

# 1. Sticky notes

## P1

The word talent is confusing, I associate it with show business and artists.	She thought the description "expert name" is more accurate than the word "talent"	The materials section is exiting and although it is just a concept now I find it very exciting.
"I like the idea of post request makes me feel that I can customize my request"	For" post a request" task she started from the category not post a request.	For the post a request, she found it confusing that the first step to choose a package she though it is a done deal with an unknown expert
For the post a request, she found it confusing that the first step to choose a package she though it is a done deal with an unknown expert.	For the post a request, she did not see a different between heiring a freelancer or an agency	For the post a request, she felt very uncomfortable to share information open ended and before having a preliminary communication with the expert.
"I would like to see what I posted before and after porting so I can edit it"	For the "book and appointment" task. she found that "sharing my active post" is very convenient	She questioned whether the calender is the app calendar or a cloud calender.
The idea of appointment package is not clear to her. She asked what would stop me from googling the person and pay them separately	In the end, after she interacted with the app, she liked the concept but she still stressed the payment methods and sharing data are not convincing.	

## P2

She found the categories on the dash board to be intriguing	"The top talent", she found it not helpful to be in the dash-board. She thinks that algorithms are bias in presenting "top anything".	She think the categories on the dash board should include the materials as well.
For her having ratings and reviews of the experts is externally helpful to make a decision	For" post a request" task she felt the message writing should be at the begging of the process.	She was confused with the appointment package.
For" post a request", She was confused with the category of the expert, as maybe she may not know who would do the job at hand better.	She thought that "uploading documents" is a requirement not a choice.	She thinks in the <b>expert profile</b> that name should be smaller because maybe the name could invite some prejudices towards the person. She thinks the rating / the availability/ the hourly rate should be more central
She thinks in the <b>expert profile</b> that having photos of the experts work very important.	For"booking an appointment" she thinks a personal message should be the first step.	For the payment methods she thinks a percentage system makes more sense than payment packages system.
She commented that .in the appointment summary the time is not written.	She commented that the past appointments and history of messages should be in user profile not the calender.	

# 1. Sticky notes

P3

"It is important for me to know how those experts are vetted and how trust worthy they are"

I think the location of the expert is very important aspect, I would like to see, "experts in your area" instead of top experts or top talents

For the "post a request task" she felt writing a message should be first.

For the "post a request task" she would like to see the post summery in the end.

She felt the idea of the page "community" very intriguing and was exited to know more about it.

For "experts profile" she found the filters very useful but she suggested a different order. For example: frequently asked question at the bottom.

She thought the history of past appointments and posts history should be by the user profile.

She found the idea of sharing photos and floor-plans very us full and time saving.

P4

"I like that I can post a personal customized post"

She found the top talent category to be confusing, she asked how are they considered top ?? who decided that the are top??

She found the top talent category to be confusing, she asked how are they considered top ??

She liked the category part of the dashboard, but she thinks that is make more sense to have the categories by task not by profession.

For "post a request" task, she felt that it happened to quickly. She wanted to see an editable summery before posting.

For "post a request" task, she found that the pricing model is not convincing. Not all tasks have the same pricing, so she presumes that the pricing should be expert customized.

For "post a request" task, she though that "need inspiration" not clear.

For "booking and appointment" the summery page has the action "next", she felt that the action should be "book appointment"

For the "search for expert", she felt that maybe "I don't know what I am searching for"

She felt that the dashboard should show more information of what the app does.

I like that the app in concept, helps the user to get in touch with experts and buy materials.

# 1. Sticky notes

P5

P6

"If the app is community based then I would find it ground breaking because such an app does not exist within the construction market"

He questioned the pricing model, why is it priced like this?

For the "post a request task" he felt he needs more information about the expert before choosing an appointment package.

"I don't understand how top talents are picked"

I think if the tags where more developed I would not like to post a request.

For the "post a request task"he first made a mistake and started browsing the categories.

For the "post a request task" he did not understand the "need inspiration" when writing the post.

For the experts profile he felt that rating should be bigger.

He felt that the category of the dashboard may be easier if it is categories ed as a task based or element based

For the "post a request task"he felt writing a message should be first.

For the "post a request task"he felt that choosing the appointment package in the begging to be confusing.

He did not like the pricing model, he felt a user should not pay for the first appointment.

He does not mind the search option, but in general he would liked to explore the interface and play around before searching.

He liked that the search option switches between talent and materials.

The experts profile. He felt that it should have the rating and the cost of the expert more clearly.

He felt that the categories need to have a better classification than by profession as not all people know who does what when it comes to construction and renovation.

## 2. Create Top-Level Categories

### Observations

She questioned whether the calendar is the app calendar or a cloud calendar.	She thought the description "expert name" is more accurate than the word "talent"	For the post a request, she did not see a different between heiring a freelancer or an agency
For the payment methods she thinks a percentage system makes more sense than payment packages system.	She thinks in the expert profile that name should be smaller because maybe the name could invite some prejudices towards the person. She thinks the rating / the availability/ the hourly rate should be more central	She think the categories on the dash board should include the materials as well.
She commented that the past appointments and history of messages should be in user profile not the calendar.	She thinks in the <b>expert profile</b> having photos of the experts work very important.	"I think the location of the expert is very important aspect, I would like to see, "experts in your area" instead of top experts or top talents"
She felt the idea of the page "community" very intriguing and was exited to know more about it.	"It is important for me to know how those experts are vetted and how trust worthy they are"	She thought the history of past appointments and posts history should be by the user profile.
She liked the category part of the dashboard, but she thinks that is make more sense to have the categories by task not by profession.	She felt that the dashboard should show more information of what the app does.	He questioned the pricing model, why is it priced like this?
For the experts profile he felt that rating should be bigger text.	For the "post a request task" he felt he needs more information about the expert before choosing an appointment package.	He felt that the category of the dashboard may be easier if it is categories as a task based or element based
He does not mind the search option, but in general he would liked to explore the interface and play around before searching.	"I don't understand how top talents are picked"	"The top talent", she found it not helpful to be in the dashboard. She thinks that algorithms are bias in presenting "top anything".
She found the top talent category to be confusing, she asked how are they considered top ?? who decided that the are top??	He did not like the pricing model, he felt a user should not pay for the first appointment.	The experts profile. He felt that it should have the rating and the cost of the expert more clearly.
He felt that the categories need to have a better classification than by profession as not all people know who does what when it comes to construction and renovation.		

### Positive Quotes

"I like the idea of post request makes me feel that I can customize my request"	"The materials section is exiting and although it is just a concept now I find it very exciting."	For the "book and appointment" task. she found that "sharing my active post" is very convenient
She found the categories on the dash board to be intriguing	For her having ratings and reviews of the experts is externally helpful to make a decision	She found the idea of sharing photos and floor-plans very us full and time saving.
For "experts profile" she found the filters very useful but she suggested a different order. For example: frequently asked question at the bottom.	"I like that I can post a personal customized post"	"I like that the app in concept, helps the user to get in touch with experts and buy materials."
"If the app is community based then I would find it ground breaking because such an app does not exist within the construction market"	He liked that the search option switches between talent and materials.	

# 2. Create Top-Level Categories

## Negative Quotes

"The word talent is confusing, I associate it with show business and artists."

For the post a request, she felt very uncomfortable to share information open ended and before having a preliminary communication with the expert.

For the post a request, she found it confusing that the first step to choose a package she thought it is a done deal with an unknown expert.

"I would like to see what I posted before and after posting so I can edit it"

The idea of appointment package is not clear to her. She asked what would stop me from googling the person and pay them separately

In the end, after she interacted with the app, she liked the concept but she still stressed the payment methods and sharing data are not convincing.

For the post a request, she found it confusing that the first step to choose a package she thought it is a done deal with an unknown expert

For" post a request" task she felt the message writing should be at the begging of the process.

For"booking an appointment" she thinks a personal message should be the first step.

She was confused with the appointment package.

For" **post a request**", She was confused with the category of the expert, as maybe she may not know who would do the job at hand better.

She commented that in the appointment summary the time is not written.

For the "post a request task" she would like to see the post summary in the end.

For the "post a request task"she felt writing a message should be first.

For "post a request" task, she felt that it happened to quickly. She wanted to see an editable summary before posting.

For "post a request" task, she found that the pricing model is not convincing. Not all tasks have the same pricing, so she presumes that the pricing should be expert customized.

For the "search for expert", she felt that maybe "I don't know what I am searching for"

For "booking and appointment" the summary page has the action "next", she felt that the action should be "book appointment"

For "post a request" task, she thought that "need inspiration" not clear.

I think if the categories where more developed I would not like to post a request.

For the "post a request task"he felt that choosing the appointment package in the begging to be confusing.

For the "post a request task"he felt writing a message should be first.

## Errors

For" post a request" task she started from the category not post a request.

She thought that "uploading documents" is a requirement not a choice.

For the "post a request task" he did not understand the "need inspiration" when writing the post.

For the "post a request task"he first made a mistake and started browsing the categories.

# 3. The Rainbow Spreadsheet

Usability test	P1	P2	P3	P4	P5	P6	Total	Solutions
Observations								
Is it a calender in the app or a cloud calender?							1	It is not a design question, but it should be discussed with a development team
The word "talent" is it the right word?							1	It should be changed to "experts" or "services"
What is the different between heiring a free-lancer or an agency?							1	It should be discussed further with a business development team
The pricing model, change the an appointment package model							1	This should be fixed immediately, almost all participants had an issue with the current model, maybe a subscription or percentage model is more suited, but it should be discussed further with a business development team
The current design of the experts profile has some important information in small scale texts such as rating / the availability/ the hourly rate and location . it does not contain information on how those experts are vetted and how trust worthy they are.							2	The design needs to be modified to give the most important information as fast as possible, an interface designer should also be consulted.
Even it is a concept dash board should include the materials as well.							2	The materials will be kept in the dashboard as it tested well as a concept.
Past appointments and history of messages should be in user profile not the calender.							2	They could be included in both pages.
In the dashboard, the categories are not very accurate, some people don't know the profession of the experts they are seeking.							1	The categories would be divided by task not by profession.
In the dashboard, it is questionable the top talent categories are created and it does not feel important.							3	The top talent category will be deleted in the dash board since no one found it important and some found it natively impacting the experience.
Errors								
When applying the " post a request" task the user started from the category not post a request and had to go back to the dashboard.							2	Posting a request should remain active when browsing through the categories.
The user thought that "uploading documents" is a requirement not a choice.							1	The design of this page should be reconsider to be more clear it is not a requirement.
For the "post a request task" the user did not understand the "need inspiration" when writing the post.							1	It should be changed into "need an opening line for your message"
Negative Quotes								
"The word talent is confusing, I associate it with show business and artists."							1	It should be changed to "experts" or "services"
The user expressed uncomfortable feeling to share information open ended and before having a preliminary communication with the expert.							1	It should be more clearer that this is not a requirement
For "the post a request" task, several users preferred to start by writing a message.							5	It should be changed and made the first step
For "the post a request" task, several users preferred to have an edible summery at the end.							3	It should be changed and include an editable summary
For booking an appointment the user also wished to write a personal message.							1	It should be changed and include writing a message.
For both booking an appointment and posting a request, the appointment packages were not approved by several users.							4	As mentioned above the pricing module will change and with it the appointment package is no longer part of these process.
I think if the categories where more developed I would not like to post a request.							1	Not exactly a usability error in the final product when everything is well developed it will no longer be an issue
Positive Quotes								
She found the categories on the dash board to be intriguing							1	
"I like the idea of post request makes me feel that I can customize my request"							2	
"I like that I can post a personal customized post"								
"The materials section is exiting and although it is just a concept now I find it very exciting."							1	
For the "book and appointment" task. she found that "sharing my active post" is very convenient, She found the idea of sharing photos and floor-plans very us full and time saving.							2	