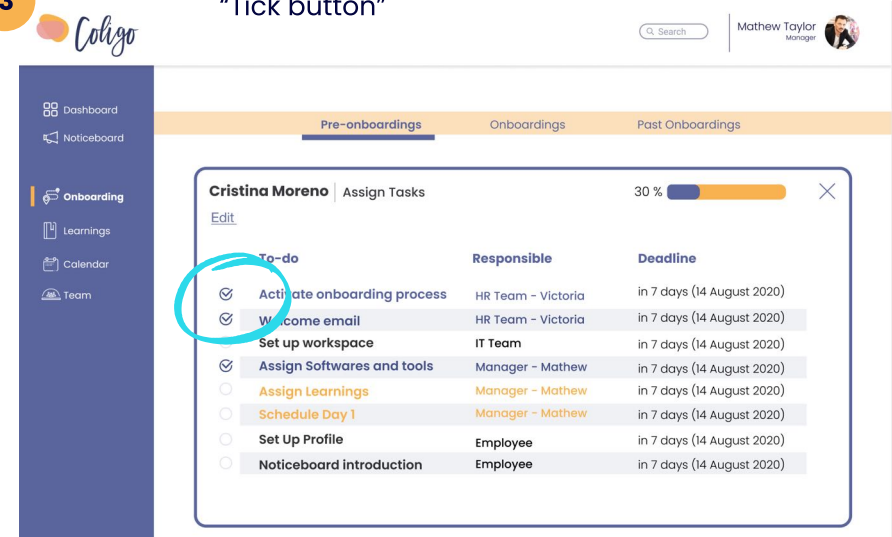
Cristina Moreno | Assign Tasks | 30% | Edit

To-do	Responsible	Deadline
<input checked="" type="checkbox"/> Activate onboarding process	HR Team - Victoria	in 7 days (14 August 2020)
<input checked="" type="checkbox"/> Welcome email	HR Team - Victoria	in 7 days (14 August 2020)
<input type="checkbox"/> Set up workspace	IT Team	in 7 days (14 August 2020)
<input checked="" type="checkbox"/> Assign Softwares and tools	Manager - Mathew	in 7 days (14 August 2020)
<input type="checkbox"/> Assign Learnings	Manager - Mathew	in 7 days (14 August 2020)
<input type="checkbox"/> Schedule Day 1	Manager - Mathew	in 7 days (14 August 2020)
<input type="checkbox"/> Set Up Profile	Employee	in 7 days (14 August 2020)
<input type="checkbox"/> Noticeboard introduction	Employee	in 7 days (14 August 2020)

Done Button
User didn't understand the "Tick button"



3



Coligo

Search

Mathew Taylor Manager

Onboarding Journey

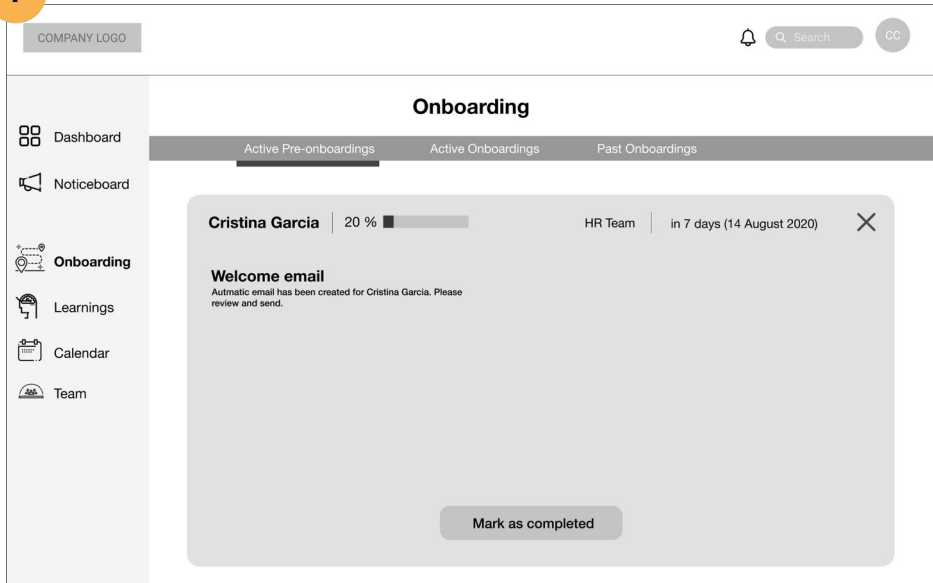
Pre-onboardings | Onboardings | Past Onboardings

Cristina Moreno | Assign Tasks | 30% | Edit

To-do	Responsible	Deadline
<input checked="" type="checkbox"/> Activate onboarding process	HR Team - Victoria	in 7 days (14 August 2020)
<input checked="" type="checkbox"/> Welcome email	HR Team - Victoria	in 7 days (14 August 2020)
<input type="checkbox"/> Set up workspace	IT Team	in 7 days (14 August 2020)
<input checked="" type="checkbox"/> Assign Softwares and tools	Manager - Mathew	in 7 days (14 August 2020)
<input type="checkbox"/> Assign Learnings	Manager - Mathew	in 7 days (14 August 2020)
<input type="checkbox"/> Schedule Day 1	Manager - Mathew	in 7 days (14 August 2020)
<input type="checkbox"/> Set Up Profile	Employee	in 7 days (14 August 2020)
<input type="checkbox"/> Noticeboard introduction	Employee	in 7 days (14 August 2020)

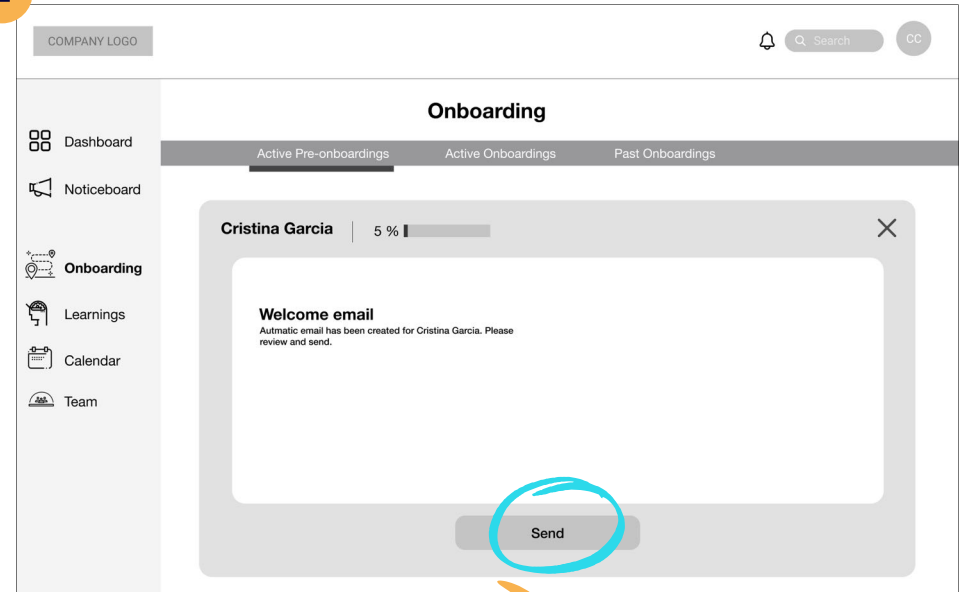
09 The Process Desirability Test

1



Indicate the action

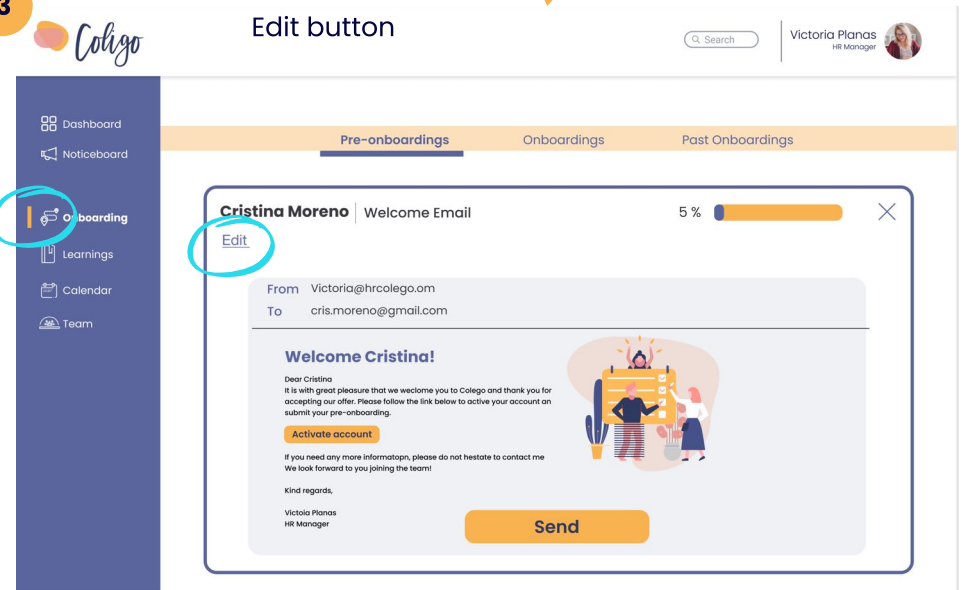
2



Indicate category

Edit button

3



10 Next Steps

1. Test with more users and Iterate
2. Continue MVP development according to user tests
3. Launch with the most valued features
4. Test it for longer periods in real scenario
5. Get feedback after a few months from users and maybe adjust/add features, to complete the product

