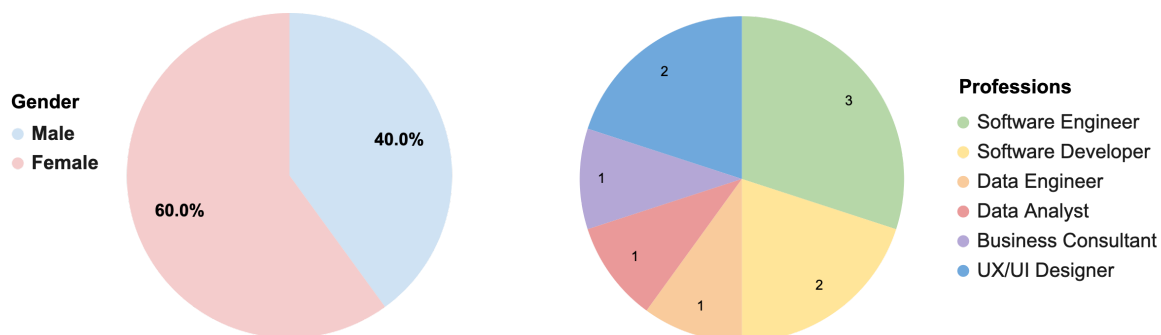**Overview**

1. Survey Questions
2. Demographics
3. Which device do you like to use and why?
4. Frustrations
5. Navigation and Layout Ratings
6. If there was a feature that improved the navigation and layout of Trello, what do you imagine it would be?
7. Other productivity and management software used
8. Key Takeaways

1. Survey questions

- General Trello Use
  - In a few words/phrases, please describe how you currently use or have used Trello.
  - How would you rate the **navigation** of a Trello board? (on a scale from 1 [very easy] to 5 [very difficult]). Please explain why you chose the rating you chose for the navigation.
  - How would you rate the **layout** of a Trello board? (on a scale from 1 [very flexible] to 5 [very constrained]). Please explain why you chose the rating you chose for the navigation.
  - If there was a feature that improved the navigation and layout of Trello, what do you imagine it would be?
- For Current Trello Users
  - How frequently do you use Trello?
  - Do you use the Desktop app or Mobile/Tablet app or both?
  - Which device do you like to use and why?
  - What is an area of frustration for you regarding the usability of either devices or both?
  - If there are any other productivity and management software you use, please list them below and one aspect that you like about it more than Trello.

2. Demographics
10 participants total, ages 23-29

Gender
- Male
- Female

40.0%
60.0%

Professions
- Software Engineer
- Software Developer
- Data Engineer
- Data Analyst
- Business Consultant
- UX/UI Designer

3. Which device do you like to use and why?
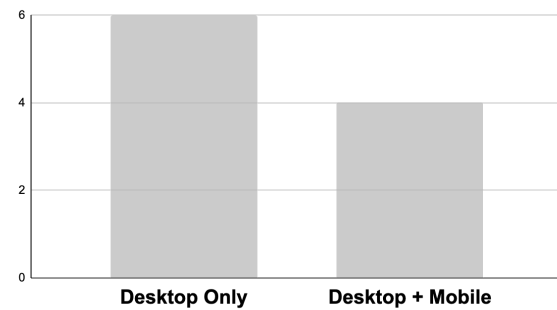
Device(s) Used Most

Desktop
- "I can see more with the larger screen"
- "There's more visual real estate"
- "Like the bigger screen"

Mobile
- "One panel is focused on"
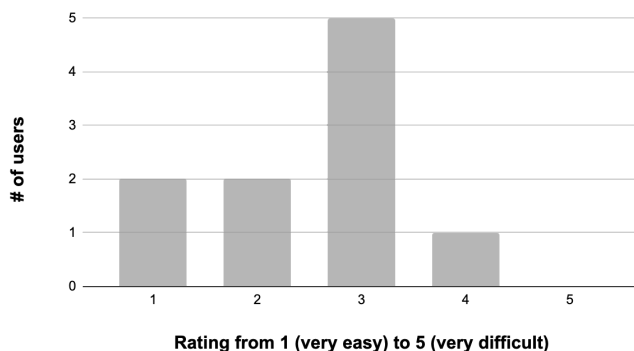
For users who said both:
- "I use computer to type out more things and to add special functionality to cards (use powerups, add hyperlinks, etc.) and phone to check things off of shopping lists"
- "I use Computer to work on but Mobile to check statuses and if I need move cards at least"
- "I use Desktop, since it allows me to see more. I use the mobile version only when I have to (I.e. I'm outside or don't have access to my computer)"

4. Frustrations
- "Having to scroll to the right to see the rest of my stuff instead of scrolling down"
- "The view area is too small on mobile device"
- "For both: it's hard to scroll side to side through lists if you have like 6+ lists on the same board"
- "Small screen for mobile"
- "Too much sometimes with all the boards or if I'm looking for a particular thing on mobile view takes awhile to find because can be many boards to the right and need to scroll"

5. Navigation and Layout Ratings

How would you rate the navigation of a Trello board?

# of users

Rating from 1 (very easy) to 5 (very difficult)
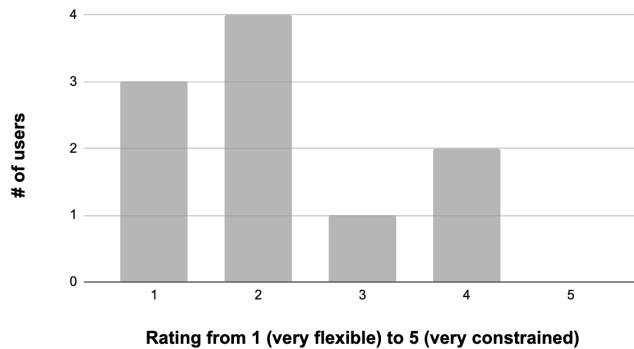
User experience of navigation:
Pros:
- Clear
- Simple
- Intuitive, self-explanatory
- Visually organized

Cons:
- Too many things to scroll through
- Not that intuitive
- Don't know all the built-in features

How would you rate the layout of a Trello board?

User experience of the layout:

Pros:
- Everything needed is on page
- Clean & simple
- Visually pleasant
- Visually easier to organize
- Functions exactly as expected
- Flexible with use of power-ups
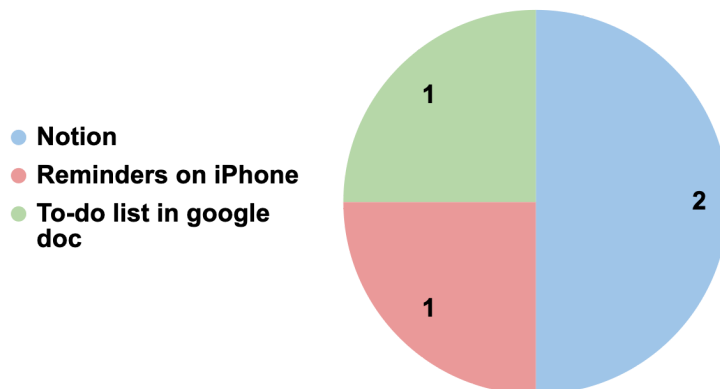- Flexible for moving cards/columns

Cons:
- No customization for panels
- Little constrained

6. If there was a feature that improved the navigation and layout of Trello, what do you imagine it would be?
- "Other formats where we can see things, and can scroll up and down versus just left and right for different sections, that would be neat"
- "Hide boards without changing the layout for other users"
- "Nice to have options for how the board is displayed, where option 1 is how it currently is (lists side by side, all cards shown descending from each list) and option 2 is where all cards are collapsed and not shown so that the board can show all lists in grid format"
- "Hiding swimlanes"
- "Move cards in quardrants or determining the lines of the zones myself"
- "Toggle or quickly hide boards. I don't like how it can get really congested looking "

7. Other productivity and management software/tools used

- Notion
- Reminders on iPhone
- To-do list in google doc

An aspect you like about it more than Trello:

Notion:

"options to customize what I want for a page, for example, a table, a to-do list, a paragraph."

"you can have a nested file structure that has indefinite layers. trello is limited to workspaces, boards, lists, and cards."

Reminders: "easy, quick, simple to read"

8. Key Takeaways
- Most users use the desktop version of Trello, with some only using the mobile as a quick reference on the go. The biggest complaint about the mobile version is that the viewing area is too small.
- Most of my research users work in the tech industry and range in many different frequencies and purposes for using Trello - most notably in collaboration on projects.
- Overall, navigation is average in ease and the layout is considered flexible:
  - Being able to move cards and columns was the most reported feature that users like about Trello.
  - The need for scrolling horizontally and vertically was the most common complaint.
- Many of the suggested features were related to providing more options for views and the ability to collapse cards/lists that may clutter the view.
- Notion is most likely the greatest competitor to Trello, but also other simple, easily accessible apps like iPhone reminders or Google docs.