

LUIS Usability Survey

I'm studying how to improve key workflows in the Latvian Academic Information System (LUIS).

- **What you'll do.** Rate the tasks you use and outline where the interface slows you down.
- Time. **Around 5 min.**
- Answers are anonymous and used only for academic research.

* Indicates required question

1. Your Role *

Mark only one oval.

- ☐ Student
- ☐ Academic staff (lecturer)
- ☐ Administrative staff
- ☐ Other: _____

2. Experience with LUIS *

Mark only one oval.

- ☐ Less than 6 months
- ☐ 6-12 months
- ☐ 1-3 years
- ☐ 3 + years

3. How often do you use LUIS? *

Mark only one oval.

- ☐ Daily
- ☐ A few times per week
- ☐ A few times per month
- ☐ Rarely
- ☐ Other: _____

4. Devices you usually use for LUIS *

Check all that apply.

- ☐ Desktop / Laptop
- ☐ Mobile phone
- ☐ Tablet

B - Which workflows do you use?

Please tick all workflows you use at least monthly.

5. Which of these LUIS workflows do you use at least monthly? *

Check all that apply.

- ☐ View or update personal profile / contact information
- ☐ Search and register for courses
- ☐ View course schedule
- ☐ View grades or exam results
- ☐ Find a student's transcript and export it (PDF/CSV)
- ☐ Enter / Edit an exam grade
- ☐ Enrol / Unenrol a student in a course
- ☐ Approve or update a study plan
- ☐ Generate a student payment or status report
- ☐ Submit or approve course grades
- ☐ Search / View course lists
- ☐ Create or update course information
- ☐ Manage tuition payments or invoices (administrators)
- ☐ Prepare academic reports or statistics
- ☐ Other: _____

B2 - Identify a problematic workflow

Please choose one workflow you want to describe in more detail next.

6. Which one of these LUIIS workflows you would like to improve most? *

Mark only one oval.

- ☐ View or update personal profile / contact information
- ☐ Search and register for courses
- ☐ View course schedule
- ☐ View grades or exam results
- ☐ Find a student's transcript and export it (PDF/CSV)
- ☐ Enter / Edit an exam grade
- ☐ Enrol / Unenrol a student in a course
- ☐ Approve or update a study plan
- ☐ Generate a student payment or status report
- ☐ Submit or approve course grades
- ☐ Search / View course lists
- ☐ Create or update course information
- ☐ Manage tuition payments or invoices (administrators)
- ☐ Prepare academic reports or statistics

C1 - Workflow Details

The following questions ask about the specific workflow you chose.
Please answer based on your typical experience.

7. How often do you perform this workflow? *

Mark only one oval.

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ A few times per semester
- ☐ Rarely

8. Roughly how many steps or screens does it take today? *

Mark only one oval.

- ☐ 1-2
☐ 3-4
☐ 5-6
☐ 7 +
☐ Not sure

9. How difficult is the task itself (not counting system design)? *

Mark only one oval.

	1	2	3	4	5	
1 = \	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5 = Very hard

10. How much did the interface make this task harder than necessary? *

Mark only one oval.

	1	2	3	4	5	
1 = I	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5 = A lot

11. How long does this task usually take you? *

Mark only one oval.

- ☐ < 1 min
- ☐ 1–3 min
- ☐ 3–5 min
- ☐ 5–10 min
- ☐ > 10 min

12. Common friction points *

Check all that apply.

- ☐ I can't find the right menu or label
- ☐ Too many pages/tabs for one action
- ☐ Confusing terminology or unclear field names
- ☐ Important actions are hidden / too small / far away
- ☐ Validation errors are unclear or appear too late
- ☐ Missing or slow system feedback after actions
- ☐ Re-entering the same data / duplicate steps
- ☐ Mobile view is hard to use
- ☐ Performance is slow at key moments
- ☐ Access or permission issues block me
- ☐ Other: _____

13. Where exactly do you get stuck?

14. If only one thing could change here, what would help most?

Section D - Overall Priorities

Thank you for your patience!

Now share your overall experience on which areas of LUIS need improvement.

15. From your own needs, which two workflows should be fixed first? *

Check all that apply.

- ☐ View or update personal profile / contact information
- ☐ Search and register for courses
- ☐ View course schedule
- ☐ View grades or exam results
- ☐ Find a student's transcript and export it (PDF/CSV)
- ☐ Enter / Edit an exam grade
- ☐ Enrol / Unenrol a student in a course
- ☐ Approve or update a study plan
- ☐ Generate a student payment or status report
- ☐ Submit or approve course grades
- ☐ Search / View course lists
- ☐ Create or update course information
- ☐ Manage tuition payments or invoices (administrators)
- ☐ Prepare academic reports or statistics

16. How strongly do you want LUIS to improve overall workflow clarity (fewer steps, clearer labels, faster feedback)? *

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ 5 = Very strongly needed

17. Anything else we should know?

End of Survey

Thank you so much for participating!

If you'd like to help more, **you may fill in the form again** to describe another workflow(s).

All your answers will be equally valuable, because each submission helps identify different areas for improvement.

Responses are anonymous and will be researched only in summary form.

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