

# User Evaluation



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*22/02/2023*

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# About the testing

## Testers

15 CASE3 students

## Testing Date

Testing was conducted on 21/02/2023 - 22/02/2023

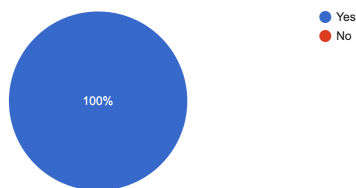
## Survey access

The link to the survey was emailed to users along with a request to participate.

## Admin questions

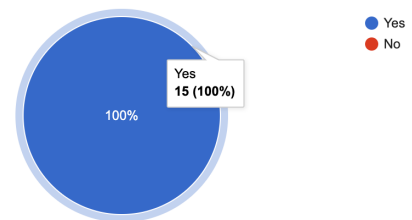
I have read the Plain Language Statement (or had it read to me)

15 responses



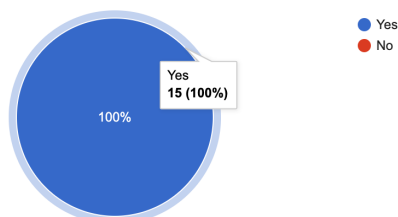
I understand the information provided

15 responses



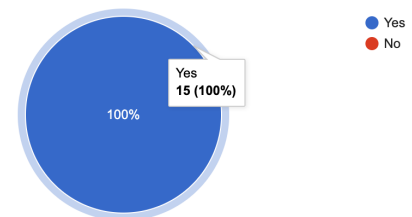
I understand the information provided in relation to data protection

15 responses



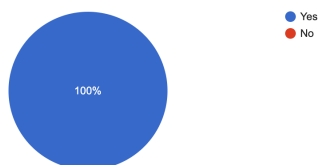
I understand I may withdraw from the research study at any point

15 responses



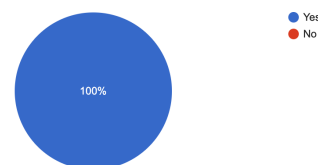
I have read and understood the arrangements to be made to protect confidentiality of data, including that confidentiality of information provided is subject to legal limitations

15 responses

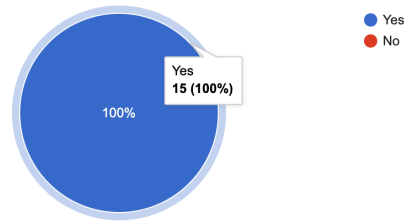


I have read and understand confirmations relating to any other relevant information as indicated in the PLS

15 responses



I consent to participate in the research survey  
15 responses



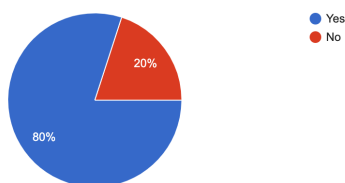
All respondents agreed to take part in the survey and understood all arrangements regarding the survey.

## Survey questions

### Current DCU booking systems

Are you aware of the current procedures for booking a room for study in DCU?

15 responses



If you answered yes to the previous question how did you find out about them?

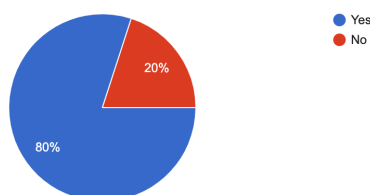
11 responses



We asked respondents about their knowledge of the current booking systems within DCU. We found that 80% of them are aware of the current system and asked them to share with us how they found out about it. Most respondents found out about current systems through a friend or by looking them up online.

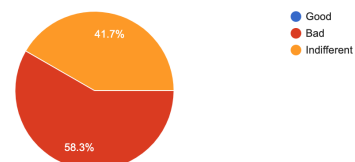
Have you made use of any of the current booking procedures in DCU?

15 responses



If you answered yes in the previous question, please share your experience of doing so.

12 responses

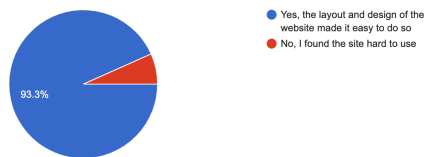


We asked respondents if they have used the systems currently in place and if so to share their experience. It was found that 80% of respondents have used these systems currently in place and that over 50% of them have had a negative experience in doing so.

## Using bookDCU

Did you find bookDCU easy to navigate, i.e. was it easy to find the room you wanted to book and book it?

15 responses



If you answered no in the previous question, please indicate what made it difficult for you to find and book a room, i.e. the layout or design of the website etc.

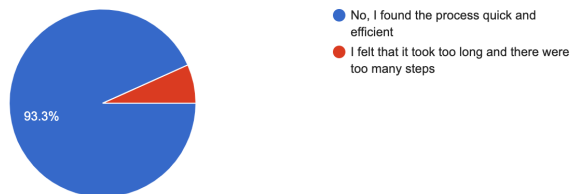
1 response

The layout was difficult to navigate through and I found the design not very user-friendly

We asked respondents about their experience navigating bookDCU and making a booking. The majority of users found the website well designed and easy to navigate and they found the booking process to be easy to complete.

Did you feel like it took too many steps to complete booking?

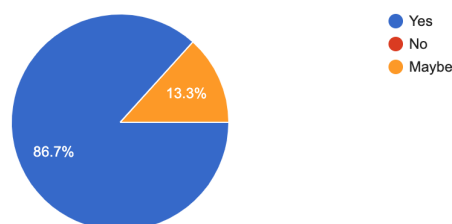
15 responses



When asked about the amount of steps it takes to complete a booking 93% of respondents found the process quick an efficient.

Do you feel that this booking system is something you would like to see implemented across DCU campuses?

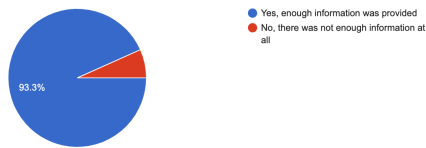
15 responses



It was found that 86% of respondents would like to see a system implemented within DCU. The other 13% indicated that they would maybe like to see the system in DCU.

Were you happy with the level of information offered about each room, e.g. availability of seats, power outlets, display screen etc.?

15 responses



If you answered no in the previous question, please indicate what other information you feel should be added about the rooms available for booking

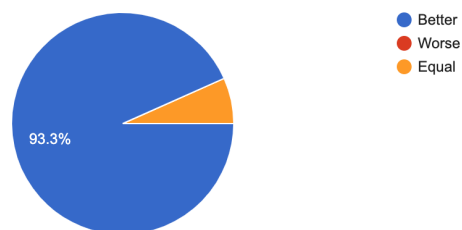
1 response

I would want to know more about locations of the following rooms.

When asked about information provided about the rooms 93% of respondents indicated that they were satisfied with the information provided. It was found that 6% of users would like more information about the specific locations of the rooms they are booking.

How does bookDCU compare to already existing systems in DCU?

15 responses



When asked how bookDCU compares to the current systems in place within DCU it was found that 93% of respondents found bookDCU better than current systems. bookDCU was found by 6% of respondents to be equal to the existing systems.

## Additional feedback

Respondents were asked for some additional feedback giving them opportunity to suggest possible improvements. We have listed some the suggestions below:

- It would be helpful if the application could be expanded to booking seats in the library.
- I would like to see a way of verifying via my laptop.
- I think a really cool addition would be to have the DCU timetable integrated into the website.
- I would suggest making it a university wide system, include the library and the U as well as other labs across DCU e.g. ones in engineering building.
- Extra functionality for visually impaired students, perhaps an audio feature.
- Implement bookDCU across all campuses.