# Introduction

According to our research, we found that most of International students who come to Australia within 3 months want to contact to service providers. However, they cannot express clear thoughts and do not know many channels to contact them. So they think our website can help them to solve these problems, and are very interested in our project. I have made a simple report according to their responses.

# Analyzing

## 1. Time and International

We have delivered questionnaire to 20 International students, and collected they came to Australia’s time. All of them are come here within 3 months. In addition, we have requested their nationality, this answer can help us to know which language we should translate in details in the future. Because in our plan, we need to have a translation function, so that those international people who cannot understand English can use their native language to browse our website.

## 2. Problems

Most of the 20 volunteers had experienced some problems that need to find service providers. This means our website can help most International people to solve problems as soon as possible. We believe that our website can appeal many people.

## 3. Service Provider

From this graph, we can see that most of International people need plumber services and air condition services. We think we can put more plumber service providers and air condition service providers in our website, so that staff can assign their job appropriately. In addition, we found that most of people think building work service is not very important. Thus, we will prepare to put just 3 build workers in our website.

## 5. Level of Agreement

We described to the 20 International students about our website, most of them think our website can help them to solve problems. We think our website can appeal too many International people.

## 6. Channel

We found that most of International people want to know and enter into our website through Facebook. So we decided to add a Facebook link on the bottom of our whole webpages. And we will create a public account on the Facebook. In addition, we also decided to add an Instagram link because more and more people pay attention to this social software. In the future, our website will run on the mobile phone.

# Conclusion

In conclusion, according to this questionnaire, we collected too many information, and has some plans to improve our website. I went to QUT Kelvin Grove campus to complete this research, because there are too many international people, especially those who come to Australia not for a long time. Thanks for their coordination, I can collect many information about their mind of our project.