



USER EDUCATION

WHY ARE WE MAKING THIS?

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OVERVIEW

- ▶ What are Luke & Sara trying to do when they go to work?
- ▶ Different types of research
- ▶ SUS: How do they feel about their experience with our software?
- ▶ Top Tasks: What is most important to our Luke & Sara?



RESEARCH

QUALITATIVE & QUANTITATIVE
RESEARCH

QUALITATIVE

- ▶ Subjective, holistic, process-oriented
- ▶ Uncontrolled, flexible test settings
- ▶ Used to often gain in-depth understandings
- ▶ Measured by non-standardized, narratives
- ▶ Conclusions are reviewed on an ongoing basis, conclusions are tentative

QUANTITATIVE

- ▶ Objective, focused, outcome-oriented
- ▶ The hypothesis is specific and testable
- ▶ Tests are as controlled as possible
- ▶ Large sample sizes are preferable to generalize results to a population
- ▶ Measurements are standardized, and numerical
- ▶ Conclusions can be calculated with a degree of certainty.

QUALITATIVE

- ▶ Contextual inquiry

QUANTITATIVE

- ▶ System Usability Scale (SUS)
- ▶ Top Tasks

A photograph of a dark asphalt road curving through a dense forest. The road is marked with white and yellow dashed lines. The scene is shrouded in thick, low-hanging fog, which obscures the trees and the sky, creating a mysterious and somewhat somber atmosphere.

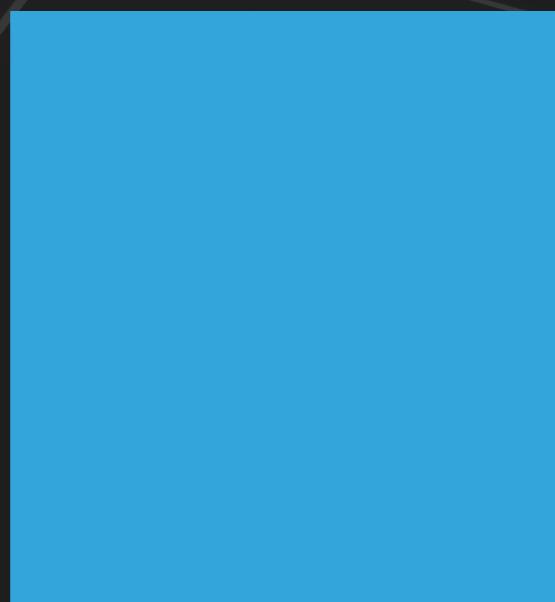
WHERE IS
DISPATCH TODAY?

SYSTEM USABILITY
SCALE (SUS)

WHAT IS A SUS?

- ▶ 10 question survey, each question has answers from Strongly Disagree to Strongly Agree
- ▶ It measures the overall perceived system usability
- ▶ The SUS is as a metric to show system progress over a time

SYSTEM USABILITY SCALE



RescueNet Dispatch



Adjective: OK

68

C

Business software benchmark

Adjective: OK

WHAT DOES THIS MEAN?

- ▶ Luke & Sara find work-arounds for problems or use the system in "imaginative" ways to get their job done
- ▶ Repetitive tasks or tasks the Luke & Sara believe should be simple are hard or cumbersome to accomplish



IT'S NOT ALL BAD!



**THE BEST TIME TO PLANT A
TREE WAS 20 YEARS AGO.
THE NEXT BEST TIME IS
RIGHT NOW.**



WHAT DO WE BUILD?

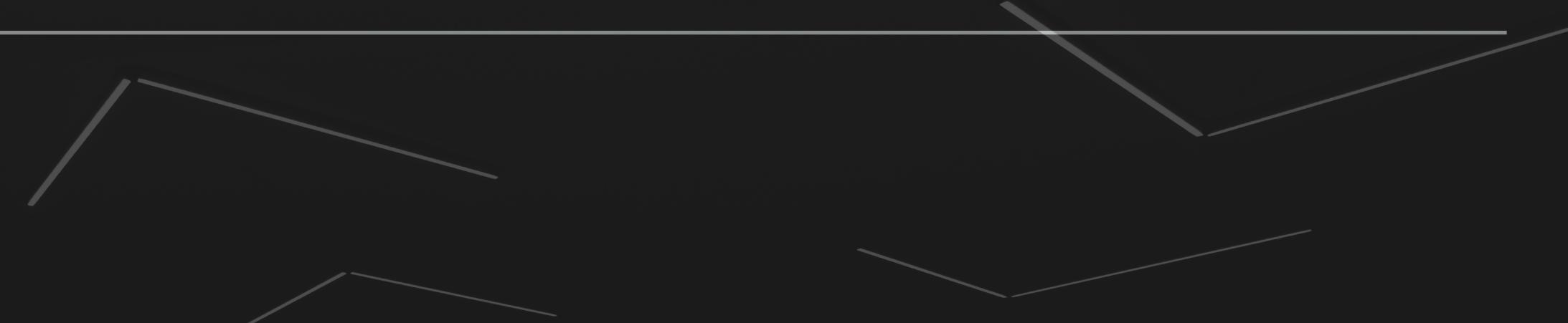
TOP TASKS

WHAT DOES LUKE
NEED TO DO?

HIS JOB.

**WHAT DOES LUKE
NEED TO DO?**

**A JOB IS A SET
OF TASKS.**



IDENTIFY TASKS LUKE NEEDS TO DO...

**ENABLE HIM TO DO
THOSE TASKS.**

SPEAKING TO REAL PEOPLE

- ▶ Compile tasks
- ▶ Real system users (Lukes & Saras) take the survey
- ▶ Each person chooses their 5 most important tasks
- ▶ Compile the results

RescueNet Dispatch Tasks Survey

Please look at the following list and choose ONLY the top FIVE most important things to you when you're doing your job.

Give a score of five to the task MOST IMPORTANT to you, four to the next most important, then three, two, one.

Please give only one score of 5, one 4, one 3, one 2, and one 1. Leave the rest blank.

Trust your first instincts, and spend no more than five minutes on this exercise.

*** Tasks**

Call priority	<input type="text"/>
Patient data	<input type="text"/>
Caller queue	<input type="text"/>
Vehicle/unit status	<input type="text"/>
Reset the trip overdue timer	<input type="text"/>
Position of a vehicle/unit	<input type="text"/>
Call nature	<input type="text"/>
Find people/places/things on the map	<input type="text"/>
Deactivate a vehicle/unit	<input type="text"/>
My user account details	<input type="text"/>
Shift information	<input type="text"/>
Equipment needed for call	<input type="text"/>
Map layers	<input type="text"/>
Control geo fencing alerts	<input type="text"/>
List of calls in the system	<input type="text"/>
Modify call data	<input type="text"/>
Change Schedule	<input type="text"/>
Driving directions	<input type="text"/>
Managing geo fences	<input type="text"/>

DISPATCHER & SUPERVISOR RESULTS

120

100

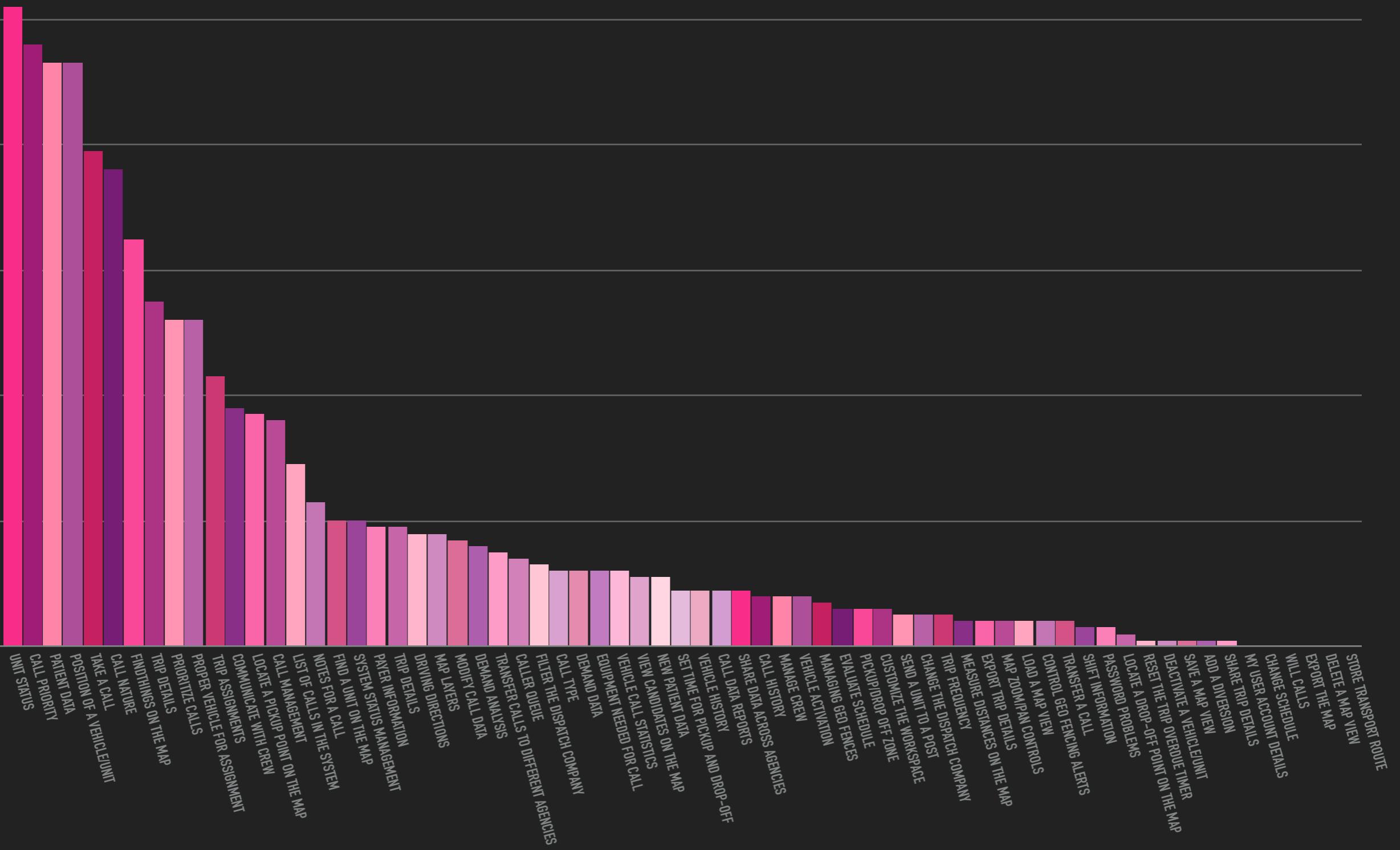
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60

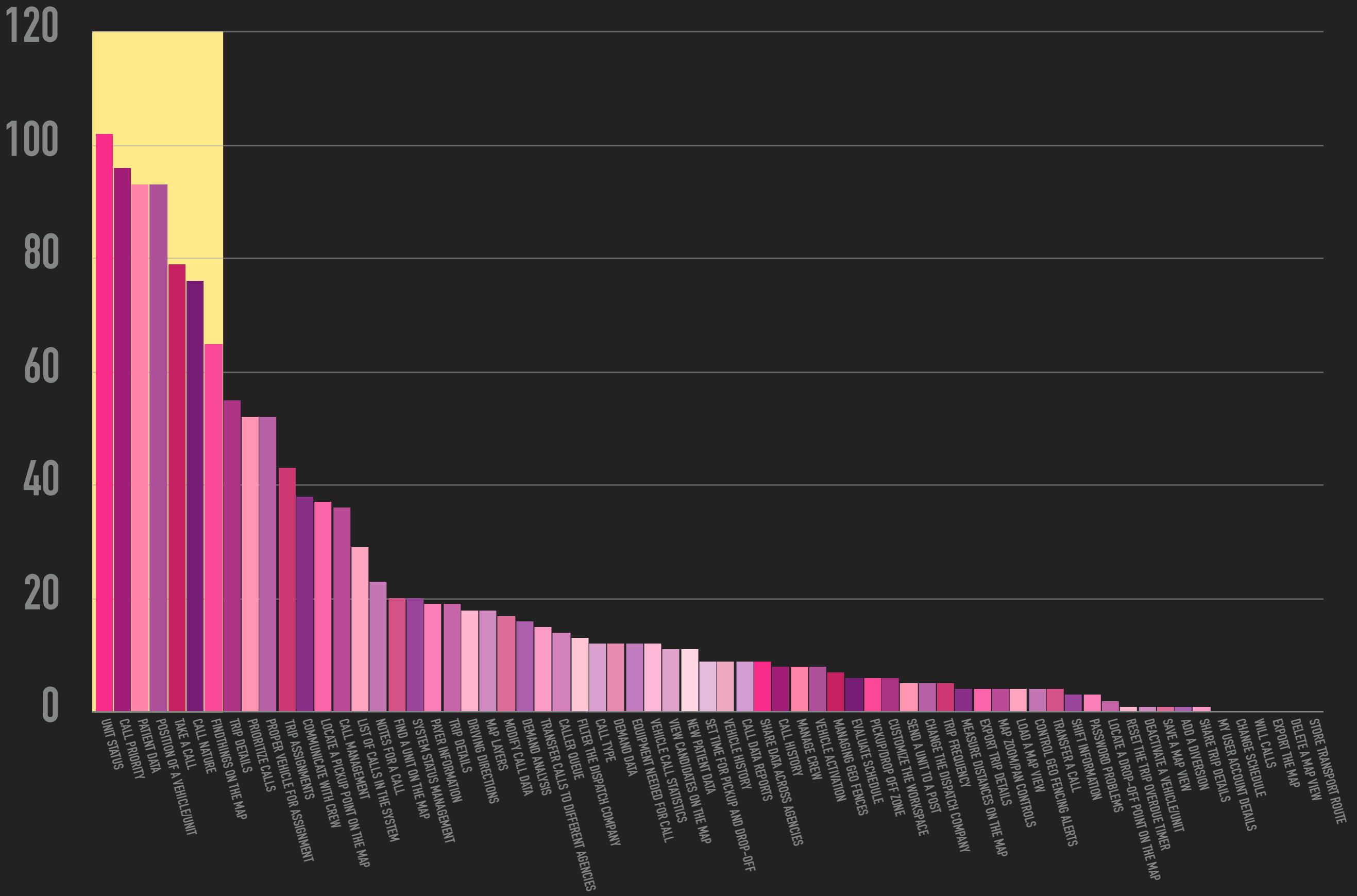
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20

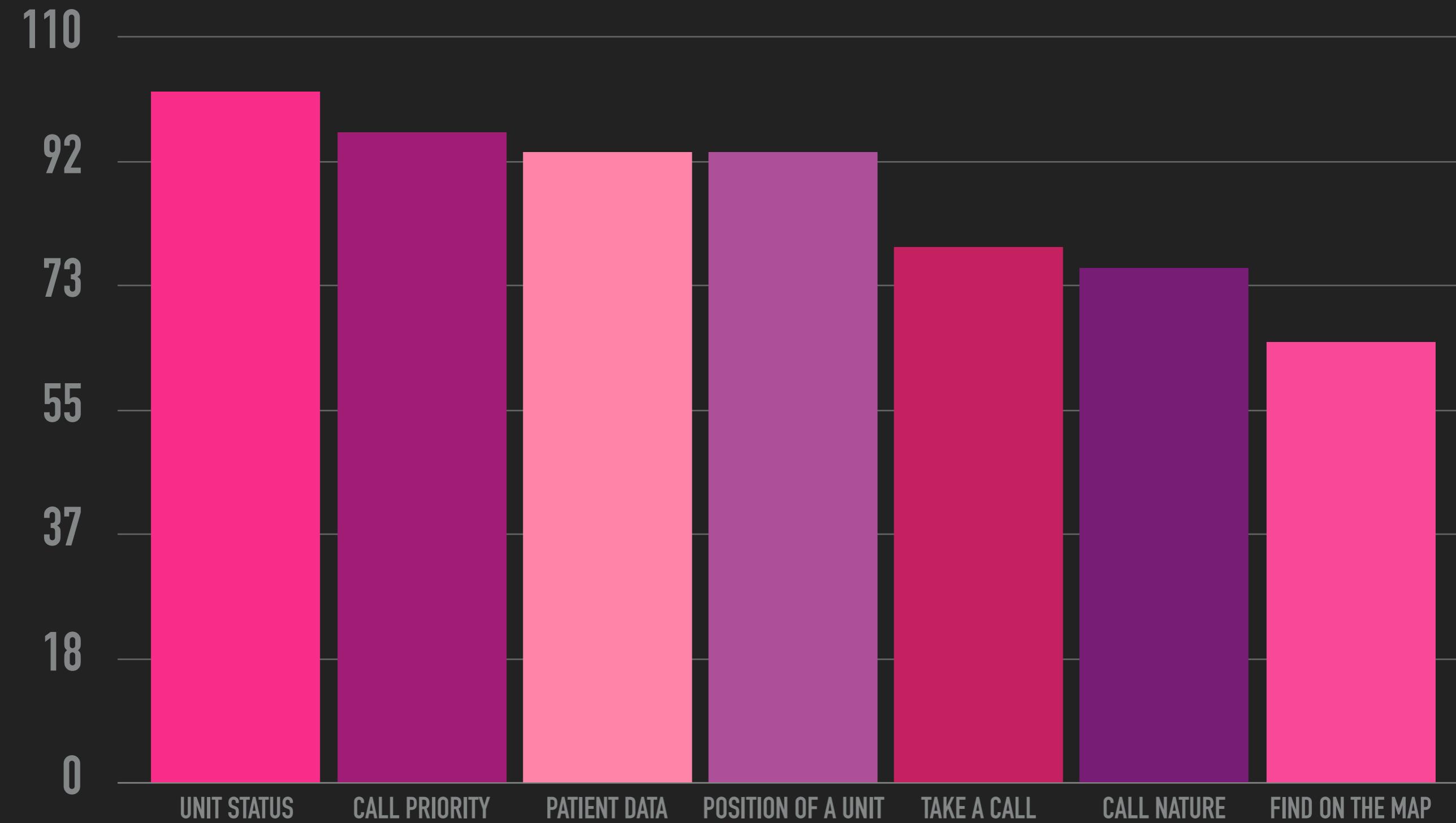
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DISPATCHER & SUPERVISOR RESULTS



THE LONG NECK





RESEARCH PROVIDES CLARITY

- ▶ Pain points
- ▶ Important tasks
- ▶ Gets the team on the same page
- ▶ When acted upon, the result is an improved User Experience

DO SOMETHING GREAT