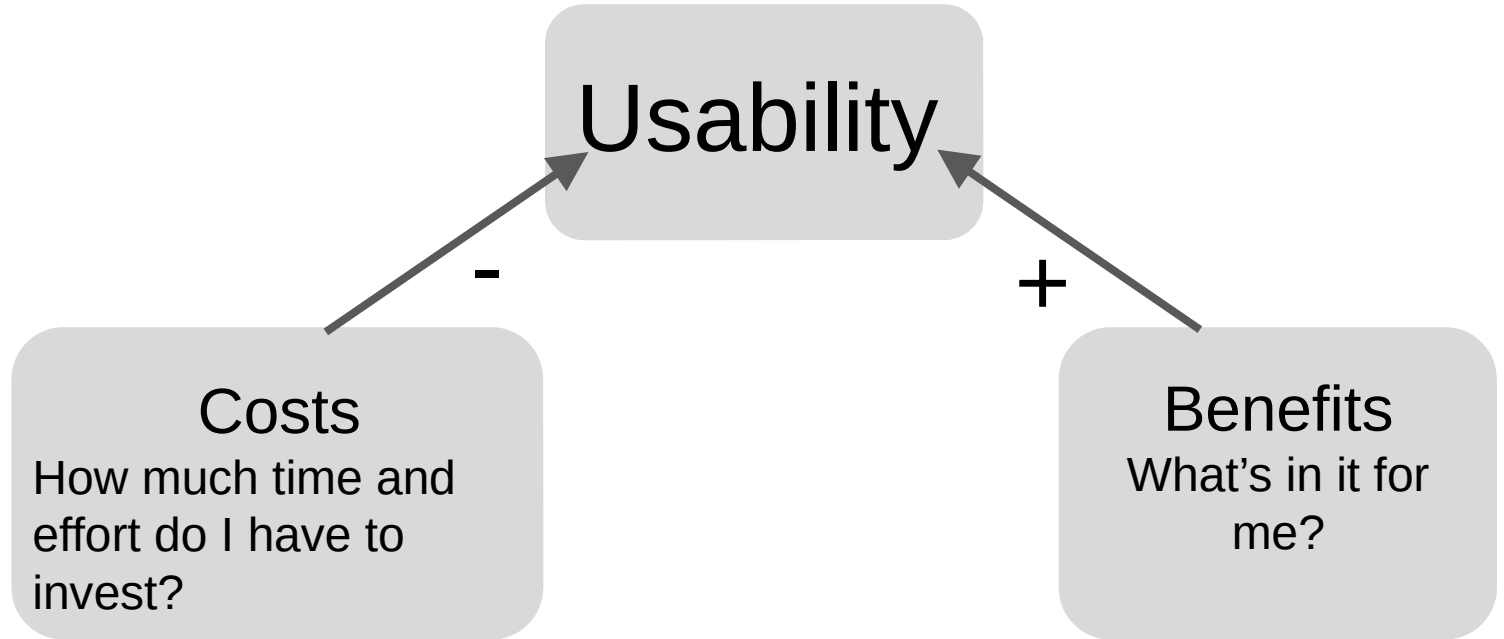


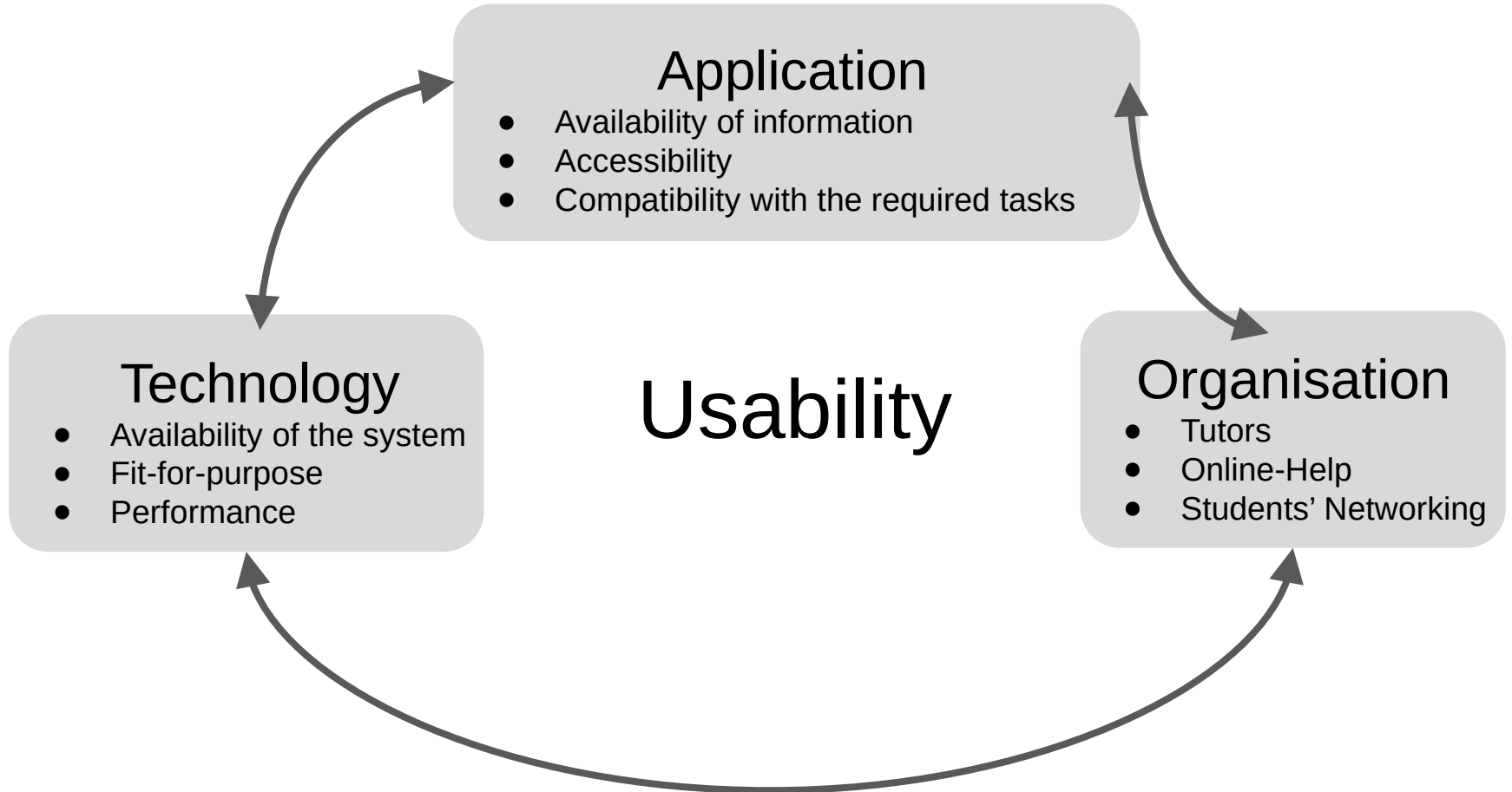
# Developing a questionnaire for assessing the usability of an online application

Did we build the right  
system?

*Acceptance theory*



## *Socio-technical process*



Aspects of the system

*Acceptance*

*Socio-technical process*

	<b>Costs</b>	<b>Benefits</b>
<b>Application</b>	?	?
<b>Technology</b>	?	?
<b>Organisation</b>	?	?

Themes / areas

Acceptance

Socio-technical process

	Costs	Benefits
Application	<i>Language problems, mathematical notation, accessibility</i>	<i>Practice gained from exercises and self-assessment tests</i>
Technology	<i>Costs related to learning a new user interface, creating yet another user account, hardware requirements</i>	<i>Benefits brought by the online tools: glossary, search, translations</i>
Organisation	<i>Costs associated with getting used to the support offerings at TU Berlin</i>	<i>Networking with other students and tutors</i>

## Example questions

## Acceptance

*Socio-technical process*

	<b>Costs</b>	<b>Benefits</b>
<b>Application</b>	<ul style="list-style-type: none"><li>• Is the mathematical notation used in the course clear to you?</li><li>• ...</li></ul>	<ul style="list-style-type: none"><li>• Has the online course improved your German language skills?</li><li>• ...</li></ul>
<b>Technology</b>	<ul style="list-style-type: none"><li>• Are the course materials and topics easy or difficult to find on the website? Is navigating the website clear or unclear?</li><li>• ...</li></ul>	<ul style="list-style-type: none"><li>• Did you find the glossary? Do you think this function is useful?</li><li>• ...</li></ul>
<b>Organisation</b>	<ul style="list-style-type: none"><li>• Have you contacted a tutor on the chat?</li><li>• ...</li></ul>	<ul style="list-style-type: none"><li>• Have you posted about the course on social media (positively or negatively)? On which medium?</li><li>• ...</li></ul>

# Types of answers

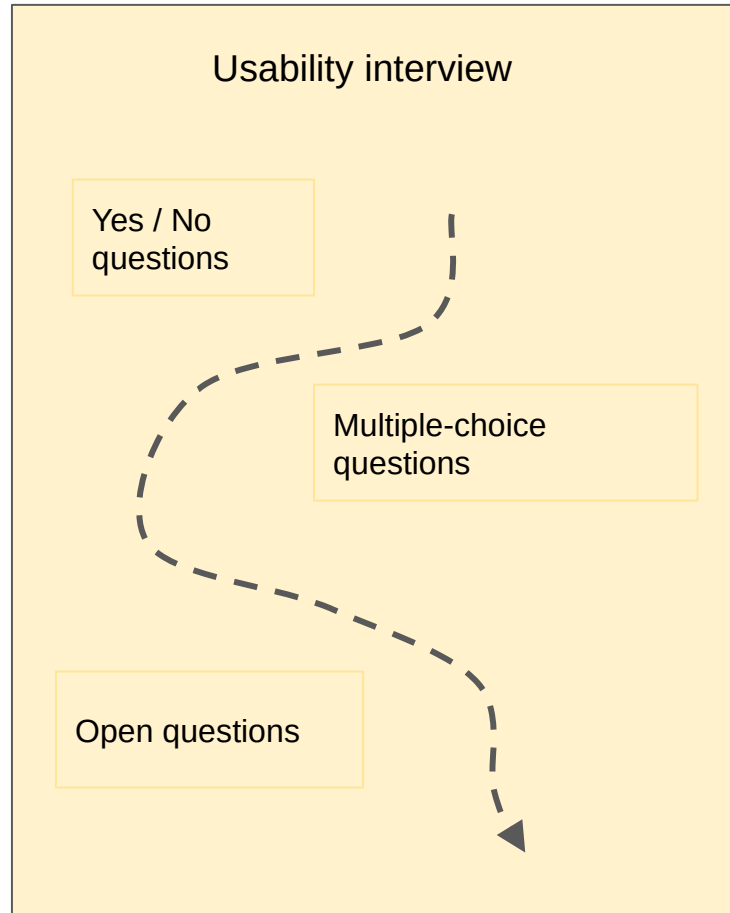
## Acceptance

Socio-technical process

	Costs	Benefits
<b>Application</b>	<ul style="list-style-type: none"><li>• Is the mathematical notation used clear to you?</li><li>• ...</li></ul>	<ul style="list-style-type: none"><li>• Has the online course improved your German language skills?</li><li>• ...</li></ul>
<b>Technology</b>	<ul style="list-style-type: none"><li>• Are the course materials and topics easy or difficult to find on the website? Is navigating the website clear or unclear?</li><li>• ...</li></ul>	<ol style="list-style-type: none"><li>1. Very clear</li><li>2. Acceptable</li><li>3. Minor revisions needed</li><li>4. Major revisions needed</li></ol>
<b>Organisation</b>	<ul style="list-style-type: none"><li>• Have you contacted a tutor on the chat?</li><li>• ...</li></ul>	<ul style="list-style-type: none"><li>• Have you posted about the course on social media (positively or negatively)? On which medium?</li><li>• ...</li></ul>



## Questionnaire layout



## *Analysis*

- Take interviews and notes.
- Prepare an overview of the answers.
- Attach codes to passages of text.
- Repeat until “saturation”
- Results: “Thick description”
- Generate “grounded” recommendations

“What people say, what people do, and what they say they do are entirely different things.”

*Margaret Mead*

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