

# Background & Goals

The purpose of this research is to understand employee reactions to and expectations from an MDT prototype.

About Me	Career & Jobs	Perks & Benefits	Preferences
<ul style="list-style-type: none"><li>✓ Obtain first impressions/reactions</li><li>✓ Understand what parts you would use/not use and why</li><li>✓ Understand what you would expect to see on this page</li><li>✓ See if anything is missing</li></ul>	<ul style="list-style-type: none"><li>✓ Obtain first impressions/reactions</li><li>✓ Understand what parts you would use/not use and why</li><li>✓ Understand what you would expect to see on this page</li><li>✓ See if anything is missing</li></ul>	<ul style="list-style-type: none"><li>✓ Obtain first impressions/reactions</li><li>✓ Understand what parts you would use/not use and why</li><li>✓ Understand what you would expect to see on this page</li><li>✓ See if anything is missing</li></ul>	<ul style="list-style-type: none"><li>✓ Obtain first impressions/reactions</li><li>✓ Understand what parts you would use/not use and why</li><li>✓ Understand what you would expect to see on this page</li><li>✓ See if anything is missing</li></ul>

# Research Methodology & Participant Criteria

1:1 remote, moderated usability sessions with 6 domestic participants in Corporate, DPEP, ESPN.



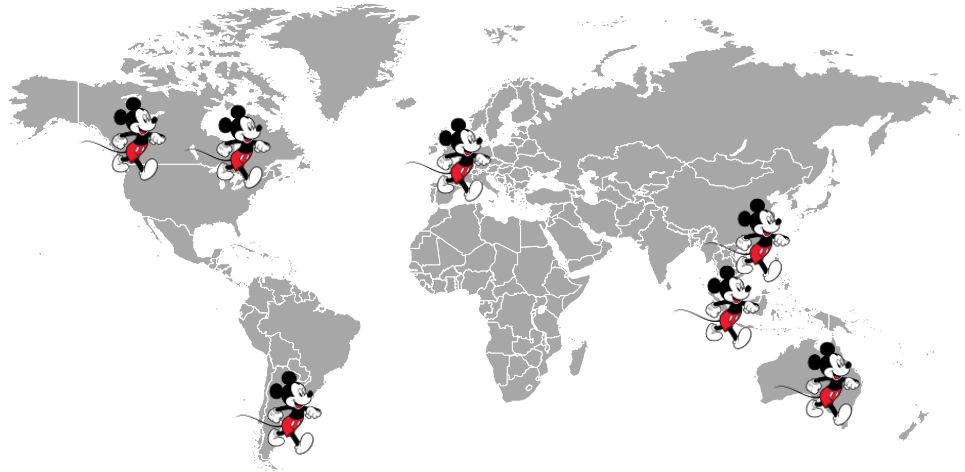
User research was performed via Zoom in mock environment.



Each session lasted approximately 30 minutes.

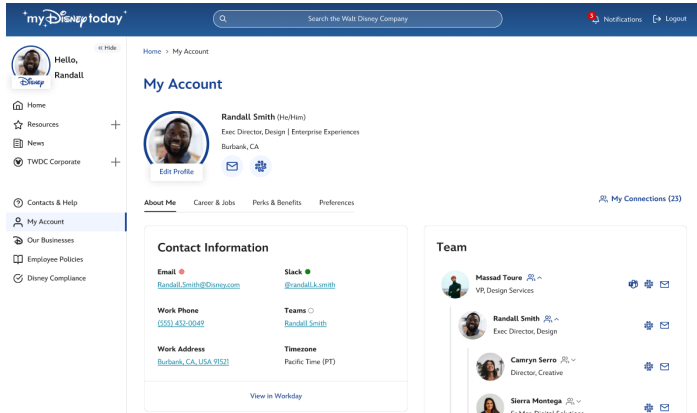


- Mix of new and veteran employees
- People Managers and Individual Contributors
- English speaking only
- Geographically diverse
- Full-time employees
- Salaried and non-Frontline employees
- Non-Union



# 01 About Me

# Employees liked the Team hierarchy view and saw the value in Job History and Education



Participants were drawn to the team section and liked the organizational hierarchy view and the pictures. Some said the org view reminded them of Rostr.

The email and slack icons next to their profile was confusing because they didn't know why they would email or slack themselves. Some said they use Teams and not Slack but Slack was the only icon next to the email icon.

They liked the contact information and details and knew that this was their contact information which they would have to view in Workday to change.

The Documents and Files heading for resume and portfolio was confusing to some participants who were not clear on what kinds of documents and files would be here and why they would use this.

“

“(Recognitions): Wow, this is so cool that this is here! I really like it.” **DPEP (Domestic)**

Participants see value in and would use Job History and Education but expected Job History and Education to be pre-populated from other profiles or resume.

They really liked the recognitions area and would use it.

“

“Documents and Files – Only Me – What kinds of stuff would be in here?” **Corporate (Domestic)**

“

“Job History – presumably, these come from some system of record. I would prefer to have this automatically entered from some previous profile or resume.” **Corporate (Domestic)**

# Projects was intuitive but participants were not sure if they had time to fill out this area

## Projects

Only Me ▾

**Prism Design System**

Deliver cohesive end-to-end user journeys and brand-specific experiences for ESPN, ESPN+, ESPN Fantasy, ESPN Tournament Challenge, ESPN ... [See More](#)

**ESPN+**

Deliver transformative consumer-facing innovation across our ecosystem of Mobile, Desktop and TV experiences in close partnership with ... [See More](#)

**Disney Parks, Experiences & Products Mobile**

Led the product design, ux and interaction design practices at Disney Parks, Experiences & Products, with responsibility for 40+ highly rated ... [See More](#)

[Edit Projects](#)

Though participants liked the Projects section and understood that these were projects that they worked on or are currently working on, participants voiced concern with this having to be an area that they would have to take time out of their busy day to fill out.

Some participants asked why Job History and Projects were in About Me and not in Career & Jobs.

“

“Projects – where does this come from? I work on so many projects and I'm busy enough finishing my actual projects. I just wouldn't find the time to have to fill this out and then care about making it look good. Also – wouldn't Projects go under Career & Jobs?” **Corporate (Domestic)**

“

“I do like the idea of projects but If this is not pulling from somewhere else I don't know if someone would take the time.” **Corporate (Domestic)**

# 01 Career & Jobs

# Employees appreciated job suggestions as well as job levels

## My Account



**Randall Smith** (He/Him)  
Exec Director, Design | Enterprise Experiences  
Burbank, CA



About Me **Career & Jobs** Perks & Benefits Preferences

My Connections (23)

### Active Applications

[View All Applications](#)

**Principal UX Designer**  
Disney Parks, Experiences and Products  
Interview

Last Updated  
3/30/2023

**Principal Product Architect**  
Disney Parks, Experiences and Products  
Application Received

Last Updated  
2/6/2023

### Saved Jobs

[View All Saved Jobs](#)

**UX Product Architect**  
Glendale, California, United States  
Walt Disney Imagineering | Posted 02/15/2023

**Director, Product Coordinator**  
Los Angeles, California, United States  
Disney Entertainment Television | Posted 02/29/2023

### Explore Jobs

[Edit Job Preferences](#)

☒ Open to New Opportunities

Search Jobs

Expectations aligned with what is offered on the Career & Jobs tab. Participants said they expected to see job postings that might be a match for them as well as a way to search for jobs.

They liked the Open to New Opportunities check box and several participants checked to see whether or not their managers would be able to see this. They also liked the ability to Save Jobs and come back to it later.

Under Explore Jobs, participants especially liked the transparency with job levels.

Participants did not know what Messages was for.

“

“What is Messages (at bottom) for?” **Corporate (Domestic)**

“

“I expect to see other roles I could move up to or may be interested in applying to. I would definitely use this.”

**Corporate (Domestic)**



“

“I really like the recommended jobs at the bottom since I don't want to constantly be looking at the MyDisneyCareers site.” **DPEP (Domestic)**

# Perks & Benefits



# Benefit and perk aggregation was very much appreciated, but they wanted their pass information higher on the page

## My Account



**Randall Smith** (He/Him)  
Exec Director, Design | Enterprise Experiences  
Burbank, CA

Edit Profile



About Me Career & Jobs **Perks & Benefits** Preferences

My Connections (23)

### My Compensation

\$--- [Show](#)

Pre-Tax Amount

### My PTO

[Record PTO Hours](#)

124 Hours [Hide](#)

Total Available PTO

Participants expected to see complimentary passes, 401K, medical benefits and perks on this page.

For the newer employees, they especially appreciated this for the perk aggregation. It was an added bonus to see compensation and PTO since these are things they sometimes check on their own.

Though employees were surprised to see My Devices, when asked if it should be elsewhere or removed, they ended up saying they were okay with keeping it there.

Employees would move My Passes higher up on the screen, as they look at this often.

“

“So much better than going to all the different sites to find all the benefits, passes, and perks. It would be nice to be able to shuffle some of these areas. I will use some of these more than others over time.” **DPEP (Domestic)**

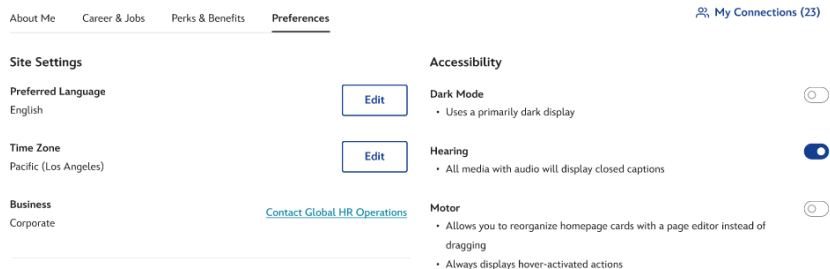
“

“Reducing the number of distinct places I need to go to and aggregating it. Super nice. These things don't change that often but having it all here in one place is nice.”

**Corporate (Domestic)**

# 01 Preferences

# With Preferences, though useful, employees would set it and forget it



Participants knew what to expect on this page (language, time zone, dark mode, theming, etc.) but would probably only use it in the beginning to set their configurations and then not return.

Participants were happy about dark mode setting.

Participants felt visibility settings and news subscriptions felt out of place in the Preferences section.

“

“I would use this once for my site settings initially and then very rarely would I come back here.” **DPEP (Domestic)**

“

“These are useful but I would use it once and not again. Preferences is not something that will change a lot. If the defaults are good, I wouldn't change anything or come back to this.” **Corporate (Domestic)**