

Development Responsibilities

TEAM NAME: HIT381TEAM (226)

Team Members	Responsibilities
FARHAN KHAN (Content Strategist, UX Lead)	Main role regarding the development of the core functions of the user's need. Looking after all the content that should be there in our website.
RAFA MUSTAFA (Visual Designer, Frontend Developer, Interaction Designer)	Doing research for overall material needed for our website, including the graphic designs, creative ideas, and visual concepts.
KAWSER SARKER (Content Strategist, UX Researcher, Frontend Developer)	Handling most of the coding things. To implement all the visual element that the user will interact while using the web application.
KASHISH CHAWLA (Visual Designer, Interaction designer, UX Lead)	Collecting different pictures and photos that is going to be used inside our website, including the design process, analytics and give the UX design solution.

Documentation 1 Tasks	Farhan khan	Kashish Chawla	Rafa Mustafa	Kawser Sarker
Ethics forms	✓			✓
MVP & Explanation	✓	✓		✓
Meetings	✓	✓		✓
Project Brief & Plan	✓			✓
Paper prototype	✓	✓	✓	✓
Prototype explanation	✓	✓	✓	✓
Info Card & Feedback	✓	✓	✓	✓
Final document merging	✓			
User stories	✓	✓	✓	✓
Project plan	✓			

Project Brief (HIT381TEAM) 226

Provide Suitable image of domain

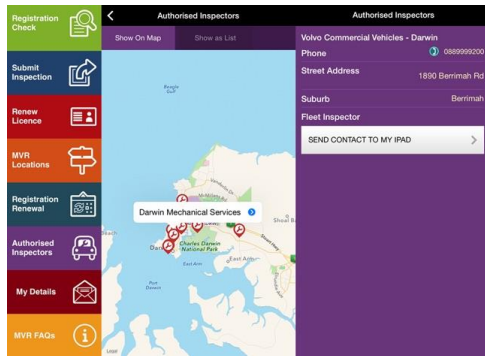


Image source: <https://apps.apple.com/au/app/nt-rego/id685760487>

What is the problem context?

On the MVR website, it is lacking self-service options. People cannot find their desired solutions in a single glance. One of the main reasons for this is the MVR website does not have much illustration on their page. It is hard to navigate through the page if the web page is too wordy. Also, there is no user login option for the user where they can get personalised information.

Your Goal

What do you think the user wants/what will you provide?

We have observed that the current MVR website is not providing good experience to the users. The website is missing a lot of services and looks very confusing starting from the home page. It is very hard to find services online and in most of the cases it does not let the customers with self-serve features, the website and this is causing huge issues for the residents of Darwin as they must physically visit the MVR office for all small services, where they are required to wait for almost an hour before their turn and with Darwin's population increasing everyday there is a possibility that the wait time will increase even more. Users want convenience, they also want to save time. We will improve the overall website experience for the users, we will add some extra features and will allow the users to login into their MVR account, where they can self-change their details and access other services online. This will help save user a lot of time and avoid them physically visiting the MVR office.

Design Inspirations

1. What technologies currently are being used across the domain?

Answer: We are going to use HTML / CSS and Java script to code the website. These are currently being used in the domain.

2. How might technology be used?

Answer: The website we are going to create will be used by Darwin residents for the purpose of registering their cars, licence and access other services currently provided by the MVR. A user can login into their account and access most of the services online, however they will need to physically visit the MVR office for some of the services. The website will let user's login into their account and renew/ apply for their expiring licences or registrations, download and fill MVR forms, book Driver knowledge tests, check demerits points and left-over registration, along with this the website will also allow the users to book car inspections for registration purposes.

3. How can technology integrate people and the domain?

Answer: With change in time people are getting more and more towards technology and find ways to save time, avoid physically going to service centres. Look at the retail industry people have started moving more towards the E commerce and have stopped visiting the shops and malls. This is a thing of future and I believe with time it's better for all the companies to update with time and start providing services to customers in an efficient way.

With this website we will focus on saving customers time by letting them access most of the services from home, hence making life much easier for the drivers.

4. How can technology help people improve in the domain?

Answer: This website will improve overall customer experience and will also help the users save time by allowing them to access the services from home. The website will have an online account on the MVR website users can log into. The account will help users change their details, extend their rego, expiry dates, access different services. Along with all this we will make the website look more attractive and improve the overall layout which will help people find the services easily.

Documentation 1: Paper Prototype and Ethics

HIT381 TEAM (226)

You will submit your paper prototypes with an explanation and plan for coding.

Answer: We have worked as a team and divided sections to design our prototype. Each team member has been advised to design a section of their prototype based on their user stories. Please see attached prototypes in next pages.

Plan for coding: On the top of the website there will be a navigation bar which will include Home, Services, Information, Contact us and Login in/sign-up. This will link all the pages on our website. This will be done by html. On the main page there will be an MVR logo on the left-hand side. Beside that there will be a large heading and a basic intro under that. On the body there will be highlights which will feature news, updates, and social media. On the services page we will create eight boxes so that it will be visually understandable. They will be designed with CSS. Colour of the page will be common and simple. There will be some JavaScript which will make the website look interactive. Same with most of the page. We will work as team and find out who is best in which part then we will assign that part to them after discussion.

Describe what user activities (stories) you developed and why.

Farhan Khan:

My user story is for our project is about an old woman named Olivia, who is retired, she is also disabled and widowed. Her children reside overseas so she rents a house in Darwin and stays alone. Olivia loves driving so uses her car a lot. As she relies on pension, she cannot rego her car for extended period and needs to rego her car her month. Therefore, she uses MVR's services quite frequently. She needs online services. Will make account registration system so users disability will save their preferences. This is the reason why I developed this user's story as it directly relates to my project.

Kawser Sarker:

As a user I want an MVR website where I can find contact details easily so that I can get their email address, phone number, location easily. As a user I want an easy navigation through the website so that I can save time. As a user I want different sectors of the website in different page so that it does not confuse me.

Rafa Mustafa:

As a user I want to translate the page so that I can read and understand everything properly. As a user I want that online option so that I can renew my licences online, no need waits for a long que. As a user I want to get a notification for the rego renewal so that I can always up to date my licence and car rego.

Kashish Chawla: The user wants all the forms at one place so that it is easy to find them, instead of going to different pages and finding the forms under their given category. The user also wants to have codes for forms and separate them category wise so as to make it easier to find them. The user wants to make this page look simple and easy to navigate, they want the page to allow users to first book the test location, this will prevent users from visiting the specific MVR branch website as everything will be available under one page. After the user has done selecting the location the user wants the website to show all the different categories of driver's knowledge test and a book button right next to the test.

Documentation 1: Paper Prototype and Ethics

HIT381 TEAM (226)

What you plan to do for your project including Project Brief.

Answer: Please find our Project Brief attached in next pages.

In term of our project plan, our team has planned to redesign the MVR website of Northern Territory. Link to the current MVR website: <https://mvr.nt.gov.au/>

As you can see, the current MVR website lacks user account option, where users can create an account and login to either update their details online or renew rego. Users are also unable to track the shipping of their driver licences and also unable to access pdf versions of their rego papers. A simple user account where all of these can be done by the user will make it better for the community as you never know when there will be an outbreak of the virus. Our goal is to limit the services that requires an user to physically visit the MVR office, while making sure they can perform those tasks from our redesigned MVR website upon completion.

Please include a short commentary of what you have considered in your teams as a way to improve on your initial card designs. This should cover improved visuals, navigation, and accessibility.

Answer: We have discussed about our team's information cards and below are the improvements we will me making.

Farhan Khan: Link to my card: <https://hit226farhan.bitbucket.io>

I have discussed my information card's design with my team and below are the improvements I have thought to make in my initial card design.

Visual – will be changing not only the colour but also will the logos so it relate more to the overall design.

Navigation – will change the CSS code to better relate the hover navigation.

Accessibility – unnecessary text will be removed from the info card which will make it more readable.

Kawser Sarker: Link to my card: <https://componentdesign10.bitbucket.io/> In my previous card there was no navigation bar. I have added new navigation bar which will improve to navigate through whole website. In my new card I have added all office branch details and contact details which will improve the accessibility. I have separated all the branch details in different boxes so that it does not confuse users with too much data.

Documentation 1: Paper Prototype and Ethics

HIT381 TEAM (226)

Rafa Mustafa: Link to my card: <https://componentdesign.bitbucket.io/> I want to change my card colour and I think it is so deep in colour it will be hard to see for the elderly people. Font of the card need to be change from size 12 to 16. So, all the clients can read properly. Size of the logo need to be change into a bigger size so it can be more visualize.

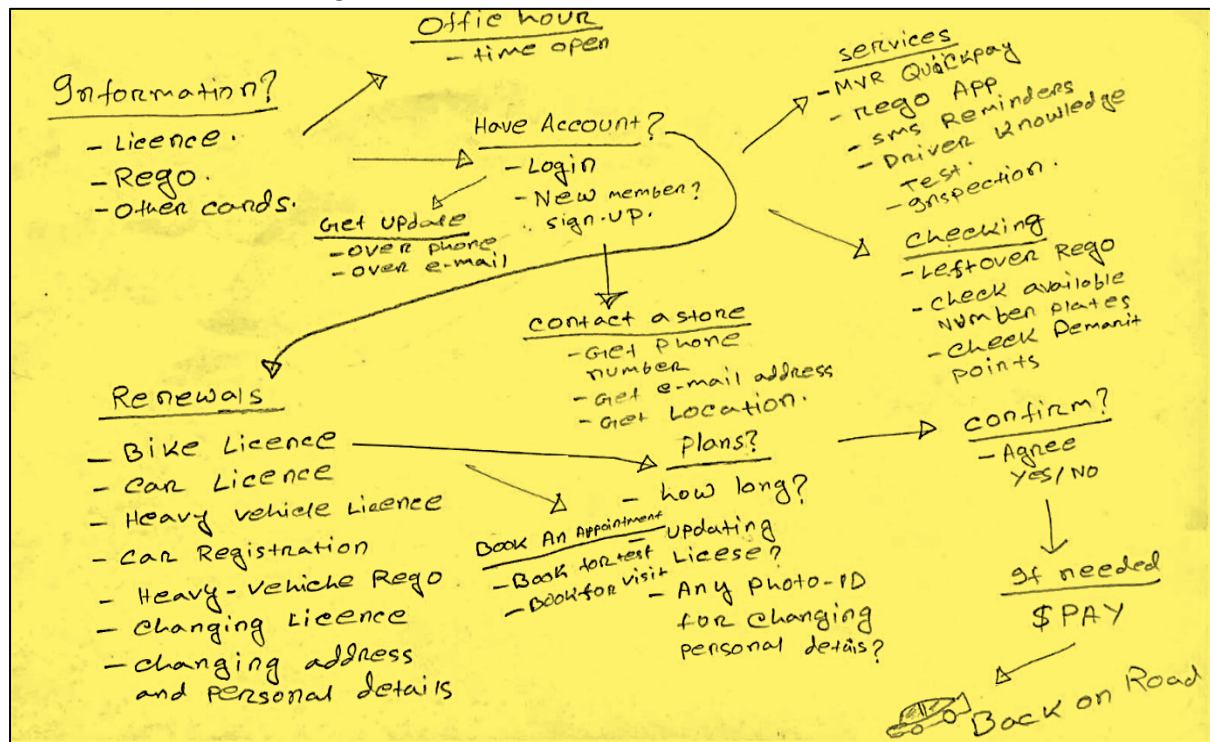
Kashish Chawla: Link to my card:

<https://bitbucket.org/KashishChawla/kashishchawla1.bitbucket.io> I used HTML /CSS and Java script to create my information card. This card allows a user to provide feedback. Bottom of the information card has a link which will allow the user to type their feedback. After the user has done typing the feedback, they can submit it using the submit button below.

MVP explanation:

On our first MVP diagram there was lot of extra information which could make user confuse. This would lack user experience for our website. We have cut down unnecessary information and tabs from the website MVP. For example, office hour notice from the home page, booking appointment tabs etc. There were other extra information's on renewals such as changing address and personal details. This option has moved into account section. There were other options such as get update which has been removed. We have tried to make the MVP easily understandable and for a head start of our project.

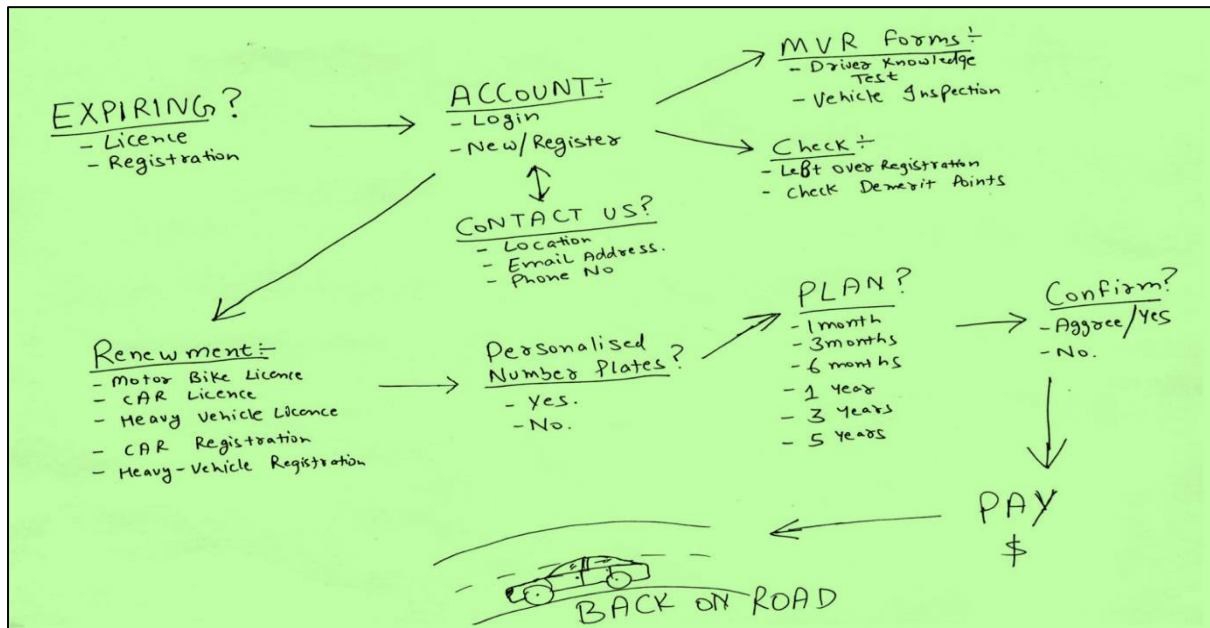
Below is our initial MVP diagram: We brainstormed our ideas to draw this.



Documentation 1: Paper Prototype and Ethics

HIT381 TEAM (226)

Below is our final MVP diagram: We have eliminated the unnecessary things and redesigned it.

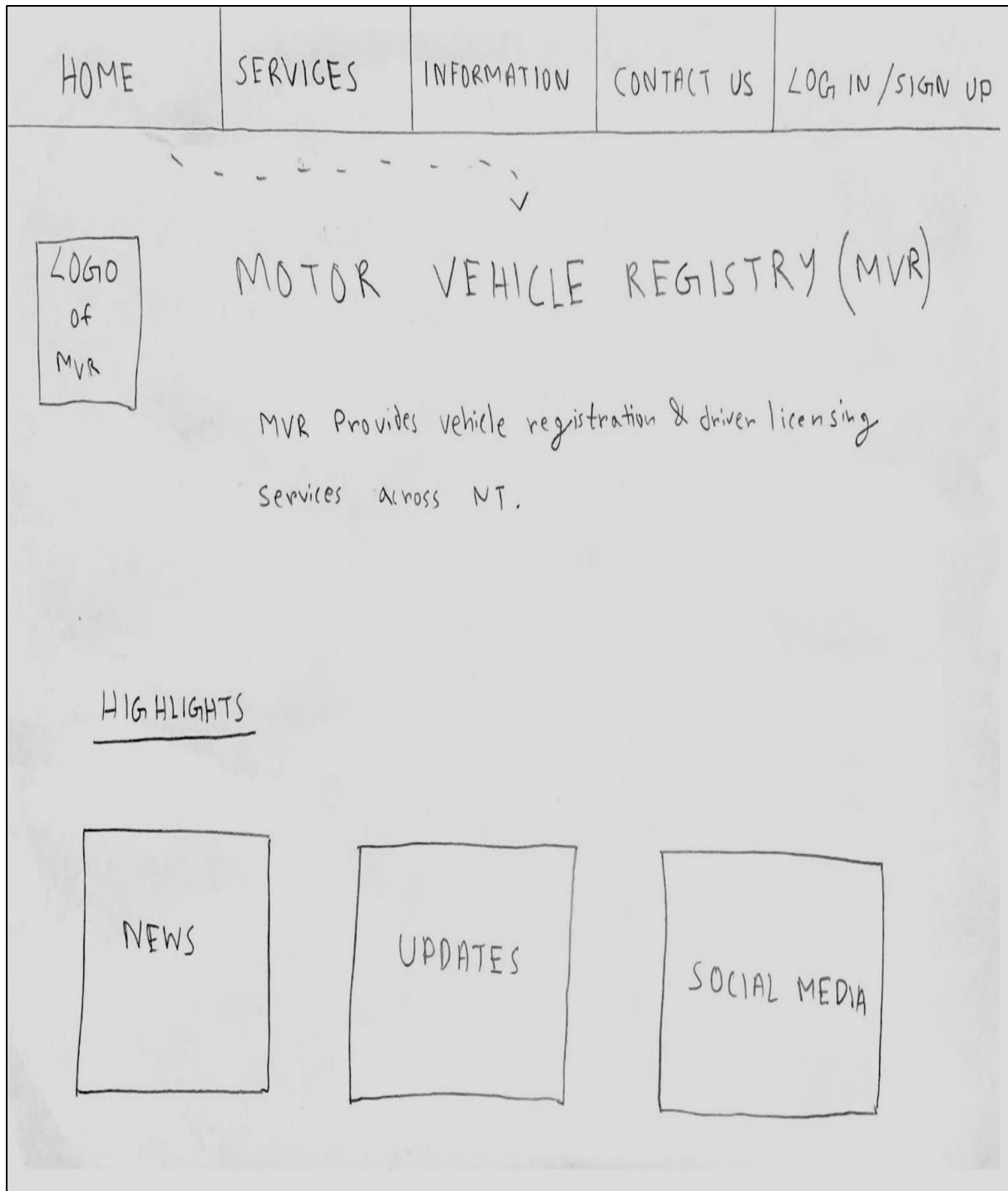


Confluence:

Link to our group's confluence space:

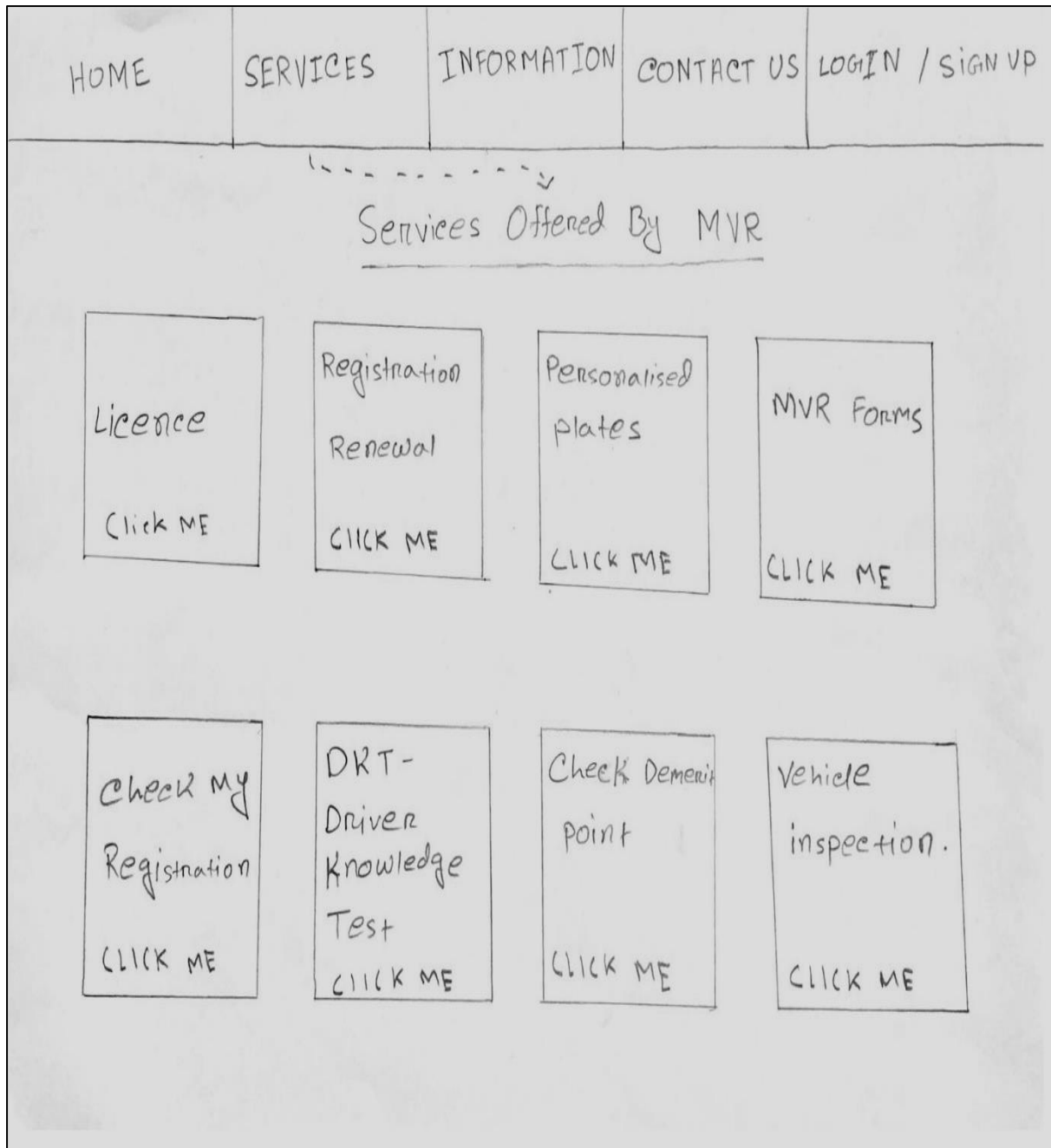
<https://cdudevops.atlassian.net/wiki/spaces/HIT/overview>

I have linked our individual confluence space in the side bar of our group's confluence page.



Home page:

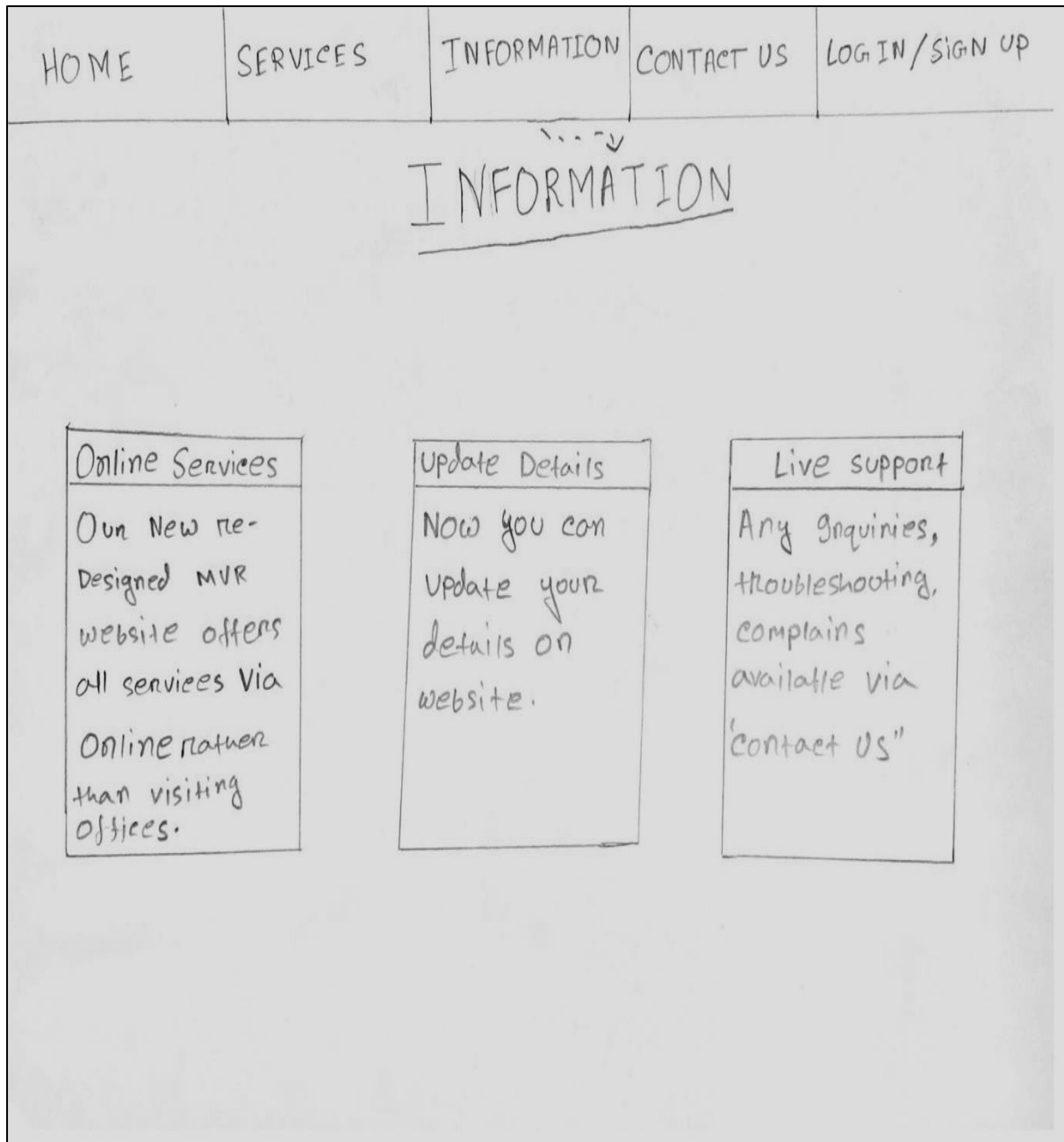
There will be a logo on the left-hand side of the page. And in the middle the name of the website will be written. Below the big heading there will be small intro about the site. The next part will be highlights which will include news, updates, social media etc.



Services:

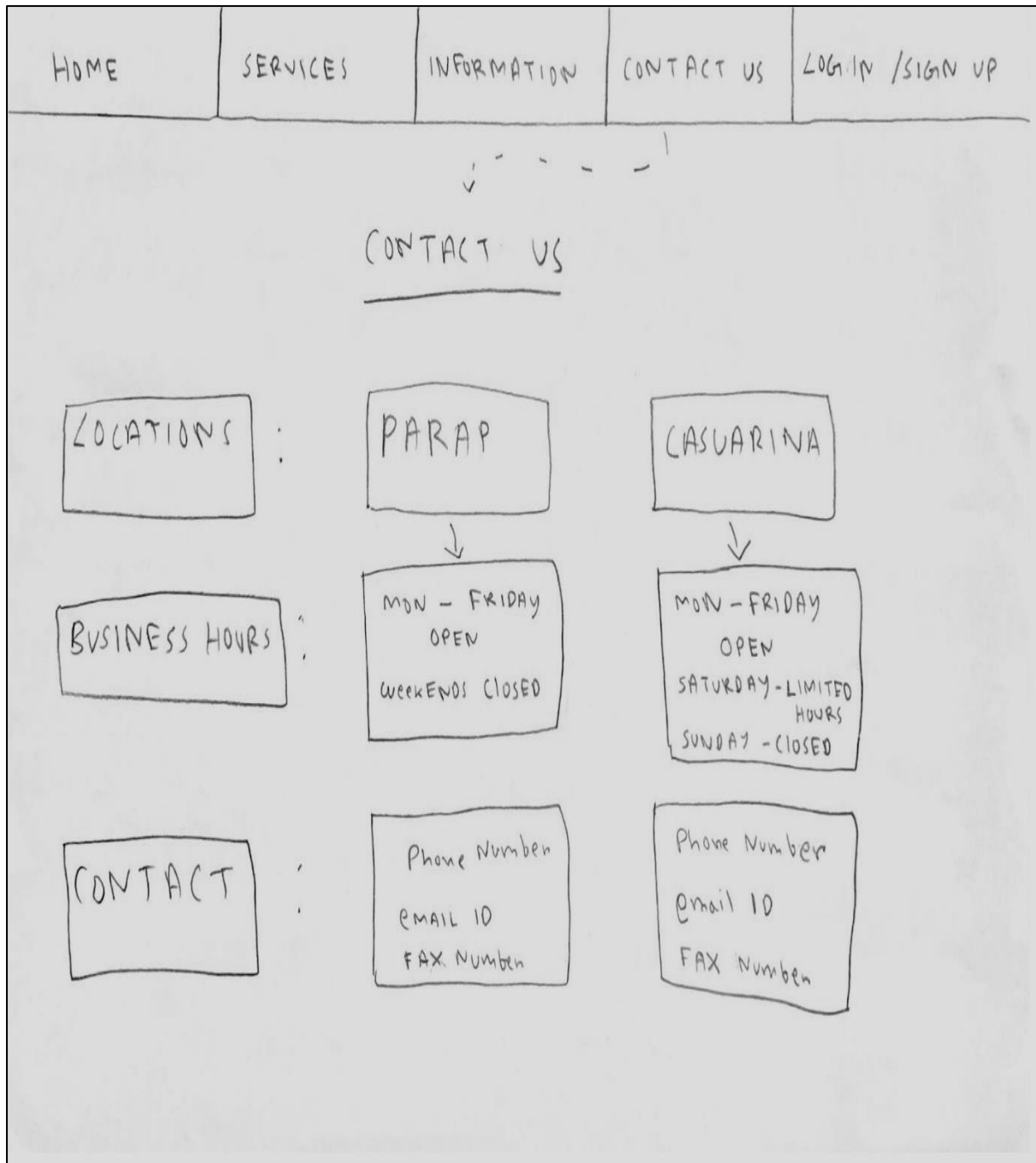
In this page there will be all the main services. Total eight services are 1. License 2. Registration renewal 3. Personalized plates 4. MVR forms 5. Check my registration 6. DKT- Driver Knowledge Test 7. Check demerit points 8. Vehicle inspection

All these services will be in box and they will be visually designed so that user can understand better and find their desired service.



Information:

On the information page we have added information about online services, details update and live support. These are basically information about new website and what user can do with the website.



Contact Us:

On this page we have added locations of the MVR offices their business hours and contact details.

MVR have two offices one in Parap and another one in Casuarina. All their opening hours will be provided in this page. Also, their email address and fax numbers will be provided.

HOME	SERVICES	INFORMATION	CONTACT US	LOGIN / SIGN UP
------	----------	-------------	------------	-----------------

LOGIN

↓

ID:

PASSWORD:

LOGIN TO
ACCESS MVR ONLINE
SERVICES

SIGN UP

NAME:

ID:

PASSWORD:

CONFIRM PASSWORD:

POST CODE:

Create an account
to get personalised
Online services

Login/ Sign up:

In this page customer can use login to get their personalized access. User will need email address and password for login otherwise they can use their phone and OTP for easy access. On the next section there will be sign up option it will include all the details needed to sign-up so that they can create a user account and make their personalized application.

HOME	SERVICES	INFORMATION	CONTACT US	LOGIN/SIGN-UP
------	----------	-------------	------------	---------------

BOOK YOUR DRIVER KNOWLEDGE TEST

[LOGOUT](#)

CHOOSE YOUR LOCATION

PARAP	CASUARINA	DARWIN	ATHERINE
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Knowledge Tests

▶	CAR DRIVER KNOWLEDGE TEST	BOOK
▶	MOTOR-CYCLE KNOWLEDGE TEST	BOOK
▶	HEAVY VEHICLE KNOWLEDGE TEST	BOOK
▶	HEAVY B-DOUBLE KNOWLEDGE TEST	BOOK
▶	COMMERCIAL VEHICLE KNOWLEDGE TEST	BOOK

Book Driver Knowledge Test:

From the services page click the Book your driver's knowledge test. This page will allow the user to book a knowledge test by first selecting the location and then choosing the test type. There are 5 different types of tests available such as Car licence knowledge test, Motor bike knowledge test, Heavy vehicle knowledge test and commercial vehicle knowledge test. After selecting their type of knowledge test the user can straight away book it according to their schedule.

HOME	SERVICES	INFORMATION	CONTACT US	LOGIN/SIGN-UP
------	----------	-------------	------------	---------------

☒ Your Details (existing MVR Customer)

Full Name

MVR Customer No

CONTINUE

☒ First Time Customer

Family Name

First Name

D.O.B

CONTINUE

☒ Login into your MVR account

User Name

Password

LOGIN

HOME	SERVICES	INFORMATION	CONTACT US	LOGIN/SIGNUP
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TEST Details: CAR KNOWLEDGE TEST

TEST LOCATION: PARAP, 0820

BOOK TEST DATE AND TIME

MON 26/05	TUE 27/05	WED 28/05	THUR 29/05	FRI 30/05	SAT 01/06	SUN 02/06
8:30am	9:00am	9:00am	10:00am	11:00am	11:00am	11:00am
9:00am	9:30am	9:00am	11:00am	12:00pm	1:00pm	12:00pm
10:00am	10:00am	9:30am	12:00pm	12:30pm	1:30pm	1:00pm
10:30am	11:00am	11:00am	12:30pm	1:00pm	2:00pm	2:00pm
11:30am	12:30pm	12:00pm	1:00pm	2:30pm	2:30pm	2:30pm
12:00pm	1:00pm	12:30pm	2:30pm	3:00pm	3:00pm	3:00pm
1:00pm	1:30pm	1:00pm	3:00pm	3:30pm	3:30pm	4:00pm

CONTINUE

HOME	SERVICES	INFORMATION	CONTACT US	LOGIN/SIGN UP
------	----------	-------------	------------	---------------

CAR KNOWLEDGE TEST

TEST LOCATION: PARAP, 0820

TEST DATE/Time:
Thursday 24/05/2021
12:30pm

TEST DURATION: 30 min

COST of TEST: \$20.00

PAYMENT

CREDIT CARD

WE TAKE ☐ VISA ☐ MASTERCARD ☐ AMEX ☐ DISCOVER

CREDIT CARD No

EXPIRY

CARD SECURITY No (?)

Step 1: In order to book a Driver knowledge test, First the user needs to go to the services page, where they will be able to have a look at all the services provided by the website. And choose Driver knowledge test.

Step 2: After the user has clicked the Driver knowledge test from the services page, they will need come to this page and will be required to choose the test location and type of knowledge test.

Step 3: After the user is done choosing the location and type of test, they will be required to provide their details, there are a few options they can choose from login to enter their details and choose the first-time customer to go ahead with booking.

Step 4: Now they are required to choose the test date and time slot. The test duration is 30 minutes.

Step 5: Lastly there will appear a confirmation page where they will confirm everything from test type, location, date, time, duration, and cost of the test.

In order to book the test users will be required to pay using their credit card.

HOME	SERVICES	INFORMATION	CONTACT US	LOGIN/SIGN-UP
------	----------	-------------	------------	---------------

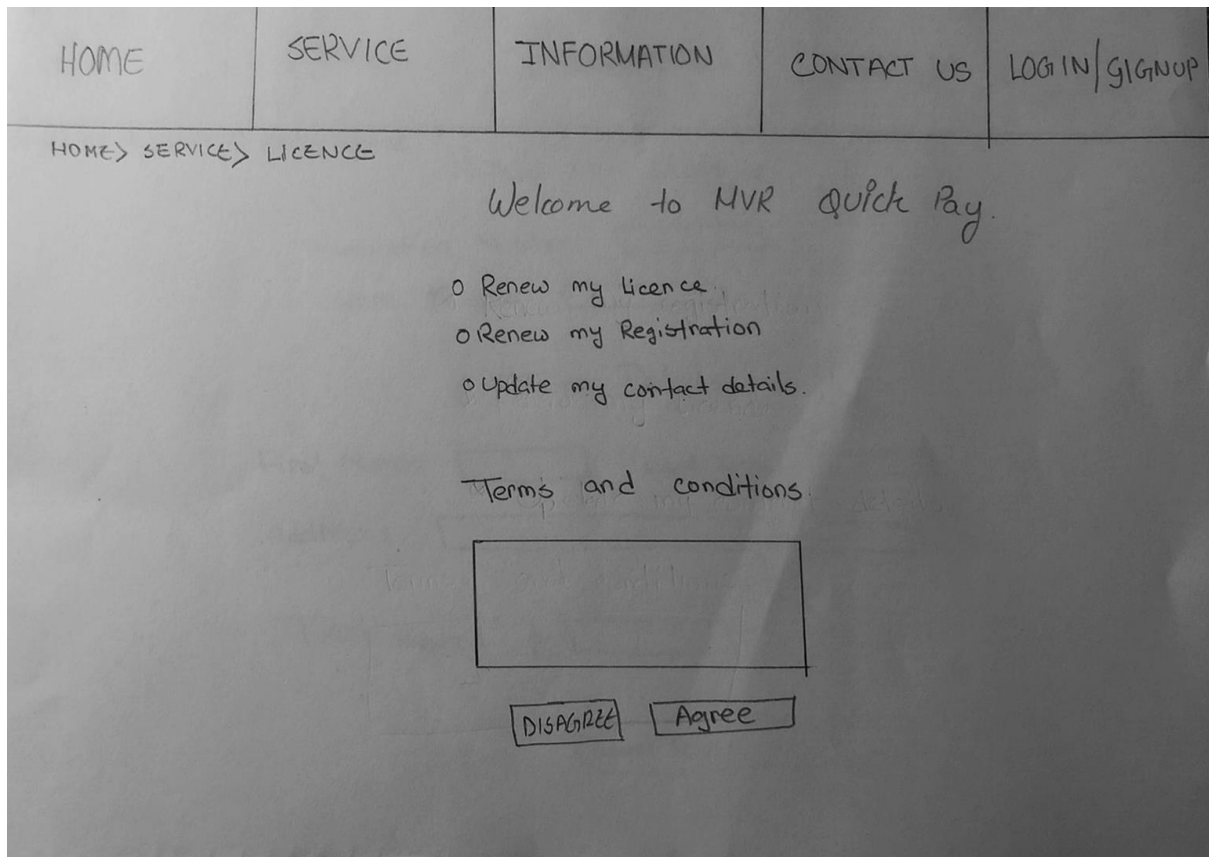
MVR FORMS

Licensing Forms		
CODE	FORMS	USE
L 01	NT driver Licence Form	To APPLY FOR A NEW LICENCE
L 02	NT driver Licence Renew Form	To Renew The Licence
L 03	Nominate Driver Form	To nominate a person for demerits Points

REGISTRATION FORMS		
CODE	FORMS	USE
R 01	New CAR REGO Form	To Register a CAR for the first Time
R 02	Renew CAR REGO Form	To Renew CAR Registration
R 03	Heavy Vehicle Form	To Register a Heavy Vehicle

MVR Forms:

The MVR forms page will allow the users to download and print all the required forms to access different types of services. To make it user friendly the page has two different categories for displaying forms. The Licensing forms and Registration forms. The user can download their respective forms just by clicking on the form.



Welcome to MVR Quick Pay:

In this page customer can find how they are going to renew their licence. Total three services are 1. Renew my License 2. Renew my Registration 3. Update my contact details. On the left-hand side there is a navigation bar if customer want to go back just click on the navigation bar. All these services will be in box and they will be visually designed so that user can understand better and find their desired service.

HOME	SERVICE	INFORMATION	CONTACT US	LOG IN SIGN UP
------	---------	-------------	------------	------------------

HOME > SERVICE > LICENCE > RENEW LICENCE

Renew my Licence

Transaction Number

Licence Number

Confirm Details

First Name: Last Name:

Address:

Total amount \$

EXIT
Payment Process

Renew my Licence:

In this page customer need to put their details like Transaction number, licence number for the renewal. once it done customer need to check their details and go to the payment process. It will also show the total amount. All these services will be in box and they will be visually designed so that user can understand better and find their desired service.

HOME SERVICES INFORMATION CONTACT US LOG IN / SIGN UP.

Payment gateway

Payment Method

VISA master MX G-CARD Paypal

☐ Credit Card ☐ Online check

Card holder name : _____

Card number : _____

Expire month : _____ Expire Year : _____

Payment Information

Item : _____

Total Amount : _____

Invoice Number : _____

Security Code : _____

Billing Address :

Location : _____

Company : _____

Country : _____

Payment Page:

This is where the users will pay for MVR's services. There is a payment for various type of card and way. Customer can pay with PayPal even though gift card as well. At the end there is a billing address as well, where MVR can post the receipt with confirmation renewal.

Contributions in Prototype:

Home Page:	Created by Farhan
Services Page:	Created by Kawser
Information Page:	Created by Kawser
Contact Us Page:	Created by Farhan
Login/Sign Up Page:	Created by Farhan
Book Driver Knowledge Page:	Created by Kashish
MVR Forms Page:	Created by Kahish
Payment Process of MVR Online:	Created by Rafa
Payment Page:	Created by Rafa

Heuristic evaluation results

We have conducted a heuristic evaluation in pairs (Farhan & Kawser), (Rafa & Kashish). This was done to ensure our prototype can be improved.

We have completed the heuristic as follows and later on modified our prototypes accordingly.

Heuristic evaluation of Farhan Khan

According to heuristic rules here are some appropriate heuristic criteria for Farhan's prototype:

1) **Visibility of system status**

- The navigation bar is always present in all pages of the website. User can easily navigate through the website which meet the requirement of visibility. of system status

2) **Match between system and real world**

- He has used simpler words and very familiar concept for the user this requirement supports match between system and real world.

3) **User control and freedom**

- Users have full control of undoing and going back to previous pages if they wish to this gives his prototype user control and freedom.

4) **Recognition rather than recall**

- His prototype has interactive functions which will give better user control

5) **Aesthetic and minimalist design**

- This prototype has minimum information and simple design which also supports this criterion.

Heuristic evaluation of Kawser Sarker:

Visibility of system status

- a) Is status feedback provided continuously (e.g., progress indicators or messages)?
 - Minimalist design with no unnecessary information is present. Appropriate back and exit functions are required.

Match between system and real world

- b) Are the words, phrases and concepts used familiar to the user?
 - Easy to understand functionality.
- c) Is information presented in a simple, natural, and logical order?
 - Yes.

Heuristic evaluation results

User control and freedom

- d) Are facilities provided to "undo" (or "cancel") and "redo" actions?
 - Yes, navigational commands needs to be improved further.
- e) Are there clearly marked exits (for when the user finds themselves somewhere unexpected)?
 - Not fully related yet to the design, will improve while coding is implemented.

Recognition rather than recall

- f) Is the relationship between controls and their actions obvious?
 - Yes, related to the design.

Flexibility and efficiency of use

- g) Does the phone guide novice users sufficiently?
 - Yes.

Aesthetic and minimalist design

- h) Is the phone free from irrelevant, unnecessary, and distracting information?
 - Yes, easy to understand functionality, error prevention method on the pages are required.

Heuristic evaluation of Rafa Mustafa

After looking at Rafa's prototype of Renewing the license I Kashish chawla came up with this Evaluation criteria:

- **Visibility of system status:**
The system will always keep the users informed in case the website is not available during repair times.
- **Match between system and real world:**
The prototype/ website is in a user-friendly way. Everything is easy to read and understandable from a user point of view.
- **User control and freedom:**
The user can control their actions while on the website. They have a button to go back or cancel from a certain page.
- **Consistency and standards:**
The standards and consistency is okay as the front-end language used is very simple and user friendly. It was easy to navigate through the prototype.

Heuristic evaluation results

- **Flexibility and efficiency of use:**

The prototype is efficient and very flexible. The prototype is very simple and can easily be understood or used by people of any age or unexperienced ones.

- **Aesthetic and minimalist design:**

There is not hardly any irrelevant information in the prototype. Everything that is shown in the prototype is useful and will help users in renewing the license.

Heuristic evaluation of Kashish Chawla

According to heuristic rules here are some appropriate heuristic criteria for Kashish's prototype:

1. **Visibility of system status**

- All these services are in box so user can understand better and go through everything easily.

2. **Match between system and real world**

- He makes this page very simple and used very simpler word and very familiar concept so any one can used easily

3. **Error prevents**

- The navigation bar is always on the top, if user wants to go back and fix anything they can do it.

4. **Help and Documentation**

- The way he designs this page, user of any age can understand by seeing the optional boxes that how to complete their task.

5. **Aesthetic and minimalist design**

- He put all the important things. There is no unnecessary option which help user to find easily what they are looking for.

HIT226 Ethics Form

2-page Ethics Approval Application

From: *Farhan Khan, Kawser Sarker, Kashish Chawla & Rafa Mustafa*
CDU HREC H21009
CEITE Internal Project Number HIT226 (Team 381)

Note: Prior to submission of your application, check the *Unit Ethics Application* to ensure the methods and participant groups are suitable for consideration under the program ethics process.

1. Title

Redesigning the MVR NT's website – Team 381 project for HI226.

2. Aims

Studying audience experience of paper/wireframe prototype:

- To gather data about the users' experience of prototype developed in the project
- To evaluate audience experience of the prototype interactions
- To gain feedback on our initial design.
- To make a better version of the product

3. Methodology

We will use survey and interviews

4. Significance

Focus of this prototype is to get a feedback so that we can build more user-friendly website. We will test the design of the prototype in this task.

5. Number of participants and justification of numbers

16 participants will be selected from the connections of students. Each student will interact with 4 participants. Having 16 participants will get us more feedback.

6. Selection/exclusion criteria

Participants will be friends or connections and will be invited to participate, committing to 15-20 minutes of talk aloud and interview.

7. Children under 18 years of age will not participate in the evaluation.

8. Procedures

> Ask them for their permission
> describe about the project
> show them the prototype
> ask about their uses of MVR
> How they would like the changes
We will use in person interviews and survey monkeys for the survey

9. Time commitment for participants

For talk aloud (approximately 5-10 minutes).

For interviewing another 5 minutes.

10. Location of research

CHARLES DARWIN UNIVERSITY CASUARINA CAMPUS

11. Consent procedures

Signed consent sheet (see attached)

12. Additional Risks (additional to those noted in the Unit Ethics Form)

none

13. Strategies to cope with risks mentioned in 12.

none

14. Funding source(s) & potential conflicts of interest

None

15. Strategies to cope with any conflicts of interest identified in 14.

Not applicable.

16. Other issues

No other issues perceived as being problematic.

H21009 INFORMATION SHEET AND CONSENT FORM FOR INTERVIEW

HIT381 Human Computer Interaction Design and HIT226 Mobile Web Structures project work

[Attached to email invite to interview/survey]

What is the research study about?

The purpose of this research is to evaluate the design/code of a website (MVR NT) in the driver licensing and vehicle registration area. We would like to know **to what extent user interactions will be improved by using different interface design solutions**. The research will involve a short online or face-to-face interview/survey and should take no more than xx mins of your time if you participate.

You have been invited to participate because you are a student/colleague/friend/contact of our team who is interested in the design process.

Who is conducting this research?

Our names are Farhan Khan, Kawser Sarker, Kashish Chawla & Rafa Mustafa, and we are students at CDU in the unit HIT226 Mobile Web Structure under the supervision of Dr Cat Kutay
cat.kutay@cdu.edu.au Ph: 0418 455 089.

Inclusion/Exclusion Criteria

Before you decide to participate in this research study, we need to ensure that it is ok for you to take part. If you are not interested in software design or assisting in a design process, this was sent to you in error so please do not respond.

Remuneration

There is no remuneration for your contribution and we hope you will see intrinsic value in this work.

Do I have to take part in this research study?

Participation in this study is voluntary. It is completely up to you whether or not you decide to take part. If you decide to participate, I invite you to

- Read the following information carefully and email me questions if necessary (about xx minutes)
- Reply to this email to say you are willing to be interviewed/surveyed, and arrange a time to do this with one of the researchers
- Use the paper prototype to perform some tasks
- Participate in a short interview where we will ask you *to demonstrate how you would use our prototype and what you think of the design*] (duration about 20 minutes)

You can change your mind at any time and stop completing the interview/survey without consequences.

Are there any risks/inconveniences?

We don't expect this interview/survey to cause any harm or discomfort, however if you experience feelings of distress as a result of participation in this study you can let the researcher know and they will provide you with assistance.

What will happen to information about me?

By replying to this email in the affirmative and agreeing to meet online or face-to-face for the interview you consent to the research team collecting your responses for the research project.

[Interview]The interview will be recorded and the recording will be transcribed, then your name removed and the audio will be destroyed. [Survey] The Survey is anonymous. All information will be treated confidentially, and any information from you will be de-identified before analysis by the research team

At the start of the audio interview/survey you will again be asked if you agree to be recorded. If not, we will just make notes.

If you wish comments to be accredited to you please inform us during your interview or meeting with researchers.

The results will be published in our team report at the end of session. We will send you a copy of this report if you request, after the lecturer has approved it.

What if I have concerns or a complaint?

If you have concerns about the research that you think I or the researchers can help you with, please feel free to contact us using the details below

If you would like to talk to someone who is not connected with the research, you may contact the CDU Research Ethics Officer on T. +61 8 8946 6063 or E. ethics@cdu.edu.au

Researchers:

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