








Background & Goals

The purpose of this research is to understand employee reactions to the My Disney Today My Account concept to optimize design. This research will help the Design team prioritize features, tools, and resources, and understand reactions to iconography.

 My Account	 My Connections	 About Me	 My Stuff
<ul style="list-style-type: none">✓ Gain reactions and first impressions to My Account page.✓ See what users expect to see on this page and understand if they would use it.✓ Understand what users expect the Edit Account button to do and if that page is what they expected to see.	<ul style="list-style-type: none">✓ See where users would go to connect with people.✓ Understand what users think about the ability to connect with other employees through this site.✓ Understand the likelihood of users to connect with other employees across the company.	<ul style="list-style-type: none">✓ Understand where users would go to access details about themselves✓ Obtain reactions to the content on this page.✓ See if there is anything missing that users expected to see here.	<ul style="list-style-type: none">✓ Understand where users would go to access information about themselves, such as compensation, paid time off, and benefits.✓ Obtain reactions to the content on this page.✓ See if they would call this area something other than My Stuff.✓ Obtain reactions to the content on this page.✓ See if there is anything missing that users expected to see here.

Background & Goals

 My Disney Career	 My Preferences	 Iconography
<ul style="list-style-type: none">✓ Understand where users would go to access details about their job experience, skills, and projects.✓ Obtain reactions to the content on this page.✓ See if they would be likely to add their own projects and skills to this page knowing other employees could see it.✓ See if there is anything missing that users expected to see here.	<ul style="list-style-type: none">✓ Understand where users would go to access site settings like preferred language, news subscriptions, and accessibility settings.✓ Obtain reactions to the content on this page.✓ See if there is anything missing that users expected to see here.	<ul style="list-style-type: none">✓ Obtain reactions to 16 icons and what they symbolize to participants.

Research Methodology & Participant Criteria

1:1 remote, moderated usability sessions with 5 domestic participants in Corporate and Studio Entertainment.



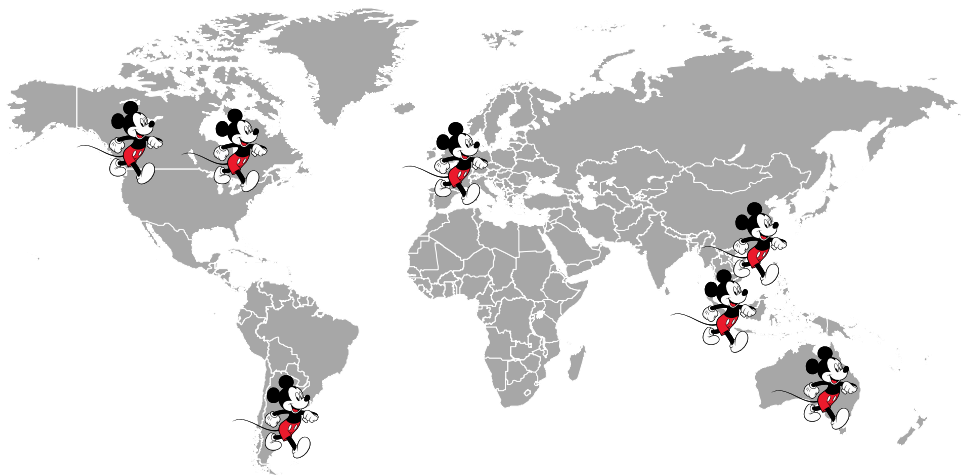
User research was performed via Zoom in mock environment.



Each session lasted approximately 30 minutes.

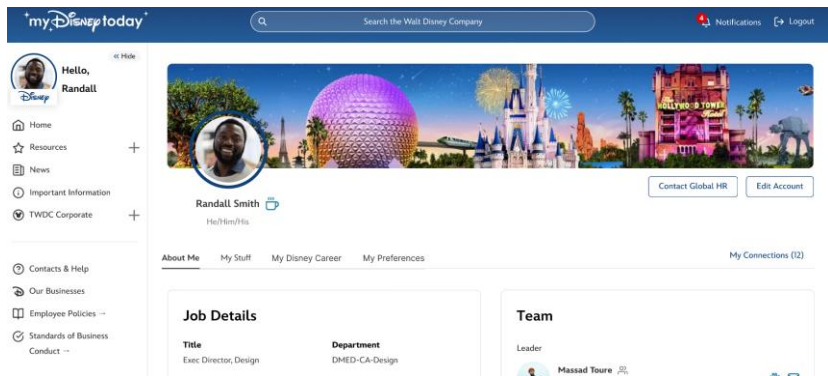


- Mix of new and veteran employees
- People Managers
- English speaking only
- Geographically diverse
- Full-time employees
- Salaried and non-Frontline employees
- No Union



Overall Reactions

The homepage reminded participants of Rostr



The landing page reminded participants of Rostr and, when asked, they said they would use this (they were all familiar with and used Rostr). Some said it looked like a combination of Inside Disney and Rostr.

Participants emphasized the importance of being able to have search appear prominently on this page and the ability to search the Disney internal universe, with accurate results, and not just a people search.

“

“To me this looks like an enhanced version of roster, at least this landing page.” **Corporate (Domestic)**

“

“It looks a bit like Rostr. To me, it looks like I am looking up somebody.” **Corporate (Domestic)**





Edit Account

Edit Account was clear to participants but Open to Networking was not

Contact Global HR

Edit Account



Open to networking

“

“It looks to me like you can personalize your wallpaper in the background, you can change your profile picture, you can select/deselect to notify people you are open to networking, and you can change your preferred pronouns.” **Studio (Domestic)**

“

“It's really not clear how I would change anything else on here.” **Corporate (Domestic)**

Participants thought the Edit Account button is where they could go to personalize their site with things like wallpaper, background, profile picture, and preferred pronouns. When asked, they said they would use it. Some felt what they could edit was somewhat limited.

The open to networking checkbox was confusing to participants who didn't know what that meant.

“

“What does open to networking mean?” Does that mean if I have a counterpart that they could reach out to me or pop up in a particular feed? It wasn't clear what it meant and it would be nice if there was a rollover that explained what it is.”

Corporate (Domestic)

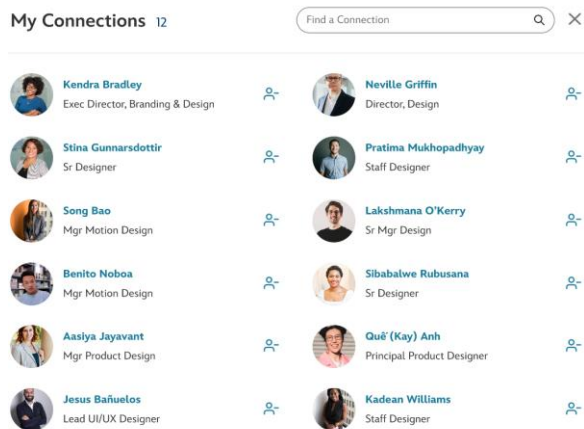
“

“I would use this and I think it's a very useful function. I think it makes it easier to find the location to change your profile picture, at least easier than it is currently set-up.” **Studio (Domestic)**



My Connections

There was some confusion with how My Connections works



My Connections (12)

“

“Off the bat, I am not entirely sure what this (My Connections) is. It seems more or less you can search for somebody in Rostr and add them to this list. But, I don't know what benefit this has, versus just having them in Outlook.” **Studio (Domestic)**

When participants were asked where they would go to view their employee connections, they did not know what that meant or how those connections got there. Once it was explained, some participants said they would use this, while other participants said they would go to Rostr or Outlook to do that.

One participant showed an interest in organizing connections, and recommended the ability to categorize groups of people in their network (ie. clients, leaders one works with, tech partners, etc).

Participants did not know if and how the open to networking checkbox was related to My Connections.

“

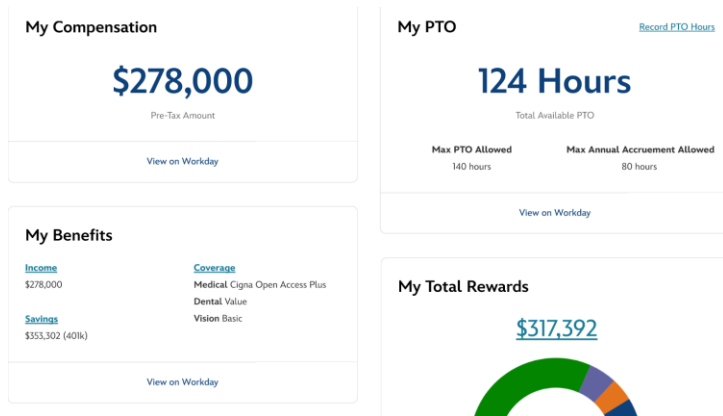
“I would love to have multiple collections of people I would say 'my collections of people', which is like, I would love to have all the CTOs I work with across Disney. You click on that and suddenly see all them, it can help navigate those real quickly.” **Corporate (Domestic)**





My Stuff

My Stuff resonated with participants



When participants were asked where they would go to access information about themselves, such as compensation, paid time off, and benefits, they clicked on My Stuff. They did not feel that anything was missing.

Overall, participants were okay with the nomenclature of "My Stuff." One participant recommended calling it "My Benefits" while another said it did not sound professional.

Concern was voiced around security and privacy of this page since it had confidential information, such as compensation.

There was a suggestion to itemize PTO to Sick Time, Floating Days, and Vacation Time.

“

"The thing that I get a little concerned about is having the person's compensation prominently posted in such large font, so that if somebody is walking behind you and you happen to be clicking on this, it's very easy for somebody to just see it." **Studio (Domestic)**

“

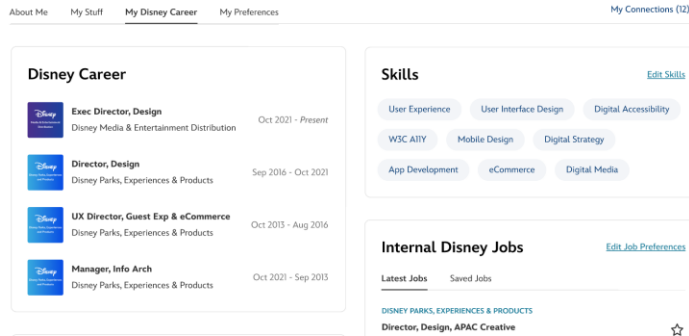
"Only we can see this right? Is there two factor authentication to get into this part?" **Studio (Domestic)**





My Disney Career

Participants liked the idea of My Disney Career, and found the nomenclature intuitive, but would want the information to be automatically pulled from other sites



When participants were asked where they would go to access details about their job experience, skills, and projects, they clicked on My Disney Career.

Participants would look to this area to find internal job opportunities and expressed wanting HR to refer to this area when looking for candidates. They also liked the transparency of this section.

The only challenge mentioned was having to take the time to manually input their information here and found this redundant to skills entered in Rostr or LinkedIn.

When asked if they would use it, participants said only if there was something worthwhile in it for them to advance their career.

“

“This is redundant due to LinkedIn, unless HR is changing their systems and using this platform to mine data to identify potential candidates, I would invest in it then, but if not I would not.” **Corporate (Domestic)**

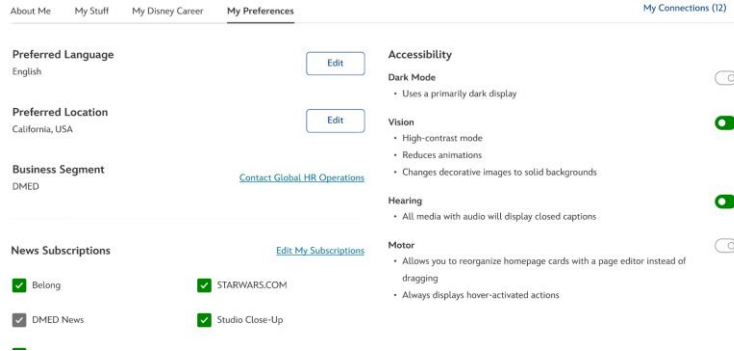
“

“I totally understand the desire to help promote people within the company and to provide internal job opportunities for people, so I really like this.” **Studio (Domestic)**



01 My Preferences

Participants found My Preferences to be intuitive, and especially liked Dark Mode



“

“I love the dark mode feature.” **Studio (Domestic)**

When participants were asked where they would go to access site settings, like their preferred language, news subscriptions, and accessibility settings, they clicked on My Preferences.

Participants would look to this area to update their site settings. There was some confusion with how selected news subscriptions would be delivered to them.

Participants were overwhelmingly delighted with Dark Mode.

Nomenclature of Preferred Location was confusing to some and they suggested “Current Location” instead.

Another suggestion was to be able to modify font type and size.

“

“Oh, dark mode! I like dark mode much better. To have that ability is really helpful. High contrast mode, my eyes are bad that is helpful.” **Corporate (Domestic)**

