

Ops Checkin Survey Results

July 29, 2019

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Headlines

- The **document generation** stage seems to be the biggest pain point for Operators.
- Operators estimate they spend about **22 hours generating documents** per petition, on average.
- Operators estimate they spend about **3 hours compiling** each petition, on average.
- Novo is **not very usable** (SUS = 42.5).

Document Generation

When asked to choose a stage to magically make easier, the most popular choice was Document Generation.



Document Generation

Operator estimates for time spent generating documents per petition varied wildly, from 2-3 hours to one week.

The estimates average out to **~22 hours per petition.**

Doc Gen ToT
18.8 hours
15 hours
3-5 days (24 - 40 hours)
(no estimate)
"No clue"
2-3 hours
1 week (40 hours)
21.66 hours

Document Generation Quotes

“I hate filing out the g-28, i-129, i-907. Like **i absolutely despise this process** its so tedious and so much going back and forth between novo and adobe where i am editing the the forms.”

“Generating documents that do not have existing templates takes the longest (probably 1.5-2.5 hours minimum per document for a n00b like me).”

More Document Generation Quotes

“The collecting and polishing of data is also a time-consuming step. I currently do that in Google Sheets on a template I created that matches our Table of Contents (this takes me 1-2 hours and can take more if a lot of info is missing...**I have to review info in hubspot, front, potentially reach out to the client, etc.**).”

Compilation

Operator estimates for time spent compiling each petition ranged from 1 to 4 hours.

The estimates average out to **~3 hours per petition.**

Compilation ToT
"just a few hours"
4 hours
"N/A"
1.5 hours
"Not sure"
4 hours
1 - 2.5 hours
2.65 hours

Novo Usability

To better understand Novo's perceived usability, each respondent completed a System Usability Scale (SUS) questionnaire.

Novo's SUS score is 42.5.

This is pretty bad and indicates serious usability issues that are likely hindering operator performance.



Grade	SUS	Percentile range	Adjective	Acceptable	NPS	
A+	84.1-100	96-100	Best Imaginable	Acceptable	Promoter	
A	80.8-84.0	90-95	Excellent	Acceptable	Promoter	
A-	78.9-80.7	85-89		Acceptable	Promoter	
B+	77.2-78.8	80-84		Acceptable	Promoter	
B	74.1 - 77.1	70 - 79		Acceptable	Passive	
B-	72.6 - 74.0	65 - 69		Acceptable	Passive	
C+	71.1 - 72.5	60 - 64	Good	Acceptable	Passive	
C	65.0 - 71.0	41 - 59		Marginal	Passive	
C-	62.7 - 64.9	35 - 40		Marginal	Passive	
D	51.7 - 62.6	15 - 34	OK	Marginal	Detractor	
Novo	F	25.1 - 51.6	Poor	Not Acceptable	Detractor	
	F	0-25	0-1.9	Worst Imaginable	Not Acceptable	Detractor

Source: <https://measuringu.com/interpret-sus-score/>

Methodology

7 operators responded to a 13-question TypeForm survey. There were no controls for respondent experience level.

One response indicated uncertainty around exactly what “Compiling” meant, which could generally skew results.

You can find the [full results here](#).