

Survey and Tutorial Pilot (summary)

June 10/2016

Introduction

This document includes the instructions given to the participants in the pilot; it collects the comments generated by the participants; and documents the changes done to the survey and tutorial as the result of comments.

Any personal or identifiable information has been removed from the comments. All communication with the participants was done via email, including the instructions that were emailed to the participants. Participants were not aware of the other participants (as all the communication was done either using "Bcc:" email field or one on one with each participant).

The pilot ran from May 31, 2016 to June 9, 2016. Twelve people with experience in process modeling were invited in the pilot. Six surveys were fully completed, and other six surveys were partially completed. Eight tutorials were attempted. Four emails with suggestions were received.

Instructions to participants

I have created an online survey and tutorial for the empirical part of the dissertation. The survey and tutorial should take around an hour to complete (most of that time is the tutorial). For the pilot, I need few volunteers that are willing to do the survey and tutorial and take notes on areas that may not be clear, or that are ambiguous, or that does not make sense, or that can be improved, or that need clarification, etc. Because, you will be looking for issues in the survey, it will take longer than an hour, but you can always do it in parts (each page has a "resume latter" button that you can use to continue later.) So, you can do few minutes each day, or all at once. If you are willing to volunteer, I will ask you to do the following:

1. Let me know that you will participate.
2. Use the following link to do the survey and tutorial (you can use the same link when you use "resume later" and "load unfinished survey"):
<http://cmmn.limequery.org/index.php/338792?lang=en>
3. After you complete the survey, send me an email with your notes and suggestions.
4. If you can do it this week (before June 8), I will really appreciate it. That gives me a week to make changes, before I run the real survey.

Here are few points of clarification, so you can better understand the context:

a- A survey pilot is normally conducted using a handful of people just to test the survey and to collect opinions and identify potential issues with a survey. For example areas that are not clear or require more explanation, ambiguity on questions, etc.

b- I selected a very small number of participants (you) for the pilot, because you have worked with PE or Case Builder, and the PE process designer or CB task editor (PE process designer and CB task editor are what we call process modelers), and so you have the experience that I expect a participant in the survey will have. I expect people filling the survey to have some experience in process modeling (like BPMN, or other BPM product). Therefore, I know that you are well qualified to review the survey.

c- I know that you don't have experience with CMMN, and that is what I expect from most people filling the survey. There is no need to have any experience on CMMN, because the survey includes a tutorial.

d- I know that I'm asking you to spend around hour and a half going over the survey and tutorial, and that is a lot of time from your busy schedule. In that time, you will learn about CMMN in the tutorial, which may be useful to you, but I understand if you don't want to participate. In any case, I really appreciate the time you dedicate to help me with this topic.

e- The end survey will be conducted in an anonymous way, however the pilot is not anonymous, because feedback is required to improve the survey and tutorial. So, you will notice in the survey references to how the participants will remain anonymous, which will not apply to you. I will know who participates in the pilot, but, I will not reveal your names or personal details.

f- Your answers to the survey will be discarded after the pilot is complete (and it will not be included in the survey data). That is because; you will be focused on identifying issues with the survey that I will need to fix before running the real survey. The other reason is that I know who you are, and so that violates the survey being anonymous. I may use the data you enter to run some statistics just to try out the statistical software that I will be using, but that is just for testing purposes.

Participant comments

Participant 1:

The tutorial took me a bit longer than expected, I have not yet done the survey, but thought I would send my notes on the introduction, consent form and tutorial first to allow you to get them as early as possible. I will follow with the survey as soon as I can. I am attaching an odt format document (at the bottom of the email), which you should be able to read using open office. Let me know if you have any problems with it and I will resend in a different format.

Text

First Page / introduction page

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Paragraph 2

“optional 30 minutes tutorial will provide you with **the bases of CMMN need to** complete the survey.”

Suggested change “... will provide you with enough knowledge of CMMN to complete the survey...”

Paragraph 4

“This will be done using a protocol that maintains confidentiality and **don’t** collect any personal information ”

Suggested change “... and **doesn't** collect any personal....”

Informed consent page

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Introduction paragraph

“With very few exceptions, you have the option to avoid responding any questions that you choose. ”

Suggested change “... responding **to** any ...”

Procedure paragraph

“Complete a nine questions form on demographics and **a** prior experience. ”

Suggested change “... demographics and prior experience. ”

“Evaluate two CMMN diagrams. Each evaluation consists of a CMMN model with a six questions **s** form.”

Suggested change “... a CMMN model with a six question form.”

“One question comparing the two CMMN diagrams.”

Suggested change “Answer one question comparing the two CMMN diagrams.”

“Complete one page perceived notation complexity form. ”

Suggested change “Complete a one page perceived notation complexity form. ”

Appreciation paragraph

“This will be done using a protocol that maintains confidentiality and don’t collect personal information.
”

Suggested change “and doesn’t collect personal information. ”

Demographics and prior experience page

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For “Current Role”, I picked Practitioner, wasn't sure really, is there a difference between “practitioner and end user of process technology – is a practitioner someone who designs workflows (not me I guess), is an end user someone who completes steps in a workflow ?

For the “What statements better reflects your current opinion? ” question, when I read the question I realized that this question requires background in CMMN, but I have not yet done or seen how to do the optional tutorial. If this question is intended to figure out lack of prior knowledge, then perhaps make “I don't know enough about CMNN to answer the question” one of the possible answers, or make the tutorial available before asking the question.

Tutorial page

ON this page I wanted to go back to the previous page to see the question I had been unable to answer, but there is no back button, and trying to go “back” in the browser gave me a document expired message.

Short introduction to case management, 2nd paragraph, “In a case management system, in the other hand,” should be “on the other hand”

On tutorial page 2

“We will say that CMMN is declarative in which you describe ‘what’ is allow and disallow in the process; ”

Suggested change “..is allowed and disallowed ...”

Case Plan section

“Although the correct term is **case plan**, and the word "case" is overloading (sometimes it refers to ...”

Suggested change “... overloaded....”

Milestones section

“For our *complaints process*, we will include few **milestones**, ”

Suggested change “... include a few milestones” or “include some milestones”

Case file items section

“are used to represent all kind of data ”

Suggested change “are used to represent all kinds of data ”

Criteria section

“Events that emanates from other CMMN elements can be ”

Suggested change “Events that emanate from....”

Entry Criteria section

“although in few situations the complaints may involve both **stages**. ”

Change “...in a few situations...” or (maybe better) “... in some situations”

Events Listeners section

I am not sure what the OMG spec says (can't download it for some reason), but is it “Events” Listeners or should it be “Event” (no 's') Listeners – that seems more correct to me not having seen the spec though.

Planning section

“Remember that case workers can disable **case plan items**, but they can also add new item to the plan. ”

Suggested change “... add new items to the plan. ”

“**Discretionary items** have the same shape **than** planned items, but using a dashed line, instead of the continuous line used by **case plan items**. ”

Suggested change “... the same shape **as** planned items ...”

Planning table section

“Different than / different from “ that always gives me problems (sometimes I will reorganize a sentence because I can't figure out if it should be different of/from/than/to ;-)), but this link <http://data.grammarbook.com/blog/adjectives-adverbs/different-from-vs-different-than/>

suggests that the following sentence -

“Note the **connector** in this situation is different **than** a **connector** in an **entry criteria** or **exit criteria**. ”

might read better if it said “... is different from a **connector**...”. Up to you but “than” feels wrong to me in that sentence.

Planning table and plan fragment section

“This **discretionary task** will be used in rare situations when a case worker suspects **of** product safety issues. ”

Suggested change “... when a case worker suspects product safety issues.”

“... but because space considerations, we will not show them.”

Suggested change "... but because **of** space considerations, ..."

Decorator and connectors section

"Note that every **case plan item** that **start** executing must also complete for the enclosing **case** or **stage** to complete. "

Suggested change "... that starts **s** executing ..."

"Therefore, as soon as a **case plan item** start execution it becomes required. "

Same change suggested "...**case plan item** starts **s** execution.... "

"However, when a **discretionary item** is added to the plan by a case worker and start execution it must complete execution for the enclosing **case** or **stage** to complete. "

same change "...and starts execution..."

Complete Model section

"There are few things we left out of the model, "

Suggested change "There are **a** few things ..."

Summary section

"Case management looks at a process from the perspective of the case workers, with the goal of enabling them to efficiently collaborate **between them** to achieve a business goal. "

Suggested change "Case management looks at a process from the perspective of the case workers, with the goal of enabling them to efficiently collaborate to achieve a business goal. "

"CMMN formalize the concept of a **case file** (or case folder) that contains all the **case file items** (case data). "

Suggested change "CMMN formalizes **s** the concept of a **case file** "

"Case workers have always access to the **case file** and all the case data. "

Suggested change "Case workers **always have** access to the **case file** and all the ..."

First page (Model W2b)

2nd question, "Is **there** any situation in which M start executing before H? "

"... there..."

5th question, "Which tasks start executing when case 1 starts executing? "

I cannot see a case '1' (one) in the diagram.... did you mean 'l' (eye) ?

6th question The hint does not make the question clear, the hint is “Assuming that labels were written in plain English (instead of A, B, C, ..., U), how easy to understand is the model. ”. Does that hint really mean that the question is supposed to read

“If the labels were written in plain English (instead of A, B, C, ..., U), then how easy is this model to understand ?”

If that is the question, make that the question, I think the hint is a bit confusing.

Also, using letters A, B, C etc as the names of the cases, the model might be easier to understand, but as it stands it is very difficult. Not sure if this is a notation problem, imagine if it were a reasonably complex piece of java code or c code, and the variables and function names were letters. The C or java would be very difficult to understand also. It is always going to be easier to understand real labels instead of letters, so the question “if it was real labels instead of letters then how difficult would it be to understand” is difficult to answer, fairly. Not sure which question the person is answering since it is hypothetical and therefore the person will make an assumption before answering and you will not know what the assumption they are making is. Will they make an assumption that it would be easier with labels ? And therefore will they say it is easier than it actually is for them to understand it (if you see what I mean?)

Maybe just leave out the hint, and ask how complex it is as is with letters, or change to real labels and ask how difficult then (but of course with labels the viewer will ignore the notation and just read and understand based on what the labels are telling them).

2nd page (Model T5e)

2nd question “Is there any situation in which W start execution before P? ”

change to “Is there any situation in which W **starts** execution before P? ”

Same comment as above on the complexity question and hint.

3rd page “Model W2b versus Model T5e ”

This question asks about complexity. (it is not possible for me to go back to the previous pages, but ...) For the earlier two questions, I interpreted the last question on the page to mean “how difficult is it for you to understand this model?” of course this depends on my expertise in CMMN notation (none except for the tutorial) - so they are difficult to understand.

But for this question I wonder if you mean the traditional computer science algorithm notion of complexity (more lines of code, more branching, more looping == more complex). SO is this question asking me which is more “complex”, or which is more difficult to understand ?

A seems more complex (a single case has more “steps” in it), B seems easier to understand than A because B has sub-cases (akin to subroutines in traditional coding). But for all I know, they may be doing

the same thing, just broken out into sub cases in B (I prefer the subcase notation of B to the weird nested notation of A)

The thumbnails here make it a bit hard to judge the complexity. It might be nice to be able to go back and look at the full diagrams again.

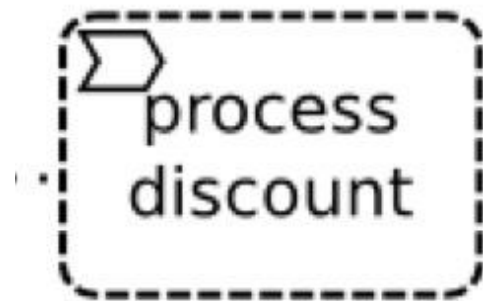
4th Page (Notation complexity)

No Problems on this page.

Participant 2:

Sorry I haven't been very responsive. Work and family life has been and is very busy for me and no slowing down any time soon.

Btw, I added my comment to the survey and noted the arrow in this picture (below) that was not discussed:



The [+] notation should be discussed separately because it has nothing to do with case management semantic. It is just a way to say that a plan is visually expanded and denoted on screen.

There is notation on there that I saw, but was not discussed. I wish I can recall what object it was on. Anyway, It is in the area where you discussed automatically and manually started plan.

Participant 3:

Sorry I took so long to respond. Here are my comments from survey and tutorial. Overall, it was very well done. Question: are you planning to add additional Process task information to the tutorial?

=== Survey ===

Page 1

“...will provide you with the **basics** of CMMN...”

“...and **doesn't** collect any personal information.”

Page 2

1. Complete a nine **question**form on demographics and prior experience.”

3. ...six **questionform**

* Model P3c *

"...how easy **is the model to understand**"

* Model W1g *

do you mean: "...when case **4** starts..."

"...how easy **is the model to understand**"

=== Tutorial ===

Page 1

"...does not **use** control flow..."

"...the designer **encodes** the business goal..."

"...system, **on** the other hand, the..."

Page 2

"...describe 'what' is **allowed** and **disallowed** in the..."

the case is named "complaint" but the case plan image shows "Complaints"

Page 4? (I lost track of the page numbers...)

"...we will include **a few** milestones"

Page 5?

is the task type indicated by an annotator or a decorator?

* Criteria *

"...exit criteria will **allow** us to..."

* Planning *

"...they can also add new **items** to the plan."

* Planning (continuation) *

The "investigation shape looks like a stage, not a Task.

* Planning table and Plan fragment *

"...when a case worker suspects a product safety issue."

* Complete model *

"There are a few things that we left out..."

* Summary *

"CMMN formalizes the concept..."

Participant 4:

A few questions..

1) What audience is this tutorial for?

2) What is adaptive case management?

3) Can't grasp what stages are!!! The 'Stages and case file' slide seems to say 'Stages are containers used to manage the complexity of the model by decomposing it into manageable sets', BUT the 'Criteria' slide implies it being sort of a case type - "both stages product complaints and service complaints need an entry criteria". Intuitively, the word stage in case management would give the impression of where the case is -- e.g. submitted, processing, rejected, complete, etc.

The decorators and connectors slides in the tutorial could be improved significantly -- less wording and more toward listing what they are. I couldn't get much out of it (kept reading back and forth) until the survey table "Notation complexity"

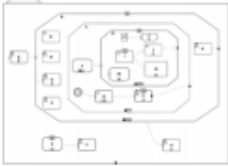
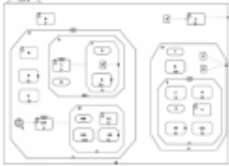
Other feedback:

I have browsed your survey and it looks quite good. My only concern that I picked up at this stage is that on the page that I browsed where you ask the participant to compare the complexity of the two representations, the graphics are not clearly legible at all on the computer screen. I attach a screen capture of an example of the page I am referring to (incidentally it looks much better and clearer in the pdf capture than on the screen).

Otherwise there are one or two minor typo's in the introduction and the tutorial etc. – maybe a final proofread might be beneficial.

I still think that given the specialized nature of the survey the key factor is going to be finding enough responses for meaningful conclusions – I really hope these online communities would be interested and responsive to this!

Compare the two models
Please compare the complexity of the two models.

A is model W2b								B is model P3c
								
A is absolutely more complex than B	A is strongly more complex than B	A is more complex than B	A is slightly more complex than B	A and B are equally complex	B is slightly more complex than A	B is more complex than A	B is strongly more complex than A	B is absolutely more complex than A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Changes

All comments were considered and resulted in changes to both the tutorial and the survey, as follows,

- Tutorial changes
 - a. All the grammar editing suggestions were applied to the tutorial.
 - b. Two icons were changed to change “complaints” to “Complaint” (Case plan in CMMN and Exit criteria pages).
 - c. Included more information on process task (page Planning table).
- Survey changes
 - a. All the grammar editing suggestions were applied to the survey.
 - b. Added title “Case 1” to models W2b and Y2h.
 - c. Changed the option in the “Current Role” question in Demographics and prior experience page.
 - d. Added an extra option (“I don't know enough about CMNN to answer the question”) in the “What statements better reflects your current opinion?” question in Demographics and prior experience page.

- e. Removed the hint (help) from the question “How easy to understand is this model?”; because, the hint made the question ambiguous. This was done for all the models (“Perceived*” question in groups “Model *”).
- f. Redesigned the “Model * versus Model *” groups, as follows:
 - i. “complex” to “difficult to understand”
 - ii. Increased the size of the two models.
 - iii. Improved the description of the group and question.