TASK 3A FEEDBACK

WHAT THIS TASK IS NOT

- You must NOT tell me in your write up what could be better about your product in your opinion
- You must NOT tell me how good or bad your TASK 2 went

- Your opinions on your code / website, IN THIS TASK, are completely unwanted and not needed... DO NOT give them.

WHAT THIS TASK IS..

- A chance to get feedback from a technical audience about your code / database and technical aspects of the project
- A chance to get feedback from non-technical audience about your website and how it looks / feels / works etc
- A chance to review the feedback and do an analysis of it.
- A chance, based on this feedback, to suggest where the product should go next and why

NON-TECHNICAL AUDIENCE

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I. Main focus of what to gather:
   1. User interface feedback
   2. User experience feedback
   3. Observation of their system use

A. Best Ways to gather:
   1. Questionnaires
   2. Scenario document with observation record

TECHNICAL AUDIENCE

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I. Main focus of what to gather:
   1. Code Review of code overall quality / structure
   2. Code Review of secure programming principals
   3. Review of Database Scheme and queries

A. Best Ways to gather:
   1. Feeback form to gather ratings and comments

FEEDBACK REPORT

- You need to write a report, which explores who you will be gathering feedback from (technical and non-technical) and how you will gather it and show how you designed the feedback systems.

- Split it into sections (clear headings) which show each feedback system, who it is for, how / why it is designed like this.. E.G. "I have used a 10 scale for this question, with chance for a comment as itss important to score it for how happy they are, but also to allow chance for them to comment as this can add context particularly in a good or bad score which will be important to interpreting the score"

CONTINUED

- Once you have designed the feedback systems you need to then gather the feedback OUTSIDE OF EXAM HOURS.

- The you come back into exam hours to WRITE UP YOUR FINDINGS:

- Use graphs to show numbers (MS forms will do it for you) and factor in the comments given from users

SPLIT THE FEEDBACK REVIEW

- In the same way you have gathered separate feedback from Non-tech and technical groups…

- Separate the feedback review too. To clearly show what each audience said.

REPORT SUMMARY

- Summaries the findings from your research, what was "shocking" for you to learn from your feedback, what was expected?

- Using this feedback…. What would you do with your code base and why?
- e.g. Using the information from my non-technical audience, I would aim to add feature x as this was highly comments on by users, infact, of the 35 people asked, 31 people specifically asked for this feature, which clearly shows a need and want for it.

REPORT ORGANISATION

- You don’t HAVE to have a table of contents…. but good subtitling of your report will make a lot of difference to your marks…

- The easier it is for them to see each section, sub-heading, then its easier for them to assess your work, see your comments and now get bogged down in trying to find where they could give them makes… take them by the hand, show them the marks.

NON-TECHNICAL - QUESTIONNAIRE

- Consider what you need answers on / about
- Is it important to know their gender and age range? WHY?
- Consider if a Likert scale question is right, but limited chance for commenting
- Consider asking questions around the functional and non-functional questions
- Are any of the KPI's releveant to any particular type of user... and how can you ask for feedback on them.

NON-TECHNICAL – OBSERVATION / TASKS

- Think about the tasks the user would do, different user groups might have different tasks.

TECHNICAL - CODE REVIEW

TECHNICAL — SECURITY REVIEW

TECHNICAL – DATABASE REVIEW

- Include database design / queries sql

FINAL POINTS

- Justify anything you say... this is how the top mark bands are accessed.

- Just because you did or didn’t design something, and you didn’t build a feature... doesn’t mean you can't at least design a collection system for feedback.... then justify it is how you would collect it, but unfortunately you didn’t make it. Marks can still be gained.

- USE THE MARKSCHEME

EVIDENCE TO SUBMIT

- Designing report – of how you feel the feedback systems are suitable
- Summary of findings report – if not part of the designing report
- Print screens of each full data collection system, so they have a reference point to what they were / are so as to understand your reference to them.
- Appendix Document that has all the data from the questionnaires and the notes from your feedback gathering stuff, so they can see what you have gathered for real.