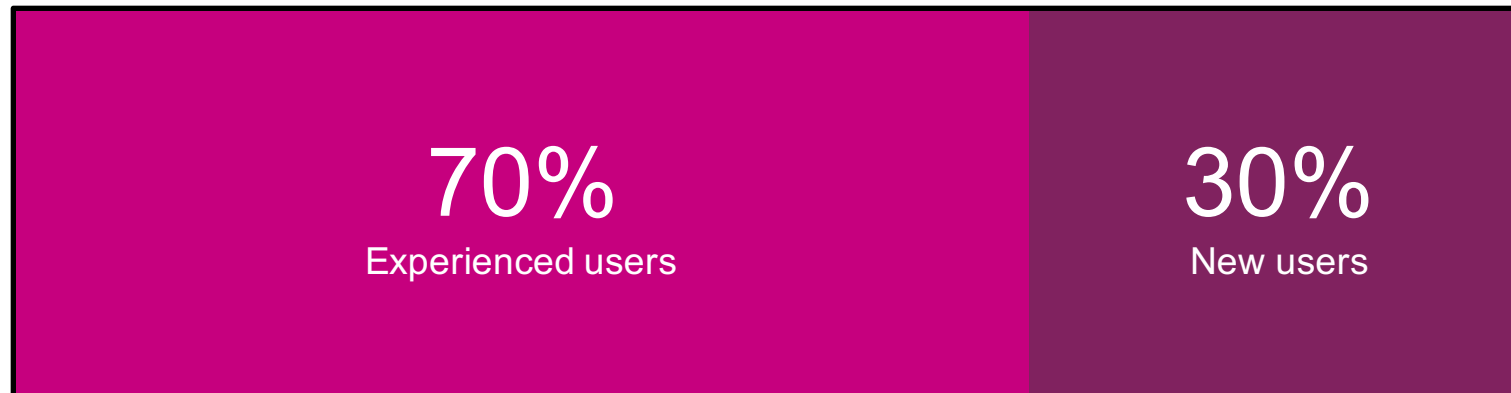


Field Friendly @ FSE

USER SURVEY RESPONSE SUMMARY
APRIL 2016

Survey results

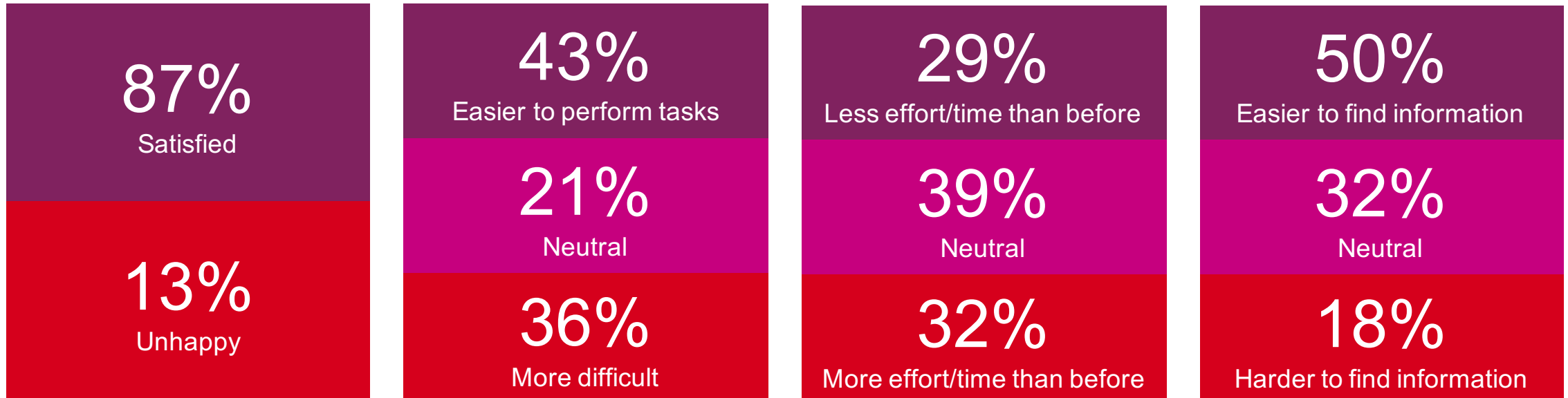
RESPONDENT BREAKDOWN: NEW VS. EXPERIENCED USERS



A majority of respondents indicated experience with the previous, paper-based, fieldwork system used within the faculty (hereafter referred to as “experienced users”).

Survey results

EXPERIENCED USERS: SATISFACTION, EASE OF USE AND ACCESSIBILITY

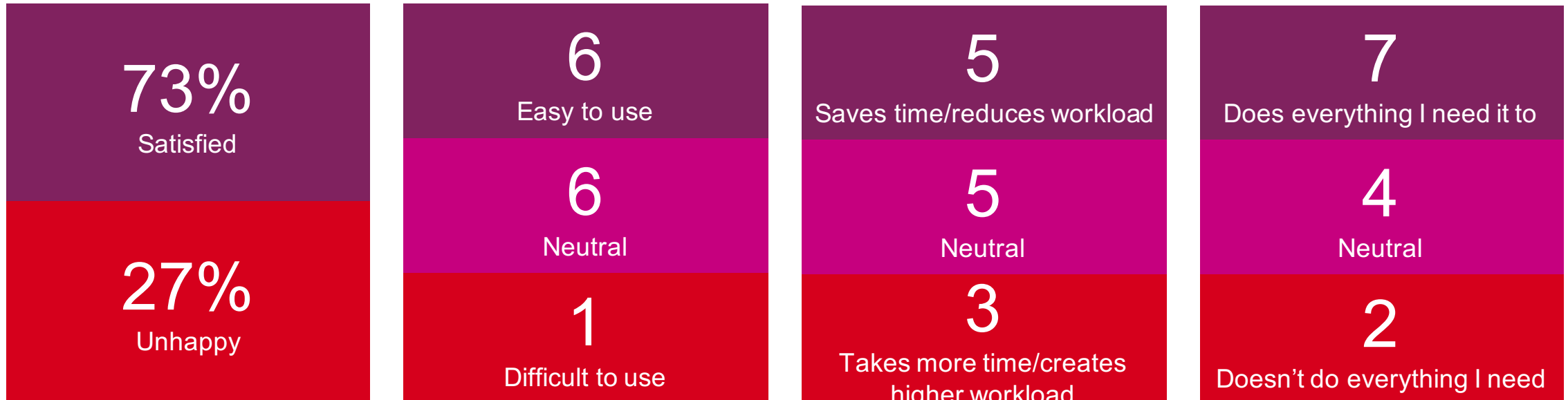


Of the experienced respondents, most were happy with the system overall (satisfaction ≥ 5 out of 10).

Feedback was divided on the difficulty and effort of completing tasks when compared to the previous paper system. Ease and accessibility of important information saw a similar division of opinion.

Survey results

NEW USERS: SATISFACTION, EASE OF USE AND ACCESSIBILITY



Of the inexperienced respondents, most were happy with the system overall (satisfaction ≥ 5 out of 10).

Feedback was divided on the ease of use, and most consider the system to either decrease or not impact their workload. Only 2 respondents considered the system feature-incomplete.

Experienced user feedback

FEEDBACK FROM USERS WITH EXPOSURE TO PREVIOUS SYSTEMS

- **Paperless**
- **Nice, easy to use interface**
- Qualification & approval management
- Convenient
- Provides more details

LIKE



- **Slow load times**
- Reapproval required after minor changes
- Unable to skip data entry steps
- Some button tooltips missing

DISLIKE



- **Personal trip history summary**
- Allow cloning trips
- Transferral of trip leadership
- More direct approver feedback
- Group trip planning

IDEAS



- **Can some trip wizard steps be streamlined or removed?**
- Possible to bulk upload qualifications?
- Possible to interface with iLearn?

QUERIES



Note: bolded feedback items shared across both experienced and uninitiated respondent groups.

New user feedback

FEEDBACK FROM USERS WITH NO EXPOSURE TO PREVIOUS SYSTEMS

- **Paperless**
- **Nice, easy to use interface**
- Integration with MQ identity data

LIKE



- **Slow load times**
- Lack of detailed tutorial/instructions

DISLIKE



- **Personal trip history summary**
- Map search improvements
- More detailed trip summaries

IDEAS



- **Can some trip wizard steps be streamlined or removed?**

QUERIES



Note: bolded feedback items shared across both experienced and uninitiated respondent groups.

Areas of difficulty

MOST DIFFICULT TASKS IDENTIFIED BY RESPONDENTS



Volunteer and guest account setup

Adding non-university participants via sponsored OneIDs



Changes to trip plans

Amendments to plans for existing trips and trips underway is difficult/unintuitive



Too many approvals

Approvals for every step of trip planning, rostering and reports is time consuming



Trip workflow

Planning trips and itineraries could be streamlined

Time consuming tasks

MOST TIME CONSUMING TASKS IDENTIFIED BY RESPONDENTS



Volunteer and guest account setup

Adding non-university participants via sponsored OneIDs



Participant management

Management of large numbers of participants and policing signups to a trip



Trip duplication

Repeat trip planning requires a lot of duplicate data entry



Waiting for approvals

Submitting items and following the approval/amendment process

What we've done

FEEDBACK CHANGES DELIVERED



Volunteer and guest account setup

Long term project initiated with IT Services for rapid sponsor OneIDs

Short term update allowing creation of Field Friendly accounts for volunteers



Slow page load times

Ongoing server monitoring and optimisation of pages with slow load times



Allow cloning trips

Trip cloning is now available, data entry for a cloned trips now avoids unnecessary duplication



Emails not delivering

Whitelisting has been completed by OneHelp, system emails should no longer be sent to clutter

What we've done

FEEDBACK CHANGES DELIVERED (continued)



Trip workflow improvements

The initial trip workflow has been simplified from 7 steps to 4, with more tips and helpers



Reduce approval overhead on trips

Approval requirements have been reconfigured for most trips. All non-diving trips now only require one trip approval prior to field activities taking place.



User trip history

A history of trips is now presented for users when viewing their projects.



Trip participant management

Tools added to allow import of participant lists from iLearn and eAcademic, more tools have been added to assist with management of participant attendance, medical issues and qualifications.

What we're doing next

FEEDBACK ITEMS FOR ACTION



More flexible data entry order

Data entry wizard pages, where practicable, to be updated to allow non-linear data entry



Quick start tutorial

An overview and quick start tutorial will be amended into the existing coach screen



Trip workflow improvements

Itinerary planning and overall trip workflow to be reexamined for improvement



Further page monitoring and analytics

Load times to be monitored more accurately for identification of pages for optimisation



More details in review emails to submitters

Review details to be included directly in emails to submitters to expedite approvals

Appendix: Survey content

SURVEY QUESTIONS

1. Have you planned or approved fieldwork at Macquarie University before 2016?
2. How likely are you to recommend Field Friendly to a colleague?
3. (Experienced users only) How does using Field Friendly compare to the previous approach to manage fieldwork health and safety?
 - a. Its easier (Agree / Neutral / Disagree)
 - b. Its less effort or less time consuming (Agree / Neutral / Disagree)
 - c. It gives me the ability to manage fieldwork information better (Agree / Neutral / Disagree)
4. (New users only) How do you feel about using Field Friendly?
 - a. Its easy to use (Agree / Neutral / Disagree)
 - b. It saves me time/reduces my workload (Agree / Neutral / Disagree)
 - c. It does everything I need it to (Agree / Neutral / Disagree)
5. Which aspect of using Field Friendly do you find the most difficult to use?
6. Which aspect of using Field Friendly do you find the most time consuming or obstructive?
7. What do you like?
8. What would you change?
9. What's missing?
10. If you've used another fieldwork health and safety application in the past, what was it called?
11. Have you any other comments?