Scenario Overview

In this task, you will gather feedback on your project, evaluate the responses, and provide a detailed assessment based on the feedback you receive. The task involves both **gathering and evaluating feedback**, focusing on input from both technical and non-technical audiences. You will also make recommendations and conclude based on the feedback to guide potential future improvements.

Important Notes for Students

- This document is a **quick-reference guide** for your 15-hour Task 3 exam. Use it to stay organised and ensure you gather and evaluate feedback comprehensively.
- You are allocated **24 marks for gathering feedback** and **15 marks for evaluating feedback**.
- **Document evidence** at each stage, including surveys, observations, screencasts, and evaluations. Keep a record of all web sources for the appendices.

Time Breakdown Overview

To manage your time effectively, use this suggested timeline:

- **Day 1-2:** Gathering feedback (surveys, observations, screencasts, paired review).
- **Day 3:** Completing the evaluation process (client requirements, user acceptance, asset choice).
- **Day 4:** Recommendations, conclusions, and compiling appendices.

3. Gathering Feedback (24 Marks)

This section focuses on collecting feedback from different sources. You will use a variety of tools and justify your selection of each method.

3.1 Survey Design and Collection

- **Prompt:** Create a survey to gather feedback from both technical and non-technical users on the usability and effectiveness of your system.
- **Evidence:** Include a copy of the survey questions and a summary of responses.
- **Time Guideline:** Spend up to 45 minutes creating and distributing the survey.

Example Questions:

1. How easy was it to navigate the system?
2. Did the system meet your expectations?
3. Were there any features you found challenging to use?

3.2 Observation of User Interaction

- **Prompt:** Observe users interacting with your system and record your observations on how they navigate and use features.
- **Evidence:** Provide a summary of observations, focusing on user interaction with key features.
- **Time Guideline:** Spend 30 minutes on observation and documentation.

3.3 Screencast Recording

- **Prompt:** Create a screencast walkthrough of your system. Use this to gather feedback from remote users who cannot be observed in person.
- **Evidence:** Include a link or screenshot from the screencast, along with feedback from users who viewed it.
- **Time Guideline:** Spend 45 minutes recording and gathering screencast feedback.

3.4 Paired Coding Review

- **Prompt:** Conduct a paired coding review where a peer reviews your code's functionality, structure, and readability.
- **Evidence:** Include a summary of the paired review, highlighting key feedback points and improvement suggestions.
- **Time Guideline:** Spend 45 minutes on the paired coding review.

3.5 Justification of Feedback Choices

- **Prompt:** Explain why you chose specific feedback methods (survey, observation, screencast, paired review) and why they were appropriate.
- **Evidence:** Provide a written explanation (1-2 paragraphs) justifying your choices.
- **Time Guideline:** Spend 15 minutes writing your justification.

3.6 Use of Appropriate Tools

- **Prompt:** Ensure you're using the right tools for gathering feedback (e.g., Google Forms for surveys, screen recording software for screencasts).
- **Evidence:** Document which tools were used and why they were chosen.
- **Time Guideline:** Spend 10 minutes documenting tool selection.

3.7 Collection Process Completion

- **Prompt:** Complete the feedback collection process, ensuring all responses have been received and documented.
- **Evidence:** Provide a brief summary of responses collected and any follow-up actions taken.
- **Time Guideline:** Spend 10 minutes summarising the completion process.

3.8 Use of Technical Language (for Technical Audience)

- **Prompt:** When discussing feedback with technical users, use appropriate technical language to ensure clarity.
- **Evidence:** Include examples of technical feedback received and how you responded with appropriate terminology.
- **Time Guideline:** Spend 10 minutes documenting technical feedback.

3.9 Use of Simple Language (for Non-Technical Audience)

- **Prompt:** Ensure feedback from non-technical users is communicated in simple, accessible language.
- **Evidence:** Include examples of feedback from non-technical users and how you simplified complex technical concepts.
- **Time Guideline:** Spend 10 minutes on this task.

3.10 Assets Table

- **Prompt:** Create a table listing the assets you gathered during the feedback process (e.g., survey responses, screencast).
- **Evidence:** Include a completed assets table showing feedback sources and their locations.
- **Time Guideline:** Spend 15 minutes completing the table.

Example Assets Table:

Asset Type	Tool Used	Location
Survey Responses	Google Forms	Link to results
Observation Notes	Manual observation	Document in evidence file
Screencast Feedback	Loom	Link to recording
Paired Code Review	Peer feedback	Notes in document

4. Evaluating Feedback (15 Marks)

This section covers how well you analyse, interpret, and use the feedback gathered to evaluate your project.

4.1 Evaluation Against Client Requirements

- **Prompt:** Evaluate how well your system meets the original client requirements based on user feedback.
- **Evidence:** Write a summary (1-2 paragraphs) comparing the feedback to the client's needs.
- **Time Guideline:** Spend 20 minutes writing the evaluation.

4.2 Evaluation of Asset Choices

- **Prompt:** Evaluate whether the assets used (e.g., code libraries, design elements) were suitable based on feedback.
- **Evidence:** Provide a paragraph explaining how feedback confirmed or contradicted your asset choices.
- **Time Guideline:** Spend 15 minutes on this evaluation.

4.3 Evaluation of User Acceptance

- **Prompt:** Based on feedback, assess whether users found the system easy to use and acceptable.
- **Evidence:** Summarise user acceptance results (from technical and non-technical users) in a paragraph.
- **Time Guideline:** Spend 20 minutes on user acceptance feedback.

4.4 Recommendations for Next Steps

- **Prompt:** Based on feedback, list 3-5 key recommendations for improving the system in the future.
- **Evidence:** Write your recommendations in bullet points or brief sentences.
- **Time Guideline:** Spend 20 minutes on this section.

Example Recommendations:

1. Improve navigation based on user feedback about ease of use.
2. Enhance form validation, as suggested in the paired code review.
3. Adjust the layout for better mobile compatibility.

4.5 Conclusion

- **Prompt:** Summarise the overall feedback and outline your next steps based on the evaluation.
- **Evidence:** Conclude with a 1-2 paragraph summary of the feedback and future plans.
- **Time Guideline:** Spend 15 minutes on the conclusion.

5. Appendices (Mandatory)

This section involves listing and documenting any web sources used during the feedback process.

5.1 Web Sources Listed

- **Prompt:** List any web sources (e.g., articles, tools) referenced during the feedback process.
- **Evidence:** Provide a list of URLs or titles of resources.
- **Time Guideline:** Spend 10 minutes compiling web sources.

5.2 Web Sources Screenshots

- **Prompt:** Include screenshots of key web sources used, especially for tools or reference materials.
- **Evidence:** Add screenshots of websites or tools that supported your feedback collection.
- **Time Guideline:** Spend 10 minutes gathering screenshots.

Final Checklist for Task 3: Feedback and Evaluation (39 Marks)

- Have you gathered feedback from multiple sources (survey, observation, screencast, paired review)?
- Did you use technical language for technical feedback and simple language for non-technical feedback?
- Have you evaluated the feedback in relation to client requirements, asset choices, and user acceptance?
- Did you include recommendations and conclude with next steps?
- Have you listed and documented all web sources in the appendices?

Final Notes for Students

- **Stay organised:** Document each step as you go and save all evidence for easy reference.

- **Stay focused:** Follow the timeline to complete both feedback gathering and evaluation on time.
- **Stay positive:** Use the feedback constructively and be open to improvement suggestions. You're building a professional project with real-world skills!