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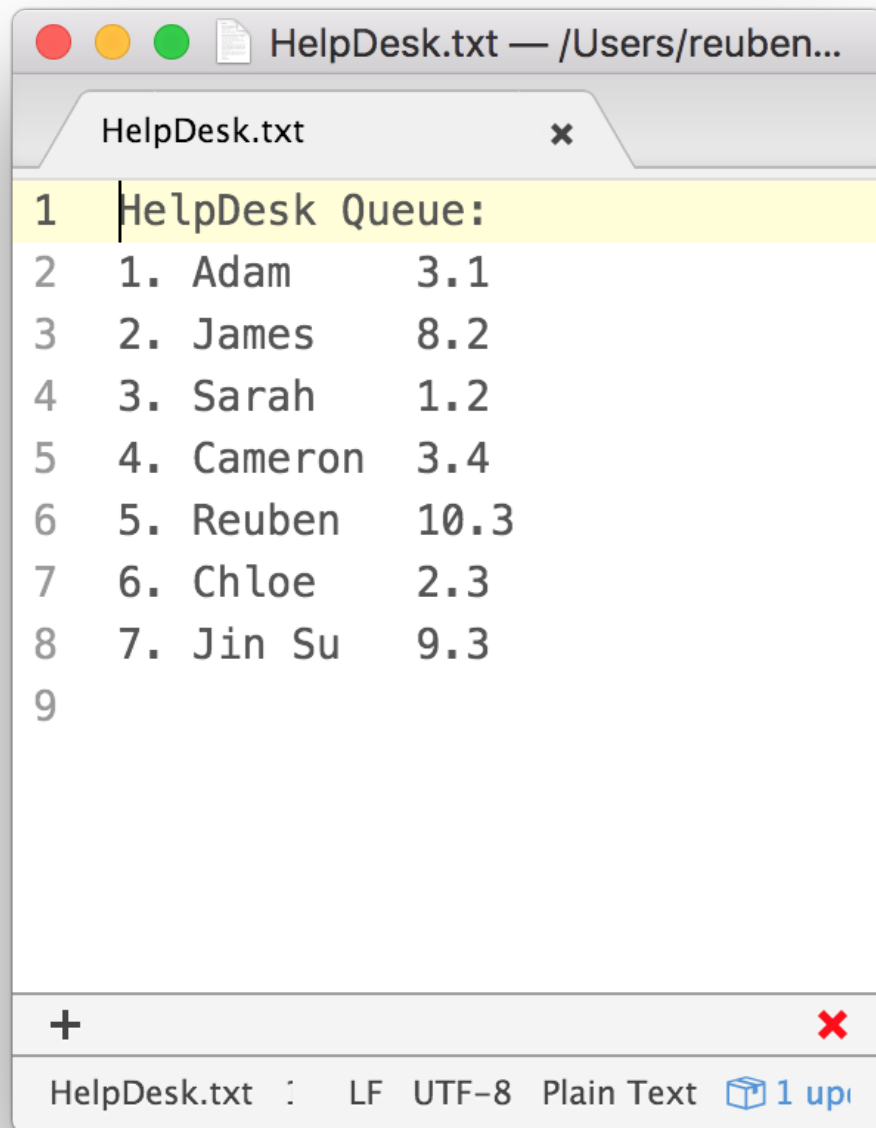


Figure 1: Previous Helpdesk System

## 2 Scope

What was tested:

### 2.1 Font Sizes

At various positions in the room, how well can subjects read various font sizes for text which is displayed on a projector. Refer to Figure 2.

**Font A - O Romeo, Romeo! Wherefore art thou Romeo? - 10pt**

**Font B - Now is the winter of our discontent. - 12pt**

**Font C - A horse! a horse! my kingdom for a horse! - 14pt**

**Font D - Now is the winter of our discontent. - 16pt**

**Font E - To be, or not to be: that is the question. - 18pt**

**Font F - Is this a dagger which I see before me? - 20pt**

Figure 2: Font size test

### 2.2 Basic Scenarios

Ask test subjects to perform various use scenarios to see if and how long it takes for someone to complete a particular task. Refer to the task descriptions in the appendix.

### 2.3 Interpretation of dashboard

How well were subjects able to gather information from the dashboard.

### 2.4 Mobile site navigation

How well were subjects able to navigate the mobile version of the system.

We are not testing:

## **2.5 User assumption**

We assumed all users are familiar with basic PC input like mouse and keyboard, this is due to the nature of the end users of the system.

We assumed all users are familiar with basic web page navigation, menu styles and standards etc.

## **3 Test Strategy**

The strategy chosen for usability testing will be in two parts. For both parts, the usability evaluator will be with the participant.

### **3.1 Surveys**

Firstly the participants will fill out a survey, what they think about how the current helpdesk works and their ideal expectations. In addition, some demographic details will also be collected.

### **3.2 Live Testing with Participants**

Secondly the participants will use a prototype of the helpdesk ticketing system and attempt to perform a number of defined tasks. The evaluator may help the participant if they get stuck on a task. During this time, the evaluator will make notes about any difficulties had, or comments made, by the participant. These details, and the surveys results, become the combined results of the evaluation.

### **3.3 Post-Test Evaluation**

After the participant has completed the tasks, they will be asked to evaluate the prototype using the standard System Usability Scale questions. This will provide useful data on what could be improved with the prototype.

## 4 Environment

The test was held in ATC621, a similar environment to the actual helpdesk where the end system will be deployed. The reason it was held in this room is that we were not able to disturb the helpdesk. The test made use of:

- **A projector:** An Epson projector, same as which will be used in the HelpDesk.
- **PC:** Macbook Air with trackpad used to display the prototype.
- **Web Browser:** Google Chrome, the same as which will be used in the Helpdesk.
- **Mobile chrome view:** Used to simulate phone browser built into Google Chrome.
- **Keyboard/Mouse:** Same as which will be used in Helpdesk.

## 5 Discussion of Results

### 5.1 Participant Demographics

In terms of demographics, there was a limitation in that most participants were male and young. Although this does generally fit the demographics of people enrolled in programming units. The tutors that participated were all very experienced (4 or more semesters of tutoring).

### 5.2 Expectations of the Help Desk

Students were unanimous in being willing to wait 6 minutes or more for getting help in the help desk, which is more than what they report currently waiting. Student were generally not from using the helpdesk if the helpdesk was busy. The most helpful information that students wanted to know in advance before going to the help desk were: how many tutors are on duty, the units taught by the tutors and a simple description of how busy it is.

Tutors reported being able to support 4-5 students without being overburdened and they generally concurred with students in term of appropriate student wait time. The most helpful information tutors would like before helping a student were: the student's name and the unit and task they need help with.

The information desired by both students and tutors was generally in line with the interface of the prototype that the participants then went on to use.

### 5.3 Things Participant Liked about the Prototype

Participants were found to like the following attributes:

- Doing the major tasks like creating tickets, clocking on/off and viewing the queue did not present much difficulty to the participants.
- For students, being able to see which tutors are clocked on and what units they each was very useful to them.
- Tutors liked the clocking on/off feature
- Participants liked the mobile support of the dashboard.

In terms of the System Usability Scale evaluation results, the participants gave overwhelmingly positive feedback, with some exceptions. See the appendix for the full listing of results from the evaluations.

### 5.4 Things Participant Thought Could be Better about the Prototype

Participants were found not to like the following attributes

- Complex graph - some participants thought the graph showed too much information, the descriptive text of the axis was hard to read and/or it was not presented in a way that could convey the activity level of the help desk.
- Clock In Time - some participants found the decimal measure of hours (i.e. 0.75 meaning 45 minutes) not as intuitive as how fractions of hours are normally displayed.

## A General Instructions

See attached document

# General Instructions

## Remember, this study is totally voluntary.

---

Although we don't know of any reason for this to happen, if you become uncomfortable or find this objectionable in any way, feel free to quit at any time.

## We're testing the product, not you.

---

You're helping us by trying out this product. We're looking for places where the product may be difficult to use. If you have trouble with some of the tasks, it's the product's fault, not yours. Don't feel bad; that's exactly what we're looking for. If we can locate the trouble spots, then we can go back and improve the product.

## Think Aloud

---

We have found that we get a great deal of information from these informal observations if we ask people to think aloud as they work through the exercises. It may be a bit awkward at first, but it's really very easy once you get used to it. All you have to do is speak your thoughts as you work.

You can perhaps think of this as "talking to yourself" about what's going on – what you are thinking about, what you are looking for on the screen, why you're looking for it, what you expect to see and to happen next, and so on. If you forget to think aloud, we'll remind you to keep talking.

## Completing the Tasks

---

You will be asked to complete a number of tasks. Read the task out aloud. When you think you understand the task please say 'Ready'. We will then ask you to start the task. When you have finished please let us know by saying 'Finished'. We may ask you to start the next task before you have finished your current task.

When this happens, it does not mean that you have failed to complete the task. Sometimes we have learned all we need about how the product works for that task. We would rather go on to the next task than to waste your time.

## Questions?

---

If you feel you need help with something, please raise your hand and we will attempt to answer your question.



## **B Pre-Evaluation Survey**

See attached document

# 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

## 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.

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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.**

.....

.....

.....

.....

.....

## 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

---

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

---

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...

---

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

---

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...

---

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

---

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...

---

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...

---

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

### Task Description

---

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

---

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"/>

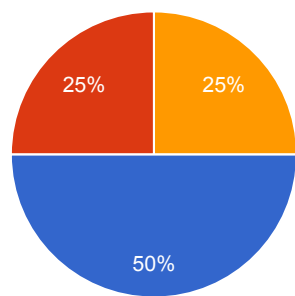
## C Raw Results

See attached document

# Results

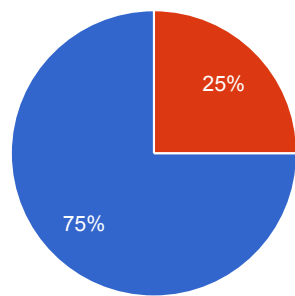
## Demographics

Select the following age group that includes your own age.



18 to 24	2	50%
25 to 34	1	25%
35 to 49	1	25%
50 or over	0	0%

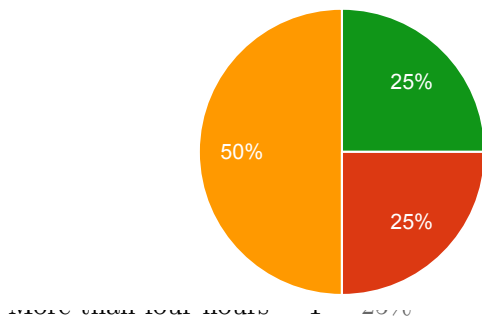
Select your gender.



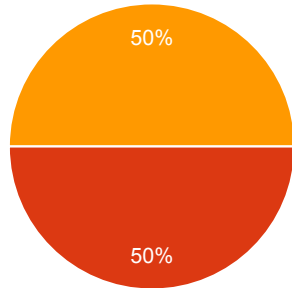
Male	3	75%
Female	1	25%
Rather not say	0	0%

## Helpdesk Attendance

How many hours, on average, do you attend the helpdesk?

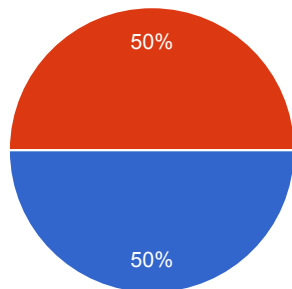


How many days a week, on average, do you attend the helpdesk?



Only once a week	0	0%
Once or twice a week	2	50%
Three to four times a week	2	50%
Every day in a week	0	0%

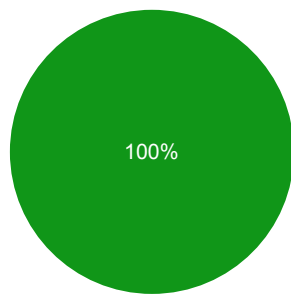
Do you attend the helpdesk as a staff member or as a student?



A staff member	2	50%
A student	2	50%

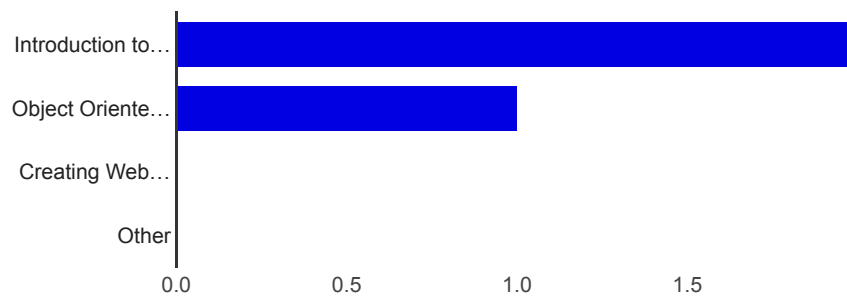
## Staff Questions

How many semesters have you taught at the helpdesk?



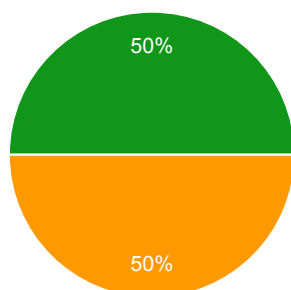
One semester	0	0%
Two to three semesters	0	0%
Three to four semesters	0	0%
More than four semesters	2	100%

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



Introduction to Programming	2	100%
Object Oriented Programming	1	50%
Creating Web Applications	0	0%
Other	0	0%

How many students to concurrently support without being overburdened?

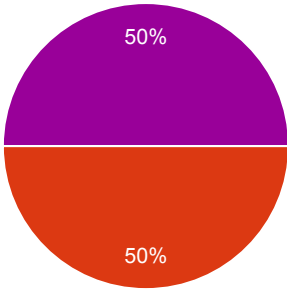


More than two students	0	0%
More than three students	0	0%
More than four students	1	50%



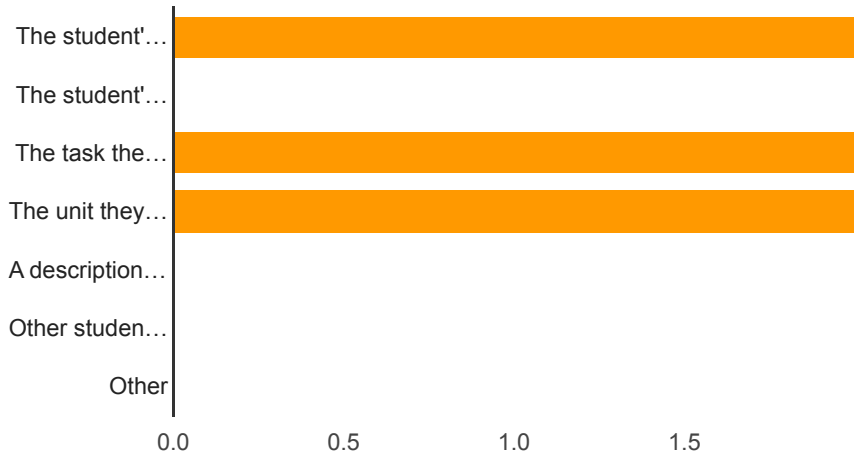
More than five students	1	50%
More than six students	0	0%

How long do you think is acceptable for students to wait?



More than two minutes	0	0%
More than three minutes	1	50%
More than four minutes	0	0%
More than five minutes	0	0%
More than six minutes	1	50%

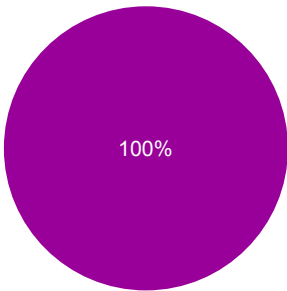
What three pieces of information would be most helpful for you before you see a student for help?



The student's name	2	100%
The student's photo	0	0%
The task they need help with	2	100%
The unit they need help with	2	100%
A description outlining their problem	0	0%
Other students who also have a similar issue	0	0%
Other	0	0%

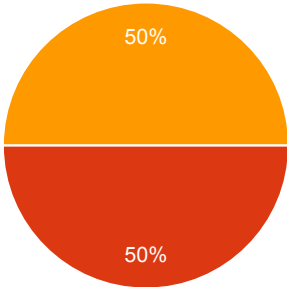
# Student Questions

What is the maximum time you would be happy waiting for assistance?



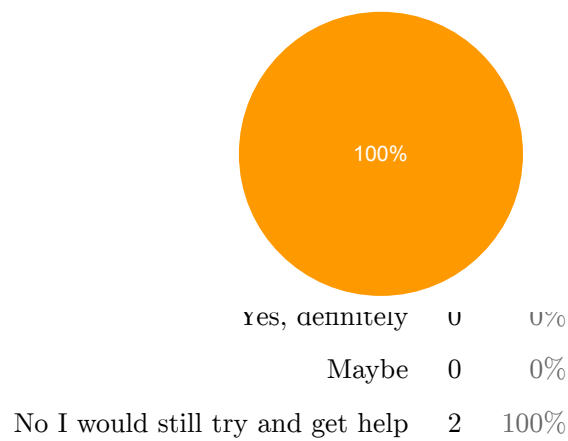
More than two minutes	0	0%
More than three minutes	0	0%
More than four minutes	0	0%
More than five minutes	0	0%
More than six minutes	2	100%

How long, on average, do you have to wait for assistance now?

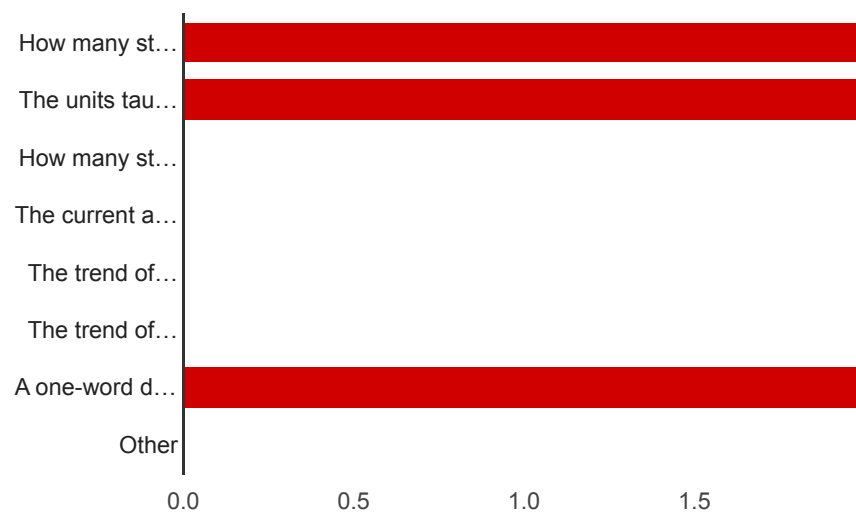


More than two minutes	0	0%
More than three minutes	1	50%
More than four minutes	1	50%
More than five minutes	0	0%
More than six minutes	0	0%

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



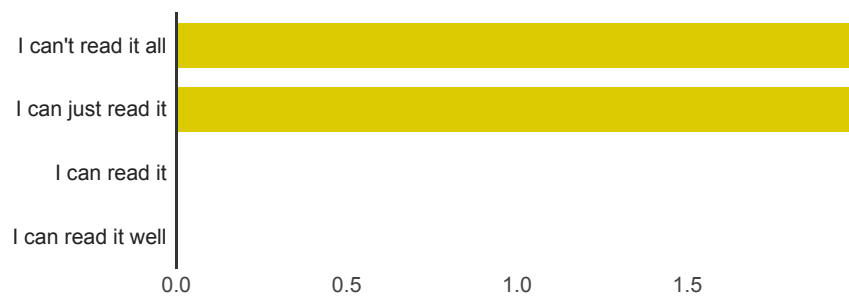
Before going to the helpdesk, what three pieces of information would be helpful before going?



How many staff are working there	2	100%
The units taught by the tutors	2	100%
How many students are currently waiting	0	0%
The current average waiting times for students	0	0%
The trend of average waiting times for students over the last three hours	0	0%
The trend of how many students have been waiting over the last three hours	0	0%
A one-word description/icon describing how busy the helpdesk is	2	100%
Other	0	0%

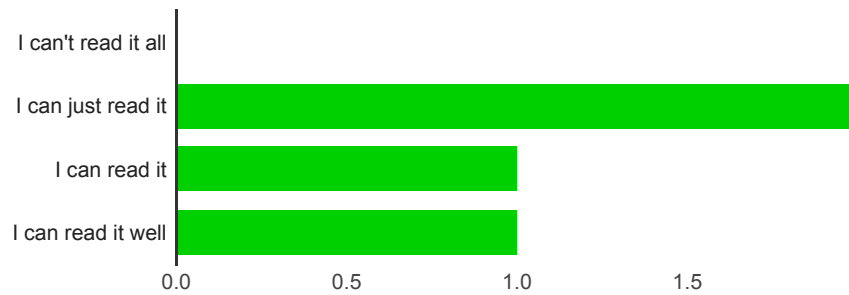
## Font Testing

Font A - 10pt [Rate each font on the screen based on how well you could read the sentence.]



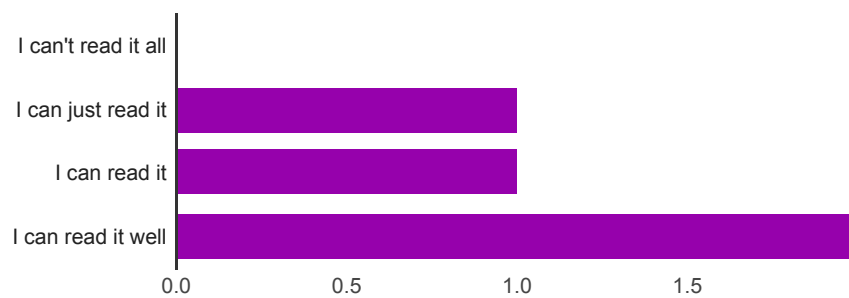
I can't read it all	2	50%
I can just read it	2	50%
I can read it	0	0%
I can read it well	0	0%

Font B - 12pt [Rate each font on the screen based on how well you could read the sentence.]



I can't read it all	0	0%
I can just read it	2	50%
I can read it	1	25%
I can read it well	1	25%

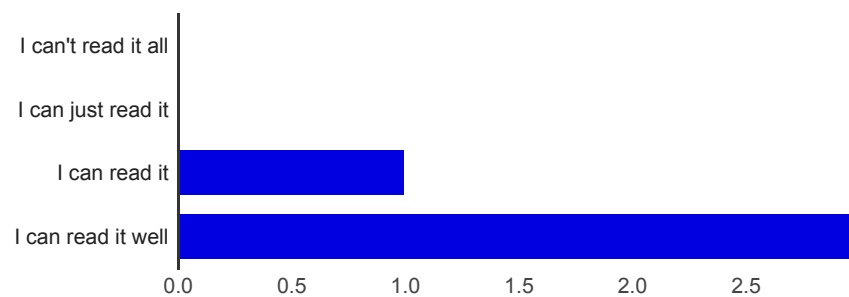
Font C - 14pt [Rate each font on the screen based on how well you could read the sentence.]



I can't read it all	0	0%
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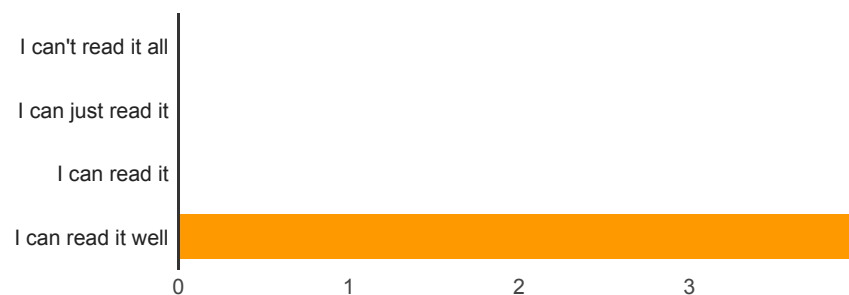
I can just read it	1	25%
I can read it	1	25%
I can read it well	2	50%

Font D - 16pt [Rate each font on the screen based on how well you could read the sentence.]



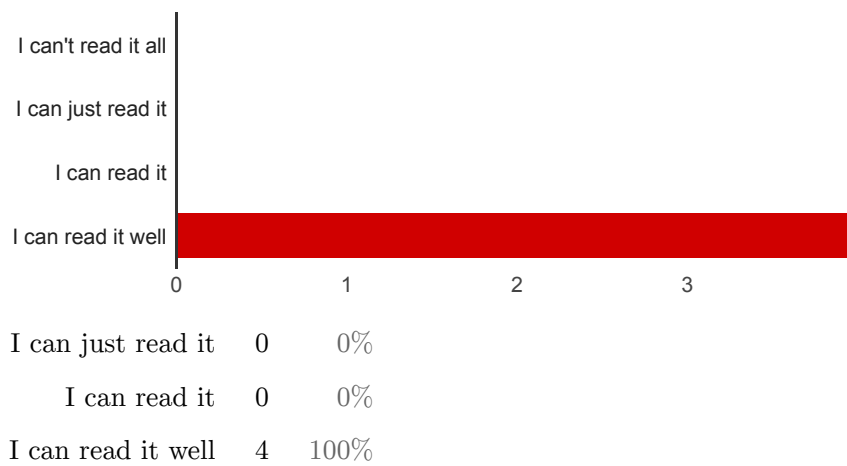
I can't read it all	0	0%
I can just read it	0	0%
I can read it	1	25%
I can read it well	3	75%

Font E - 18pt [Rate each font on the screen based on how well you could read the sentence.]

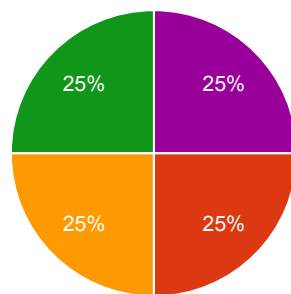


I can't read it all	0	0%
I can just read it	0	0%
I can read it	0	0%
I can read it well	4	100%

Font F - 20pt [Rate each font on the screen based on how well you could read the sentence.]



Do you have any issues with your eyesight?



No	0	0%
Yes - short sightedness	1	25%
Yes - long sightedness	1	25%
Yes - colour blindness	1	25%
Yes - other	1	25%

## Post-Evaluation Survey

List two things you liked about the dashboard.

lots of info, easy to see tickets for helping

detailed, like to know who is on

big numbers for people in queue, who's working but whats working

Graph, tutors are on the lefthand side

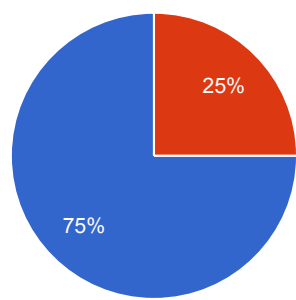
List two things you would change about the dashboard.

areas could be more well defined, average wait time graph might be unnecessary

dont care about previous hour, hard to decipher

unit names instead of codes for tutors working, tutor picture, graph distracting  
nothing

Could you read all information on the screen?

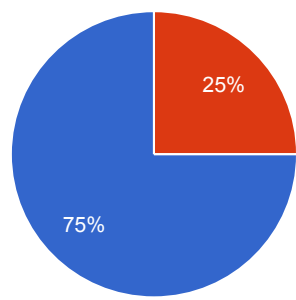


Yes	3	75%
No	1	25%

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

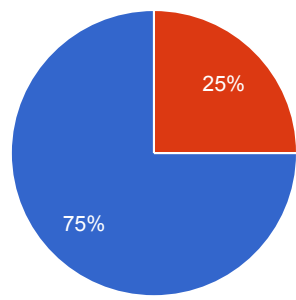
Axis on graph

Could you interpret what the graph was displaying?



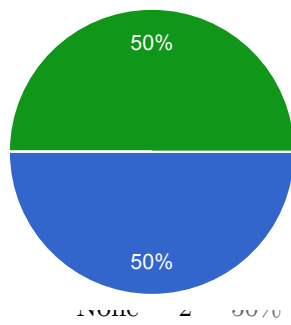
Yes	3	75%
No	1	25%

Would you prefer to sign in to access this information?

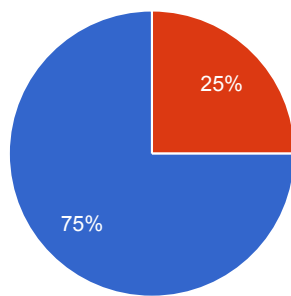


Yes	3	75%
No	1	25%

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



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)?



Yes 3 75%

No 1 25%

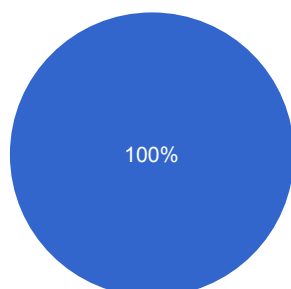
Please note any additional comments you would like to make about the dashboard you have been shown.

3 hours at once should be last 30 minutes

hide the graph on a separate tab perhaps

## Extended Evaluation

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



Yes 4 100%

No 0 0%

## User Task Descriptions

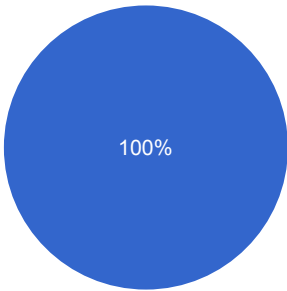


# Task 1

## Task Description

### Information Needed

Were you able to successfully create your ticket?



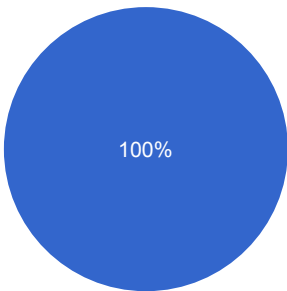
Yes	4	100%
No	0	0%
I don't know	0	0%

### After finishing this task...

What is your ticket number in the queue?

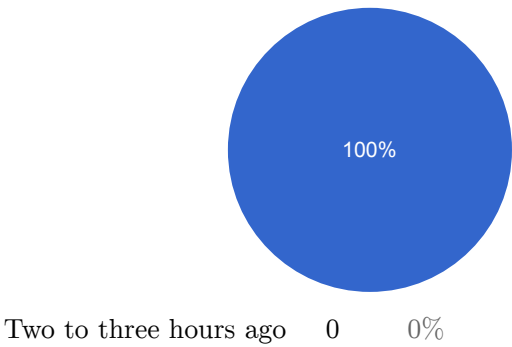
4

Is there a tutor currently working for the unit you put on your ticket?

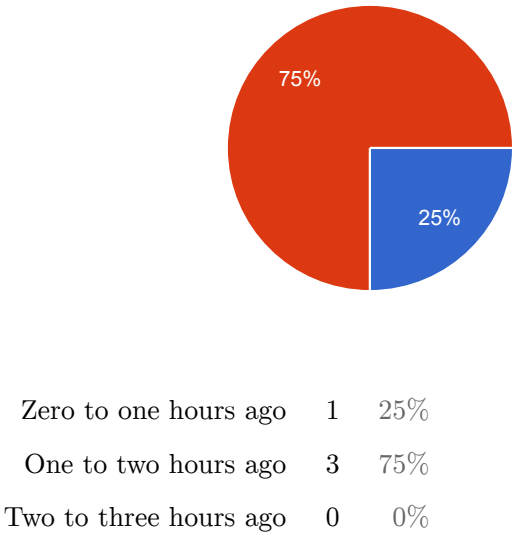


Yes	4	100%
No	0	0%
I don't know	0	0%

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



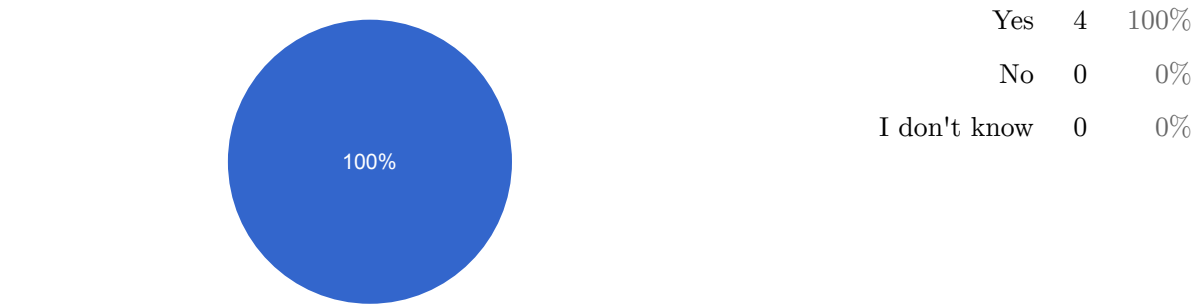
Based on the graph alone, when was the worst time to seek assistance at the helpdesk?



Task 2

Task Description

Were you able to close your ticket successfully?



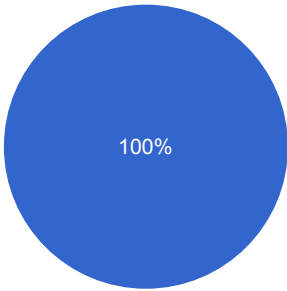
After finishing this task...

Task 3

Task Description

Information Needed

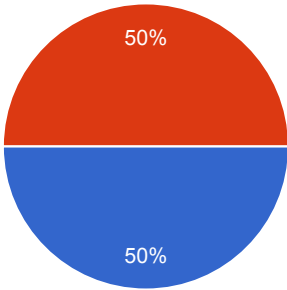
Were you able to clock on at the Helpdesk for the scheduled 2 hours and 45 minutes?



Yes	4	100%
No	0	0%
I don't know	0	0%

After finishing this task...

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



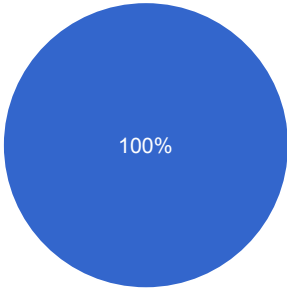
Yes	2	50%
No	2	50%
I don't know	0	0%

Task 4

Before you begin...

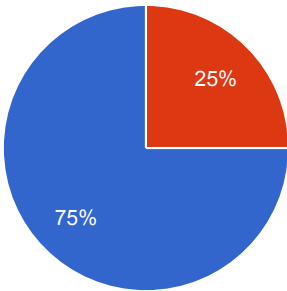
Task Description

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



Yes	4	100%
No	0	0%
I don't know	0	0%

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

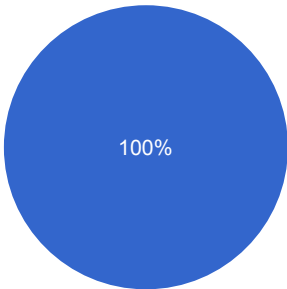


Yes	3	75%
No	1	25%
I don't know	0	0%

Task 5

Task Description

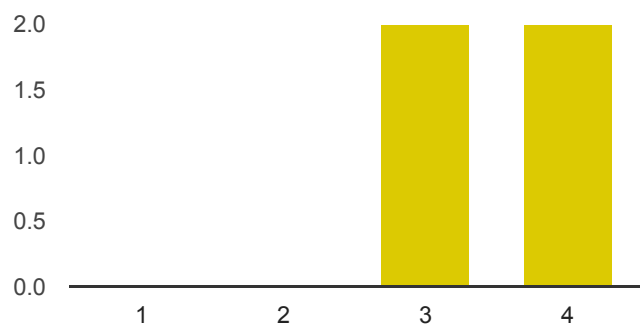
Were you able to clock off successfully?



Yes	4	100%
No	0	0%
I don't know	0	0%

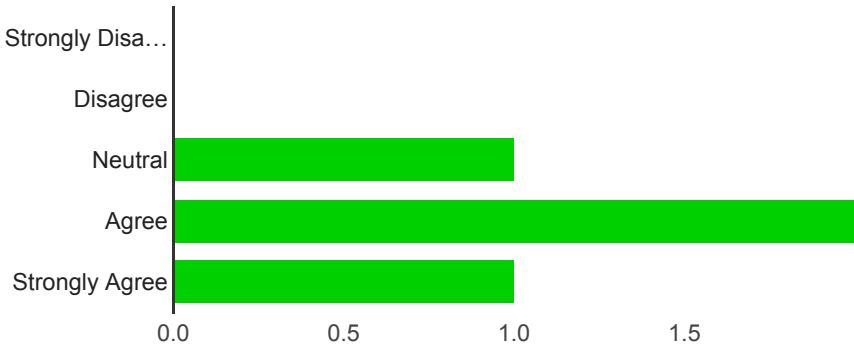
# Extended Post-Evaluation Survey

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



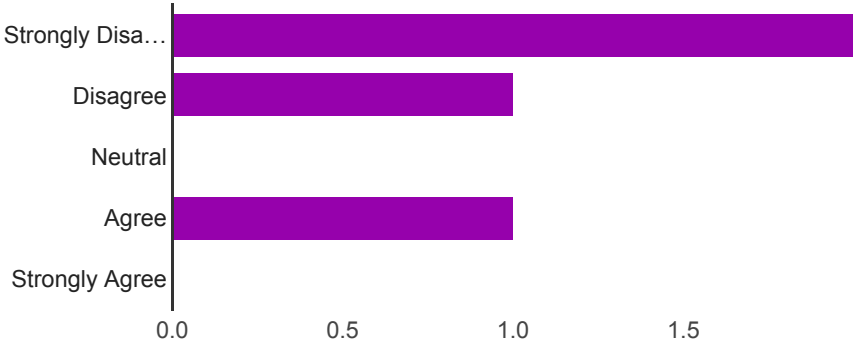
Not very familiar:	1	0	0%
	2	0	0%
	3	2	50%
Very familiar:	4	2	50%

I think that I would like to use this system frequently. [System Usability Scale]



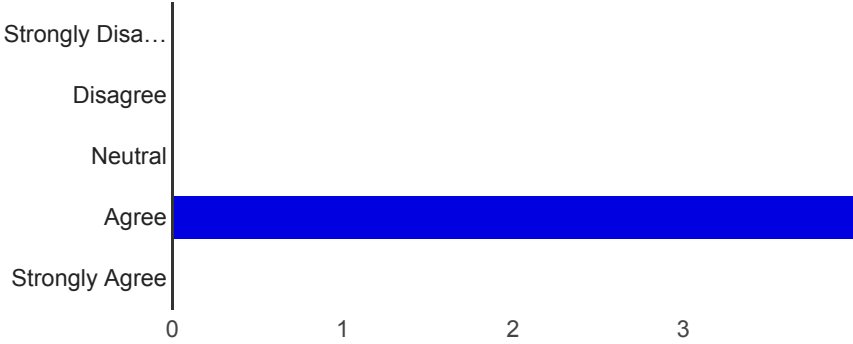
Strongly Disagree	0	0%
Disagree	0	0%
Neutral	1	25%
Agree	2	50%
Strongly Agree	1	25%

I found the system unnecessarily complex. [System Usability Scale]



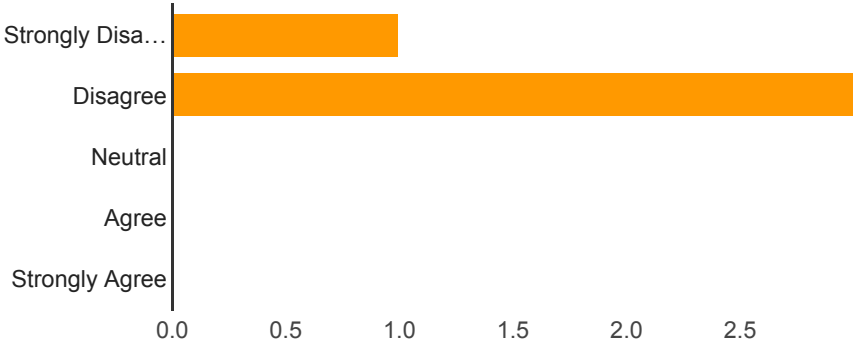
Strongly Disagree	2	50%
Disagree	1	25%
Neutral	0	0%
Agree	1	25%
Strongly Agree	0	0%

I thought the system was easy to use. [System Usability Scale]

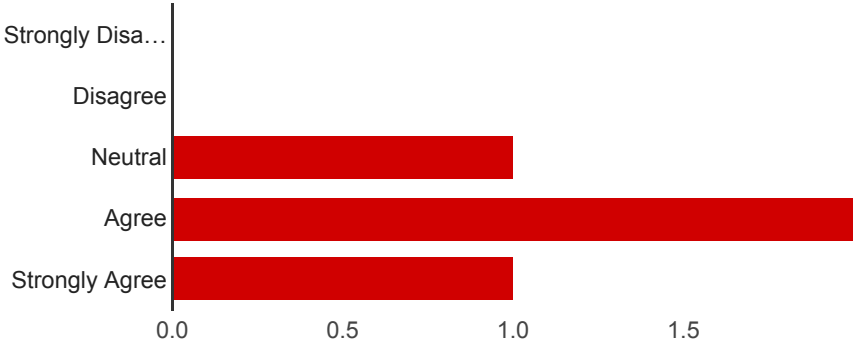


Strongly Disagree	0	0%
Disagree	0	0%
Neutral	0	0%
Agree	4	100%
Strongly Agree	0	0%

I think that I would need the support of a technical person to be able to use this system. [System Usability Scale]

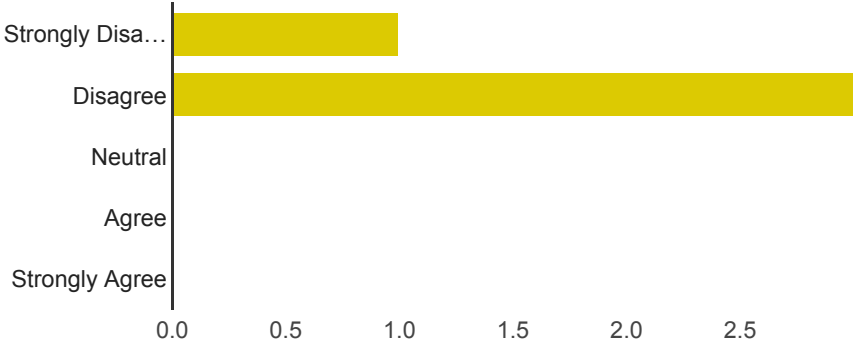


I found the various functions in this system were well integrated. [System Usability Scale]



Strongly Disagree	0	0%
Disagree	0	0%
Neutral	1	25%
Agree	2	50%
Strongly Agree	1	25%

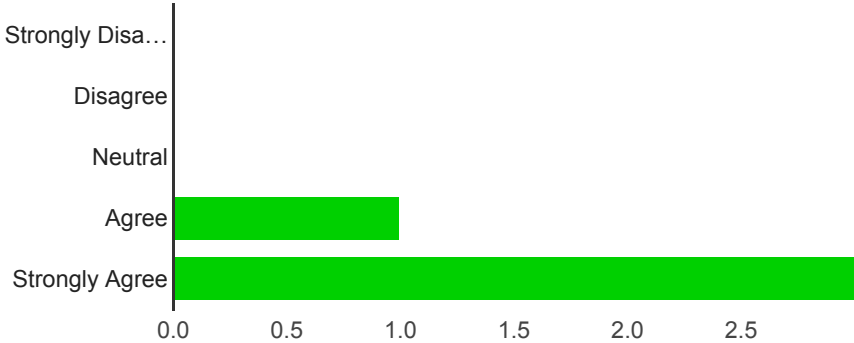
I thought there was too much inconsistency in this system. [System Usability Scale]



Strongly Disagree	1	25%
Disagree	3	75%
Neutral	0	0%

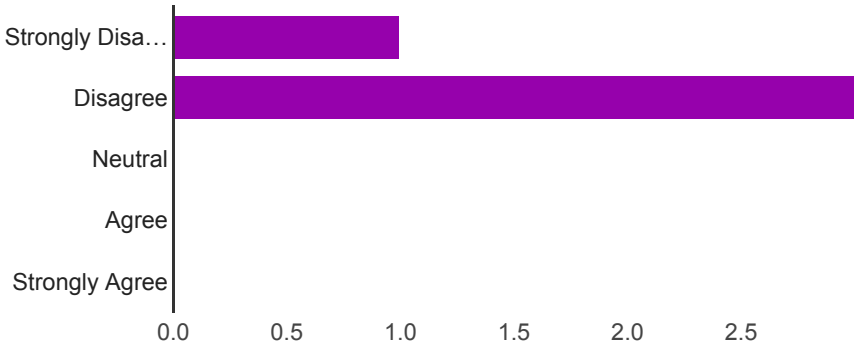
Agree	0	0%
Strongly Agree	0	0%

I would imagine that most people would learn to use this system very quickly.  
[System Usability Scale]



Strongly Disagree	0	0%
Disagree	0	0%
Neutral	0	0%
Agree	1	25%
Strongly Agree	3	75%

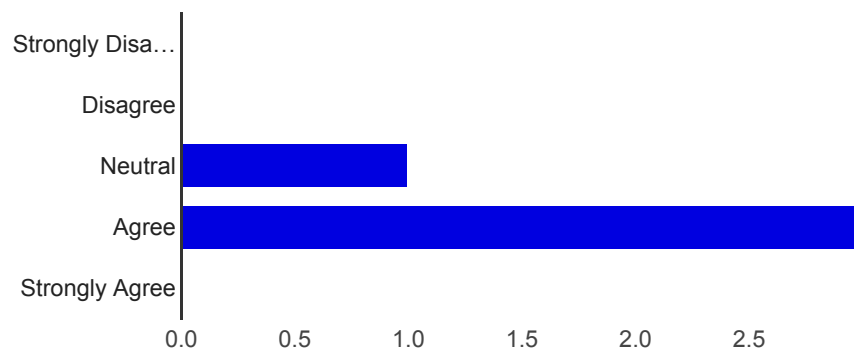
I found the system very cumbersome to use. [System Usability Scale]



Strongly Disagree	1	25%
Disagree	3	75%
Neutral	0	0%
Agree	0	0%
Strongly Agree	0	0%

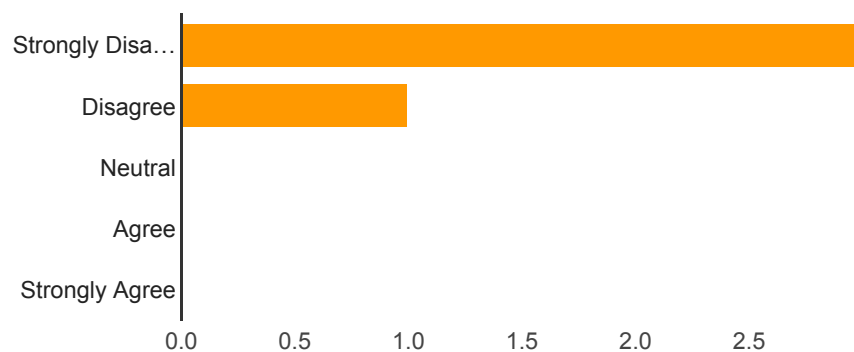
I felt very confident using the system. [System Usability Scale]





Strongly Disagree	0	0%
Disagree	0	0%
Neutral	1	25%
Agree	3	75%
Strongly Agree	0	0%

I needed to learn a lot of things before I could get going with this system. [System Usability Scale]



Strongly Disagree	3	75%
Disagree	1	25%
Neutral	0	0%
Agree	0	0%
Strongly Agree	0	0%

Please list two things that you most liked about the ticketing system.

Phone support, easy to see tickets

ability to access help without being passed by, can tell if the tutors are doing my subject

Clocking on/off is a good feature; seeing which tutors are working

interactivity, easy ability to view the useful information

Please list two things that you least liked about the ticketing system.

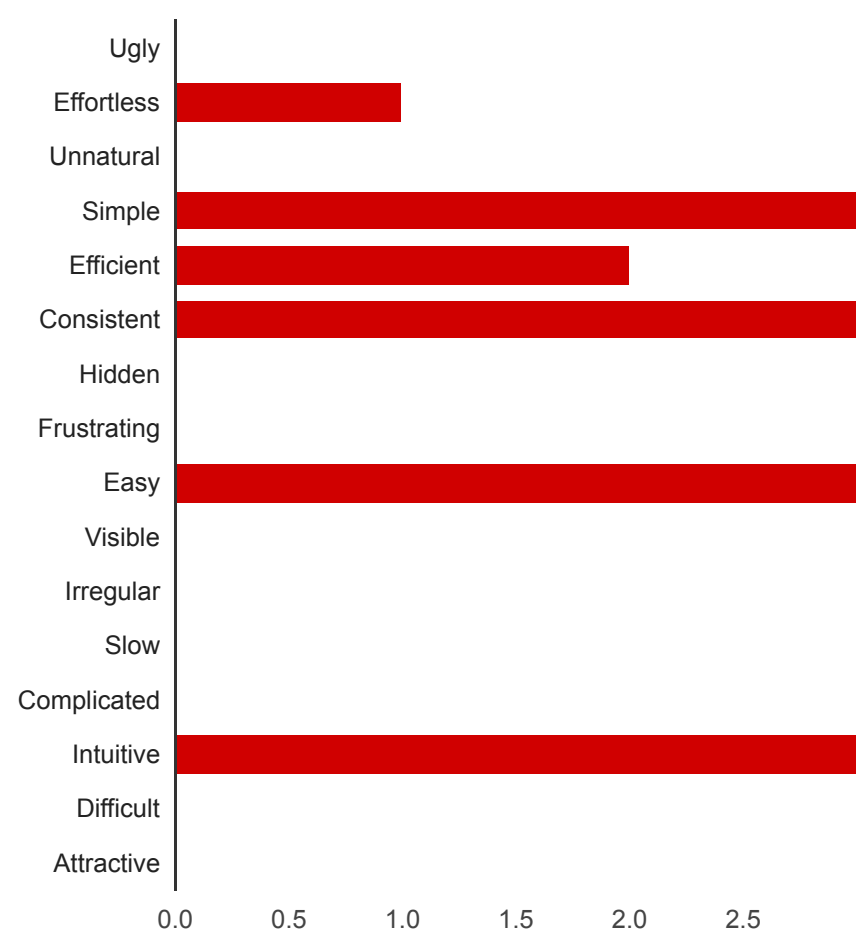
clock in time

graphs were hard to decipher, had to guess were the poignant icons were based on previous systems i have used.

Graph is too large and possibly unnecessary; not sure if students should be able to see other's tickets

n/a

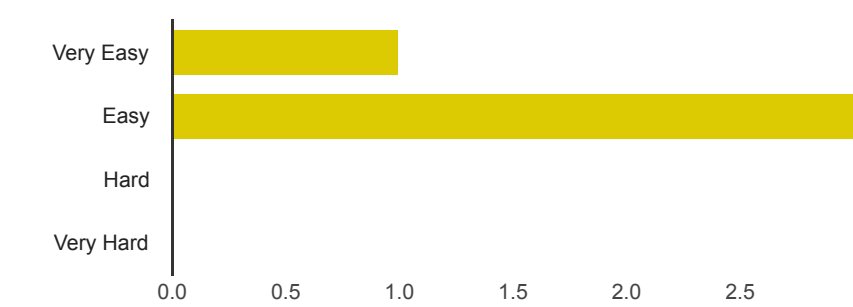
Qualitative Descriptions



Ugly	0	0%
Effortless	1	25%
Unnatural	0	0%
Simple	3	75%
Efficient	2	50%
Consistent	3	75%
Hidden	0	0%

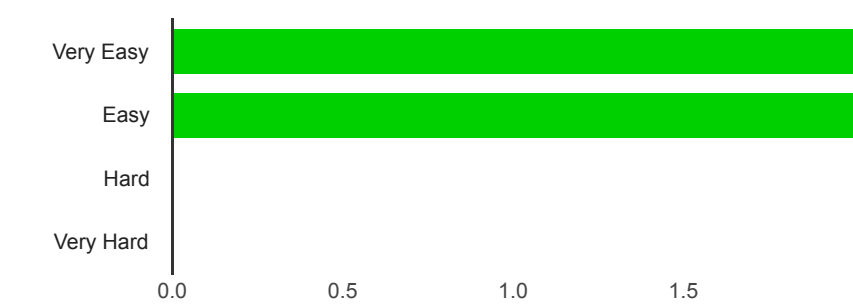
Frustrating	0	0%
Easy	3	75%
Visible	0	0%
Irregular	0	0%
Slow	0	0%
Complicated	0	0%
Intuitive	3	75%
Difficult	0	0%
Attractive	0	0%

Task 1 - Creating Ticket [Task Difficulty]



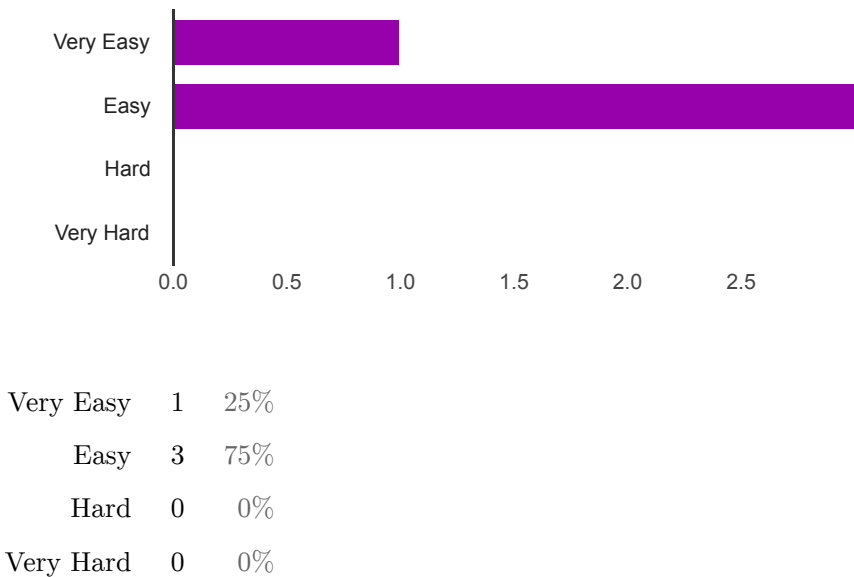
Very Easy	1	25%
Easy	3	75%
Hard	0	0%
Very Hard	0	0%

Task 2 - Closing Ticket [Task Difficulty]

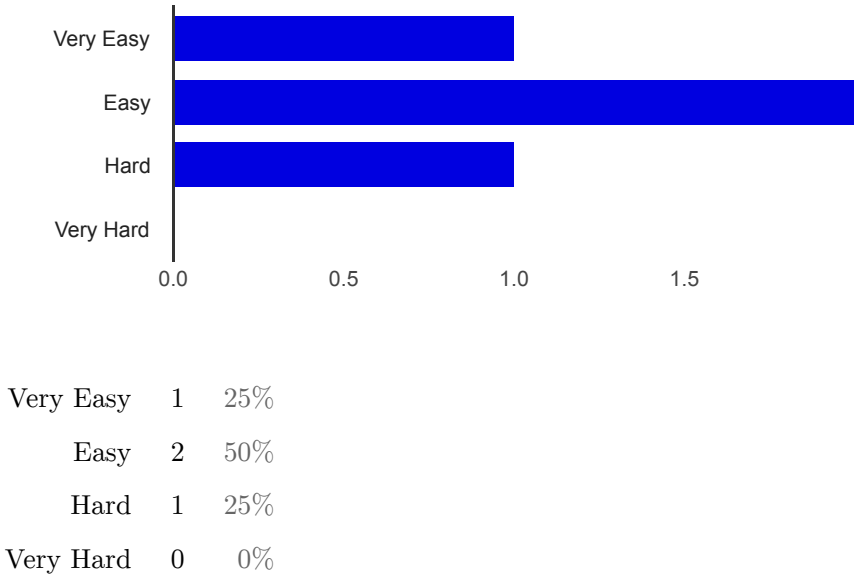


Very Easy	2	50%
Easy	2	50%
Hard	0	0%
Very Hard	0	0%

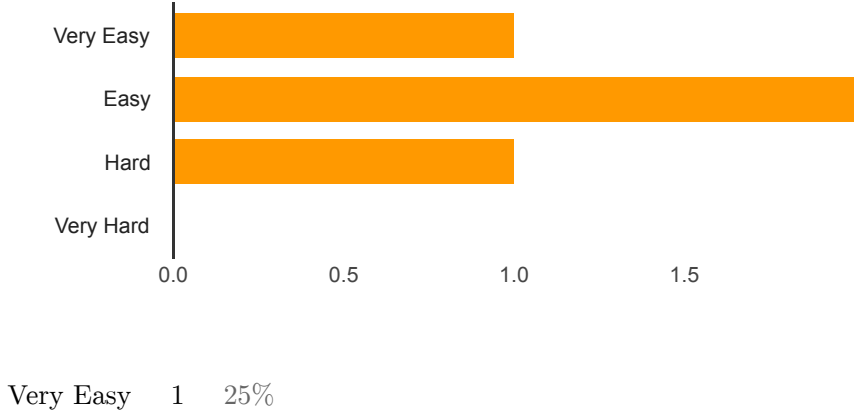
Task 3 - Clocking On [Task Difficulty]



Task 4 - Resolving Ticket [Task Difficulty]



Task 5 - Clocking Off [Task Difficulty]



Easy	2	50%
Hard	1	25%
Very Hard	0	0%

## **D User Evaluation Consent Forms**

See attached document



