

Student LEM testing findings

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18th March 2016

Introduction

Testing of the new Learning Events Management (LEM) booking system was conducted over four days with nine Open University students and one member of staff. The candidates used a prototype site, which was iterated during the testing based on feedback.

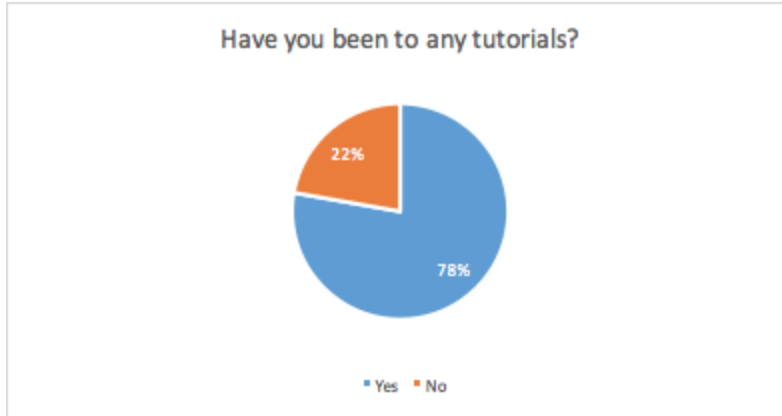
Prototype site: <http://stephenturvey.github.io/group-tuition/students-phase2/index.html>

Feedback from testing: [Google form](#)

Student selection

The students were a cross section of the current student population and varied in:

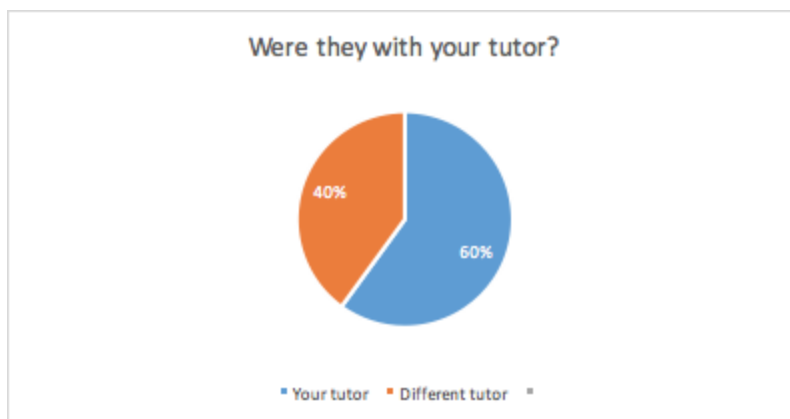
- Length of time at the OU
 - 1 year to 10+ years
- Subjects
 - Psychology
 - Art and History
 - Masters in online and distance education
 - Open degree
 - Languages
 - Maths
 - Software development and networking
 - Computing and IT
 - Computer science
- Experience with study
 - Mostly enjoying studying with some struggling
 - One student had paused study and one was wishing it was over
- 78% have been to tutorials



- Of the 78% that had attend a tutorial, 43% experienced face-to-face tutorials and online tutorials. 57% had just experienced online tutorials



- 60% had been to tutorials with their own tutor, where 40% saw a tutor that was not their module group tutor




- On the whole, students said that more options to attend tutorials would be welcome and one student mentioned that they found face-to-face tutorials can sometimes be tricky to get to. Podcasts of tutorials was also suggested so students can watch it after the event. One student said they felt the tutorial they attended wasn't worth it for the distance.
- One student said they would prefer to see their normal tutor in a tutorial, however all the others had no issue with a tutorial being run by a different tutor. As long as they know their field and can cover the material, that is the most important thing. A familiar face is nice to see but a different tutor could also provide additional insight.

Questions used in testing

1. How would you find a list of all upcoming tutorials for B716?
2. How can you find out what the tutorial will be covering?
3. How can you find out where a tutorial will be held so you can plan how to get there?
4. How would you let the university/tutor/venue know about any additional requirements you have so they can make reasonable adjustments for you?
5. How would you go about securing a place on a tutorial for B716?
6. You would like to book onto Tutorial 2 for B716 in Whittlebury. How would you do this?
 - a. Please click the email confirmation link - does this cover everything you'd expect to see?
7. How would you join the waiting list for Tutorial 2 B716 in Whittlebury?
8. Have you noticed the 'Additional study events'? What do you think these are and what would you call them?
 - a. Note: So if you were interested in Library or Careers events, would this be the place you'd think to look?
 - b. Should this be grouped in with the 'Tutorials' information?
 - c. If an event is not related to your module, what would you expect to see in the 'Module' column?
9. Now you are on the waiting list, what do you think happens next? What does 'Waiting list' mean to you?
10. How would you provide feedback on the quality of the tutorial venue?
11. Where would you expect to find a record of all your previously attended tutorials?
 - a. Is this important to you? Why would this be useful?
12. You've been told you have a compulsory Residential School on B716 and want to find out when it is, how would you do this?
 - a. Note to facilitator (Optional): is it clear to see the start and ends times? How would they book onto this, e.g. book then try and get annual leave, or vice versa?
13. How would you go about seeing all the tutorials for B716 so you can see what is booked and what you still need to book?
14. Do you feel you need any supporting information about the new tutorial arrangements and this system?
 - a. If so, where would you look for help?
15. Now you've experienced this new system that includes tutorials, additional events, booking buttons etc, what would you call it?

StudentHome screen



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Welcome Kapil

Profile

Your personal identifier: U2415726

- › kapil.dev@hotmail.com
- › View emails sent by us recently
- › Update personal details
- › Study record

Tools

- › Access to your personal blog
- › Access to your personal calendar
- › Access to shared activities
- › Access to OU Annotate
- › Access to your MyReferences
- › Choose next module
- › Your student loan
- › Your tutorials and study events

Services

- › Help Centre
- › Services for disabled students
- › Careers Advisory Services
- › Library Services
- › Study Support
- › Computing Guide

Links


- › Student Association forums
- › Learning with the OU
- › Create an OU Google account
- › OU Student Association
- › Your Student Academic Summary
- › Software downloads links
- › Student consultation
- › Policy documents for students

Professional Diploma in Management (D64)

Book your next tutorial

It's time to book a place on the next tutorial. Visit [Your tutorials and study events](#) to see available dates.

Supporting you through your qualification study journey



Professional Diploma in Management (D64)

- › View your study record for Professional Diploma in Management (D64)
- › Student Support Team
- › Your tutorials and study events

B716 Management: Perspectives and Practice

- › B716 module website & record
- › Online TMA/EMA service
- › Assessment
- › Tutor
- › Tutorial dates
- › Examination details
- › Study materials despatch dates
- › Student Support Team


B839 Making a difference: the management initiative

- › B839 module website & record
- › Online TMA/EMA service
- › Assessment
- › Tutor
- › Tutorial dates
- › Examination details
- › Study materials despatch dates
- › Student Support Team

Thinking about what to study next?

You'll find the information and advice you need on [your module choices](#).

Did you know the OU has its own students association?



[Find out more about OUSA](#)

Industrial Action Short of a Strike

The University and College Union (UCU) - the union for many members of University staff in academic and academic related roles - has announced its intention to call...

[Remove \[x\]](#)

Using learning analytics to support your studies: ethical guidelines

Like many other organisations, the OU collects a lot of information electronically. We use this data to help us understand what our students may need or prefer at...

[Remove \[x\]](#)

OU Live server maintenance and recordings fix (1st November)

Overnight on Saturday 1st November from 9 PM, there are essential maintenance and update tasks being carried out by Blackboard, the OU Live service suppliers, during their scheduled...

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1.1 Students did not notice the 'Your tutorials and study events' link in the box between the Qualifications Online box and the module boxes. This box may benefit from more user testing as to discover its usefulness.

Phase 3 candidate, need to make changes and re-test with students, ideal in their 'for-real' experience.



1.2 (See question 12) It would be helpful to include direct links that say 'Residential schools' and link to the LEM system, as a number of students expected to see this on the StudentHome page within the module-specific sections. It was not an issue to them that the links go to the same place as 'Tutorial dates'.

Phase 3 candidate, need to make changes and re-test with students, ideal in their 'for-real' experience.



1.3 Students suggested that the prompt to book a tutorial should disappear once a student has booked.

Phase 3 candidate, need to make changes and re-test with students, ideal in their 'for-real' experience.



1.4 'Tutorial dates' was the most popular route overall.



1.5 Some students noticed the 'Book your next tutorial' advert and commented that it was easy. When the advert was not noticed, students opted for 'Tutorial dates' within the module section or commented that they would go via the module website, where links to tutorial booking/info. would be expected.

Your tutorials and study events



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Your tutorials and study events

[Questions about tutorials - Help](#)

Your tutorial for [B839_12_June_2016](#) has been cancelled by the OU. Please [book an alternative](#).

Book a tutorial

Book tutorials for [B716](#), [B839](#) or book [other OU study events](#).

Booked tutorials

Module	Title	Date	Location	Venue	Time	Confirmation	Action
B716	Tutorial 1	9 June 2016 (Thu)	London	Camden Community Centre	09:30 - 12:30	View/print	Cancel

Waiting list

Module	Title	Date	Location	Venue	Time	Action
B716	Tutorial 2	21 June 2016 (Tue)	Online	Online	11:00 - 12:00	On waiting list - Cancel

Your past tutorials

Module	Title	Date	Location	Venue	Time	Feedback
n/a	Effective presentation skills	20 August 2015 (Thu)	Oxford	Oxford Brookes	14:00 - 19:00	Leave feedback on the venue



2.1 Just having a link showing the module code is confusing to some students as they do not recognise them and communicate using the actual title of the module. This seemed particularly applicable to newer students. Consider displaying both module code and module title together.

Phase 2 candidate, need to update the prototype and add to IT backlog.



2.2 There was a mixed response to the use of 'n/a' under 'Module' when an event does not relate to a specific module. Some said it was not an issue, however, equally others said that it doesn't feel right and seems as though they are non-OU events. Suggest to use '-' or 'All', however the latter may have issues if the event just relates to a couple of subjects.

Phase 3 candidate, need to make changes and re-test with students, ideal in their 'for-real' experience.



2.3 Students did not always feel that ‘Your past tutorials’ is particularly useful as they were aware of the study record and would expect to see this information there as well.

Phase 3 candidate, need to make changes and re-test with students, ideal in their ‘for-real’ experience. Make overlap with changes to the study record that are a part of the Study Planning project.



2.4 The original title on this page was ‘Your tutorials’, however following student feedback this was changed to “Your tutorials and study events”, which tested positively.



2.5 The ‘Book a tutorial’ prompt was seen easily and all students found their way to the full list of available tutorials.

Tutorials for B716



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[Your tutorials and study events](#) > Tutorials for B716

Tutorials for B716 [Questions about tutorials - Help](#)

B716 has 8 tutorials, 2 of which are compulsory. Use the tutorial planner below to book your tutorials.

Title	Purpose	Available between	Status
Tutorial 1: Getting ready for your first assignment (compulsory)	Prepare for your first assignment	9 June 2016 - 21 June 2016	✔ Booked
Tutorial 2	Prepare for your second assignment	2 June 2016 - 27 June 2016	⚡ On waiting list
Tutorial 3	Group work primer	14 July 2016 - 1 August 2016	Select dates
Tutorial 4	Prepare for your third assignment	19 July 2016 - 22 July 2016	Select dates
Tutorial 5	Prepare for your fourth assignment	28 July 2016 - 15 August 2016	Select dates
Residential school - 3 days (compulsory)	Residential school	4 August 2016 - 17 August 2016	Select dates
Tutorial 6	Past exam papers	20 August 2016 - 05 September 2016	Coming soon
Tutorial 7	Stress management	1 September 2016 - 21 September 2016	Select dates

Extra events from your tutor

Title	Purpose	Date	Sign up
B716 meet up	Informal get together	15 September 2015 (Tue)	Sign up

Other OU study events you may be interested in

There are a number of [other OU study events](#) that you may find useful which include:

- Study skills events
- Library events
- Careers events



3.1 Without real data it's hard to know exactly how explanatory the titles are going to be.

Purpose column is useful but we could potentially remove this if the titles are clear and detailed

Phase 1. Updated to remove 'purpose'. Worth considering re-introducing as a part of phase 3 but will require curriculum data changes.



3.2 'Extra events from your tutor' has since been removed to integrate these events with the table above it. The original label suggested that these were less important. This section could potentially be reinstated with a title change.

Phase 3 candidate, need to make changes and re-test with students, ideal in their 'for-real' experience.



3.3 'Other OU study events you may be interested in' was added and includes a bullet list of examples. This tested well. It originally said 'Additional study events' and had no explanation and students found this was unclear so did not engage with it.

Already revised as per suggestion as a part of phase 1.



3.4 Students noticed the purpose column and tutorial title.



3.5 Students were able to easily identify which tutorials were compulsory.

Venue information



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[Your tutorials and study events](#) > Venue

Venue: Whittlebury Hall

[Questions about tutorials - Help](#)

Address

Whittlebury Hall
Whittlebury
Northamptonshire
NN12 8QH



Website <http://www.whittleburyhall.co.uk/>

Car parking There is ample parking available for up to 100 cars free of charge

Disabled parking There are 15 disabled parking spaces by the main entrance

Refreshments There are vending machines in the canteen and hot food is served daily between 11am - 3pm

Accessibility Classrooms are accessible by wheelchair users

Library There is no library on site

Safety Please observe health and safety policy at tutorial venues; you have a responsibility to ensure your own safety as well as the safety of others. You should make sure you are familiar with fire and evacuation procedures and discuss any issues with your tutor or SST before the tutorial commences.

[Back to <Tutorial name here>](#)



4.1 Places to stay nearby are missing from this page and would be very helpful.

4.1, 4.2 and 4.3 all relate to a critical oversight in the system. IT were not expecting to provide much information about venues. At the moment there is a 250 character limit for all info about the venue: parking, directions, facilities, additional info. This info is often cropped mid-sentence and all runs into one single paragraph rather than the table you see above.

The LEM system needs to convey essential venue info to students so somebody will need to author this info. Siebel needs more fields to be truly effective in presenting the data to students.

Phase 1 might enable all the data to exist in a single paragraph without being cropped.

Phase 2 might enable the data to be presented in a more readable way as per the table in the design above.

Phase 3 might add additional fields to Siebel and we might learn what kinds of data students really need and revise accordingly.



4.2 Local transport information is missing and is critical for some students.



4.3 “How close to the venue is the parking?” This may be displayed in the accessibility information but is hard to know for definite. One student had concerns about this as they have a disability but no badge and can’t be too far from the venue.



4.4 It would be useful to add a ‘Print’ option on this page. This has been added to the prototype.

Phase 2 candidate.



4.5 Students found the venue details page very easily and said the map was very useful, friendly and saves time. It allows them to easily view the larger version and work out directions and they did not have any concerns over the accuracy of Google Maps. In absence of the map, students said they would copy and paste the address into Google Maps anyway.

Tutorial details and booking options, B716 Tutorial 1:



B716 Tutorial 1: Getting ready for your first assignment (compulsory)

[Questions about tutorials - Help](#)

✔ You have booked a place at this tutorial.

Description

This tutorial will help you prepare for your first assignment for B716.

Purpose

- Know how to write for University
- Where to get books and other sources
- Know how to cite references
- How to submit an assignment

Book

Suggested options (based on your location)

Date ▲▼	Location ▲▼	Venue ▲▼	Time ▲▼	Tutor ▲▼	Book by ▲▼	Action
9 June 2016 (Tue)	London	Camden Community Centre	09:30 - 12:30	Mrs Janet Argyle	28 May 2016	Cancel View/print
27 June 2016 (Mon)	London	Dog and Duck	13:00 - 17:00	TBC	14 June 2016	Book now

All other options

Show tutorials within miles of [Filter](#)

Date ▲▼	Distance (miles) ▲▼	Location ▲▼	Venue ▲▼	Time ▲▼	Tutor ▲▼	Book by ▲▼	Action
7 June 2015 (Tue)	25	Milton Keynes	Walton Hall	19:00 - 21:00	Mrs Rebecca Jones	25 May 2015	Deadline passed
12 June 2016 (Sun)	29	Whittlebury	Whittlebury Hall	11:30 - 15:30	Mr Saul Smith	20 May 2016	Book now
15 June 2016 (Wed)	18	Banbury	TBC	10:00 - 13:00	Mr Arnold Palmer	1 June 2016	Book now
21 June 2016 (Tues)	-	Online	Online	11:00 - 12:00	Mrs Alison Perkins	5 June 2016	Book now

Help?

See [the Help Centre](#) or [ask a specific question](#) about this tutorial. Please [contact us about any additional requirements](#) you may have.

[Back to B716 tutorials](#)



5.1 'TBC' on venue information can cause some concern, as it feels as though the tutorial isn't fully agreed yet so could fall through. These students would not want to risk booking time off for these events. Consider an 'info' icon to explain in more detail.

Phase 2 candidate.



5.2 One student thought that the green 'Book now' icon mean they were booked on it because it was green and they didn't read the button. Consider an alternative colour.

Phase 2 candidate.



5.3 By adding 'Places remaining' or something similar, this would help students to make decisions on whether they should book or not. If this is not an issue and the intention is for the university to always make sure there are places by booking a bigger venue then this needs to be clearly explained. Could the venue potentially change location? How does that affect students who are already booked?

Phase 2 or 3 candidate.



5.4 Students didn't have any issues with the filter and realised the sort functions were there. The mainly sorted the data by 'date' or 'location'.

Tutorial details and booking options, B716 Tutorial 2



B716 Tutorial 2



You are on the waiting list for one of the tutorials below. To cancel please use the link alongside the chosen event.

Description

This tutorial will help you prepare for your first assignment for B716.

Tutorial objectives

- Know how to write for University
- Where to get books and other sources
- Know how to cite references
- How to submit an assignment

Book

Suggested options (based on your location)

Tutorial date ▲▼	Location ▲▼	Venue ▲▼	Time ▲▼	Tutor ▲▼	Book by ▲▼	Action
15 June 2016 (Wed)	Liverpool	To be confirmed	10:00 - 13:00	Mr Arnold Palmer	1 June 2016	Book now
21 June 2016 (Tue)	Online	Online	11:00 - 12:00	Mrs Alison Perkins	6 June 2016	On waiting list - Cancel

All other options

Show tutorials within Any miles of - Please select - Filter

Tutorial date ▲▼	Location ▲▼	Venue ▲▼	Time ▲▼	Tutor ▲▼	Book by ▲▼	Action
2 June 2016 (Thu)	Whittlebury	Whittlebury Hall	11:30 - 15:30	Mr Saul Smith	17 May 2016	Join waiting list
9 June 2016 (Thu)	London	Camden Community Centre	09:30 - 12:30	Mrs Janet Argyle	28 May 2016	Book now
25 June 2016 (Sat)	London	Dog and Duck	13:00 - 17:00	Mrs Sarah Upstone	12 June 2016	Book now

[Back to B716 tutorials](#)

Need help?

See the [Help Centre](#) if you need help booking tutorials. You can also call us on 01908 541078 (Monday - Friday, 08:30 - 17:30) or [email us](#).

Feedback

Please give us feedback to [help us improve the tutorial booking system](#).



6.1 The initial waiting list design for joining was 'Full - join waiting list' using just text. This was changed to make it clearer that students actually need to join the waiting list. The new 'Join waiting list' button tested much more successfully.

Confirm booking



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[Your tutorials and study events](#) > [B716](#) > Tutorial

Confirm booking Help

You are about to book a place at the following tutorial:

<Event title/date would appear here>

[Confirm booking](#)

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Need help?
See the [Help Centre](#) if you need help booking tutorials. You can also call us on 01908 541078 (Monday - Friday, 08:30 - 17:30) or [email us](#).

Feedback
Please give us feedback to [help us improve the tutorial booking system](#).



7.1 This page tested well and makes sense to students.

Tutorial booking confirmation screen



Tutorial confirmation



✔ You have successfully booked your place at this tutorial. [Your tutorials and study events summary](#)

[Add to Personal Calendar](#)

Additional requirements

If you have any additional requirements that you think we may not already know about, please call us on 01908 541078 (Monday - Friday, 08:30 - 17:30) or [email us](#).

[Print this page](#) | [\[Testing only - Read email confirmation\]](#)

Tutorial date	2 June 2016 (Thu)
Start time	11:30
End time	15:30
Tutorial title	Tutorial 1
Description	Getting ready for your first assignment
Learning objectives	<ul style="list-style-type: none">• Know how to write for University• Where to get books and other sources• Know how to cite references• How to submit an assignment
Tutorial contact	Mr Saul Smith
Tutorial venue	Whittlebury Hall Whittlebury Northamptonshire NN12 8QH



Website	http://www.whittleburyhall.co.uk/
Car parking	There is ample parking available for up to 100 cars free of charge
Disabled parking	There are 15 disabled parking spaces by the main entrance
Refreshments	There are vending machines in the canteen and hot food is served daily between 11am - 3pm
Accessibility	Classrooms are accessible by wheelchair users
Library	There is no library on site
Safety	Please observe health and safety policy at tutorial venues; you have a responsibility to ensure your own safety as well as the safety of others. You should make sure you are familiar with fire and evacuation procedures and discuss any issues with your tutor or SST before the tutorial commences.

Need help?

See the [Help Centre](#) if you need help booking tutorials. You can also call us on 01908 541078 (Monday - Friday, 08:30 - 17:30) or [email us](#).

Feedback

Please give us feedback to [help us improve the tutorial booking system](#).



8.1 For those who found the links “let us know” and “contact us about any additional requirements”, they found the your-contacts page not very helpful and was confusing as the only option that made sense to them was ‘All other queries’. This would give them their SST number, which is the correct place but the relationship to the booking system feels vague.

This has since been changed in the prototype to include a phone number, opening times and a link to a contact form.

Phase 1 - done. Consider lifespan of solution as very specific to 16E process.



8.2 For the 16E release there will be a dedicated form and phone number for additional requirements, however it will be sensible to consider continuing this through to the main release.

Phase 1 - done. Consider lifespan of solution as very specific to 16E process.



8.3 Some students would contact their tutor directly about any additional requirements they may have. They commented that they would expected the tutor’s name to be hyperlinked, or better still, have their contact details showing so that they could contact them easily.

Phase 3 candidate.



8.4 One student commented that they would expect to see contact information for the venue to let them know directly about any needs they have. This may not be how the university would prefer students make arrangements so consideration should be given to revealing this information. It could potentially be seen via the venue’s website anyway, so some advice about who to contact would deal with this.

Phase 2 candidate.



8.5 Consider adding opening times of a venue, as one student commented on how they couldn’t get into a venue before their tutorial started due to the venue being closed. They could potentially get this information from the link to the venue’s website, so consider this issue if this link is missing/removed.

Phase 3 candidate.



8.6 We need to make it clear that the ‘Add to calendar’ button does not add the event to the study planner, it is personal calendars only. If events are automatically added to the study planner then we need to say this somewhere on the page.

The prototype has been updated to reflect this and now says 'Add to personal calendar'.

Phase 3 candidate. IT won't build the add to calendar functionality at all within the project as it stands.



8.7 'Add to calendar' is "Excellent", "really useful" and would be particularly good on mobile devices.



8.8 'Print this page' is useful to some students so that they can have a hard copy to take with them. This is especially helpful if they find they have no signal to view the information on their mobile device, or they need to contact their tutor on the day (providing their tutors details are also included here).



8.9 The text in the confirmation email tested well. Some students suggested that it would be useful to include everything from the 'Confirmation' page, however the majority felt that the email was sufficient, short and concise. If anything is to be added here, the tutor's name would be helpful.

Join waiting list - information page

The screenshot shows the 'Join waiting list' page for B716 Tutorial 2. The page has a blue header with the Open University logo and navigation links. Below the header is a breadcrumb trail: 'Your tutorials and study events > Tutorials for B716 > B716 Tutorial 2 > Join waiting list'. The main content area has a blue background with the title 'Join waiting list' and a 'Help' icon. The text explains that the tutorial is currently full and provides instructions on how to join the waiting list. It includes a green 'Join the list' button and a 'Back to B716 tutorials' link. There is also a 'Need help?' section with contact information and a 'Feedback' section.



9.1 It was felt that this page explained the concept of waiting lists well, is useful and makes sense.

Join waiting list - confirmation page



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[Your tutorials and study events](#) > [Tutorials for B716](#) > Tutorial waiting list

Waiting list confirmation

[Help](#)

✔ Thank you, you have successfully been added to the waiting list. [Your tutorials and study events summary](#)

[Your tutorials and study events](#) [\[Testing only - Read email confirmation\]](#)

To: [name here]
From: The Open University
Subject: Tutorial waiting list: B716 Tutorial 2 (Whittlebury)

Message:

Dear <StudentName>,

This email is to confirm you are now on the waiting list for B716 Tutorial 2 on 2 June 2016 in Whittlebury.

You will be automatically allocated a place if and when one becomes available. You will also be notified by email.

If you've not been allocated a place by 17 May 2016, we will notify you by email and you will need to book an alternative tutorial.

You can find all your upcoming tutorials in [Your tutorials and study events](#).

Need help?

See the [Help Centre](#) if you need help booking tutorials. You can also call us on 01908 541078 (Monday - Friday, 08:30 - 17:30) or [email us](#).

Feedback

Please give us feedback to [help us improve the tutorial booking system](#).



10.1 There is currently no date or time in the email confirmation for the tutorial. This will need to be added.

Phase 2 candidate.



10.2 Originally, the confirmation email did not contain the actual 'book by' date. This was requested by students and added to the prototype. See 'If you have not been allocated a place by...'

Phase 2 or 3 candidate?



10.3 This page generally tested well, however it was mentioned a few times that students would like to know their place in the waiting list; are there a couple of other students ahead of them or hundreds?

Phase 2 or 3 candidate?



10.4 When/if a place becomes available then it would be good to give at least 5 days notice so students have time to plan.

Feedback on venue

The screenshot shows a web page from The Open University. At the top left is the university logo. On the right, there are links for Accessibility, Mobile view, Sign in, Contact, and Search the OU. Below this is a navigation bar with links for StudentHome, Profile, Study (highlighted), Community, and Help Centre. A breadcrumb trail reads 'Your tutorials and study events > Feedback'. The main content area is a blue-bordered box titled 'Feedback on Oxford Brookes' with a 'Questions about tutorials - Help' link. Inside the box, there is a paragraph of text: 'If you would like to leave some feedback on this venue you can do so below. Your comments will be used to help improve future events, but please note that we are unable to provide you with a response.' Below this is a 'Venue feedback form' section. It contains the following text: 'Tutorial: Effective presentation skills, Mr Saul Smith, 20 August 2015', 'Name: Kapil Dev', and 'PI: U2415726'. There is a large text input field labeled 'Comments' and a 'Submit' button at the bottom.



11.1 Students questioned how they would leave feedback on the tutorial as a whole. Consider adding a link to appropriate form or information on how to do this. This may also reduce the amount of feedback that is left here that isn't about the venue.

Phase 3 candidate.



11.2 If the feedback is quite serious, students would expect a response of some kind. Is this the appropriate place for serious issues to be fed back to the university? Is there a different place to make a complaint?

Phase 3 candidate.



11.3 Make it clear where the feedback is going. Is it to the venue manager or someone at the university?

Phase 2 candidate.

Summary

Overall students found the booking system intuitive, straight-forward and easy to use. They were all able to book onto tutorials and understood how the system works. Any issues are laid out above in this document.

Student quotes on how this system compares with other booking systems they have used:

“Intuitive”

“Didn’t get frustrated”

“Works well”

“Simple”

“Effective”

“Un-complicated”

“Similar”

“Familiar”

“Clear, concise, simple”

“I like it”

“1000 times better than previous OU booking system”

“Very clear, concise”

“Not cluttered”

“Good”

Getting extra help

A number of students mentioned that they would look to the Computing Guide if they needed help using the booking system. We need to make sure the Computing Guide is updated to reflect this.

Live student feedback

Date: 15 May 2016 12:09:34 BST

“Dear support team,

After having missed the first tutorial as there was no notification prior to it happening, I have some suggestions...

There is no booking deadline, so until what time before the actual tutorial can I still book a place?

Also, the time zone is missing. Do you, per default, show UK time or does the time displayed online adapt to my time zone I am currently in?"

Date: 14 May 2016 12:02:48 BST

"Hello,

It would very useful if there is possibility to export booked events to calendar. I hope that helps."

Date: 13 May 2016 13:28:43 BST

"Hi, would there be any chance of varying the days of the week and the start times of tutorials?"

Every Wednesday evening I have to pick my son up at 8pm and don't get home till 8.30, so I will miss the vast majority of the tutorials, except for the two short Saturday ones."

Date: 12 May 2016 15:51:20 BST

"Could you make the language used for tutorials consistent throughout the materials? So far i've seen 'tutorial', 'day school', 'workshop', 'meeting', 'online meeting', 'face to face meeting' etc. I'm an experienced student and it's confusing. God help new students trying to make sense of things!"

Date: 11 May 2016 16:56:18 BST

"First impressions are that the system looks very good. Easy to use and good to see dates lined up with tutorials well in advance in a convenient manner. Helps planning.

Couple of areas to consider:-

- 1. The "booked tutorials" table would work better if the rows could be organised in a more flexible way. At the moment they are arranged by date, which is good but I'd like the flexibility to also group by module.*
- 2. When a new tutorial is being booked it's not possible to see if the date selected clashes with any other tutorial date already booked, without going back and fro between screens.*

That's all I've spotted so far - as I say very good!"

Date: 20 April 2016 17:08:21 BST

"It would be really great to have the ability to put the tutorials directly into my calendar - iCal and Outlook."