



PROVIDING BETTER ACCESS TO INFORMATION AND SERVICES FOR UNIVERSITY STAFF

Topic B



Executive Summary

Staff Service portal serves as a simple, one-stop-shop portal which provides easy access to key resources and services for staff at the University of Melbourne. Our group delivers a new service portal for users from different background. The new service portal aims to provide service excellence through qualified systems, technologies and resources that support daily work for all key stakeholders.

To understand what an effective and successful service portal ought to be like, we reviewed some literature related to our design at the very beginning. For data collection, both semi-structured interview and observation are introduced. 5 participants with different background were involved in this session. Everyone answered 15 questions in the interview and completed three tasks during the observation. For data analysis, we develop a rich picture illustrating key stakeholders and relationships obtained from the outcomes of data collection. In the meantime, an affinity diagram is created and applied in analyzing data as an effective method to further interpret user preferences. The diagram categorizes participants' reflection and experience on current service portal into what users like, what users dislike and other valued comments. Ethical and social issues have been well taken into consideration when conducting the investigations.

Then we summarise key findings developed from our previously collected and analysed data, which includes both user preferences and user requirements. Users prefer to tackle their problems through five different ways, including real-time chat, search, email, submitting tickets and phone call. At the same time, users requirements are identified and categorized into three aspects: 1) Clarification 2) Classification 3) Browsing history.

Two personas (Beca and Jimmy) are created to represent intended users of the new service portal and a use case scenario designed for Beca is presented. According to our proposed key findings, the new designed service portal consists of 5 main keys: the search bar, "Browse Knowledge", "My Ticket", "Contact" and the Chat box.

Lastly, the feedback we received from the other two groups and our beloved lecturer and tutors is summarised and analysed. Recommendations and future enhancements of the service portal are proposed accordingly.

Background

Currently, there is a staff IT service portal providing multiple IT services at the University of Melbourne. A more intelligible and integrated IT service portal is required by different users (including researchers, academic staff, casual tutors and professional staff) comparing to the functions supplied by the current portal. We aim to deliver a more comprehensive and user-friendly IT service portal to provide service excellence through qualified systems, technologies and resources which support daily work for these key stakeholders. In the meanwhile, the usability and accessibility of the new design are targeted to be improved.

Service portal should be able to supply multiple functional advantages comparing to traditional methods. These advantages include easy access to several related services, approach to unlimited reference and excellent retrieval facilities(van Riel, Liljander & Jurriëns, 2001). Generally, when users look for support on a website, they may prefer to find the FAQ section first and browse it. If answers cannot be achieved, they would either give up or do further researches for the IT service platform or support contacts(Hu, 2007). A non-integrated approach to browsing related information tackling issues arose by users would be aggravating to users(Hu, 2007). As the first contact place for users in resolving any IT related support issues(Leung & Lau, 2007), efficiency is one of the main features that should be taken into consideration when designing the service website. Understanding user judgment and experience with interactive systems is an important prerequisite for informing the context design(Hartmann, De Angeli & Sutcliffe, 2008).

Based on the literature, a new IT service portal is developed considering both necessities and opportunities. As users have a wide range of background and the IT service portal is frequently used, it is essential to design a multi-functional website meeting various requirements. The website is also required to be an information tank providing comprehensive solutions, including unlimited reference, answers to common problems and other resources. Besides, users may have a restrictive time to solve urgent issues; therefore, a reasonable solution is required. Accessing other resources, such as services within university and external references, provides users with more useful information and effective solutions. In this case, the new IT service portal is developed considering these opportunities to give better experience when solving problems.

Method

2.1. Data collection

To understand how academic and professional staff at the University of Melbourne access information and services, we conducted semi-structured interviews. A Semi-structured interview, which was proposed by Wood(1997), is best to use when data needs to be collected through several interviews with different interviewers("Semi-structured Interviews", 2018). Moreover, observations were conducted to obtain reliable and comparable qualitative data with five participants whose background are shown in table 1.

Participant	Background (work experience)	Interviewer	Note taker	Date (time)	location
P1	Tutor (2 years)	Hanrong	You	31st Aug. 1:00pm	Space lab
P2	Entrepreneur, Tutor(1 year)	You	Yue	4th Sep. 4:30pm	Baillieu Booth 6
P3	Ph.D student	Yue	Hanrong	5th Sep. 11:00am	Space lab
P4	Researcher(1.5 years)	Ida	Geng	6th Sep. 3:00pm	Space lab
P5	Tutor (1 year)	Geng	Ida	10th Sep. 2:00pm	Old engineering level 1

Table.1

The response to aesthetic design is influenced by characteristics of the individual, such as cultural background, age, personality and gender(Sonderegger & Sauer, 2010), so some of our interview questions were designed to know participants' background. We also asked how they solved IT problems in the past, as knowing user website behaviour is an important way to understand website design through a "think aloud" protocol analysis(Tan & Wei, 2006). Moreover, the interview questions included how they currently use resources available on the University's Staff Services Portal since our group wanted to know the advantages as well as the limitation of the current system.

In order to track the behaviour of how users solve problems online, each participant was asked to complete three tasks during the observation. The tasks included submitting tickets for a specific problem (the projector in the tutorial room was unconnected), finding IT-related information (downloading Matlab), and tracking tickets via the University's Staff Services Portal. The interview questions and observation tasks are shown in detail in the appendix.

In practice, we conducted the interview and observation in a group of two (detailed work distribution in table 1). All conversation in interviews were recorded. All participants are asked to sign a consent form before the interview and observation. In the interview, one member worked as an interviewer to host the conversation and the other took notes. Both interviewer and the notetaker observed how the participant completed a task. They will keep track of the participant's facial expression, body language, reactions and how many steps it took to complete the tasks.

2.2. Data analysis

At the start of data analysis, our group gathered the information from the notes during all interviews and the observations, and organised them to transcripts. We summarized the answers and performance of all five participants in each question and task to understand their thoughts.

A rich picture and an affinity diagram were involved in the process of data analysis. A rich picture is used to conceptualize the complexity of an entire situation(Monk & Howard,1998). Therefore, our group constructed a rich picture (Appendix 4) to illustrate the main stakeholders and relationships that need to be considered to design a more effective IT service portal. Besides, we categorized all feedbacks into user preferences and user requirements in an affinity diagram. User preferences will help us understand the advantages of the current system and what we should preserve. User requirements can help us figure out what the current system has not met user requirements and then providing directions for our future design. Besides, to represent potential users of the website and analyze the situation we were investigating, we created two personas (Beca and Jimmy) and a scenario from Beca's perspective based on the interviews and observations.

2.3. Ethical & Social Consideration

- **Participants Selection**

To have an accurate selection of participants who would be involved in our interview and observation, we considered participants with diversity in nationality, age group, personal habits and work experience. We attempt to gain a convinced sample of voice in our work to develop a new design for the service portal.

- **Avoid embarrassment**

It is possible that the participants are not able to finish the observation tasks and feel embarrassed. The participants could also feel nervous because of the presence of the note takers. In order to avoid possible embarrassment or discomfort of the participants, the interviewer of each interview will describe the purpose of the interview and the reason why there is a person taking notes before asking any interview questions. The interviewer is also responsible for ensuring to relieve participants' pressure when they get trapped by tasks.

- **Possible applicability of the work for the participants**

IT tutors are one of the most competent groups of users of any website because using websites and possibly designing websites are within their professional skills. The observation tasks are designed considering this fact, and both questions and tasks are aligned with the capability of the participants.

- **Degree of anonymity or confidentiality**

To avoid private problems, we explained to participants that the interviews are only used for the academic purpose, and we need to record the conversations as a backup. After getting the permission from participants, they signed on the consent form. In addition, during the observation, participants accomplished tasks using the current IT service portal with their staff account on the group members' laptop using incognito browsing throughout, so that they didn't need to worry about the history and account information left in our equipment. Besides, during the process of data presentation, we used pseudonyms instead of their real names to protect their privacy.

2.4. Limitations

Due to limited time and resources, only five participants were involved in our study. It was impossible to cover staff from all institute and all type of works in this situation. Therefore, our study mainly focused on academic staff and aimed to carry out our fieldwork in depth rather than in width. Thus, our new IT service portal will have a good improvement for IT staff but still cannot cover the requirements of all staff in the University of Melbourne. Additionally, five participants were all males, which may cause deviation in data collection and analysis. We created a female persona to represent the female users of the website to reduce the impact of this limitation.

Findings

Based on the outcome of data analysis, we categorized our findings into two parts: user preferences and user requirements. “User preferences” contains what solutions the participants prefer to use to solve IT problems, and “user requirements” shows participants’ suggestions to improve usability.

3.1 User preference



Fig.3.1 Affinity Diagram

Based on the affinity diagram, we found five solutions that users prefer when solving IT problems, including real-time chat, searching, sending email, sending tickets, and phone call. And then, we ranked these solutions according to the participants' degree of preference.

The first solution is real-time chat since all participants suggested that they would like to talk with the IT service staff online(Fig.3.1). P3 said that he used Chat box on the “Stop one” page and thought it was an easy way to ask for help. P4 said that real-time communication was a useful and effective way to solve problems because he did not need to leave his desk and did not have to talk aloud when he was busy in his office. P1 also preferred Chat box to any other methods because he did not want to be interrupted by the phone call and could reply at any time he wants.

The second solution is searching because three out of five participants usually search online when they meet problems. When P1 was asked to download MATLAB, he searched “MATLAB” on google and found the official website. P3 and P5 talked about their experience of searching software on google and university website as well. Besides, it was discovered during observations that the search box of the current website does not provide any effective result no matter what search strategy was applied.

The third solution is sending email since two participants told us that they would send emails to IT staff to ask for help. P1 found the contact details of IT service staff in order to send emails. Besides, P3 knew the IT staff’s email address after sending a ticket because the IT staff replied to him, and he has been sending emails directly to the IT staff ever since. However, P2 did not like sending emails because he had many email accounts and it is difficult to organise the information.

The fourth solution is sending tickets since only one participant used this method to solve IT problem. P3 showed the history of tickets that he sent which indicates that he likes this practical solution. Moreover, P2 mentioned that he did not like sending tickets because he did not know how to use it.

The last solution is phone call as two participants said that they did not like the phone call and only one participant told us that phone call is the only way that he would use when facing IT problems. P3 is not a native English speaker and oral communication was not convenient for him. Although P1 is a native English speaker, he did not like phone call because he could not answer the phone call when he was in a meeting. However, although the phone call was the least used solution, it is necessary because we noticed that all the participants would call when the problem is urgent. Hence, the phone call is a useful solution to solve emergency problems.

In conclusion, the rank of these five solutions was useful in the design process because it indicates their popularity among users. The layout and structure of the website should be based on these rankings. It is necessary to place the Chat box in a convenient and significant position since it is the functionality required by all participants. A functional search bar should be designed so that the participants can search solutions of IT problems by themselves. The contact details should be shown on the website as well because email addresses and phone numbers of IT staff are required by some participants when they meet IT problems. Sending tickets should be preserved since some users had used this method to handle IT problems.

3.2 User requirements

3.2.1 Clarification

Four participants pointed out clarification problems. P1 mentioned that he wanted a short explanation of functionalities. P2 said that he wanted a general instruction of the website. P5 mentioned that he cannot link the name to the equipment because he was not an English native speaker. He also said that he wanted a clearly structured list of software name.

Based on the feedback, we found that the content of the current website is not clearly presented, and users want more information to help them locate and understand the content. Hence, we need to provide more explanation about the functionalities and content.

3.2.2 Classification

Well organised classification of functionalities was the second suggestion given by participants to improve the user experience. P2 said that the main page of the current IT service portal is not clear. Besides, P4 mentioned that he can not clearly tell the connectivity between the topics and problems, and what information is contained in each topic. So he had to check each topic before he knew where to turn to.

To sum up, the new IT service portal should present a straightforward main page so that the users can find solutions they needed effortlessly. Our design should also create a new section showing explicit classification of existing knowledge so that the users could find topic and solutions with ease.

3.2.3 Browsing history

P4 mentioned that he always comes across the same problem but forgets how to solve it. So every time he met the problem he had to repeat the searching procedure again to find the solution. He wanted a function to record his browsing history to help him locate solution page more efficiently.

To solve this problem, users should be able to view and to manage their ticket history so that they can find solutions that they used for the same problems by this functionality.

Personas

There are two personas built based on the results of data collection and data analysis: Beca and Jimmy. There are drastic differences between Beca and Jimmy. Beca is a young and energetic researcher who is an experienced tutor. Jimmy has 15 years of working experience and has just enrolled in the university as a PhD student. All of our participants are males so we created a female persona to represent the female users of our design.

Beca



Age : 32 / Gender : Female / Education : Ph.D. / Experienced Tutor and Researcher

Context

Where: She can use the website in places such as the research lab, the tutorial classroom, the library or at home

When: Any time that she wants

What type of environment: Needs to fix problems related to IT systems or request IT resource

Personality

Beca is passionate about her research and has the spirit of exploration. She is outgoing, resourceful and bright. She loves using different websites and finding all the information that she needs from the internet.

Attitude

She is a researcher who is willing to try out new designs. Previously, she gained some experience with the website because she used the student service portal several times when she was a student in the University.

Jimmy



Age : 38 / Gender : Male / Education : Ph.D. student /15 years of working experience

Context

Where: He can use the website in places such as the research lab, the library or at home

When: Any time that he wants

What type of environment: Needs to fix problems related to IT systems or request IT resource

Personality

Jimmy is a Ph.D. student who has 15 years of working experience. His Bachelor and Master degree were from years ago and he has just enrolled in the university. He is analytical, sociable, ambitious and practical. He enjoys communicating and interacting with other people and he plans to become a tutor next semester.

Attitude

Design proposal

The design process of the new service portal used the 10 plus 10 method.

5.1 Overall Structure

It was crucial to agree on a comprehensive structure before details of the website were determined. It was established in our key findings that the users need classification and clarification of the functions and the main challenge of categorizing was that there were too many functions. We wanted to not only provide new services to users, but also keep the existing functions that users like. In order to overcome this difficulty, each member presented a design concept sketch for the entire system demonstrating the basic logic and

structure of the website based on the key findings. Then, our team discussed and reviewed all sketches together to reach a consensus by combining the strengths (Fig.5.1.1).

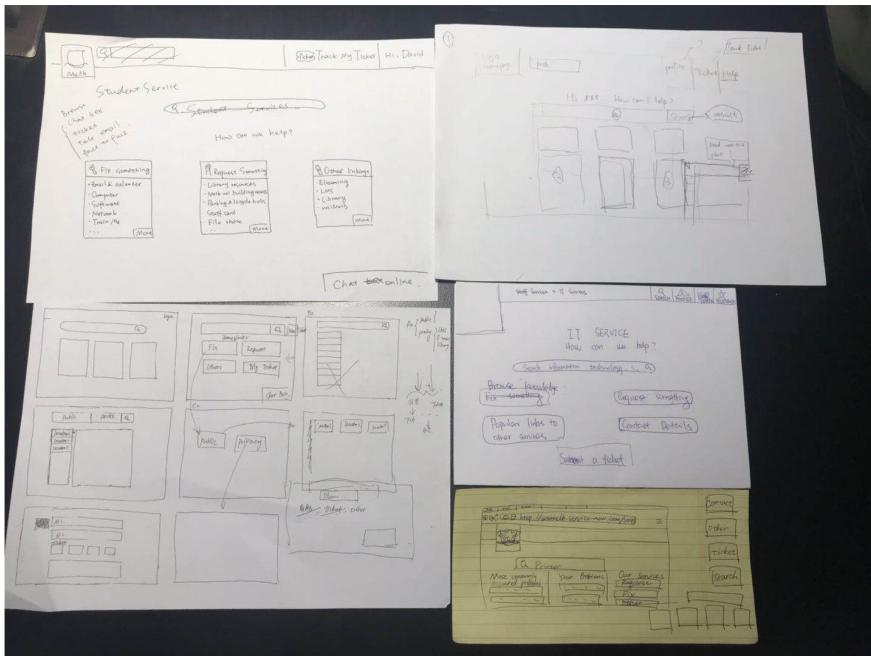


Fig.5.1.1 Designs of the main page

The final decision was that the homepage of the website would include five main parts: "Search bar", "Browse Knowledge", "My Tickets", "Contact" and "Chat box". The users are provided with five means to solve their problems: searching for an answer, browsing knowledge and fixing the problem by themselves, sending a ticket, contacting the IT service staff by different methods or chatting with them online. Unlike the current website which categorizes the functions based on users' problems, our design divided the functions by categorizing the possible solutions.

5.2 Page Design

The pages were designed after the structure was determined. For each page, each team member would draw a sketch showcasing a way of realizing our design concepts and share ideas with the group. The team would then sketch the page design together based on these individual works and our discussions.

5.2.1 Main Page



Fig.5.2.1 Main page

The main page of the website is shown in Fig.5.2.1. The search bar was placed at the centre of the main page because the users could be unaware that there is a searching function of our website if we hid it like the current website. The Chat box was placed in the corner because it is an important function that will appear on every page of the website. If the Chat box is shown in the centre of every page, It will block the contents. With the Chat box in the corner, the users can browse other pages of the website with the Chat box always available.

5.2.2 Search results

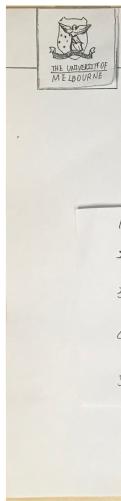


Fig.5.2.2 Searching Results

Users can use the search bar to search for information. The system would save history tickets that were sent by other users of the system anonymously, including problem descriptions

and solutions, and the search results would include these tickets. The users can use other people's precedents to solve their problems.

5.2.3 Browse Knowledge

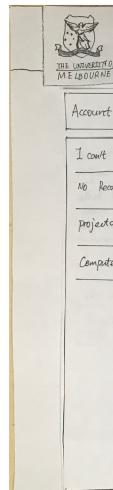


Fig.5.2.3 Brose knowledge page

In the browse knowledge page, the information consists of FAQ, handbook and guideline. Users can locate the solution through the existing category. When users find the solution, they can put a star for the section to bookmark the solution for future reuse. Bookmark function was designed based on the key finding that the users may have to repeat the searching process again if they came across the same problem but forgot the solution.

5.2.4 My Tickets

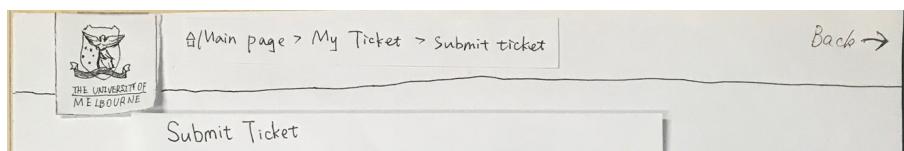


Fig.5.2.4 “Submit Ticket” page

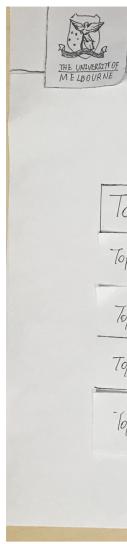


Fig.5.2.5 "Track tickets" page

"My tickets" consists of "Submit tickets" and "Track tickets". Users have to fill in details about the problem when they submit a ticket. In order to describe the equipment comprehensively, a clear image and a short description will be shown to help users identify the equipment when they submit tickets. In "Track tickets", users can track their submitted tickets and monitor the process so that they know how long the problem will be solved and whether the problem is solved. They can also delete the tickets or resubmit a previous ticket if the problem happens again.

5.2.5 Chat box



Fig.5.2.6 "Chat box" page

The Chat box provides users with an online tool to solve their problems by contacting IT staff remotely. The auto-reply will pop up once chatbox is activated presenting users suggested solution links for frequently asked problems. If the problems users meet are out of the range, users can select “Chat box” to talk with IT staff directly. IT staff can decide the methods to help users to solve problems based on the situation. For instance, IT staff and users can set up an appointment if the problem can not be solved by chatting online. After the problems are handled, users can give feedback about the service they received. This design ensures that the IT staff can provide high-quality services. In addition, the “Previous topic” section records the history of online chat on different topics. Users can view previous solutions presented in chat history if they meet the same problem again.

The link to our paper prototype video is:
<https://www.youtube.com/watch?v=ne4gbGbNvD4>.

5.3. Use case scenario-Beca

Beca found that she couldn't turn on her assigned desktop. She wanted to solve this problem as soon as possible because all of her research data was stored on it in her lab. So she used her laptop and logged in the staff service portal.

She activated the Chat box and some automatic replies and information which are useful for her to understand the problem were popped out. She looked through the suggested solutions and clicked the link to check the details. However, after several attempts, she was still unable to solve the problem.

She activated Chat box again and selected “real-time chat” option. The auto-reply messages showed that she was the 5th in the queue. After about twelve minutes’ wait, an IT service staff was in touch with her. Beca described the problem and followed the staff’s instructions. The IT staff told her that a broken hard drive probably caused it based on what Beca told him and he would come to her lab and take a look.

Beca booked a time with IT service and the IT staff came at the agreed time and solved the problem. The real reason was poor motherboard contact and the hard drive was intact. Beca was really glad that all her research data was still intact and gave the staff a good review using the Chat box.

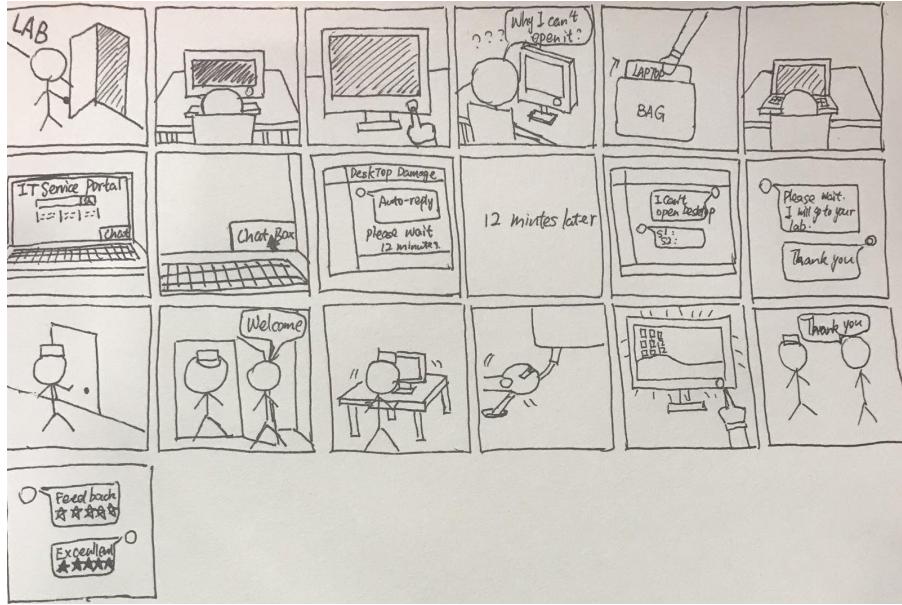


Fig.5.2.7 Use case scenario

Feedback and recommendations

The overall feedback we received is positive. In terms of design, both groups affirmed our overall design ideas. They thought that our design provides contributive solutions to the problems discovered in the key findings. However, shortcomings of our design were also pointed out by our peers. Group A thought our participants were all tutors and the results could not represent the requirements of general staff well, which is not consistent with the project objectives. They believed that we should choose participants from different background, so that our interview results would be more comprehensive. The feedback we received from the lecturer also mentioned this point. Group B doubted if the Ticket function is a necessity according to our key findings. And the priority of the Chat box ought to be raised by placing the Chat box in a more visible, accessible place rather than in the corner. Another concern about chatbox raised by the lecturer is that whether IT staff are available to answer the message from the Chat box. Besides, they believed that our services should be clarified.

In regarding of presentation, two groups and teaching staff all mentioned a common point that our video should be more vivid and clear. The lines and characters are hard to tell from the screen. Both methods and findings discussed during our presentation should be more detailed and the headings of the presentation slides could be improved as well.

Based on the above feedback, there are 4 design recommendations for our following iteration of the prototype :

- 1) Optimise the function and layout of Chat box. According to key findings, the Chat box is welcomed and may be frequently used in the future, though the feasibility was doubted by teaching staff. The chat box should be not only easy to locate but also provide efficient services in different scenarios by various users. And it is also of great importance for us to come up with solutions to help with the potential lack of available IT staff.

- 2) Conduct another round interview and observation among a wider range of staff with multiple backgrounds. As mentioned above, the diversity of our participants' background is a big concern to prove the rationality of our final design. So it is necessary for us to conduct another round of interview to collect more information for the design in the next iteration.
- 3) Continue to optimize the representation and the form of content. As our key findings imply that the need for clarification with details is one of the main feedback we get. After we finish refining the search function to help users quickly locate the problem and solution, we will work on optimising the representation and the form of the result to make sure users could link the solution to the problem in a glance.
- 4) Optimize accessibility. Through self-reflection, our team agreed that the physically challenged people should be taken into account to improve our design. It is necessary for us to come up with different versions of layout or interaction methods for specific group of people to facilitate their browsing or communicating experience.

Reflection on social/ethical issue

As mentioned above, we tried our best to avoid privacy leak and embarrassing situation and form a harmonious, relaxed environment. Those efforts turned out to be helpful for both us and participants to feel free to communicate and act as usual.

For social consideration, we believe our design could help improve the working experience of staff at the university to help them be more productive. We will be able to get enthusiastic support from many staff because of such a positive goal. Another social concern we are aware of is accessibility. During this period, we noticed some staff or students are physically challenged in our university. They are the group of people whom we are likely to potentially ignore. But, undoubtedly, their experience counts as well.

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Appendix

A. Interview questions

Nice to meet you and thank you for joining our interview. We are designing a new IT service portal. Our team would like to know what functionality of the website that you would want. Your answers will be anonymous. We are going to record this interview, is that ok? The other person with me is the note taker. He/She will take notes on important details that we discussed during the interview. Could you please be open and honest with us during the interview? I would ask a lot of "obvious" questions and "why" questions because I don't want to be led by assumptions. Do you have any questions before we start the interview?

Interview questions:

General (User Background):

1. What degree are you studying for? (Master? PHD?) Are you an English native speaker?
2. Which subject do you tutor with?
3. How long have you been a tutor?
4. Have you ever met any problems relating to an IT system?
5. What problems? If yes, how did you solve these problems?
6. How do you find this method? Do you think it is efficient?
7. Do you think there are any better solutions?
8. If we are designing a new service that could provide you services in a lot of different aspects, what service do you want? Could you please rate these functionalities and tell us why you rate them this way?
9. Have ever used the University's Staff Services Portal?
 - a. If yes:
 - i. How long have you using this system?
 - ii. What kind of service that the current system supplies are you familiar?
 - iii. What kind of problems you will prefer to solve via submitting tickets?
 - iv. Did you come across any problems when you first use this system?
Did you turn to others for help?
 - v. When was your last time using this system? What issue did you try to tackle? What is the consequence?
 - b. If no:
 - i. If you haven't used this system, what is the reason
 - ii. (Do you like the overall design of the homepage? Is there anything from the homepage you will like to change?)

Observation

Observation 1:

The lecture slides can be displayed on the computer, while there is a disconnection of screen. How do you figure this issue? How do you find the process of figuring it?

1. How long did the participant take?
2. Did the participant solve the problem?
3. Did the participant feel like the instructions are clear?
4. Did the participant think that this website is user-friendly?

Observation 2:

2.1. If you need to download and install matlab, how could you find the download link in 2 minutes?

2.2. Now please use other tools(Google) to download the software?

1. How long did the participant take?
2. Did the participant solve the problem
3. Did the participant feel like the instructions are clear
4. Did the participant think that this website is user-friendly

2.2 system memory problem when they run program

Observation 3:

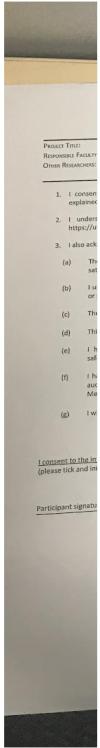
How to track a ticket

1. How long did the participant take?
2. Did the participant solve the problem
3. Did the participant feel like the instructions are clear
4. Did the participant think that this website is user-friendly

Interview: After Observation

1. Have you ever used other IT service or have you ever tried to use, such as other school, other company, or research institution?
2. Comparing IT services you've used, which one do you prefer? Why?
3. What's your first preference to download required software? Why is/isn't the service provided by uni?
4. Are you aware there are IT staff dealing with IT problems in uni? Have you contacted with them? How do you find their location when you need their assistance?
5. Imaging the portal will have a new function on real-time customer service, comparing with sending tickets, which way do you prefer? Why?
6. If you come across some IT issues, which way do you think is the most efficient? Why?
7. What is the advantages and disadvantages of the current system?
8. What other services would you like to have? (Have you ever met any problems that the current system failed to solve?)

B. Consent forms



C. Notes of the interviews

Local

doing PhD Eng'

current tut for 3 years

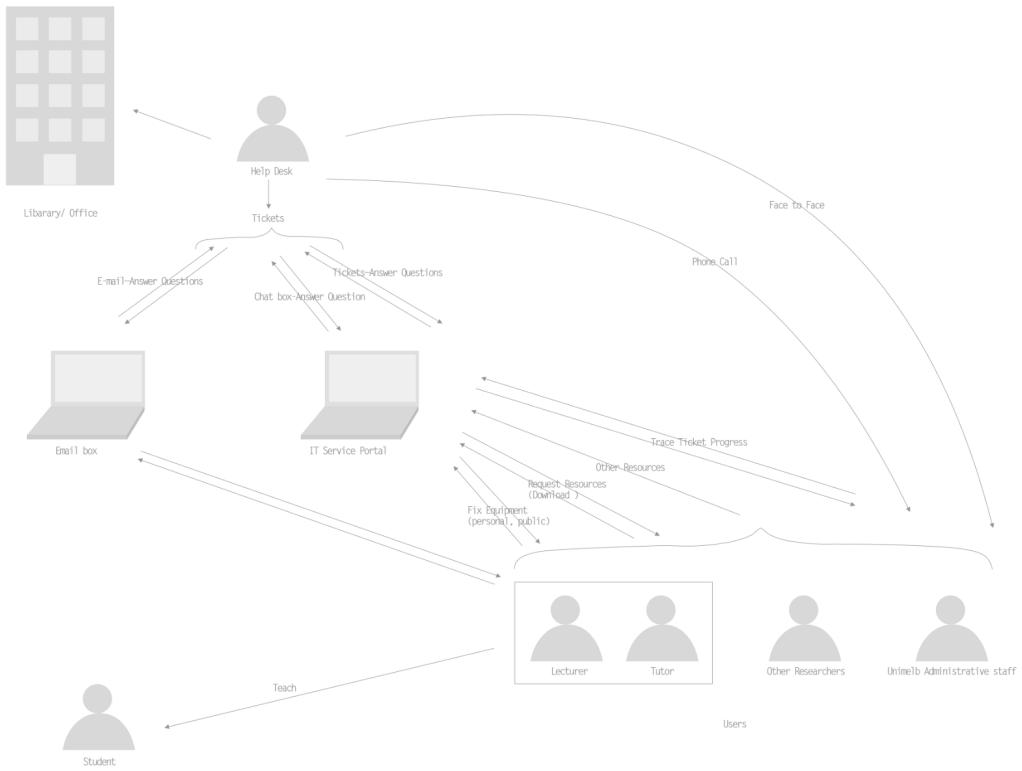






Date: 7th Sep Place: old engineering building
Interviewee: Amare
Interviewer: Greg & Zola.

D. The rich picture



E. Meeting notes

Meeting notes

Date: 6th/Aug/2018

Present: TangShuang Qin, Geng Huang, Yue Wang, You Wu, Hanrong Sun

Things to do:

Who	When	What
TangShuang Qin	6th-7th/ Aug	Writing Tools used and People
Geng Huang	6th-7th/ Aug	Writing Project Topic
Yue Wang	6th-7th/ Aug	Writing Activities and Project goal

You Wu	6th-7th/ Aug	Writing Proposed methods-Interview
Hanrong Sun	6th-7th/ Aug	Writing Proposed Methods- Observation
Key items discussed:		
The plan of the project Structure of the Proposal Project Topic Tools used and people Activities Proposed methods Group agreement		

Meeting notes		
Date: 13th/Aug/2018		
Present: TangShuang Qin, Geng Huang, Yue Wang, You Wu, Hanrong Sun		
Things to do:		
Who	When	What
TangShuang Qin	13rd-17th/Aug	Writing Interview Questions
Geng Huang	13rd -17th/Aug	Writing Interview Questions
Yue Wang	13rd-17th/Aug	Writing Interview Questions

You Wu	13rd-17th/ Aug	Writing Interview Questions
Hanrong Sun	13rd-17th/ Aug	Writing Interview Questions
Key items discussed:		
Type of participants that we are going to interview and observe. Type of Interview Questions		

Meeting notes

Date: 17th/Aug/2018

Present: TangShuang Qin, Geng Huang, Yue Wang, You Wu, Hanrong Sun

Things to do:

Who	When	What
TangShuang Qin	20th /Aug-10th/ Sep	Contact one participants and conduct interview(working with Geng Huang)
Geng Huang	20th /Aug-10th/ Sep	Contact one participants and conduct interview (working with TangShuang Qin)

Yue Wang	20th /Aug-10th/ Sep	Contact one participants and conduct interview (working with You Wu and Hanrong Sun)
You Wu	20th /Aug-10th/ Sep	Contact one participants and conduct interview(working with Yue Wang and Hanrong Sun)
Hanrong Sun	20th /Aug-10th/ Sep	Contact one participants and conduct interview (working with Yue Wang and You Wu)
Key items discussed:		
Interview questions Tasks of observation		

Meeting notes		
Date: 17th/Sep/2018		
Present: TangShuang Qin, Geng Huang, Yue Wang, You Wu, Hanrong Sun		
Things to do:		
Who	When	What
TangShuang Qin	17th/ Sep-20th/ Sep	Thematic analysis
Geng Huang	17th/ Sep-20th/ Sep	Thematic analysis

Yue Wang	17th/ Sep-20th/ Sep	Rich picture
You Wu	17th/ Sep-20th/ Sep	Affinity diagramming
Hanrong Sun	17th/ Sep-20th/ Sep	Affinity diagramming
Key items discussed:		
Thematic analysis, affinity diagramming and Rich picture		

Meeting notes		
Date: 24th/Sep/2018		
Present: TangShuang Qin, Geng Huang, Yue Wang, You Wu, Hanrong Sun		
Things to do:		
Who	When	What
TangShuang Qin	24th/ Sep-27th/ Sep	Persona(Beca)
Geng Huang	24th/ Sep-27th/ Sep	Persona(Beca)

Yue Wang	24th/ Sep-27th/ Sep	Persona(Jimmy) [REDACTED]
You Wu	24th/ Sep-27th/ Sep	Persona(Jimmy) [REDACTED]
Hanrong Sun	24th/ Sep-27th/ Sep	Scenarios
Key items discussed:		
Personas and scenarios [REDACTED]		

Meeting notes		
Date: 28th/Sep/2018		
Present: TangShuang Qin, Geng Huang, Yue Wang, You Wu, Hanrong Sun		
Things to do:		
Who	When	What
TangShuang Qin	28th/ Sep-30th/ Sep	Drawing "Main page" [REDACTED]
Geng Huang	28th/ Sep-30th/ Sep	Drawing "Trace Tickets" [REDACTED]

Yue Wang	28th/ Sep-30th/ Sep	Drawing “Search bar” and “Search Results”
You Wu	28th/ Sep-30th/ Sep	Drawing “Submit Tickets”
Hanrong Sun	28th/ Sep-30th/ Sep	Drawing “Chat box” and “Browse Knowledge”
Key items discussed:		
Functionality of the IT service portal Interface of IT service portal Each page are drawn and discussed to find the best design		

Meeting notes

Date: 1st/Oct/2018

Present: TangShuang Qin, Geng Huang, Yue Wang, You Wu, Hanrong Sun

Things to do:

Who	When	What
TangShuang Qin	1st/ Oct-4th/ Oct	Writing presentation draft
Geng Huang	1st/ Oct-4th/ Oct	

Yue Wang	1st/ Oct-4th/ Oct	Writing presentation draft
You Wu	1st/ Oct-4th/ Oct	Making Presentation PPT
Hanrong Sun	1st/ Oct-4th/ Oct	Making Video
Key items discussed:		
Taking videos of each page and recording the whole process		

Meeting notes		
Date: 5th/Oct/2018		
Present: TangShuang Qin, Geng Huang, Yue Wang, You Wu, Hanrong Sun		
Things to do:		Presentation of our design
Who	When	What
TangShuang Qin	5th/ Oct	Present
Geng Huang	5th/ Oct	

Yue Wang	5th/ Oct	Present
You Wu	5th/ Oct	Changing PPT
Hanrong Sun	5th/ Oct	Changing video
Key items discussed:		
Editing video and fixing problems in the video Changing PPT Pre-listening the presentation		

Meeting notes		
Date: 8th/Oct/2018		
Present: TangShuang Qin, Geng Huang, Yue Wang, You Wu, Hanrong Sun		
Things to do:	Writing final report	
Who	When	What
TangShuang Qin	8th/ Oct-12nd/ Oct	Writing background and summary
Geng Huang	8th/ Oct-12nd/ Oct	Writing Feedback

Yue Wang	8th/ Oct-12nd/ Oct	Writing design and persona
You Wu	8th/ Oct-12nd/ Oct	Writing method
Hanrong Sun	8th/ Oct-12nd/ Oct	Writing findings
Key items discussed:		
Discuss feedback and assign tasks for each members		

Meeting notes		
Date: 12th/Oct/2018		
Present: TangShuang Qin, Geng Huang, Yue Wang, You Wu, Hanrong Sun		
Things to do:		Review final report
Who	When	What
TangShuang Qin	8th/ Oct-12nd/ Oct	Writing background and summary
Geng Huang	8th/ Oct-12nd/ Oct	Reading report and improving report

Yue Wang	8th/ Oct-12nd/ Oct	Reading report and improving report [REDACTED]
You Wu	8th/ Oct-12nd/ Oct	Reading report and improving report [REDACTED]
Hanrong Sun	8th/ Oct-12nd/ Oct	Drawing story board, reading report and improving report
Key items discussed:		
Discussing report and improving report [REDACTED]		

Meeting notes		
Date: 15th/Oct/2018		
Present: TangShuang Qin, Geng Huang, Yue Wang, You Wu, Hanrong Sun		
Things to do:		Review final report
Who	When	What
TangShuang Qin	15th/ Oct	Writing background and summary [REDACTED]

Geng Huang	15th/ Oct	Reading report and improving report
Yue Wang	15th/ Oct	Reading report and improving report
You Wu	15th/ Oct	Reading report and improving report
Hanrong Sun	15th/ Oct	reading report and improving report
Key items discussed:		
Discussing report and improving report		

Meeting notes

Date: 16th/Oct/2018

Present: TangShuang Qin, Geng Huang, Yue Wang, You Wu, Hanrong Sun

Things to do: Review final report

Who	When	What
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TangShuang Qin	16th/ Oct	Writing background and summary
Geng Huang	16th/ Oct	Reading report and improving report
Yue Wang	16th/ Oct	Reading report and improving report
You Wu	16th/ Oct	Reading report and improving report
Hanrong Sun	16th/ Oct	reading report and improving report
Key items discussed:		
Discussing report and improving report		