Australian Police Drug Testing Dashboard

Usability Testing Instructions & Feedback Form

Data Visualization Project

November 28, 2025

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1 Testing Session Information

Facilitator: _____

Date: _____

Participant ID: _____

Start Time: _____

Device Used: ☐ Laptop ☐ Tablet ☐ Desktop ☐ Other: _____

Browser: _____

Screen Resolution: _____

2 PART 1: PARTICIPANT INSTRUCTIONS

2.1 Welcome & Introduction

Thank you for participating in our usability testing session. Your feedback will help us improve the Australian Police Drug Testing Dashboard.

2.1.1 What to expect:

- This session will take approximately 20-25 minutes
- You'll be asked to complete specific tasks using the dashboard
- Please think aloud as you work - we want to understand your thought process
- There are no right or wrong answers - we're testing the system, not you
- Your honest feedback is valuable and appreciated

2.1.2 Before we begin:

1. Please set your browser to full screen
2. Clear your browser cache if possible (Ctrl+Shift+Delete on Windows, Cmd+Shift+Delete on Mac)
3. Navigate to: [Dashboard URL will be provided by facilitator]

2.1.3 Important Notes:

- If you get stuck, I may provide minimal assistance after 2 minutes of inactivity
- Feel free to ask questions at any time
- You can stop the session at any point if you feel uncomfortable

3 PART 2: TASK COMPLETION EXERCISES

3.1 Task 1: Basic Navigation & Overview

Time Limit: 2 minutes

3.1.1 Instructions:

"Please explore the dashboard and tell me what this visualization is about. What information can you find here?"

3.1.2 Completion Criteria:

☐ Participant understands the dashboard purpose

☐ Identifies main data types (drug tests, jurisdictions, time periods)

☐ Notes the interactive features available

3.1.3 Facilitator Notes:

Time to complete: _____ minutes
Navigation path followed: _____
Points of confusion: _____
Success level: ☐ Complete ☐ Partial ☐ Failed

3.2 Task 2: Finding Specific Data Points

Time Limit: 3 minutes

3.2.1 Instructions:

"Find out how many positive drug tests were conducted in New South Wales in 2023. What was the most commonly detected substance that year?"

3.2.2 Completion Criteria:

☐ Locates NSW data correctly

☐ Filters to 2023 data

☐ Identifies positive test count

☐ Finds most common substance

3.2.3 Facilitator Notes:

Time to complete: _____ minutes
Filters used: _____
Charts accessed: _____
Success level: ☐ Complete ☐ Partial ☐ Failed

3.3 Task 3: Comparing Jurisdictions

Time Limit: 4 minutes

3.3.1 Instructions:

"Compare Victoria and Queensland for the period 2020-2024. Which jurisdiction had higher overall positive test rates? What patterns do you notice?"

3.3.2 Completion Criteria:

☐ Sets correct time range (2020-2024)

☐ Selects both jurisdictions for comparison

☐ Identifies which has higher rates

☐ Observes at least one pattern

3.3.3 Facilitator Notes:

Time to complete: _____ minutes
Comparison method used: _____
Patterns identified: _____
Success level: ☐ Complete ☐ Partial ☐ Failed

3.4 Task 4: Using Advanced Filters

Time Limit: 3 minutes

3.4.1 Instructions:

"Show me the age group breakdown for cannabis detections across all jurisdictions in 2022. Which age group had the most positive tests?"

3.4.2 Completion Criteria:

☐ Filters by substance (cannabis)

☐ Filters by year (2022)

☐ Accesses age group data

☐ Identifies highest age group

3.4.3 Facilitator Notes:

Time to complete: _____ minutes
Filter sequence: _____
Charts used: _____
Success level: ☐ Complete ☐ Partial ☐ Failed

3.5 Task 5: Geographic Analysis

Time Limit: 3 minutes

3.5.1 Instructions:

"Using the map visualization, identify which state or territory had the highest concentration of positive tests in 2021. What does the map show about regional vs. urban patterns?"

3.5.2 Completion Criteria:

☐ Accesses map visualization

☐ Filters to 2021 data

☐ Identifies highest concentration area

☐ Comments on regional/urban patterns

3.5.3 Facilitator Notes:

Time to complete: _____ minutes
Map features used: _____
Regional understanding: _____
Success level: ☐ Complete ☐ Partial ☐ Failed

3.6 Task 6: Export & Data Analysis

Time Limit: 2 minutes

3.6.1 Instructions:

"Export the trend chart showing positive tests over time for all jurisdictions. Save it as an image file."

3.6.2 Completion Criteria:

☐ Locates export functionality

☐ Selects appropriate chart

☐ Exports successfully

☐ Confirms file saved

3.6.3 Facilitator Notes:

Time to complete: _____ minutes
Export format chosen: _____
Any issues encountered: _____
Success level: ☐ Complete ☐ Partial ☐ Failed

4 PART 3: SYSTEM USABILITY SCALE (SUS)

4.0.1 Instructions:

Please rate your agreement with each statement on a scale of 1-5, where:

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree

Statement	1	2	3	4	5
1. I think that I would like to use this system frequently.	☐	☐	☐	☐	☐
2. I found the system unnecessarily complex.	☐	☐	☐	☐	☐
3. I thought the system was easy to use.	☐	☐	☐	☐	☐
4. I think that I would need the support of a technical person to use this system.	☐	☐	☐	☐	☐
5. I found the various functions in this system were well integrated.	☐	☐	☐	☐	☐
6. I thought there was too much inconsistency in this system.	☐	☐	☐	☐	☐
7. I would imagine that most people would learn to use this system very quickly.	☐	☐	☐	☐	☐
8. I found the system very cumbersome to use.	☐	☐	☐	☐	☐
9. I felt very confident using the system.	☐	☐	☐	☐	☐
10. I needed to learn a lot of things before I could get going with this system.	☐	☐	☐	☐	☐

4.0.2 SUS Score Calculation:

- For odd-numbered questions: Subtract 1 from the score
- For even-numbered questions: Subtract the score from 5
- Sum all results and multiply by 2.5

Raw Scores: _____

Final SUS Score: _____

5 PART 4: OPEN FEEDBACK QUESTIONS

5.1 Overall Experience

1. **What did you like most about the dashboard?** _____

   _____

2. **What did you find most frustrating or difficult?** _____

   _____

3. **Was there anything you expected to find but couldn't locate?** _____

   _____

5.2 Visual Design & Layout

4. **How would you rate the visual clarity of the charts?** ☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor

   Comments: _____

5. **Were the colors and labels easy to understand?** ☐ Yes, very clear ☐ Mostly clear ☐ Sometimes confusing ☐ Often confusing ☐ Very confusing

   Comments: _____

5.3 Navigation & Interaction

6. **How intuitive did you find the filtering system?** ☐ Very intuitive ☐ Somewhat intuitive ☐ Neutral ☐ Somewhat confusing ☐ Very confusing

   Comments: _____

7. **Did the tooltips and hover information provide helpful details?** ☐ Very helpful ☐ Helpful ☐ Neutral ☐ Not very helpful ☐ Not helpful at all

   Comments: _____

5.4 Content & Data

8. **Was the level of data detail appropriate for your needs?** ☐ Too detailed ☐ About right ☐ Not detailed enough

   Comments: _____

9. **Did you find the data meaningful and easy to interpret?** ☐ Very meaningful ☐ Somewhat meaningful ☐ Neutral ☐ Not very meaningful ☐ Not meaningful

   Comments: _____

6 PART 5: SPECIFIC FEATURE FEEDBACK

6.1 Chart Types

Please rate each chart type for usefulness (1=Not useful, 5=Very useful):

Chart Type	1	2	3	4	5	Comments
Line Charts (Trends)	☐	☐	☐	☐	☐	
Bar Charts (Comparisons)	☐	☐	☐	☐	☐	
Geographic Map	☐	☐	☐	☐	☐	
Heatmap	☐	☐	☐	☐	☐	
Age Group Charts	☐	☐	☐	☐	☐	
Substance Composition	☐	☐	☐	☐	☐	

6.2 Interactive Features

Please rate the usefulness of these features:

Feature	1	2	3	4	5	Comments
Hover Tooltips	☐	☐	☐	☐	☐	
Click to Filter	☐	☐	☐	☐	☐	
Year Range Selector	☐	☐	☐	☐	☐	
Export Functionality	☐	☐	☐	☐	☐	
Responsive Design	☐	☐	☐	☐	☐	

7 PART 6: TECHNICAL ISSUES & PERFORMANCE

7.1 Performance Issues

Did you experience any of the following problems? (Check all that apply)

☐ Slow loading times

☐ Charts not rendering properly

☐ Filters not responding

☐ Browser crashes/freezes

☐ Export functionality not working

☐ Mobile/tablet display issues

☐ Text too small to read

☐ Colors hard to distinguish

☐ Other: _____

Please describe any technical issues in detail: _____

_____

7.2 Browser/Device Compatibility

Device used: ☐ Desktop ☐ Laptop ☐ Tablet ☐ Mobile
Browser: ☐ Chrome ☐ Firefox ☐ Safari ☐ Edge ☐ Other: _____
Screen size: ☐ Large (>1920px) ☐ Medium (1366-1920px) ☐ Small (<1366px)
Any display or responsiveness issues? _____

8 PART 7: TIME TRACKING

8.1 Session Timing

Activity	Start Time	End Time	Duration
Introduction & Instructions			
Task 1: Basic Navigation			
Task 2: Finding Data			
Task 3: Comparing Jurisdictions			
Task 4: Advanced Filters			
Task 5: Geographic Analysis			
Task 6: Export Function			
SUS Questionnaire			
Open Feedback			
Total Session Time			

8.2 Task Success Summary

Task	Completed	Time	Issues
Task 1	☐ Yes ☐ No		
Task 2	☐ Yes ☐ No		
Task 3	☐ Yes ☐ No		
Task 4	☐ Yes ☐ No		
Task 5	☐ Yes ☐ No		
Task 6	☐ Yes ☐ No		
Overall Success Rate			

9 PART 8: FACILITATOR OBSERVATIONS

9.1 Participant Behavior

General demeanor: ☐ Confident ☐ Hesitant ☐ Frustrated ☐ Engaged ☐ Distr
Problem-solving approach: ☐ Systematic ☐ Random ☐ Quick to ask for help ☐ Persiste
Notable quotes or comments: _____

_____

9.2 Usability Issues Identified

9.2.1 Critical Issues (blocking task completion):

1. _____
2. _____

9.2.2 Major Issues (significant difficulty):

1. _____
2. _____

9.2.3 Minor Issues (slight inconvenience):

1. _____
2. _____

9.3 Positive Observations

9.3.1 What worked well:

1. _____
2. _____

9.3.2 Unexpected positive discoveries:

1. _____
2. _____

10 PART 9: RECOMMENDATIONS & NEXT STEPS

10.1 Priority Improvements

10.1.1 High Priority (Critical):

1. _____
2. _____

10.1.2 Medium Priority (Important):

1. _____
2. _____

10.1.3 Low Priority (Nice to have):

1. _____
2. _____

10.2 Additional Comments

Participant suggestions for improvement: _____

_____

Facilitator final assessment: _____

_____

11 PART 10: CONCLUSION

11.1 Session Wrap-up

Participant overall satisfaction:	☐ Very Satisfied ☐ Satisfied ☐ Neut
Would you use this dashboard again?	☐ Definitely ☐ Probably ☐ Maybe
Would you recommend this dashboard to others?	☐ Definitely ☐ Probably ☐ Maybe

11.2 Thank You & Follow-up

Thank you for your valuable feedback! Your input will help us improve the dashboard for all users.

Permission to follow up: ☐ Yes ☐ No

Email for follow-up (optional): _____

Session completed by: _____

Date: _____

12 FACILITATOR GUIDE

12.1 Before the Session

1. Prepare testing environment (clear browser cache, test dashboard functionality)
2. Have consent forms ready
3. Set up recording equipment (if approved)

4. Prepare backup devices/browsers if needed
5. Review participant background information

12.2 During the Session

12.2.1 Introduction (2-3 minutes):

- Welcome and thank participant
- Explain purpose and process
- Emphasize "think aloud" protocol
- Get consent for recording/observation

12.2.2 Task Completion (15-18 minutes):

- Read each task exactly as written
- Don't lead or hint at solutions
- Note time to complete each task
- Observe navigation patterns and pain points
- Only assist after 2 minutes of struggle

12.2.3 Questionnaires (5-7 minutes):

- Allow participant to complete at their own pace
- Be available for clarification
- Encourage detailed, honest feedback

12.3 After the Session

1. Thank participant for their time
2. Debrief briefly (if appropriate)
3. Complete facilitator notes immediately
4. Organize and analyze results
5. Identify patterns and priority issues

12.4 Scoring Guidelines

12.4.1 SUS Score Interpretation:

- 80-100: Excellent
- 70-79: Good
- 60-69: OK
- 50-59: Poor
- Below 50: Awful

12.4.2 Task Success Criteria:

- Complete: All requirements met without assistance
- Partial: Some requirements met or minimal assistance needed
- Failed: Requirements not met or significant assistance required

12.4.3 Issue Severity:

- Critical: Prevents task completion
- Major: Causes significant difficulty or errors
- Minor: Causes inconvenience or slight confusion

This usability testing package is designed for academic evaluation purposes and follows best practices in user experience research. All responses will be treated confidentially and used solely for improving the dashboard design.