

# Pre-Evaluation Survey

Please answer all the following questions so we can find out a few things about you.

This helps us interpret our results.

**\*Required**

## Demographics

1. **Select the following age group that includes your own age. \***

*Mark only one oval.*

- ☐ 18 to 24  
☐ 25 to 34  
☐ 35 to 49  
☐ 50 or over

2. **Select your gender. \***

*Mark only one oval.*

- ☐ Male  
☐ Female  
☐ Rather not say

## Helpdesk Attendance

3. **How many hours, on average, do you attend the helpdesk? \***

*Mark only one oval.*

- ☐ Less than an hour  
☐ An hour to two hours  
☐ Two hours to four hours  
☐ More than four hours

4. **How many days a week, on average, do you attend the helpdesk? \***

*Mark only one oval.*

- ☐ Only once a week  
☐ Once or twice a week  
☐ Three to four times a week  
☐ Every day in a week

5. **Do you attend the helpdesk as a staff member or as a student? \***

*Mark only one oval.*

☐ A staff member      *Skip to question 6.*

☐ A student      *Skip to question 11.*

## Staff Questions

Please complete this section only if you are a tutor at the helpdesk.

**6. How many semesters have you taught at the helpdesk? \***

*Mark only one oval.*

- ☐ One semester
- ☐ Two to three semesters
- ☐ Three to four semesters
- ☐ More than four semesters

**7. Please check all the subjects you teach as an employed Swinburne tutor, if any. \***

*Tick all that apply.*

- ☐ Introduction to Programming
- ☐ Object Oriented Programming
- ☐ Creating Web Applications
- ☐ Other: .....

**8. How many students to concurrently support without being overburdened? \***

*Mark only one oval.*

- ☐ More than two students
- ☐ More than three students
- ☐ More than four students
- ☐ More than five students
- ☐ More than six students

**9. How long do you think is acceptable for students to wait? \***

*Mark only one oval.*

- ☐ More than two minutes
- ☐ More than three minutes
- ☐ More than four minutes
- ☐ More than five minutes
- ☐ More than six minutes

10. **What three pieces of information would be most helpful for you before you see a student for help? \***

*Tick all that apply.*

- ☐ The student's name
- ☐ The student's photo
- ☐ The task they need help with
- ☐ The unit they need help with
- ☐ A description outlining their problem
- ☐ Other students who also have a similar issue
- ☐ Other: .....

*Skip to question 15.*

## Student Questions

Please complete this section only if you are a student.

11. **What is the maximum time you would be happy waiting for assistance? \***

*Mark only one oval.*

- ☐ More than two minutes
- ☐ More than three minutes
- ☐ More than four minutes
- ☐ More than five minutes
- ☐ More than six minutes

12. **How long, on average, do you have to wait for assistance now? \***

*Mark only one oval.*

- ☐ More than two minutes
- ☐ More than three minutes
- ☐ More than four minutes
- ☐ More than five minutes
- ☐ More than six minutes

13. **If you could see how busy the helpdesk is before going there, would it affect the likelihood of going there. \***

*Mark only one oval.*

- ☐ Yes, definitely
- ☐ Maybe
- ☐ No I would still try and get help

14. Before going to the helpdesk, what three pieces of information would be helpful before going? \*

*Tick all that apply.*

- ☐ How many staff are working there
- ☐ The units taught by the tutors
- ☐ How many students are currently waiting
- ☐ The current average waiting times for students
- ☐ The trend of average waiting times for students over the last three hours
- ☐ The trend of how many students have been waiting over the last three hours
- ☐ A one-word description/icon describing how busy the helpdesk is
- ☐ Other: .....

*Skip to question 15.*

# Font Testing

For these questions please stand at the back of the room and look at the projector.

Each font is listed A to F from top to bottom.

15. Rate each font on the screen based on how well you could read the sentence. \*

Mark only one oval per row.

	I can't read it all	I can just read it	I can read it	I can read it well
Font A - 10pt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Font B - 12pt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Font C - 14pt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Font D - 16pt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Font E - 18pt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Font F - 20pt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Do you have any issues with your eyesight? \*

Mark only one oval.

- ☐ No
- ☐ Yes - short sightedness
- ☐ Yes - long sightedness
- ☐ Yes - colour blindness
- ☐ Yes - other

# Post-Evaluation Survey

At this point we ask that you review the dashboard prototype displayed on the projector.

Please answer the following questions based on your evaluation onscreen.

17. List two things you liked about the dashboard. \*

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18. List two things you would change about the dashboard. \*

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19. Could you read all information on the screen? \*

*Mark only one oval.*

- ☐ Yes
- ☐ No

20. If you answered no to the previous question, please list what you could not read.

.....

.....

.....

.....

.....

21. Could you interpret what the graph was displaying? \*

*Mark only one oval.*

- ☐ Yes
- ☐ No



22. **Would you prefer to sign in to access this information? \***

*Mark only one oval.*

☐ Yes

☐ No

23. **When a ticket is resolved, would you like to be notified by a visual or audio cue? \***

*Mark only one oval.*

☐ Visual cue (e.g., screen flash)

☐ Audio cue (e.g., ping noise)

☐ Both

☐ None

24. **Do you think such a dashboard would entice you to go to the helpdesk more often (if you are a student) or help you with assisting students (if you are a staff member)? \***

*Mark only one oval.*

☐ Yes

☐ No

25. **Please note any additional comments you would like to make about the dashboard you have been shown.**

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.....

.....

## Extended Evaluation

26. Would you be interested in helping us with an extended evaluation of the Helpdesk ticketing system? \*

*Mark only one oval.*

☐

Yes

☐

No     *Please submit the form to the evaluator.*

# User Task Descriptions

Please refer to the general instructions sheet provided before continuing.

Once you have read these instructions your facilitator will guide you through to the evaluation process.

Please only continue to the next section after you have finished each of the tasks asked of you.

# Task 1

## Task Description

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In this task we would like you to put yourself in the shoes of a student who wants to attend the helpdesk. You are enrolled in two subjects:

1. COS30243 - Game Programming
2. COS20007 - Object Oriented Programming

You are having trouble with Object Oriented Programming, more specifically with the following compiler error you are getting on Task A16:

clang++: could not load type from assembly

Please attempt to create a ticket for COS20007 under Task A6, providing the above text as the description for the ticket.

## Information Needed

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In order to sign in to Doubtfire as the student, use the following credentials:

- Username is: astudent
- Password is: password

27. **Were you able to successfully create your ticket? \***

*Mark only one oval.*

- ☐ Yes
- ☐ No
- ☐ I don't know

## After finishing this task...

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After creating this ticket, please attempt to navigate to the Helpdesk Dashboard and answer the questions below.

28. What is your ticket number in the queue? \*

.....

29. Is there a tutor currently working for the unit you put on your ticket? \*

*Mark only one oval.*

- ☐ Yes
- ☐ No
- ☐ I don't know

30. Based on the graph alone, when was the best time to seek assistance at the helpdesk? \*

*Mark only one oval.*

- ☐ Zero to one hours ago
- ☐ One to two hours ago
- ☐ Two to three hours ago

31. Based on the graph alone, when was the worst time to seek assistance at the helpdesk? \*

*Mark only one oval.*

- ☐ Zero to one hours ago
- ☐ One to two hours ago
- ☐ Two to three hours ago

## Task 2

### Task Description

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Continuing on from the scenario described in Task 1, as you are waiting at the helpdesk, you eventually resolve your issue before a tutor has come around to assist you.

Please attempt to close the ticket you created in Task 1.

32. **Were you able to close your ticket successfully? \***

*Mark only one oval.*

- ☐ Yes
- ☐ No
- ☐ I don't know

### After finishing this task...

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Once you complete this task you will need to sign out of this Doubtfire account.

Please do so by clicking the username in the top-right corner of the screen, and then click "Sign Out".

## Task 3

### Task Description

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In this task we would like you to put yourself in the shoes of a tutor who is about to begin working at the helpdesk. The tutor teaches the following unit:

- COS20007 - Object Oriented Programming

You are scheduled to work for 2h and 45mins.

Please attempt to clock on to the helpdesk for this scheduled work time.

### Information Needed

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In order to sign in to Doubtfire as the student, use the following credentials:

- Username is: atutor
- Password is: password

33. **Were you able to clock on at the Helpdesk for the scheduled 2 hours and 45 minutes? \***

*Mark only one oval.*

- ☐ Yes
- ☐ No
- ☐ I don't know

### After finishing this task...

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After creating this ticket, please attempt to navigate to the Helpdesk Dashboard and answer the questions below.

34. **Based on the dashboard data alone, are you able to determine the exact time when you will automatically be clocked off? \***

*Mark only one oval.*

- ☐ Yes
- ☐ No
- ☐ I don't know

## Task 4

### Before you begin...

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Please allow the facilitator to switch the browser into a simulated smartphone view.

### Task Description

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Continuing on from the description described in Task 3, we would like you to imagine you are walking around the helpdesk with your smartphone.

Please attempt to resolve any unresolved tickets for the unit COS20007 - Object Oriented Programming.

35. **Were you able to find an unresolved ticket for the unit COS20007 - Object Oriented Programming? \***

*Mark only one oval.*

- ☐ Yes  
☐ No  
☐ I don't know

36. **If you answered yes for the previous question, were you able to resolve the ticket?**

*Mark only one oval.*

- ☐ Yes  
☐ No  
☐ I don't know



## Task 5

### Task Description

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Continuing on from the scenario described in Tasks 3 and 4, you receive a phone call in the middle of your shift and you need to leave the helpdesk immediately to attend an emergency tutor meeting.

Please attempt to clock off.

**37. Were you able to clock off successfully? \***

*Mark only one oval.*

- ☐ Yes
- ☐ No
- ☐ I don't know

# Extended Post-Evaluation Survey

Please only complete this section only if you have completed the user task descriptions.

38. On a scale of 1 to 4, how familiar you are with using Doubtfire? \*

Mark only one oval.

	1	2	3	4	
Not very familiar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very familiar

39. System Usability Scale \*

Please tick the option that best represents your reaction to the ticketing system. Don't think too hard about each question. We are interested in your first reaction. The System Usability Scale is © Digital Equipment Corporation, 1986.

Mark only one oval per row.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I think that I would like to use this system frequently.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found the system unnecessarily complex.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I thought the system was easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think that I would need the support of a technical person to be able to use this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found the various functions in this system were well integrated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I thought there was too much inconsistency in this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would imagine that most people would learn to use this system very quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found the system very cumbersome to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt very confident using the system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I needed to learn a lot of things before I could get going with this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. Please list two things that you most liked about the prototype. \*

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41. Please list two things that you least liked about the prototype. \*

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42. **Qualitative Descriptions**

Please select words that you think apply to the prototype.

*Tick all that apply.*

- ☐ Ugly
- ☐ Effortless
- ☐ Unnatural
- ☐ Simple
- ☐ Efficient
- ☐ Consistent
- ☐ Hidden
- ☐ Frustrating
- ☐ Easy
- ☐ Visible
- ☐ Irregular
- ☐ Slow
- ☐ Complicated
- ☐ Intuitive
- ☐ Difficult
- ☐ Attractive

43. Task Difficulty \*

Mark only one oval per row.

	Very Easy	Easy	Hard	Very Hard
Task 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Task 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Task 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Task 4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Task 5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>