

# Boston University Human Resources

## Wireframe User Testing

### Summary

Completed Tests	28
Lowest observed time:	3.28
Lower Quartile:	6.4
Median:	8
Upper Quartile:	12.48
Highest observed time:	42.03

### Questions

1. Without looking at the Human Resources website, please describe what types of information you'd expect to see on the homepage.

job postings, benefits, policies, training

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Information about benefits or call outs of different sections people would access frequently, and also calendar of events/training

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Benefits info and links, Insurance, Retirement

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benefits including time off, link to open positions, policies for things like FMLA, a how-to page for things like writing a job description and doing employee evaluations, checklists for new hires and employees leaving BU and links to the employee handbook/union agreements/any other binding documents. I personally think the website should be two parts, an external for people looking to apply for jobs and an internal for current employees who need specific information. I also think it should have links to non-HR areas that a user may think are HR-related, like payroll or student employment. It should also clearly state what offices to contact for faculty and post-doc hires and any other groups that don't go through HR

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Job postings, salaries, benefit packages, and current faculty.

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Employee handbook, Benefits descriptions, Job Openings, Resources for faculty, staff

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Information about job postings, information about HR forms necessary to fill out, information about filing a claim with HR, information about University HR policies.

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information on benefits - insurance, retirement, etc

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Interesting jobs, news from around BU, policy changes, etc.

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Employee resources: Link to holiday schedule, Link to healthcare benefits / info, Link to BUWorks, Important forms/information, Resources that help if you're about to go through a life change (marriage, having a baby, etc), Link to retirement plan info, New hire information/links, Benefits/perks of working at BU

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individual department sites with brief explanations about what they are responsible for, phone book to contact staff by e-mail or phone, access to policies and procedures, overview on applying for jobs, benefit information & contacts, current news that gets changed monthly

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job opportunities, information for current employees, benefits information

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navigation for Job listings, navigation for current employees, why work at BU section highlighting some benefits, news feed with any relevant news for current staff, location & contact info

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job postings, individualized portals for employees, benefits, health/dental, retirement, tuition remission

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Resources for employees, links to benefit info, job listings, contact info

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Links for quick access to: Jobs, Benefits, Employment forms, Policies, who to contact for specific info/questions.

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Information on benefits (policies, what I have available, on-boarding info, etc.), Open jobs, Calendar of work holidays, Important forms

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Tabs/buttons for health benefits, retirement benefits, job postings, grievance process information, tuition remission

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-Benefits information (health & wellness, retirement), Leave information, job listings

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New jobs, benefits links so I can find out information or enroll for things that benefit my life, reminders of due dates for upcoming things expected of me, links to policies I have to comply with (what do I need to do to be an employee of good standing - what's expected of me), links to perks of working here like free passes or discounts, links to things that would improve my life when times get hard in my personal life or my professional life (who can I turn to, and what does it cost), anything that points to the answers to the question what is expected of me, what can I get as an employee, what help or resources are there for me when I have a problem, what do I need to do to be a good employee?

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Jobs, benefits, contact info, important forms

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Benefits, Jobs, Resources, Contact

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how to find more information about employee benefits, policies, holidays, job opportunities

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direct links to employee benefit programs including: salary link, retirement info, health insurance, contact info for HR, updates to benefit information, job opportunities

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staff listings, job openings and how to apply, office hours, directions to office.

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medical benefits; retirement information; wellness information; maybe some career information.

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**2. Overall, do you feel the website homepage provided information in a clear and accessible way? If not, what would you add or change?**

Page looked cluttered. Not clear where policies would be. Health & Wellness and Work/Life were confusing as to what would be under Work/Life.

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Yes, although I think it should be more clear what specific benefits are like on the current website, there is a section specifically for benefits

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I would add the phone number to speak with a live person

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yes, more accessible

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I think all of the tools are straight forward, and users can get the information they need quickly.

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not clear on what work/life really covers

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Everything in the website's homepage was clear and to the point, I felt confident I would find any information I may need as an employee.

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Overall, the page seemed very cluttered and was sort of hard to navigate in terms of finding the links you needed to the questions posed. Also, it is not really clear what all of the tabs at the top actually refer to

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I like the bar on the left - definitely helps narrow down choice options and reduce clicks-to-information.

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Even though the quick links are all in one place, I found it much easier to scan and find the items that had callouts/titles attached to them with more general topics, like "New to BU?" and "Labor Relations". Quick Links doesn't tell me a lot, so I only really looked through it at the end. Are enough of these related that you could split them into categories, like "Current Employees" or "New Employees", and list links under there so it's easier to find things?

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I don't see a lot of value in the news area, because HR usually sends me email and stuff in the mail if they want to tell me about a really important change. I found myself really searching through the sidebar content to find my information, and ignoring all the content in the middle. I'd like to see more links for getting to places I need quickly (like the holiday calendar, BUWorks, and healthcare and retirement benefits) in that main area, and secondary information like news in the sidebars or in the footer of the page. I use the HR site a lot like I do bu.edu/tech - just to find something super quickly and then get out - and I think Tech does a great job of that now, so that might be something to look at too.

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I was over whelmed by the information. It needs to have more 2-steps instead of having so much on the main landing page.

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Yes. The quick links were really helpful in addition to the top navigation.

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no, I think its too flat and wish there were more interactions, it looks far to much like the old site

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I think the top buckets were a bit confusing. The naming wasn't logical or clear

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Yes, it is clear as it appears on the surface. However, what happens when you drill down is just as important.

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The top-level has a lot of focus, so if you are relying on any sidebars or content on the page to get users to content not in the top-level, people may miss it.

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I felt a little overwhelmed by the options in the side bars and noticed duplication. The top level labeling might benefit from slight adjustments for the sake of clarity.

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I didn't see the job openings link until after I'd clicked on careers. It was a little confusing to figure out if careers was for existing or continuing employees. I don't know if Learning @ BU is what I really wanted either. I think clicking and seeing the first page and then returning to main might be the only way to know.

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Yes

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Overall, I think it's pretty intuitive

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Somewhat. Some areas could be duplicated such as Job Openings and Careers.

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Sometimes no. To have options better identified some are to vague. Finding the FMLA form is almost impossible without direction from someone who knows where it is located. It isn't even called FMLA

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yes it is very nice

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**3. Describe what you would expect to see if you were to click on each of the following tabs: Health & Wellness, Finances, Work/Life, Learning @ BU, Careers, Labor Relations.**

H & W: health insurance  
Finances: paycheck information  
Work/Life: General information  
Learning: training opportunities  
Careers: open jobs

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Health & Wellness: not really sure, benefit information? Also health/dental plans, etc.?  
Finances: financial information like on BUworks?  
Work/Life: not really sure, extra perks provided by BU for it's employees?  
Learning @ BU: training opportunities/workshops  
Careers: available jobs  
Labor Relations: union information

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H&W: FitRec info, information seminars regarding health  
Finances: Retirement Benefits  
Work/Life: Get Trained  
Learning @BU: Get trained and taking degree classes  
Careers: Job Opportunities  
Labor Relations: Union info

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I would think that Learning would be trainings that we could take  
Finances would probably house info about payroll and direct deposit, maybe tax info  
careers would be how you search for job openings  
Labor relations would be the union issues, trainings and contracts, merit increase and eval processes

Right now I think the current website has 2 sections about Health/Wellness and Work/Life and I never know what the difference is. If I need to find info about how much time someone accrues, for example, I usually have to go to both to make sure I am looking in the right place, I don't know what the difference is until I click on them....

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Health & Wellness: Benefit packages, Insurance coverage, and fitness incentives.  
Finances: Salary information and promotion opportunities.  
Work/Life: Lifestyles of current faculty and work load.  
Learning @BU: Training information and faculty discounts on classes or programs.  
Careers: Current job openings and current faculty.  
Labor Relations: The facts of benefits and union representatives.

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H&W - fitness, health services  
Finances - salary statement, retirement, savings plans  
Work/Life, not really sure if this is general social ?  
Learning - career development, tuition assistance  
Careers - open posts? Career Development  
Labor Relations - union pages

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Health & Wellness- Information about Health & Wellness services at BU (i.e. Health & Wellness fair, information about ergonomics, mental wellness resources, etc.) as well as information about health insurance programs at BU.  
Finances- Information about University retirement plans/accounts, direct deposit, paycheck information and financial planning  
Work/Life- Information about work/life balance forums/workshops  
Learning @ BU- Information about HR Get Trained Programs  
Careers- Posted Job opening and resources  
Labor Relations- Union information

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1. health benefits provided by the University
  2. Financial info such as paychecks, retirement info, etc
  3. not entirely sure what i would find under work/life...this seems very vague
  4. Learning at BU - benefits related to classes, programs available to faculty/staff
  5. Job openings/opportunities at BU
  6. Union information
- 

- Health plan, information on Fitrec, smoking cessation, etc., wellness website linkage
  - Retirement, financial advisor contacts, etc.
  - Time off information, BU departments like FSAO, childcare, articles on timely work/life issues, contacts for HR Reps for life changes
  - Training opportunities, professional development information, career pathing articles, tuition remission linkages
  - Open job opportunities, featured jobs
  - Union information, information on employee/manager relations in general
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Health & Wellness

- Healthcare information
- Dental information
- Resources for finding doctors in network
- Sick leave
- Other wellness-related perks (FitRec discount / waiver, etc)

Finances

- Retirement plan
- Partnerships with banks/credit unions/etc if we have that
- Salary information
- Employee pay info

Work/Life

- Holiday schedule

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- Vacation time
- Tuition remission

Learning@BU

- Not really sure what this is. Extended education courses? Conferences?

Careers

- Job openings
- Salary info

Labor Relations

- Union-related stuff

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Health & Wellness - medical & dental coverage info  
Finances - retirement accounts and 401K  
Learning@BU - training courses offered by HR  
Careers - more job related talking about the different positions available around campus  
Labor Relations - L615 or 2324 information

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Health & Wellness: Health and dental plan information, gym membership and discounts  
Finances: Metro Credit Union, direct deposit, tuition remission  
Work/Life: Discounts around Boston, Counseling services  
Learning@BU: Continuing education, tuition remission  
Careers: Job opportunities, salary info  
Labor Relations: Union information and policies

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I would like to see a more tailored page for employees

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H&W: Info on FitRec, bike paths, dental plans, etc  
Finances: Payroll maybe  
W/L: Not sure!  
Learning@BU: Tuition remission  
Careers: Career training, jobs  
Labor Relations: Union stuff

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Health& Wellness: Health Plans, other health related benefits; Finances: Retirement plans; Work/Life: Whatever is there now!; Learning @Bu: training programs/opportunities; Careers: don't know; Labor Relations: don't know.

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Health and Wellness = medical insurance, etc.  
Finances = 401k, compensation, taxes, etc.  
Work/Life = everything else  
Learning @ BU = tuition remission  
Careers = job changes or listings

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Health & Wellness--Health Benefits  
Finances--paycheck? or maybe retirement? I'm not sure.  
Work/Life--job training?  
Learning@BU--Tuition Remission  
Careers--Job Postings  
Labor Relations--Union stuff

---

Health & Wellness - benefits information (health, dental, vision, long term disability, etc.), information about fitness and health resources on campus.  
Finances - retirement plans and supplemental retirement plan information, financial counseling tools and resources.  
Work/Life - this is a strange label to me. I'm not quite sure what I would expect to see here, but guess that it might contain information on life events and impacts on benefits or otherwise, resources for taking leave...  
Learning & BU - training opportunities and professional development opportunities on and off campus  
Careers - job listing, resources for supervisors/hiring managers, salary ranges  
Labor Relations - information for Union employees or employees entering a Union.

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Health and Wellness - Health, Dental, and also Faculty/Staff Assistance info, or personal stress management or financial advice  
Finances - financial advice, financial software perks (because I already know that those exist), but other than the health plan calculator, I'm not sure what else, and I'd look for the health plan calculator in Health

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Work/Life - I might look for perks here, especially ones for my family, but I'm not sure what else. Wellness and Life seem related.

Learning @ BU - maybe some professional training classes, but I'd also want TR info and IT Training info to be there. Learning should be all the programs that I could use, like MS Office, SPSS, SAP, BU's internal procedural info that's independent of software program, a lot of things related to being an employee at BU and trying to learn more skills to be more useful and current in my job

Careers - career development advice would be nice. If there was a development path that I could opt into, perhaps one that connected to Learning @ BU, it would make me feel better, that I wasn't a disposable asset, that I can learn and grow and still work here

Labor Relations - contracts are hard to read for most folks, so how to do things in simple language. Who do I talk to if I have a problem? How to I file for a grievance? If something goes wrong, how does this go? What are my rights? When are the contracts changing so that I know when to expect that change? I don't know if this is what BU wants to have there, but when I was a union employee, this is what I would have wanted to see.

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H&W: gym info, health insurance, leave for health reasons

Finances: retirement benefits, tuition remission, how to access BUworks

W/L: Family composition changes, perks unique to working at BU (classes, fitrec, employee discounts), daycare for children

Learning@BU: training, tutorials offered, taking undergrad/grad classes

Careers: job listings, salary ranges, union/non-union difference explained, how to hire

Labor Relations: legal docs

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Health & Wellness - info about health benefits and how to enroll

Finances - info about payroll, direct deposit.

Work/Life - time off, disability

Learning - trainings, tuition remission

Careers - job opportunities, how to apply

Labor Relations - contacts for employees

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Health & Wellness: opportunities to learn health and wellness information as related to faculty and staff, programs dealing with these subjects.

Finances: Pay stubs, retirement information

Work/Life: programs dealing with work related issues and everyday life issues.

Learning @ BU: not quite sure on this one.

Careers: Job opportunities and related information.

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Health & Wellness=health plans

Finances=?

Work/Life=work and life at BU...tabs for different areas surrounding work and life at BU

Learning @BU=directions for applying for tuition remission for self and children

Careers=working at BU? applying for a job at BU

Labor Relations=union contract issues

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# Wireframe Heatmaps

1. Assume you are new to BU and want to see what resources are available for new hires. Where would you find this information?

**Boston University Human Resources** [Contact HR](#)

**Health & Wellness** **Finances** **Work/Life** **Learning@BU** **Careers** **What if I?**

**Quick Links**

- Employee Self Service
- Manager Self-service
- Enroll/Change Benefits
- Policies
- Employee Handbook
- Faculty Handbook
- Job Openings

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**BOSTON UNIVERSITY**

**Apps/Tools** **Forms/Docs**

- Enroll/Change Benefits
- BU Be Well
- Employee Self-Service
- Manager Self-Service

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- Skips: 0
- Average time taken: 14 seconds

2. Assume you are a union employee at Boston University. Where would you find information about union contracts?

**Boston University Human Resources** [Contact HR](#)

**Health & Wellness** [Finances](#) [Work/Life](#) [Learning@BU](#) [Careers](#)

**Quick Links**

- Employee Self Service
- Manager Self-service
- Enroll/Change Benefits
- Policies
- Employee Handbook
- Faculty Handbook
- Job Openings

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**Apps/Tools** **Forms/Docs**

- Enroll/Change Benefits
- BU Be Well
- Employee Self-Service
- Manager Self-Service

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- Skips: 0
- Average time taken: 15 seconds



3. As a BU Employee, you want to learn about how getting married can affect your benefit coverages and what things you should consider. Where would you click to find a page that provides this information?

The screenshot shows the Boston University Human Resources website. The main navigation bar includes 'Health & Wellness' (19%), 'Finances', 'Work/Life' (15%), 'Learning@BU', and 'Careers'. A search bar is located in the top right corner. The 'Health & Wellness' section is highlighted, and the main content area displays 'Health & Wellness' with a large 'X' over it. The left sidebar contains 'Quick Links' and 'Health & Wellness' sub-sections. The right sidebar contains 'Apps/Tools' and 'Forms/Docs' sections. The bottom of the page features the Boston University logo and a 'Disclaimer' link.

**Boston University Human Resources** [Contact HR](#)

**Health & Wellness** [Finances](#) [Work/Life](#) [Learning@BU](#) [Careers](#)

**Quick Links**

- Employee Self Service
- Manager Self-service
- Enroll/Change Benefits
- Policies
- Employee Handbook
- Faculty Handbook
- Job Openings

**Health & Wellness**

Health

- Prescription Drug Coverage
- Dental
- Vision Discount (NE Eye)
- Flexible Spending Accounts
- Disability
- Wellness

**Apps/Tools** **Forms/Docs**

- Enroll/Change Benefits
- BU Be Well
- Employee Self-Service
- Manager Self-Service

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**Changes in your Work/Life**  
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**[Other Feature]**  
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- Average time taken: 15 seconds

4. You need to find information regarding the policies in the Employee Handbook. Where on the page would you expect to find it?

**Boston University Human Resources** [Contact HR](#)

**Health & Wellness** **Finances** **Work/Life** **Learning@BU** **Careers** **What if I?**

**Quick Links**

- Employee Self Service
- Manager Self-service
- Enroll/Change Benefits
- Policies
- Employee 73%
- Faculty Handbook
- Job Openings

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**Apps/Tools** **Forms/Docs**

- Enroll/Change Benefits
- BU Be Well
- Employee Self-Service
- Manager Self-Service

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- Average time taken: 15 seconds

5. Assume you have been injured and need to take a leave of absence. Where would you click to find this information?

**Boston University Human Resources** [Contact HR](#)

**Health & Wellness** 46% **Finances** **Worklife** 12% **Learning@BU** **Careers** **What if I?**

**Quick Links**

- Employee Self Service
- Manager Self-service
- Enroll/Change Benefits
- Policy
- Employee Handbook
- Faculty Handbook
- Job Openings

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**Apps/Tools** 8% **Forms/Docs**

- Enroll/Change Benefits
- BU Be Well
- Employee Self-Service
- Manager Self-Service

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- Clicks: 26
- Skips: 0
- Average time taken: 15 seconds

6. You want to find available jobs at BU. Where would you click to find this information?

**Boston University Human Resources** [Contact HR](#)

**Health & Wellness** **Finances** **Work/Life** **Learning@BU** **C65%ts** **What if I?**

**Quick Links**

- Employee Self Service
- Manager Self-service
- Enroll/Change Benefits
- Policies
- Employee Handbook
- Faculty Handbook
- Job **OSIS**

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**Apps/Tools** **Forms/Docs**

- [Enroll/Change Benefits](#)
- [BU Be Well](#)
- [Employee Self-Service](#)
- [Manager Self-Service](#)

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- Skips: 0
- Average time taken: 7 seconds

7. As a current BU employee, you have a question about your benefits and would like to speak with someone, but you are unsure whom to turn to. Where can you find a list of HR resources?

**Boston University Human Resources** Con 62% HR

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**Health & Wellness** **Finances** **Work/Life** **Learning@BU** **Careers** What if I?

**Quick Links**

- Employee Self Service
- Manager Self-service
- Enroll/Change Benefits
- Policies
- Employee Handbook
- Faculty Handbook
- Job Openings

X

**Apps/Tools** **Forms/Docs**

- Enroll/Change Benefits
- BU Be Well
- Employee Self-Service
- Manager Self-Service

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- Skips: 0
- Average time taken: 57 seconds

8. As a hiring manager at BU, where would you look for tips and steps on how to hire a new employee?

**Boston University Human Resources** [Contact HR](#)

**Health & Wellness** **Finances** **Work/Life** **Learning@BU** **Careers** **What if I?**

**Quick Links**

- Employee Self Service
- Management Service
- Enroll/Change Benefits
- Policies
- Employee Handbook
- Faculty Handbook
- Job Openings

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- Enroll/Change Benefits
- BU Be Well
- Employee Self-Service
- Management Service

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**Lorem Ipsum**  
Nunc feugiat eget lorem sit amet interdum. Praesent cursus ligula eget lacus volutpat, ut luctus massa lacinia.

**News**

**News Item #1**  
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**News Item #2**  
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**BOSTON UNIVERSITY**

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- Clicks: 26
- Skips: 0
- Average time taken: 29 seconds

9. Where on this page would you click to find more information about professional development and/or training programs at BU?

**Boston University Human Resources** [Contact HR](#)

**Health & Wellness** **Finances** **Worklife** **Learn@BU** **Careers** **What if I?**

**Quick Links**


- Employee Self Service
- Manager Self-service
- Enroll/Change Benefits
- Policies
- Employee Handbook
- Faculty Handbook
- Job Openings

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
**Part-Time Employee Perks**  
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**Labor Relations**  
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**News**

**News Item #1**  
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- [Enroll/Change Benefits](#)
- [BU Be Well](#)
- [Employee Self-Service](#)
- [Manager Self-Service](#)

[See all Apps](#)

**Did You Know?**  
Lorum ipsum lorem ipsum lorem. [Find out more](#)

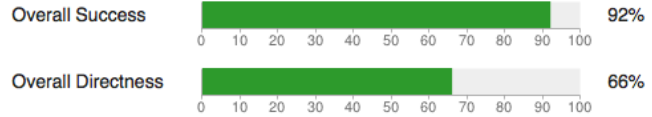
**Lorem Ipsum**  
Nunc feugiat eget lorem sit amet interdum. Praesent cursus ligula eget lacus volutpat, ut luctus massa lacinia.

- Clicks: 26
- Skips: 0
- Average time taken: 17 seconds

# Boston University Human Resources Information Architecture User Testing

## Summary

<b>Completed Tests</b>	22
<b>Lowest observed time:</b>	2.67
<b>Lower Quartile:</b>	3.75
<b>Median:</b>	4.28
<b>Upper Quartile:</b>	5.58
<b>Highest observed time:</b>	26.58



## Information Architecture Used for Testing

### Health & Wellness

#### Health

- Participation
- Blue Cross Blue Shield PPO
- BU Health Savings Plan
- About the Health Savings Plan (HSA)
- Network Blue New England
- Health Plan Comparison
- Events that Affect Participation
- Continuing Coverage through COBRA
- Health Plan Rates for Employees Working 75% or More of a Full-Time Schedule
- Health Plan Rates for Employees Working Less than 75% of a Full-Time Schedule
- When Coverage Ends

#### Prescription Drug Coverage

- Prescription Drug Change Effective April 2014
- Appealing a Denied Claim

#### Dental

- Participation
- BU Dental Health Center Plan
- Dental Blue Freedom Plan
- Events that Affect Participation
- Dental Plan Rates

#### Vision Discount (NE Eye)

#### Flexible Spending Accounts

- How the Flexible Spending Accounts Work
- Dependent Care Flexible Spending Account
- Health Care Flexible Spending Account

#### Disability

- Short-Term-Disability
- Long-Term Disability
- Workers' Compensation

#### Wellness Programs

- DASH for Health Nutrition Program
- QuitNet Smoking Cessation
- Fitness & Recreation

### Finances

#### Survivor Insurance

- Basic Group Life Insurance
- Group Supplemental Life Insurance Plan



- Travel Accident Insurance Plan
- Personal & Family Accident Insurance Plan
- Supplemental Death Benefit Plan
- Retirement Plan
  - Participation
  - Investment Choices
  - How the Plan Works
  - How to Obtain Benefits
  - Events That Affect Participation
- Supplemental Retirement & Savings Plan
  - Participation
  - Investment Choices
  - How the Plan Works
  - How to Obtain Benefits
  - Events that Affect Participation
- Retirement Planning Resources/Tools
  - Contribution Limits
  - On-Campus Appointments
  - ESPlanner Financial Planning Tools
  - Income Solutions
  - Personal Finance Video Series
  - Zvi Brodie Video on Investing for Retirement
- Social Security
- Severance Pay Plan
- Unemployment
- Pay Schedule
- Direct Deposit
- Tuition Exchange Program
  - Participation
  - How the Program Works
    - Scholastic Amount
    - Selection Process
  - How to Apply for Tuition Exchange Benefits
  - Events that Affect Participation
  - Students interested in Attending Boston University

Work/Life

- Campus Emergency
  - Emergency Closing
  - BU Alert
- Campus Safety
  - If Injured at Work - Medical Campus
  - If Injured at work - Charles River Campus
  - BUPD Safety Manual
  - Environmental Health & Safety
- Getting to Know Campus
- Employee Perks, Discounts, & Resources
  - Agganis Arena at Boston University
  - Auto/Home Insurance Discount
  - Barnes & Noble @ BU
  - Boston Symphony Orchestra
  - BU Castle
  - Huntington Theatre Company
  - Museum of Science
  - Personal Mobile Phones
  - Preferred Banking Arrangements
  - Real Estate & Rental Properties
  - Six Flags Discount Tickets
  - Sullivan Tire & Auto Service

Tsai Performance Center  
Zipcar

Get Involved

Parking & Transportation

Resources for You & Your Family

Breastfeeding & Lactation Support

Child Care & Preschool Education Programs

Employment Verification

Faculty/Staff Assistance Office

Faculty Resources Office

Time Off & Leaves of Absence

Time Off

Leaves of Absence

Learning @ BU

Learning, Leadership, & Management Programs

Choose to Lead

Choose to Manage

Choose to Learn

Professional Development

Procedural Workshops

Health Promotion

Enroll Online

Learning Schedule

Learning Services

Systems Training

HCM Training

TimeKeeper

Tuition Remission

Participation

How the Program Works

Apply for Tuition Remission

Cost of the Program

Courses not Covered

Tuition Remission Benefits

Your Tuition Remission Benefits

Tuition Remission Benefits for Your Spouse

Tuition Remission Benefits for Your Dependent Children

Events That Affect Participation

Other Information

Other Learnings at BU

BUWorks Training

IS&T Training

Careers

Why Work at BU?

How to Apply

Open Job Opportunities

Talent Acquisition

My Performance

# Tasks & Metrics

## Task 1

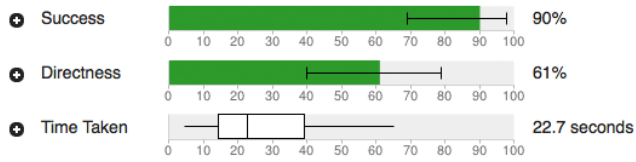
You are a current BU employee, and you want to know more about your retirement benefits. Where would you find this information?

- Finances → Retirement Plan → Participation
- Finances → Retirement Plan → Investment Choices
- Finances → Retirement Plan → How the Plan Works
- Finances → Retirement Plan → How to Obtain Benefits
- Finances → Retirement Plan → Events That Affect Participation



Direct Success	12	57%
Indirect Success	7	33%
Failure	2	10%
Skip	0	0%

[View the Pietree for this task](#)

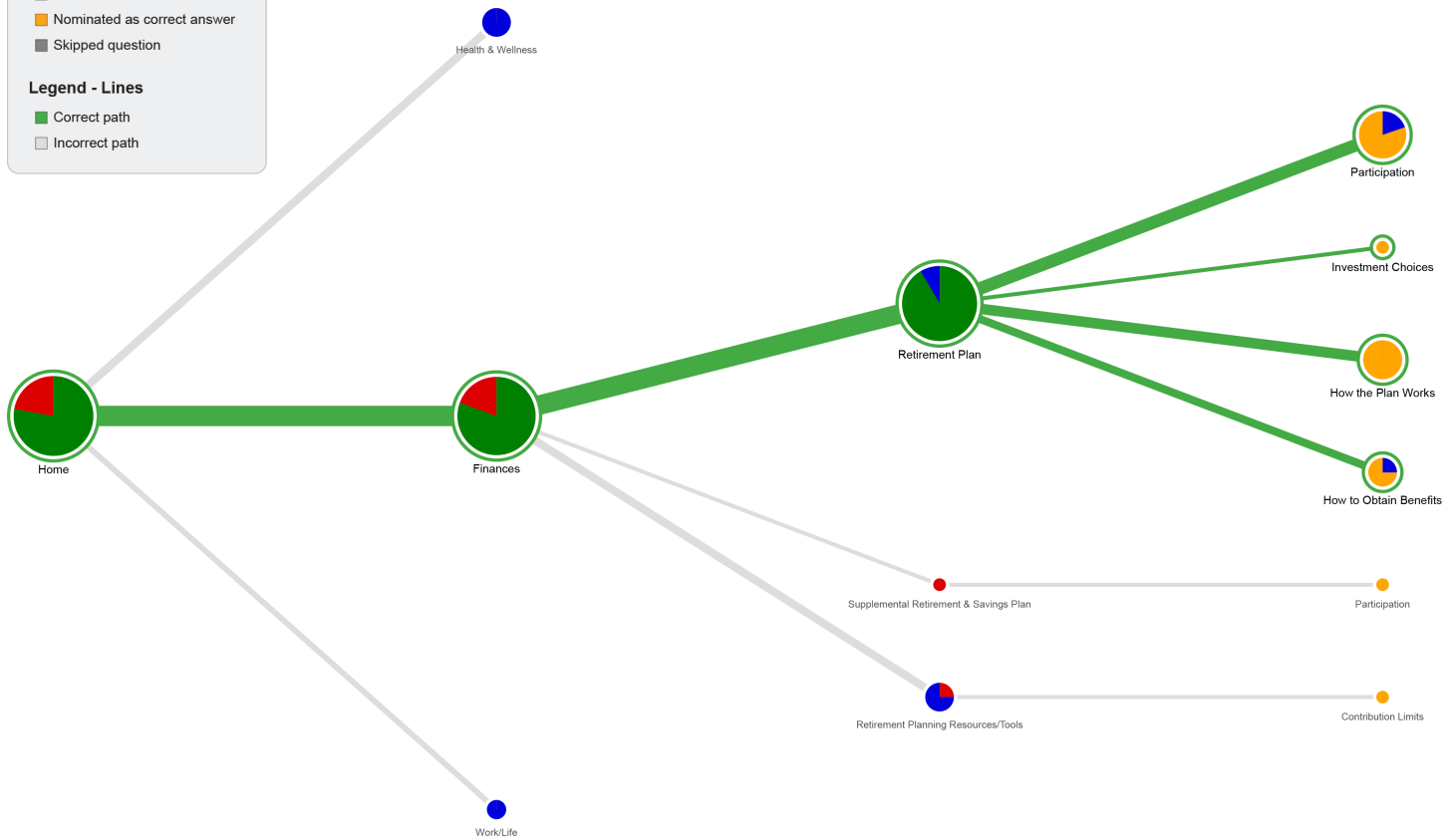


**Legend - Pies**

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

**Legend - Lines**

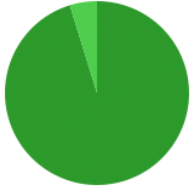
- Correct path
- Incorrect path



## Task 2

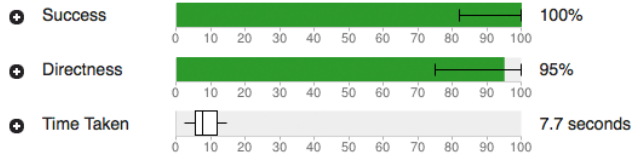
As a current BU employee, you've just changed banks and need to update your direct deposit. Where would you go for more information about this?

Finances → Direct Deposit



Direct Success	20	95%
Indirect Success	1	5%
Failure	0	0%
Skip	0	0%

[View the Pietree for this task](#)

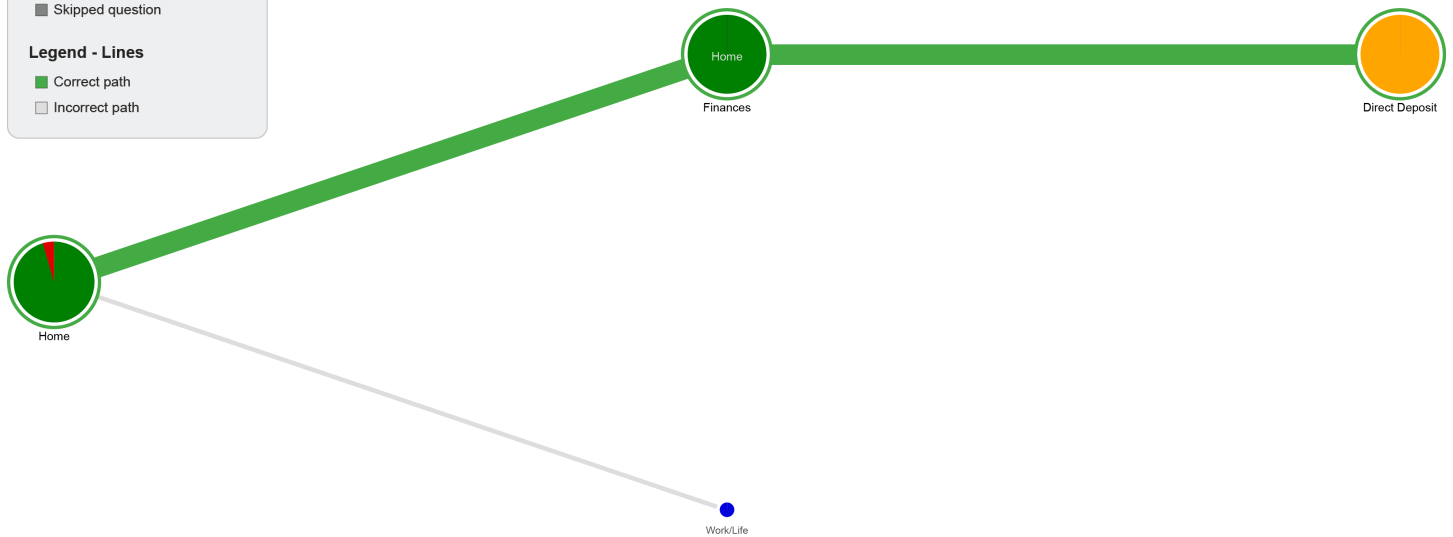


### Legend - Pies

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

### Legend - Lines

- Correct path
- Incorrect path



### Task 3

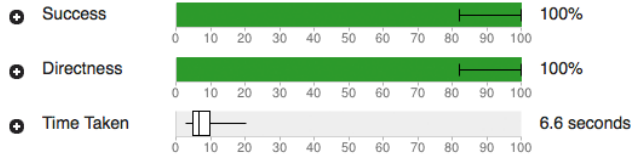
You want to find available jobs at BU. Where would you go to find this information?

Careers → Open Job Opportunities



Direct Success	21	100%
Indirect Success	0	0%
Failure	0	0%
Skip	0	0%

[View the Pietree for this task](#)



**Legend - Pies**

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

**Legend - Lines**

- Correct path
- Incorrect path



## Task 4

You've recently moved to a new job at BU and you need to take a few night classes to brush up on some skills. Where would you learn more about the tuition remission program?

Learning @ BU → Tuition Remission → Participation

Learning @ BU → ... → Tuition Remission Benefits → Your Tuition Remission Benefits

Learning @ BU → Tuition Remission → Other Information

Learning @ BU → ... → How the Program Works → Apply for Tuition Remission

Learning @ BU → ... → How the Program Works → Cost of the Program

Learning @ BU → ... → How the Program Works → Courses not Covered

Learning @ BU → ... → Tuition Remission Benefits → Tuition Remission Benefits for Your Spouse

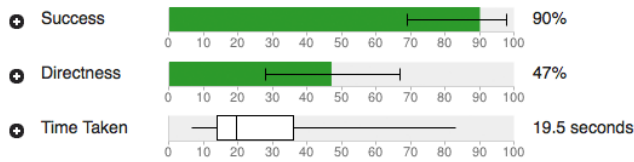
Learning @ BU → ... → Tuition Remission Benefits → Tuition Remission Benefits for Your Dependent Children

Learning @ BU → Tuition Remission → Events That Affect Participation



Direct Success	9	43%
Indirect Success	10	48%
Failure	2	9%
Skip	0	0%

[View the Pietree for this task](#)

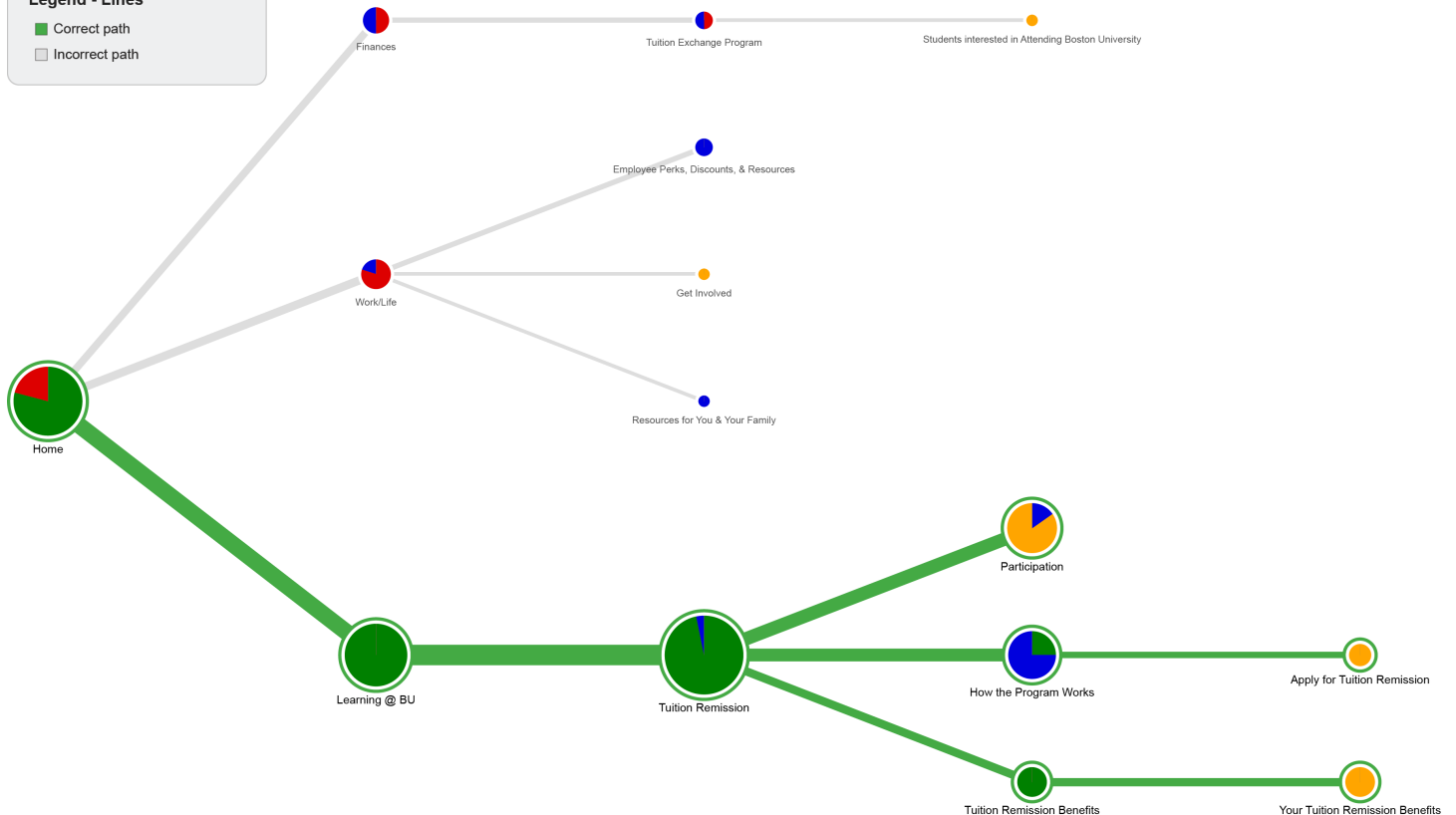


**Legend - Pies**

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

**Legend - Lines**

- Correct path
- Incorrect path



## Task 5

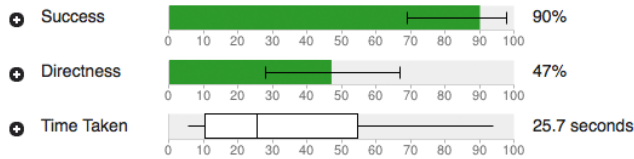
As a current BU employee, you are planning a long family vacation and want to combine your vacation time with New Year's. Where would you go to find a holiday schedule that shows what day of the week New Year's falls on?

Work/Life → Time Off & Leaves of Absence → Time Off



<span style="color: green;">■</span> Direct Success	10	48%
<span style="color: lightgreen;">■</span> Indirect Success	9	43%
<span style="color: red;">■</span> Failure	2	9%
<span style="color: gray;">■</span> Skip	0	0%

[View the Pietree for this task](#)

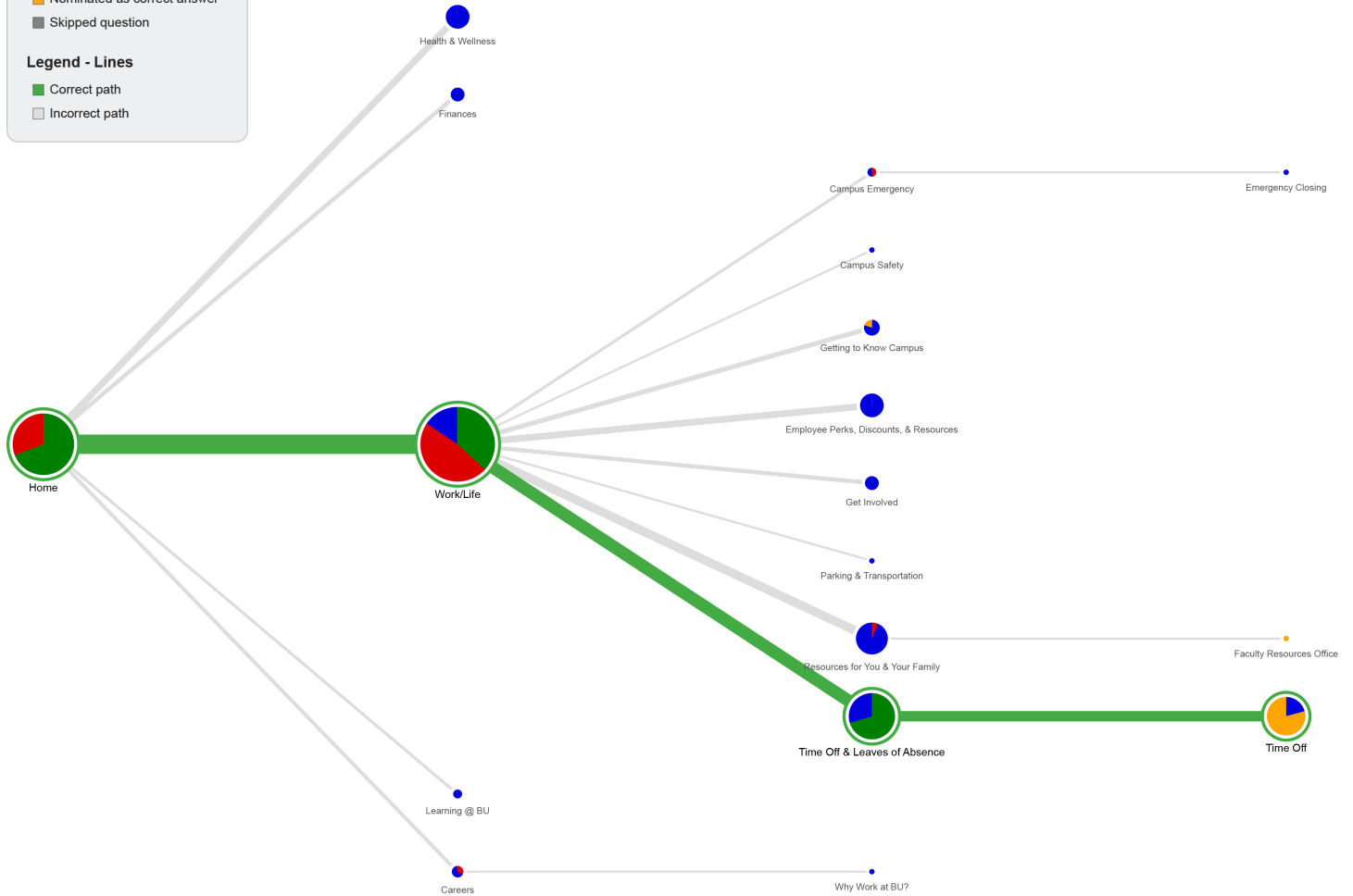


**Legend - Pies**

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

**Legend - Lines**

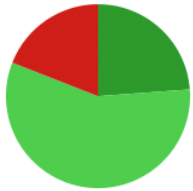
- Correct path
- Incorrect path



# Task 6

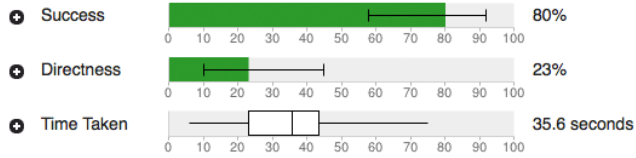
As a current BU employee, you want to learn more about the Employee Assistance Program from the Faculty/Staff Assistance Office. Where would you find a page that describes the program?

Work/Life → Resources for You & Your Family → Faculty/Staff Assistance Office



Direct Success	5	24%
Indirect Success	12	57%
Failure	4	19%
Skip	0	0%

[View the Pietree for this task](#)

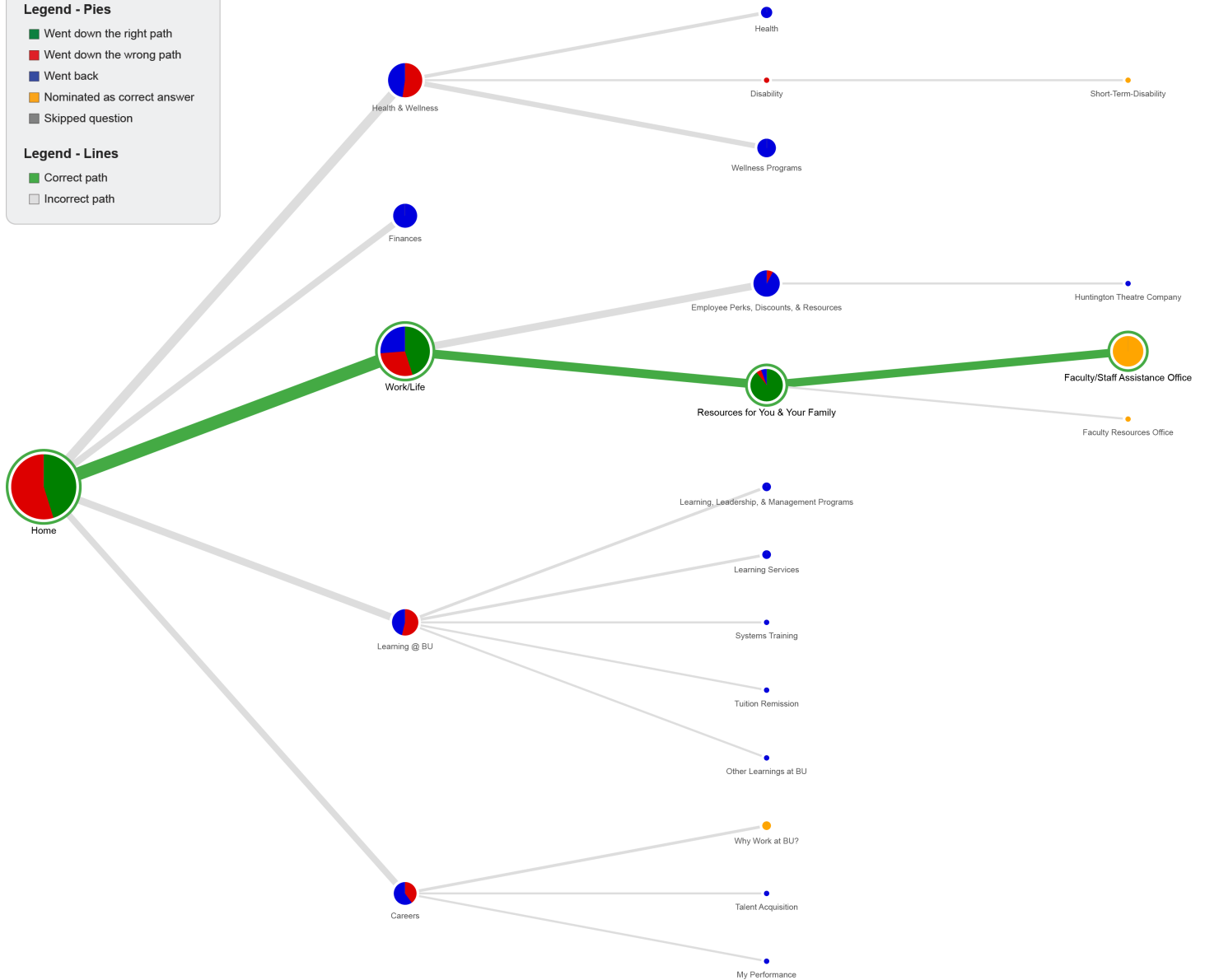


**Legend - Pies**

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

**Legend - Lines**

- Correct path
- Incorrect path

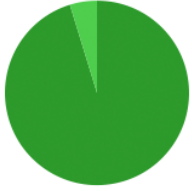




## Task 7

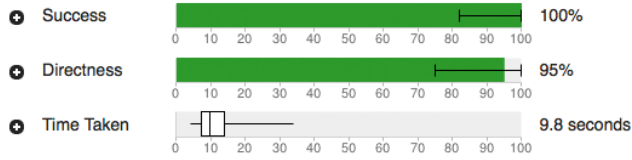
As a current BU employee, where would you look for details about BU's Emergency Closing procedures?

Work/Life → Campus Emergency → Emergency Closing



Direct Success	20	95%
Indirect Success	1	5%
Failure	0	0%
Skip	0	0%

[View the Pietree for this task](#)



**Legend - Pies**

- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

**Legend - Lines**

- Correct path
- Incorrect path

