

Usability Report

Dayforce Mobile App

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Executive Summary:

The Dayforce mobile app shows potential for improvement through user-centered design modifications. By implementing the recommended changes, the application can become more intuitive, accessible, and efficient for employees, ultimately enhancing user satisfaction and productivity. Below is a detailed summary of our report:

Objective

The usability study of the Dayforce mobile application is aimed to evaluate the user experience and identify opportunities for improving the human capital management (HCM) platform's interface and functionality.

Methodology

- Conducted with three participants.
- Used pre-test questionnaires, task-based testing, and post-test usability scales.
- Testing was performed in a neutral environment at Trader Joe's.

Findings

This usability test found several of the app's strengths and weaknesses, as well as a thorough report of recommendations from participants.

Strengths

- Provides essential workforce management capabilities
- Offers features like work schedules, shift swapping, and pay information access
- Enables mobile communication and scheduling adjustments

Challenges

- Complex navigation requiring multiple taps to complete simple tasks
- A cluttered interface that is less intuitive
- Difficulties accessing critical information such as:
 - Personal shift calendars
 - Paid Time Off (PTO) details
 - Timesheet hour calculations

Recommendations

- Redesign homepage to provide direct access to key functions.
- Simplify calendar system to show personal shifts.
- Remove redundant navigation elements.
- Enhance mobile-specific design for better user experience.

Introduction to Report

Dayforce, a human capital management application, has requested a usability test to enhance the accessibility and user experience of its interface for employees. The goal of this usability test is to identify pain points and areas for improvement, ensuring that their app is intuitive, effective, and user-friendly. To achieve this, we're conducting usability testing with a group of three users, gathering feedback on their interactions with this application. Based on our findings, we'll propose design changes through the use of mockups, aimed to improve the app's usability. These improvements will focus on enhancing user workflow and address any accessibility challenges that hinder the user experience.

Background

Dayforce is a human capital management (HCM) application that is widely used by organizations for employee data management, payroll, time tracking, performance evaluations, and more. While Dayforce offers a comprehensive list of features for employees, its interface has received feedback from users indicating that it may be difficult to navigate, especially for non-technical users or those with limited experience in using HCM systems. The complexity of the app, coupled with unclear workflows and inconsistent navigation, has made it challenging for employees to use the platform efficiently.

Dayforce has requested a usability test to address these issues, aiming to improve the accessibility and overall user experience of this application. The goal is to identify specific usability problems—such as confusing navigation, inefficiencies in task completion, or difficulty finding important features—and propose actionable design changes to make the app more user-friendly. Usability improvements are particularly important as employees increasingly rely on digital platforms like Dayforce to check their work schedule, pay periods, shift messages, and time off requests.

Through systematic usability testing with a sample of users, feedback will be collected on their experiences, frustrations, and suggestions for improvement. Based on the findings, mockups will be developed to propose design changes that will enhance the app's usability and accessibility. This will help ensure that Dayforce remains a valuable tool for employees, improving productivity and user satisfaction.

Test Objectives

- **Assess the Usability of Viewing Shift Schedules**
 - Evaluate how intuitive and efficient it is for employees to locate their shift schedules within Dayforce.
 - Identify any usability barriers and navigational issues.
 - Determine the ease of understanding the app's scheduling formatting.
- **Assess the Usability of Locating Paychecks**
 - Evaluate how well employees can locate their paycheck within Dayforce.
 - Identify any usability barriers or navigational issues that hinder access to paycheck details.

- Determine the ease of understanding the paycheck formatting, including hours worked and hourly wage.
- **Assess Overall User Satisfaction and Experience**
 - Ensure app quality and user satisfaction by gathering feedback on the overall experience with Dayforce.
 - Evaluate the ease of use, visual appeal, and efficiency of the app from an employee’s perspective.
 - Identify any pain points or areas for improvement to enhance the general user experience.

Methods

Data was collected via pre-test questionnaires (see Appendix A), testing (see Appendix B), post-test instructions usability scale (see Appendix C), post-test system usability scale (see Appendix D), and a brief final interview.

Test Schedule and Participants

Table 1. Participants

Number	Name	Title	Tasks Assigned
Participant A	Felipe A	Crew Member of 2 months	Appendix A, Appendix B, Appendix C, Appendix D.
Participant B	Dave D	Crew Member of 3 years	Appendix A, Appendix B, Appendix C, Appendix D.
Participant C	John B	Crew Member of 4 years	Appendix A, Appendix B, Appendix C, Appendix D.

Test Environment

This test was performed in the breakroom at Trader Joe’s. The breakroom is a neutral environment, which was critical for testing. Participant A was tested first and independently. Participant B and Participant C were tested synchronously. The testing was unmoderated, but participants could ask questions if needed. Each participant was given an hour to complete the test; however, the testing officially took fifteen to twenty minutes.

Findings

Usability and Navigation

Participants unanimously agreed that the Dayforce app would benefit from improved usability and intuitive navigation features. A primary concern regarded Dayforce’s Calendar system, which displays all employee shifts for the entire month rather than allowing users to view their individual shifts. Additionally, participants noted the absence of features like quick weekly breakdowns or easily accessible paid time off (PTO) overview.

Time Off Requests

Participants A, B, and C all reported that requesting time away was straight-forward and user-friendly. However, they all agreed that it was difficult to navigate to the requesting tab.

Schedule Access

All participants found it easy to locate their schedules for the upcoming month, yet agreed that it would be intuitive for employees to view their personal shifts rather than displaying all employee shifts.

Time Sheets

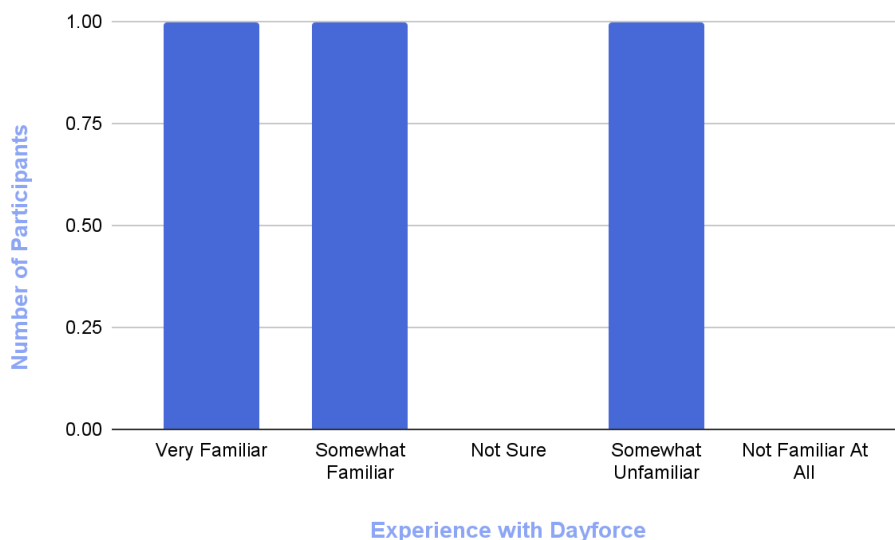
Participants A and B found their timesheets without difficulty, while Participant C noted that the process could be more streamlined. Additionally, they struggled to easily determine their total hours worked from the time sheet.

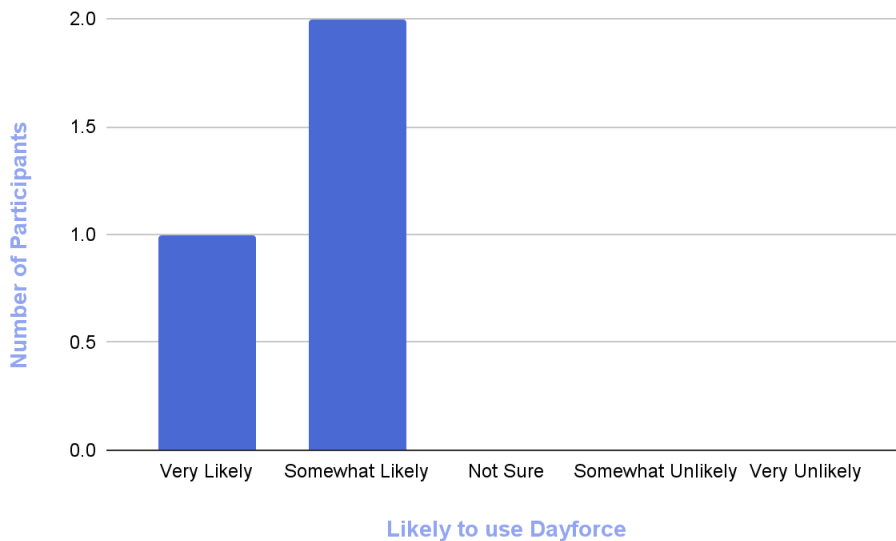
Paid Time Off (PTO) Information

All three participants expressed difficulty when accessing their PTO information. Participant A was unable to locate the information at all, while Participant B had a neutral experience but ultimately completed the task. Participant C found their accrued time off but could not confirm whether it would cover a specific period of time.

Participant Findings

Figure 1. Participant Experience with Dayforce App





Areas of Strength

Dayforce's mobile app offers workforce management capabilities that empower employees and managers on the go. The app provides intuitive features like work schedules, shift swapping, and instant access to pay information and other important employee documentation. Employees can quickly view their upcoming shifts, request time off, and communicate schedule changes directly through the app, while managers can approve timesheets, monitor team availability, and make scheduling adjustments from anywhere. With its user-friendly interface and comprehensive functionality, the Dayforce mobile app helps streamline workforce operations, improve communication, and increase overall workforce productivity.

Areas of Weakness

Despite its strengths, the Dayforce mobile app has notable limitations that can frustrate users. Some common criticisms include occasional performance issues like slow loading times and intermittent glitches, particularly during peak usage periods. The app's interface, while functional, can feel cluttered and less intuitive compared to other workforce management applications. Users have reported challenges with the app's synchronization, occasional syncing delays between mobile and web platforms, and inconsistent user experience across different mobile devices and operating systems. Additionally, some employees find the app's navigation complex, with multiple taps required to complete simple tasks like checking schedules or submitting time off requests.

Recommendations

To enhance the user experience, a mockup was developed to illustrate proposed improvements, as shown in Figure 3. This mockup addresses navigation challenges by positioning key features directly on the employee homepage, streamlining access to essential tools. The interface was updated to provide users with straightforward access to their calendars while removing

Dayforce's more redundant features. Collectively, these updates would improve the application's usability, accessibility, and overall intuitiveness.

Figure 3. Previous Dayforce Interface

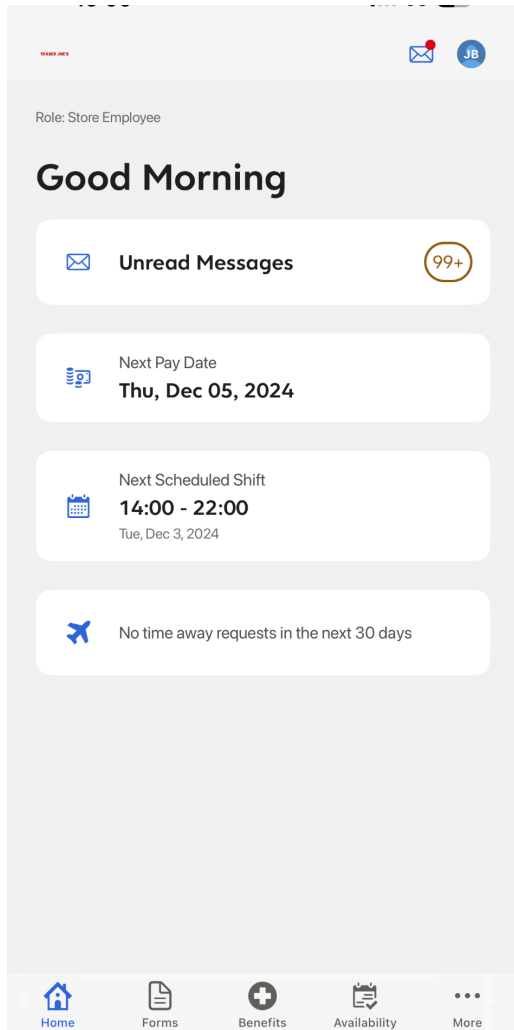


Figure 4. Significant recommendations

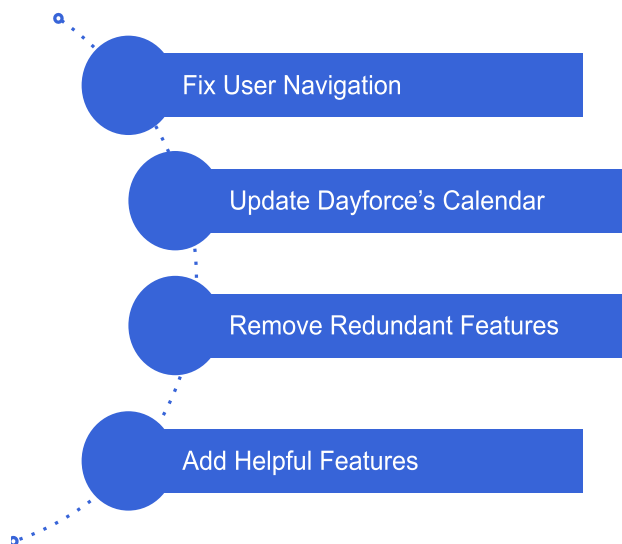
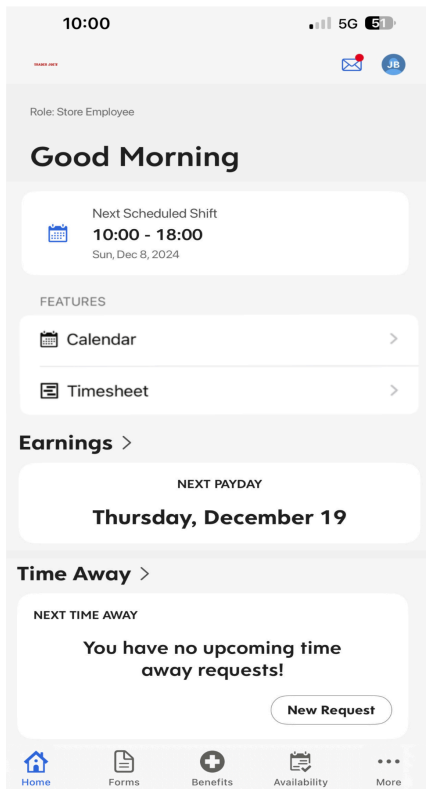


Table 1. Recommendations and Actions

Recommendations	Actions
Fix User Navigation	Ensure that the navigational menu is well-designed and easily accessible to the user. This can be fixed by creating tabs for user functions on the homepage.
Update Calendar System	Add the calendar function to the employee's homepage rather than have the calendar in a menu tab.
Remove Redundant Features	The <i>Messages</i> and <i>Time-Away</i> buttons are littered throughout the app on several occasions, which is an unnecessary and confusing addition.
Ensure Mobile Friendly Cohesiveness	<i>Dayforce</i> has good accessibility for crew members without laptops, however, their app references their website appearance and isn't considerably mobile-friendly.



Updated Interface Mockup

Our team utilized Figure 4 and Table 1 to create mockup for a new interface. Figure 5 displays a suggested interface that implements the suggested recommendations and actions that would help users easily access the most used features.

Figure 5. Updated Dayforce Interface

Conclusion

The usability assessment of the Dayforce mobile application revealed both strengths and opportunities for improvement in its user experience. While the app successfully provides essential workforce management capabilities like shift scheduling, time-off requests, and pay information, participants identified several critical areas for enhancement.

Key findings highlight navigation challenges, particularly with the calendar system and accessing important information like paid time off. The current interface, though functional, can be complex and less intuitive for employees, especially those who are not technically savvy. Our recommended design modifications focus on simplifying user interaction by streamlining the homepage, creating direct access to critical functions, and removing redundant features.

By implementing these recommendations, Dayforce can significantly improve its mobile application's usability. The proposed changes aim to create a more user-friendly, accessible, and efficient platform that empowers employees to manage their work-related information with greater ease and confidence. Continued user-centered design and iterative improvements will be crucial in maintaining the app's relevance and effectiveness in modern workforce management.

Appendix A Dayforce Usability Assessment Pre-Test Questionnaire Findings

1. How familiar are you with the Dayforce scheduling interface?

Very familiar	Somewhat familiar	Not sure	Somewhat unfamiliar	Not familiar at all
1 ✓	2 ✓	3	4 ✓	5 ✓

2. If you are familiar with the Dayforce scheduling interface, how would you describe its usability?

Very easy	Somewhat easy	Neutral	Somewhat difficult	Very difficult
1	2 ✓ ✓	3	4 ✓	5

3. How likely are you to interact with an updated scheduling interface for the Dayforce app?

Very likely	Somewhat likely	Not sure	Somewhat unlikely	Very unlikely

1 ✓	2 ✓✓	3	4	5
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4. Would you use the Dayforce scheduling application more often if the interface was updated?

Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
1 ✓✓	2	3 ✓	4	5

What would you like to see from an updated version of the Dayforce scheduling application?

- Ensuring that it's possible for users to receive documents on the Mobile App.
- User friendly updates.
- Updated UX design.

Appendix B

Dayforce Usability Assessment

Scenarios and Tasks

Task 1

You would like to request time off. Open the Dayforce scheduling app. Based on your knowledge of the application, please do the following:

1. Find where to request time off
2. After opening this tab, put in a fake time off request

Immediate post-task questions:

1. How easy was it to find the "request time away" tab?
2. Did you find this task intuitive?

Task 2

You would like to view your schedule for the next three weeks. Open the Dayforce scheduling app. Based on your knowledge of the application, please do the following:

1. Find your schedule for the next three weeks
2. How easy was it to find your schedule for the next three weeks?

Task 3

You think there might be an error with your hours performed on your previous paycheck. You would like to review your hours for the previous two weeks. Open the Dayforce scheduling app. Based on your knowledge of the application, please do the following:

1. Find your timesheets from the past two weeks
2. Find the hours worked on your timesheets

Immediate post-task questions:

1. How easy was it to find your timesheets?
2. Could you easily see the hours worked on the timesheet?

Task 4

You would like to go on a vacation. Earlier in the year, you used paid time off (PTO) to cover a week off for an emergency. You are unsure if you have accrued enough PTO to cover a vacation in two months. Open the Dayforce scheduling app. Based on your knowledge of the application, please do the following:

1. Find your PTO sheets
2. Find your accrued time off
3. How easy was it for you to find your PTO sheets?
4. Based on your time off, could you figure out if you could take a hypothetical vacation in two months?

Appendix C

Dayforce Usability Assessment Post-Test Instruction Findings

1. These tasks were easy for me to complete without instruction.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3 ✓	4 ✓	5 ✓

2. I found the tasks unnecessarily complex to complete.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2 ✓✓	3	4 ✓	5

3. I found the tasks took a long time to complete.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1 ✓	2 ✓	3	4 ✓	5

4. I found it easy to navigate to the correct locations in the app.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2 ✓	3	4 ✓ ✓	5

5. I struggled to find the correct locations in the app to complete the tasks.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2 ✓ ✓	3 ✓	4	5

6. The Dayforce app is intuitive for me to use.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2 ✓	3	4 ✓ ✓	5

7. I felt confident using the Dayforce app to complete my work-related tasks.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3 ✓	4 ✓ ✓	5

Appendix D

**Dayforce Usability Assessment
Post-Test Usability Scale Findings**

1. I like to use Dayforce frequently.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2 ✓	3	4 ✓	5 ✓

2. I found Dayforce to be too complex to complete my work-related tasks.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2 ✓ ✓	3 ✓	4	5

3. I thought Dayforce was easy to use.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2 ✓	3	4 ✓	5 ✓

4. I think I would need the support of a technical person to utilize Dayforce.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1 ✓	2 ✓ ✓	3	4	5

5. I found the various functions of the mobile app to be well integrated.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4 ✓ ✓ ✓	5

6. I thought there was too much inconsistency in the app design.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2 ✓	3 ✓ ✓	4	5

7. I would imagine that most people would learn how to use Dayforce easily.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3 ✓	4 ✓ ✓	5