

The importance of being at the table

User testing and the story of the successful implementation of QUT (online) Appointments



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A little bit about us:



What are we talking about today?

Being at the front line of change, guiding the process, and ensuring it's user-friendly
– aka the importance of user testing



User Testing – why is it important

- Improves quality of the system arising from more accurate user requirements
- Improves levels of acceptance of the systems
- Enables greater understanding of the system by the user resulting in more effective use



Our goal – to ensure the launch of a process / system is ‘unremarkable’

Example: QUT Appointments

- An online system for the appointment of Academic and Professional Staff, fixed term or casual
- SEF was identified as a key user and took part in the pilot program

What took place:

- System designers consulted extensively with administration staff on system design and usability
- System designers had no preconceived ideas
- Ongoing and regular system testing
- Feedback listened to and incorporated



The Outcome

- QUT Appointments launched in SEF without negative workload impact for staff
- It replaced the old, slow paper-based system and reduced the time it took to create an appointment, have it approved and added into the HR system from a week to about a day
- Because the pilot ran so well, the system was launched University wide ahead of schedule
- All the while, there are still ongoing modifications to the system to further improve it

The take-aways

- It demonstrated the true measurable value of participation
- It highlighted the importance of actual end users being involved in systems design
- It has now become part of our strategy when engaging with Business Transformation Projects
 - Honorary appointments
 - Sessional appointments
 - Visitor access provisioning



Strive for 'unremarkable'

- Take the time to work through a change to a system or process
- Always, always, involve the end user
- Don't discount being part of the user testing phase

Thank You