

Paycor Usability Testing Results

Enterprise 2.0 – January BETA

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Paycor Enterprise 2.0



Agenda

1. Paycor Usability Test Summary
2. Executive Summary
3. Feedback from Usability Testing
4. Appendix

Paycor Usability Testing Summary

Users were generally able to complete core payroll tasks, but several workflows created friction due to unclear navigation, hidden controls, and weak system feedback. The **biggest breakdowns occurred in Paydata-related tasks, especially deductions, Add Column, EE Drawer access, and save-state confirmation.**

Testing Summary

- **Participants:** 10 payroll users
- **Tasks tested:** 9 payroll workflows
- **Method:** Moderated usability testing
- **Task success:** 60%–100%
- **Main friction areas:** Paydata workflows, deductions, Add Column, EE Drawer, save feedback
- **Bottom line:** Users could complete most tasks, but workflow friction increased task time, errors, and uncertainty.

Recommendations

- **Improve visibility** of key controls and actions.
- **Clarify navigation and screen labels.**
- **Make** Add Column and EE Drawer **functionality easier to discover.**
- **Provide clearer save confirmations and system feedback.**
- **Reduce reliance on hidden or hard-to-find workflow elements.**

Executive Overview

Users responded positively to the application overall, but the test identified important usability issues in payroll workflows. Most issues were related to discoverability, navigation clarity, workflow progression, and system feedback rather than users' ability to understand the tasks.

Key Insights

- Users completed most tasks successfully, with success rates ranging from 60%–100%.
- The most difficult workflows involved Paydata, deductions, Add Column, and EE Drawer functionality.
- Hidden controls and unclear workflow progression caused hesitation, backtracking, and errors.
- Unclear save states reduced user confidence after entering or changing payroll data.

Executive Overview

Key Issues Identified

- Add Column and EE Drawer functionality were not immediately obvious.
- Save states and system feedback were unclear.

High-Level Opportunity

Improve discoverability, navigation clarity, and system feedback to reduce workflow friction and increase user confidence during payroll processing.

Executive Overview

Overall Survey Ratings

- **100%** (10 of 10) rated overall ease of use positively (Somewhat Agree to Strongly Agree).
- **90%** (9 of 10) rated the application simple to use.
- **90%** (9 of 10) felt comfortable using the application.
- **70%** (7 of 10) rated learning the application positively.
- **100%** (10 of 10) rated overall satisfaction positively.
- **90%** (9 of 10) believed the application would improve effectiveness or make their jobs easier.

Key Issues Identified

- **70%** (7 of 10) rated information clarity positively.
- **70%** (7 of 10) rated navigation/location awareness positively.
- **80%** (8 of 10) rated information organization positively.
- **Several users provided neutral or negative ratings for navigation, information clarity, and screen organization, indicating opportunities to improve workflow guidance and information architecture.**

Feedback from Usability Testing

Task 1 – Update Kelly Fuson’s phone number and address in the system.

N = 10



The screenshot shows an 'Employee Details' form with the following fields and values:

Field	Value
Salutation	[Dropdown]
First Name	Anthony
Middle Name	W.
Last Name	Abrams
Suffix	[Dropdown]
Date of Birth	06/28/1986
Age	25
Social Security Number	999-99-1867
Ethnicity	White
Accredited	[Dropdown]
Gender	Male (Selected)

Buttons: Cancel, Save

Representative Quotes:

- User 10: “Ah, I did not see the [scroll bar] earlier.”
- User 11: “I like the old one better.”
- User 12: “Yup, yup. I thought that was the only info on that page.”

Task Time: 3: 20 | **Success:** 90%

Observed User Behavior:

- **Users missed the scroll bar** and believed the **Contact Information page ended at the Save/Cancel buttons.**
- Several users navigated between screens searching for address information.

Key Finding:

Users failed to notice content below the fold because the **page did not clearly indicate that scrolling was required.**

Task 2 – What is Michael Koth’s hire date?

N = 10

Employee Details

Salutation	First Name	Middle Name	Last Name	Suffix
	Anthony	W.	Abrams	
Date of Birth	Age	Social Security Number	Ethnicity	Accredited
06/28/1986	25	999-99-1867	White	
Gender				
<input checked="" type="radio"/> Male				
<input type="radio"/> Female				

Cancel Save

User Comments:

- **User 6 failed:** “I am looking at the heading [Employee Cards], if it is there, I am not seeing it. I would have looked in Details and I would think it would be here. But I don’t see it.”
- “Effective date – I don’t know if that is the same thing as the Hire date.”
- “I have so much to do at my office that if I had to wait, it would drive me out of my mind.”
- “I think that part of a new system is getting to know it.”

Task Time: 1:22 | **Success:** 90%

Observed User Behavior:

- Users **went to Contact Information instead of Employee Details** (Users 6, 9, 10, 11, 12, 13)
- Many **users expected the hire date to be located on Employee Details or Current Position** screens.

Key Finding:

- Users had difficulty locating hire date information because related employee information was distributed across multiple screens and did not match user expectations.

Task 3 – Set up a monthly bonus of \$100 for Kelly Fuson.

N = 10

Code	Description
OT	Overtime Hours
Stop Pym	Stop Payment Charge
Stop Pym	Stop Payment Charge

OT Overtime Hours

\$ 0.0000

Rate 0.000000%

Factor 1.500000

Advanced Settings

Frequency: Every pay period

Equation: ((RATE * FACTOR) * HR) + AMT

Include In

Cancel Save

Task Time: 1:45 | **Success:** 80% (Two users had technical issues)

Observed User Behavior:

- Two users did not complete the task due to system issues
- Users struggled to locate the Frequency field on the Additional Earnings screen (Users 4, 6, 7, 8)
- Users often scrolled up and down or accessed Advanced Settings to find the field

Key Finding:

Users were generally able to complete the Additional Earnings workflow, but locating and understanding the Frequency field caused confusion, extra navigation, and reliance on Advanced Settings, increasing task time and cognitive load.

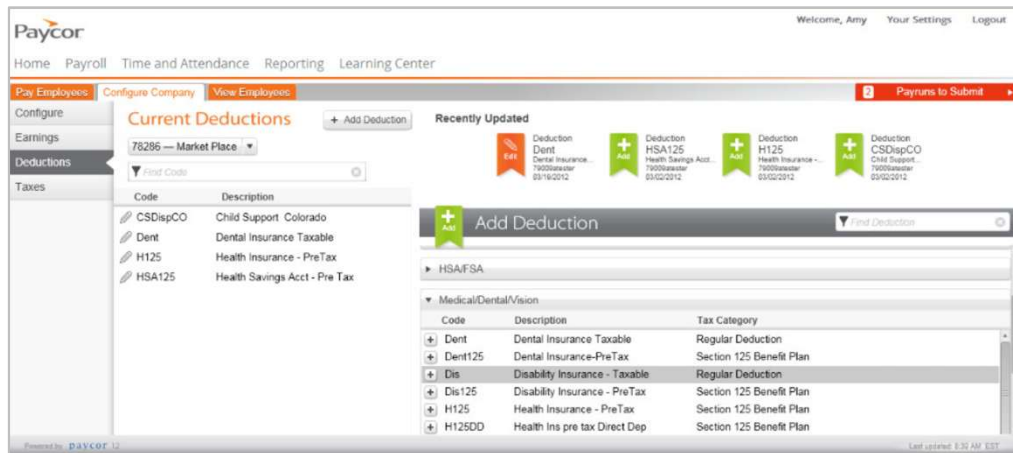
Representative Quotes:

- User 4: “I want to say Special Occurrence because I don’t see one...First pay period of the month — that is fine.”
- User 6: “First pay period of the month, I am going to do that because it is monthly.”
- User 7: “Maybe advanced settings for monthly...There we go.”

Task 4 - Apply \$25 Lunch deduction for Michael Koth in the payrun.

N = 10

Task Time: 4:37 | Success: 60%*



Representative Quotes:

- User 4: "I have no idea how to do that to be honest."
- User 5: "Call my payroll specialist."
- User 8: "I don't see a Save so I assume I just go back to payruns."

Key Finding:

Users struggled to understand workflow progression, client ID management, and where deductions should be completed within the system. Navigation confusion, unclear save states, and hidden controls increased task failures, task time, and user uncertainty during payroll workflows.

Observed User Behavior:

- Users struggled to understand how to switch client IDs and where deductions should be entered within the system.
- Users navigated across multiple screens, including Select Payrun, Configure Company, Employee Details, Deductions, and Enter Paydata trying to complete the workflow.
- Several users attempted to complete deductions on the wrong screens or without selecting the correct pay run.
- Users were uncertain whether actions had been saved and frequently looked for confirmation or Save functionality.
- Some users could not see newly added columns because the Add Column button obscured the grid updates.

Task 5 – Please add Retroactive Pay of 10 hours at \$25 / hour for the first five employees on the grid.

N = 10

Task Time: 3:00 | **Success:** 90%*

Observed User Behavior:

- Users struggled to locate and understand the Add Column functionality on the Paydata grid.
- Several users searched within Grid Options expecting Add Column controls to be located there.
- Users were confused by terminology and did not understand actions such as Add Line, Add Check, or Manual Check.
- Some users did not notice the arrow next to employee names that opened the EE drawer.
- Once users discovered the EE drawer and in-line editing capabilities, several responded positively to the workflow efficiency.

Representative Quotes:

- User 8: “That’s a lousy place to hide it.”
- User 12: “Could that be bigger?”
- User 12: “This [Add Column icon] is not telling me that I can do anything.”
- User 7: “Took me a little while to find the little arrow next to his name.”

Key Finding:

- Users struggled to discover and understand key Paydata grid actions, particularly Add Column and the EE drawer functionality. Unclear controls, weak visual hierarchy, and confusing terminology increased hesitation, navigation errors, and workflow inefficiency despite positive reactions once features were discovered.

Task 6 – Pay Jovan Wilhoite 40 hours regular and 5 hours OT.

N = 10

Task Time: 1:03 | **Success:** 90%

- **Observed User Behavior:**

- Some users were confused about selecting the correct payrun and locating the Paydata grid.
- Users were uncertain whether entered hours had been saved after data entry.
- Several users looked for additional confirmation or expected a Save or Done action after entering hours.
- Some users responded positively to the EE drawer and Add Column functionality once discovered.

- **Representative Quotes:**

- User 4: “I need to get to his pay grid. I am not sure where I am going.”
- User 6: “How do I know it's not .5?”
- User 11: “I don't need a Save button but I have to get used to it.”
- User 10: “That one was easy.”

- **Key Finding:**

Users were generally able to complete the task successfully, but uncertainty around payrun selection, workflow location, and save states created hesitation and reduced confidence during Paydata entry workflows.

Task 7 – Pay Jennifer White for working 20 hours in Dept 200 and 20 hours in Dept 100.

N = 10

Task Time: 1:41 **Success:** 80%

Observed User Behavior:

- Users were uncertain whether changes had been saved after entering information.
- Several users looked for a Save button or additional confirmation.
- Some users entered information incorrectly or added it to the wrong employee.

Key Finding:

Lack of save-state feedback reduced user confidence and contributed to task errors, even when users completed the workflow successfully.

Representative Quotes:

- “Is there a place to hit Save for him.”
- “To me, I don’t know if he got it or not.”
- “Call my customer service rep and say what the heck is going on.”

Task 8 – Dwight Strong did not work this pay period.
What should you do?

N = 10

Task Time: 0:30 **Success:** 100%

Observed User Behavior

- Users easily located and used the Do Not Pay option.
- Most users completed the task quickly with little hesitation.

Key Finding:

- The Do Not Pay functionality was highly discoverable and easy to use, resulting in fast completion times and 100% task success.

Representative Quotes:

- “I guess what I would put on here is zero.”
- “That is what I would do.”

Task 9 – Ryan Stimatze gets a second check for a \$100 bonus this pay period. How would you set this up?

N = 10

Task Time: 1:00 **Success:** 90%

Observed User Behavior

- Users encountered issues with Find, Add Column, and EE Drawer functionality.
- Several users were confused when actions appeared to have no effect or controls were difficult to discover.
- Some users struggled to locate or close the EE Drawer.

Key Finding:

System responsiveness and low discoverability of key controls created confusion and reduced user confidence, even though most users completed the task successfully.

Representative Quotes:

- “I am going to add a bonus because I know how to do that now. Did it? Yes, it is hiding behind the button.”

Methodology
Research Questions
Testing Tasks
Survey Questions/Answers

APPENDIX

Methodology

Qualitative Usability Testing

Usability testing in UX is a research method where representative users are observed completing specific tasks on a digital interface. Its primary goal is to identify pain points, measure task success, and uncover design flaws so teams can build intuitive, user-friendly products. Moderated sessions are led in real-time by a researcher who guides the participant and asks follow-up questions. Qualitative tests focus on the why (capturing user feedback, confusion, and opinions).

Survey

Surveys are asked after usability testing to bridge the gap between what users do (their observed actions) and what they think or feel (their subjective experience). Post-usability testing surveys capture both quantitative benchmarks and qualitative insights.

Research Questions

- Can users successfully complete key payroll tasks?
- Are workflows intuitive and easy to navigate?
- Are important controls and actions discoverable?
- Do users understand system terminology and feedback?
- What usability issues create errors, confusion, or inefficiencies?
- Can users complete employee setup and payroll configuration tasks?
- Can users locate and update employee information?
- Do users understand payroll setup terminology?

Testing Tasks

Task 1 – Update Kelly Fuson's phone number and address in the system.

Task 2 - What is Michael Koth's hire date?

Task 3 – Set up a monthly bonus of \$100 for Kelly Fuson.

Task 4 - Apply \$25 Lunch deduction for Michael Koth in the payrun.

Task 5 - Please add Retroactive Pay of 10 hours at \$25 / hour for the first five employees on the grid.

Task 6 - Pay Jovan Wilhoite 40 regular hours and 5 hours OT.

Task 7 – Pay Jennifer White for working 20 hours in Dept 200 and 20 hours in Dept 100.

Task 8 - Dwight Strong did not work this pay period. What should you do?

Task 9 – Ryan Stimatze gets a second check for a \$100 bonus this pay period. How would you set this up?

Survey Questions

Participants completed a post-test usability questionnaire using a 7-point Likert-scale ratings assessing ease of use, learnability, information quality, interface quality, and overall satisfaction.

Questions	Results
1. Overall, I am satisfied with how easy it is to use this application.	5/10 users rated 5 (Somewhat agree) 3/10 users rated 6 (Agree) 2/10 users rated 7 (Strongly Agree)
2. It was simple to use this application.	1/10 user rated 4 (Neither agree nor disagree) 3/10 users rated 5 (Somewhat agree) 3/10 users rated 6 (Agree) 3/10 users rated 7 (Strongly Agree)
3. It was simple to use this application.	1/10 user rated 4 (Neither agree nor disagree) 3/10 users rated 5 (Somewhat agree) 3/10 users rated 6 (Agree) 3/10 user rated 7 (Strongly Agree)
4. I feel comfortable using this application	3/10 users rated 4 (Neither agree nor disagree) 3/10 users rated 6 (Agree) 4/10 users rated 7 (Strongly Agree)
5. Learning to operate the application would be easy for me.	3/10 users rated 4 (Neither agree nor disagree) 3/10 users rated 6 (Agree) 4/10 users rated 7 (Strongly Agree)

Survey Questions

Questions	Results
5. Using the application would enhance my effectiveness on the job.	3/10 user rated 4 (Neither agree nor disagree) 3/10 users rated 6 (Agree) 4/10 users rated 7 (Strongly Agree)
6. Using the application would make it easier to do my job.	1/10 user rated 4 (Neither agree nor disagree) 4/10 users rated 5 (Somewhat agree) 2/10 users rated 6 (Agree) 3/10 users rated 7 (Strongly Agree)
7. The information provided for the application is easy to understand.	1/10 user rated 2 (Disagree) 2/10 users rated 4 (Neither agree nor disagree) 2/10 users rated 5 (Somewhat agree) 1/10 user rated 6 (Agree) 4/10 users rated 7 (Strongly Agree)
8. It was easy for me to determine my location in the application.	2/10 users rated 3 (Somewhat disagree) 1/10 user rated 4 (Neither agree nor disagree) 3/10 users rated 5 (Somewhat agree) 1/10 user rated 6 (Agree) 3/10 users rated 7 (Strongly Agree)
9. The organization of information on the application screens is clear.	2/10 users rated 4 (Neither agree nor disagree) 4/10 users rated 5 (Somewhat agree) 1/10 user rated 6 (Agree) 3/10 users rated 7 (Strongly Agree)

Survey Questions

Questions	Results
11. The interface of this application is pleasant.	1/10 user rated 4 (Neither agree nor disagree) 3/10 users rated 5 (Somewhat agree) 2/10 users rated 6 (Agree) 4/10 users rated 7 (Strongly Agree)
12. I like using the interface of this application.	1/10 user rated 4 (Neither agree nor disagree) 4/10 users rated 5 (Somewhat agree) 2/10 users rated 6 (Agree) 3/10 users rated 7 (Strongly Agree)
13. This application has all the functions and capabilities I expect it to have.	1/10 user rated 4 (Neither agree nor disagree) 1/10 user rated 5 (Somewhat agree) 4/10 users rated 6 (Agree) 4/10 users rated 7 (Strongly Agree)
14. Overall, I am satisfied with this application.	2/10 users rated 5 (Somewhat agree) 4/10 users rated 6 (Agree) 4/10 users rated 7 (Strongly Agree)