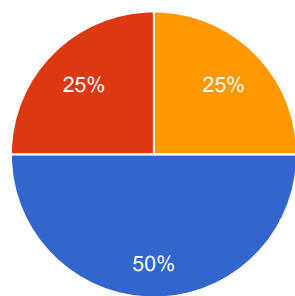


# Results

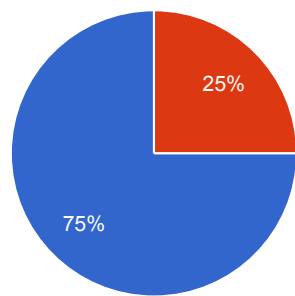
## Demographics

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%

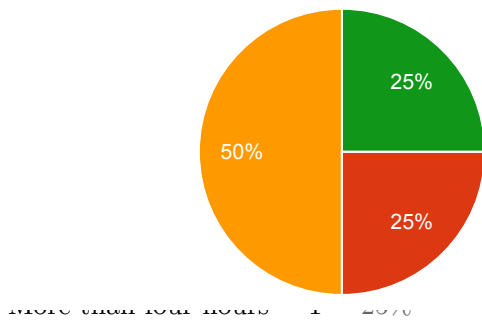
Select your gender.



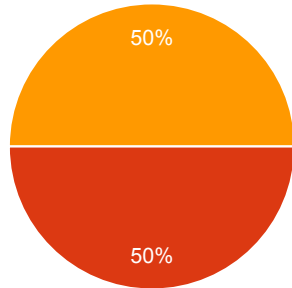
Male	3	75%
Female	1	25%
Rather not say	0	0%

## Helpdesk Attendance

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

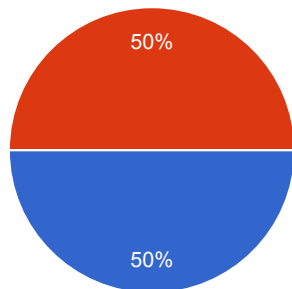


How many days a week, on average, do you attend the helpdesk?



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%

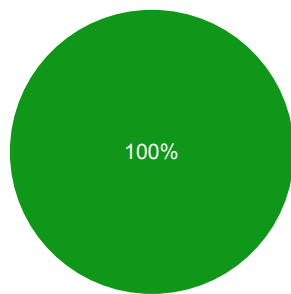
Do you attend the helpdesk as a staff member or as a student?



A staff member	2	50%
A student	2	50%

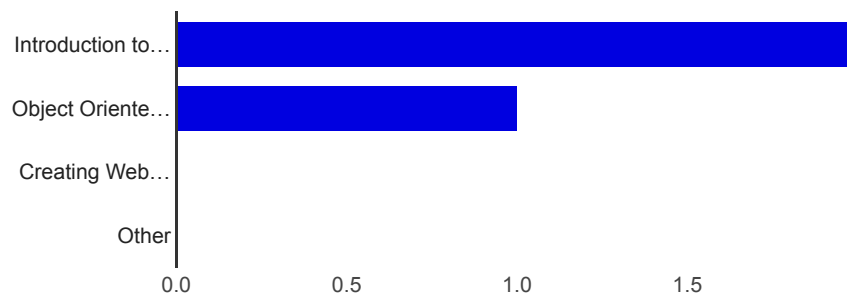
## Staff Questions

How many semesters have you taught at the helpdesk?



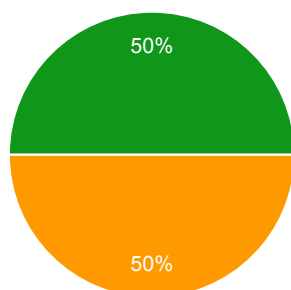
One semester	0	0%
Two to three semesters	0	0%
Three to four semesters	0	0%
More than four semesters	2	100%

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%

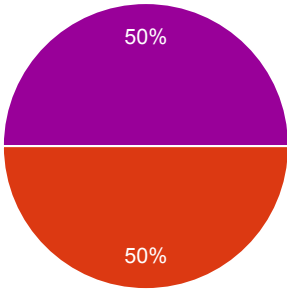
How many students to concurrently support without being overburdened?



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

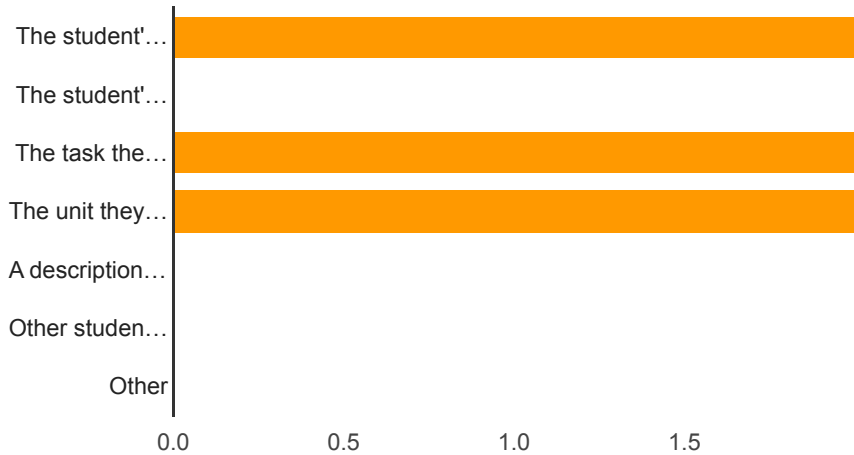
More than five students	1	50%
More than six students	0	0%

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%

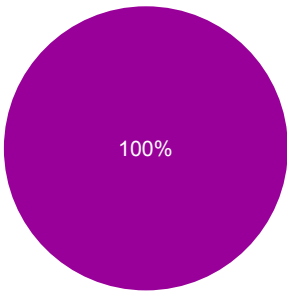
What three pieces of information would be most helpful for you before you see a student for help?



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%

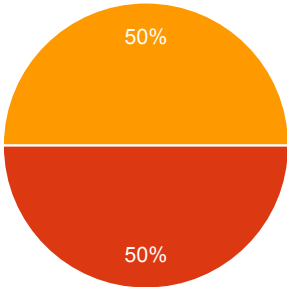
# Student Questions

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



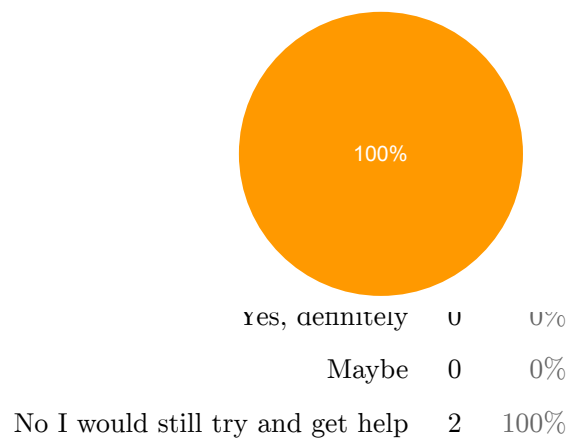
More than two minutes	0	0%
More than three minutes	0	0%
More than four minutes	0	0%
More than five minutes	0	0%
More than six minutes	2	100%

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

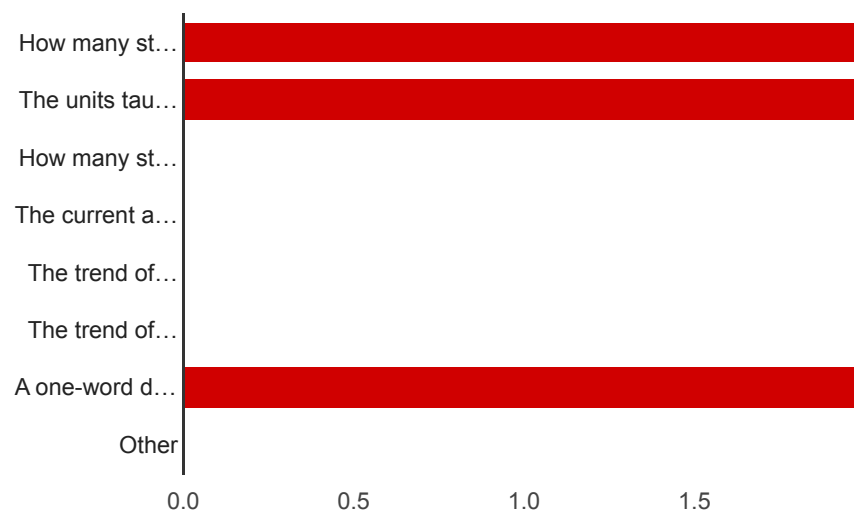


More than two minutes	0	0%
More than three minutes	1	50%
More than four minutes	1	50%
More than five minutes	0	0%
More than six minutes	0	0%

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



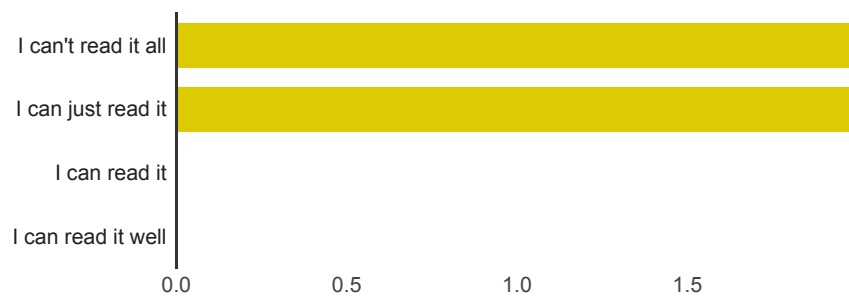
Before going to the helpdesk, what three pieces of information would be helpful before going?



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%

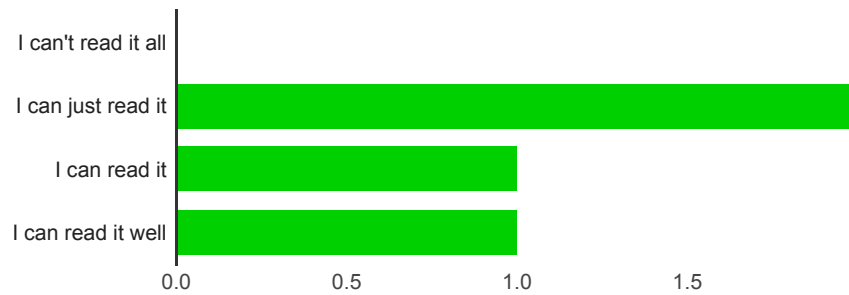
## Font Testing

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



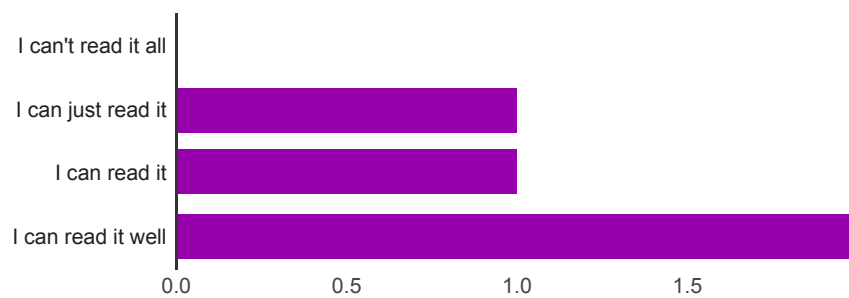
I can't read it all	2	50%
I can just read it	2	50%
I can read it	0	0%
I can read it well	0	0%

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%

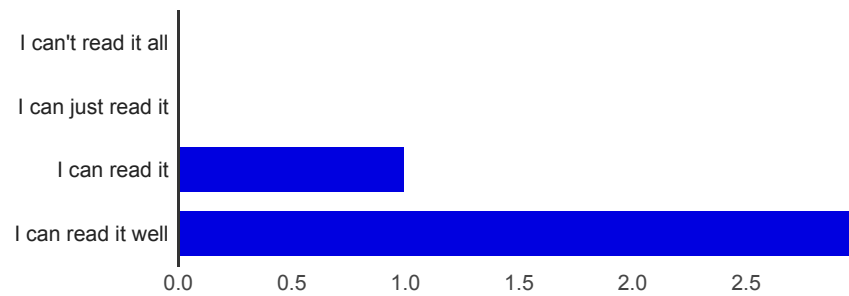
Font C - 14pt [Rate each font on the screen based on how well you could read the sentence.]



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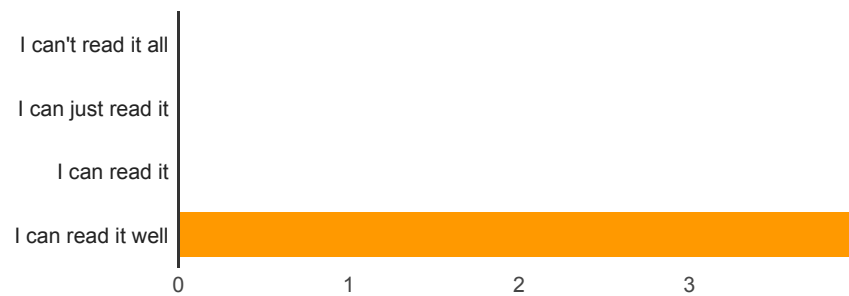
I can just read it	1	25%
I can read it	1	25%
I can read it well	2	50%

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%

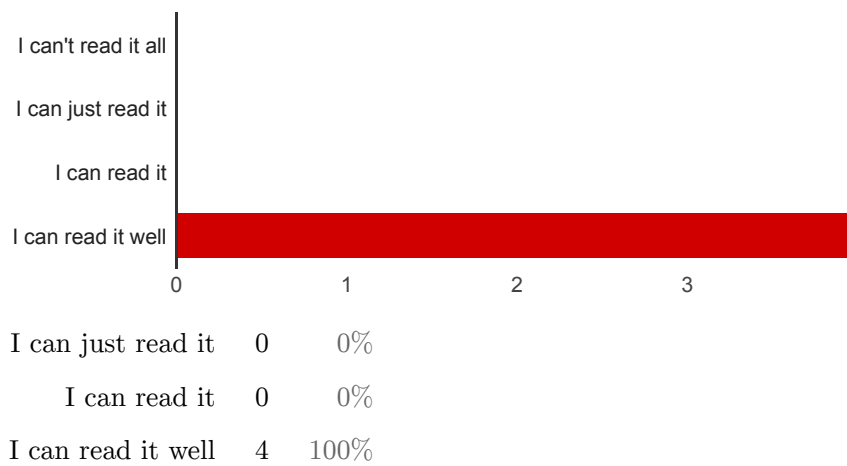
Font E - 18pt [Rate each font on the screen based on how well you could read the sentence.]



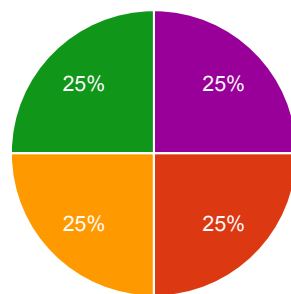
I can't read it all	0	0%
I can just read it	0	0%
I can read it	0	0%
I can read it well	4	100%

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

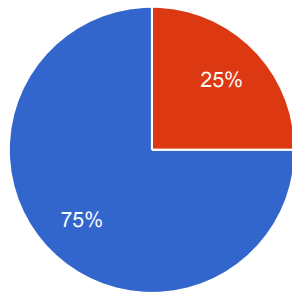
List two things you would change about the dashboard.

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?



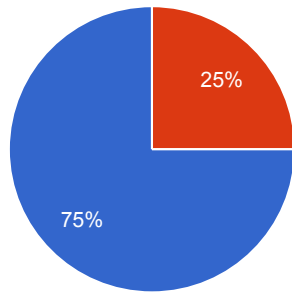
Yes 3 75%

No 1 25%

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

Axis on graph

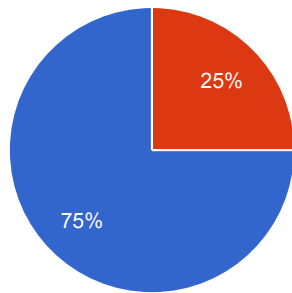
Could you interpret what the graph was displaying?



Yes 3 75%

No 1 25%

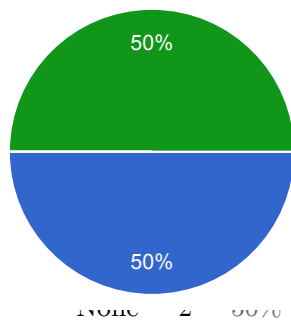
Would you prefer to sign in to access this information?



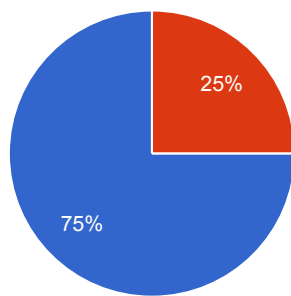
Yes 3 75%

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%

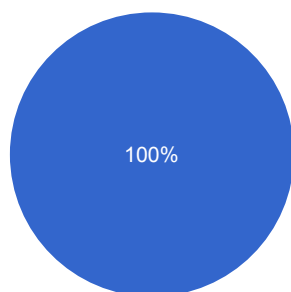
Please note any additional comments you would like to make about the dashboard you have been shown.

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%

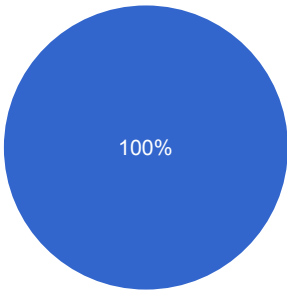
## User Task Descriptions

# Task 1

## Task Description

### Information Needed

Were you able to successfully create your ticket?



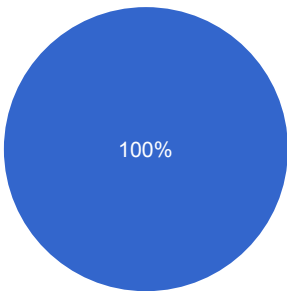
Yes	4	100%
No	0	0%
I don't know	0	0%

### After finishing this task...

What is your ticket number in the queue?

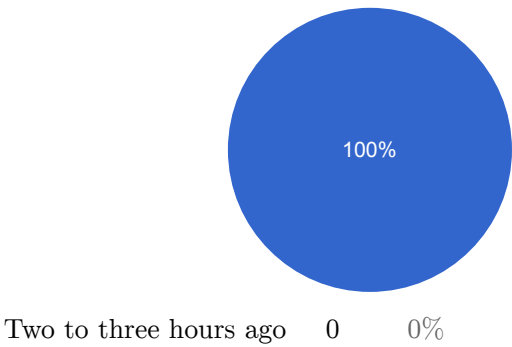
4

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

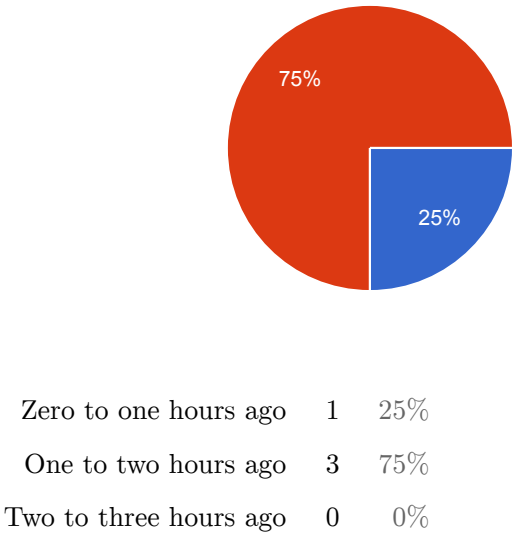


Yes	4	100%
No	0	0%
I don't know	0	0%

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



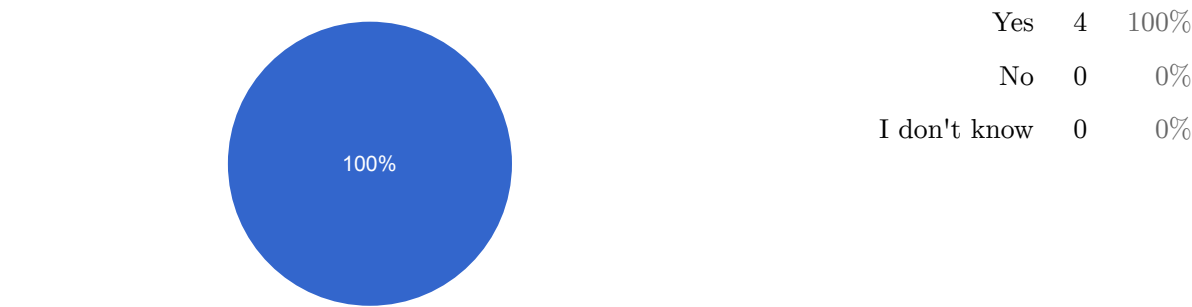
Based on the graph alone, when was the worst time to seek assistance at the helpdesk?



Task 2

Task Description

Were you able to close your ticket successfully?



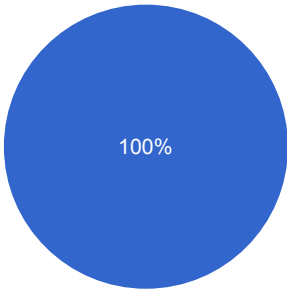
After finishing this task...

Task 3

Task Description

Information Needed

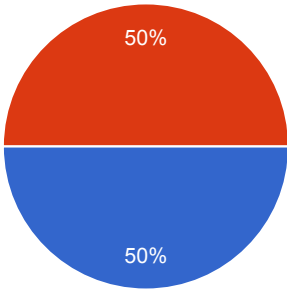
Were you able to clock on at the Helpdesk for the scheduled 2 hours and 45 minutes?



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?



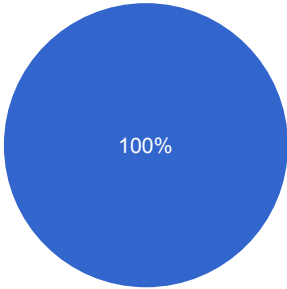
Yes	2	50%
No	2	50%
I don't know	0	0%

Task 4

Before you begin...

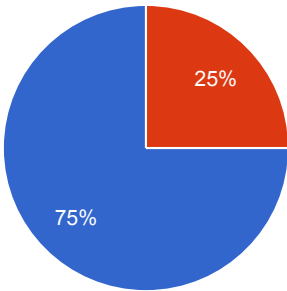
Task Description

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?

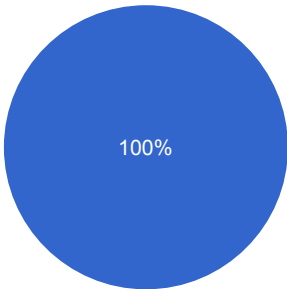


Yes	3	75%
No	1	25%
I don't know	0	0%

Task 5

Task Description

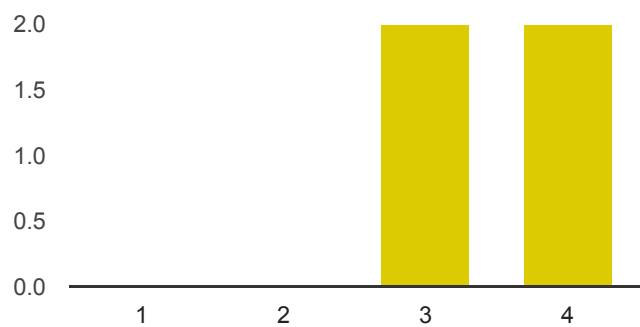
Were you able to clock off successfully?



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

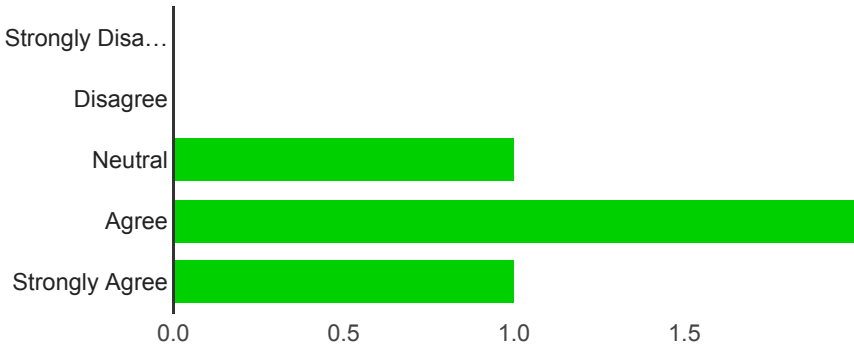
# Extended Post-Evaluation Survey

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%

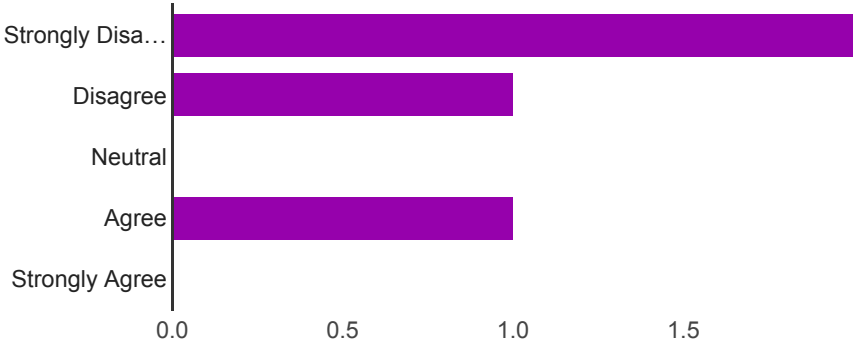
I think that I would like to use this system frequently. [System Usability Scale]



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

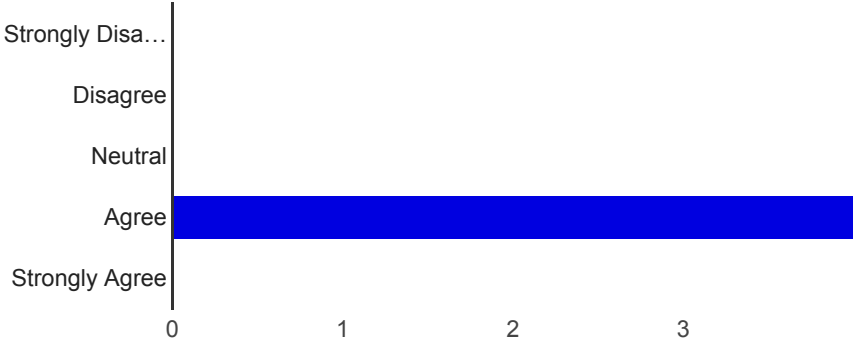
I found the system unnecessarily complex. [System Usability Scale]





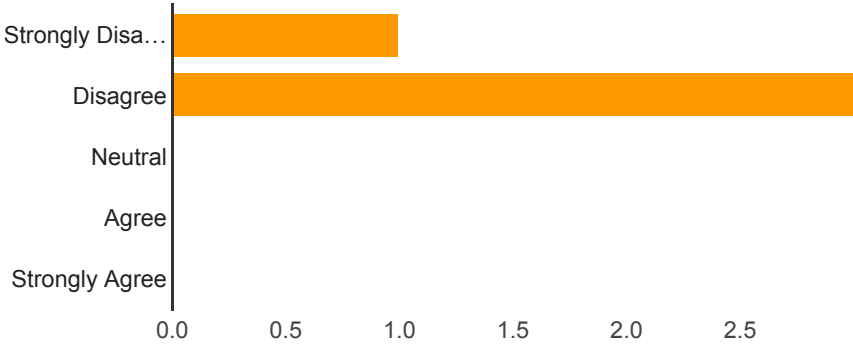
Strongly Disagree	2	50%
Disagree	1	25%
Neutral	0	0%
Agree	1	25%
Strongly Agree	0	0%

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

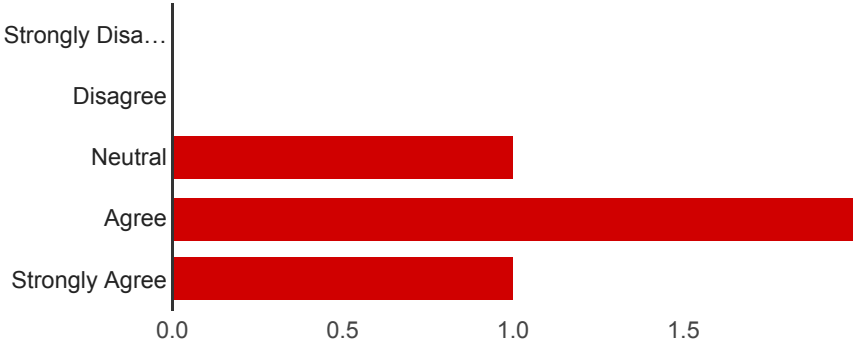


Strongly Disagree	0	0%
Disagree	0	0%
Neutral	0	0%
Agree	4	100%
Strongly Agree	0	0%

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

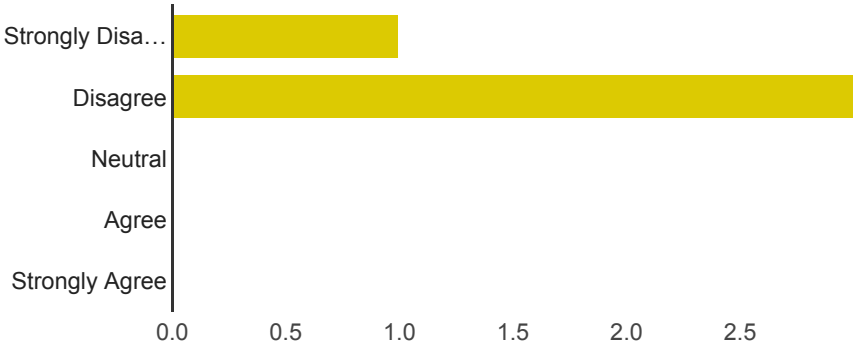


I found the various functions in this system were well integrated. [System Usability Scale]



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

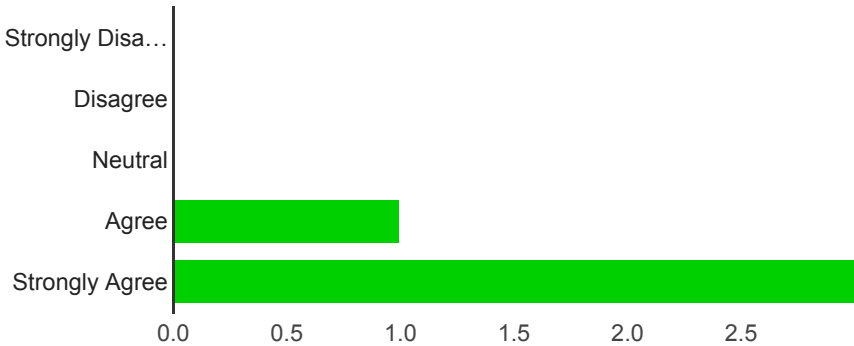
I thought there was too much inconsistency in this system. [System Usability Scale]



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

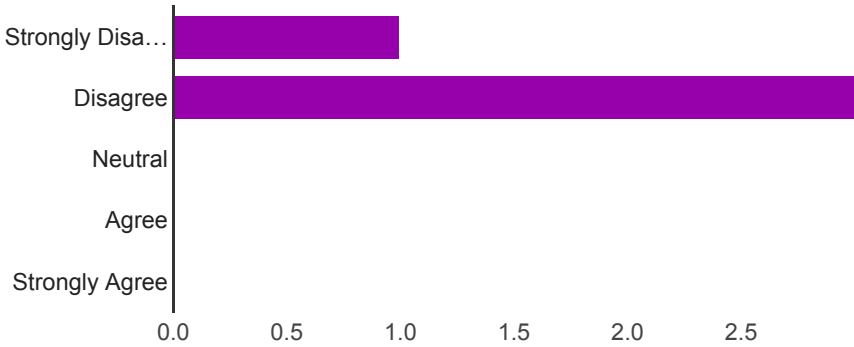
Agree	0	0%
Strongly Agree	0	0%

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



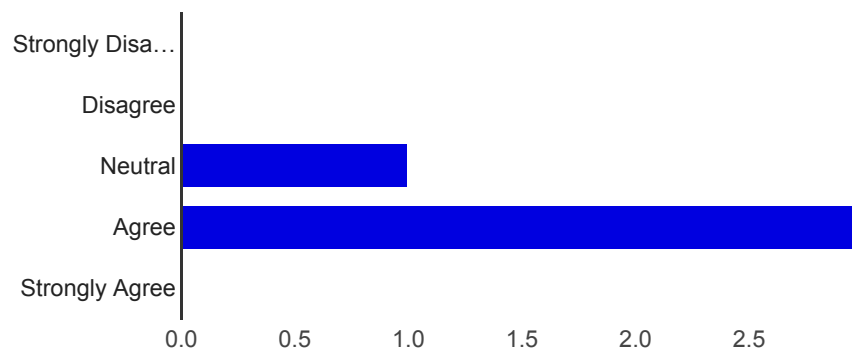
Strongly Disagree	0	0%
Disagree	0	0%
Neutral	0	0%
Agree	1	25%
Strongly Agree	3	75%

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



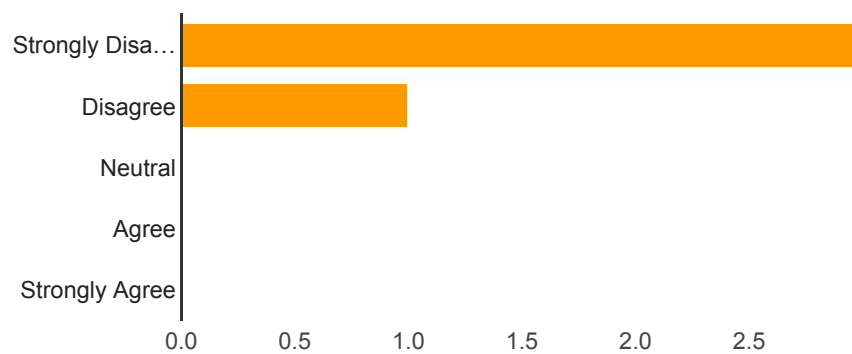
Strongly Disagree	1	25%
Disagree	3	75%
Neutral	0	0%
Agree	0	0%
Strongly Agree	0	0%

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.

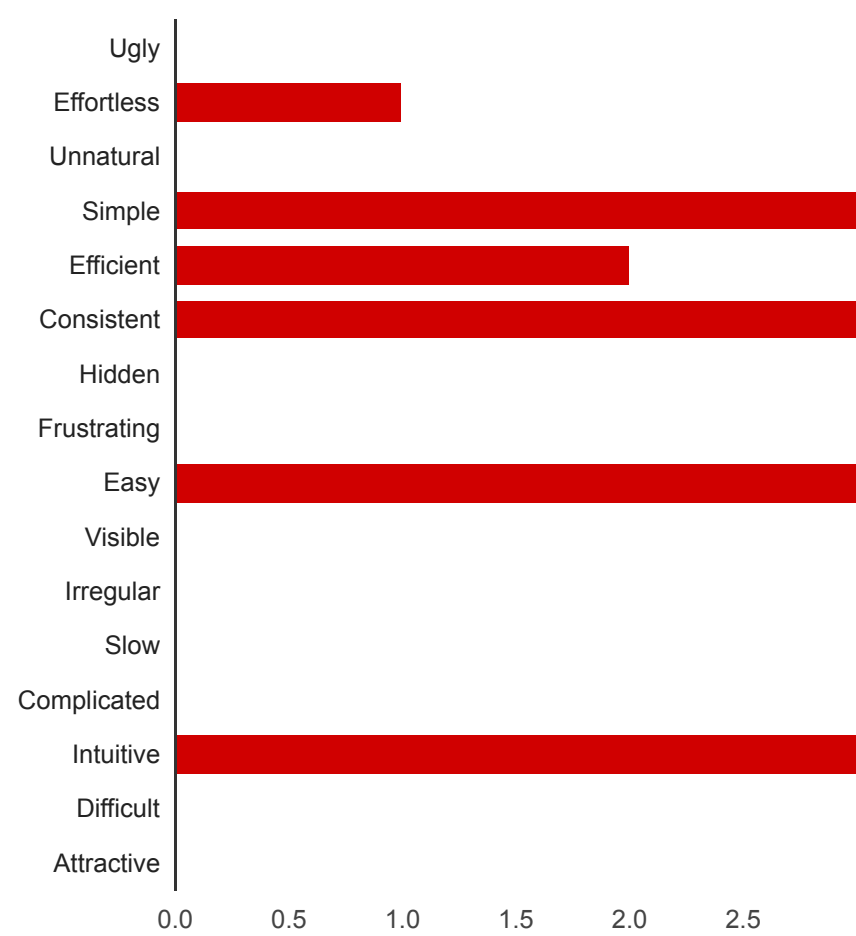
clock in time

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

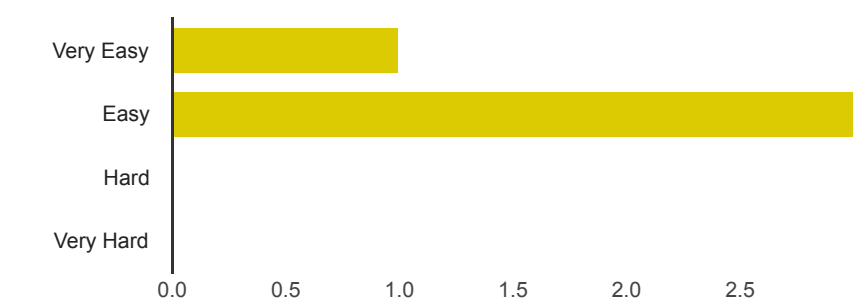
Qualitative Descriptions



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

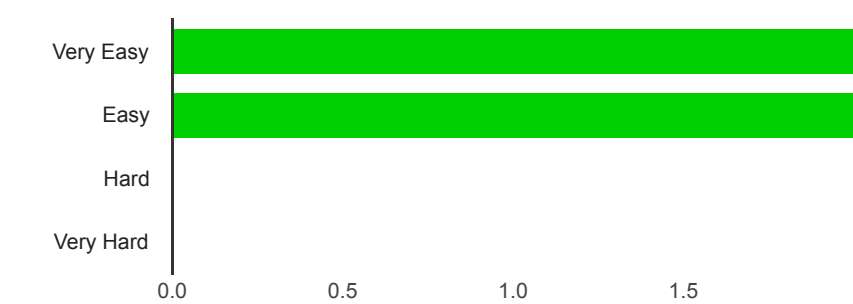
Frustrating	0	0%
Easy	3	75%
Visible	0	0%
Irregular	0	0%
Slow	0	0%
Complicated	0	0%
Intuitive	3	75%
Difficult	0	0%
Attractive	0	0%

Task 1 - Creating Ticket [Task Difficulty]



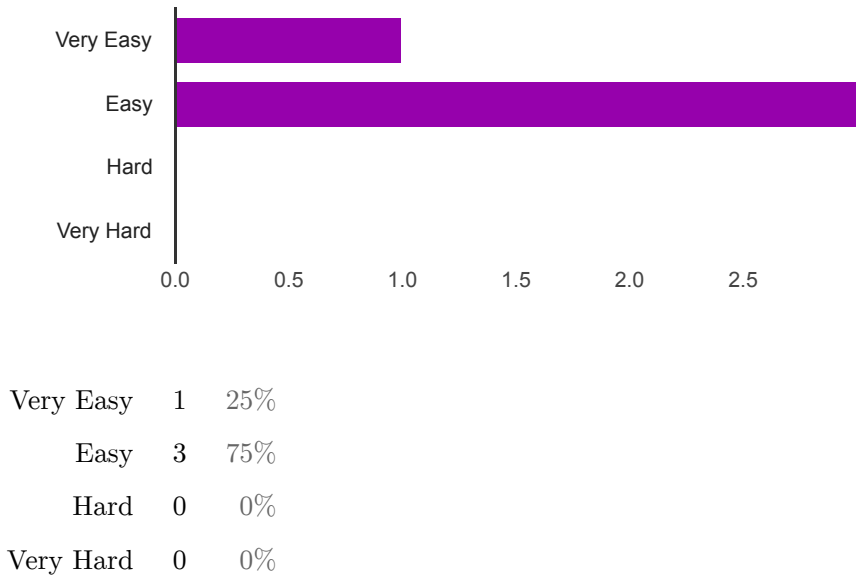
Very Easy	1	25%
Easy	3	75%
Hard	0	0%
Very Hard	0	0%

Task 2 - Closing Ticket [Task Difficulty]

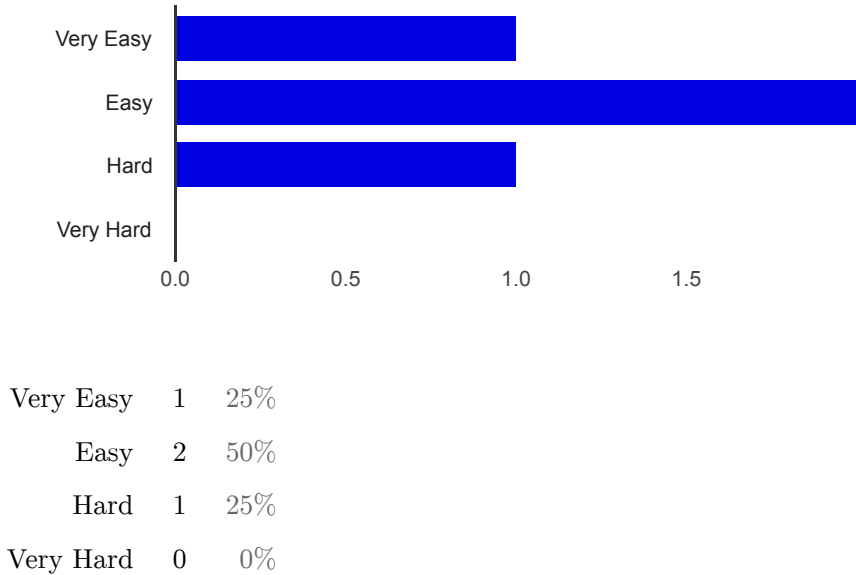


Very Easy	2	50%
Easy	2	50%
Hard	0	0%
Very Hard	0	0%

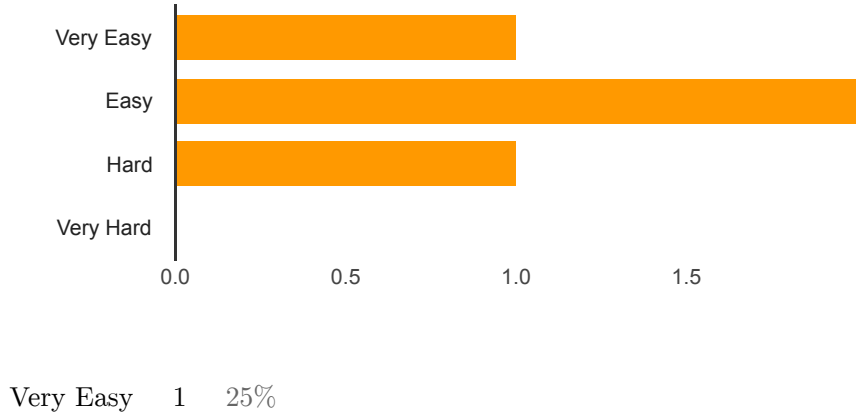
Task 3 - Clocking On [Task Difficulty]



Task 4 - Resolving Ticket [Task Difficulty]



Task 5 - Clocking Off [Task Difficulty]



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