



PLEASE SHARE YOUR THOUGHTS ABOUT THE USABILITY AND USER FRIENDLINESS OF THE APPLICATIONS IN THE DIY PORTAL BY FILLING OUT THE QUESTIONNAIRE.

### **YOUR INPUT MATTERS**

“We will go through responses on a regular basis and if we receive any suggestions that we can implement we will do production updates to the applications according to our development schedule.”



 **Guest Registration**  
Register a guest  
How-To Guide



 **Reports**  
Staff request reports  
How-To Guide

# Questionnaire advantage?

## YOUR FEEDBACK COUNT

**W**hy did we start the questionnaire? We, as the group are responsible for developing and supporting the applications in the DIY Portal, we don't know what the user experience are when using the DIY applications. The questionnaire has an unlimited availability, we want our users to be able to complete the questionnaire at any time in order to share their experience with us – positive or negative!" informs Me Alta Enslin, UX Designer, BUSINESS SYSTEM DEVELOPMENT AND SUPPORT (BSS).

*Why should you fill out the questionnaire?*

*The advantages outweigh the 2-3 minute it takes to answer the 12 question, questionnaire. Reason being, the DIY applications save time and are user friendly. In order to add more value to your working experience we want to be able to utilize your input as a means to improvement.*

- 1. Where to access the questionnaire?**  
Click the url below  
<https://diy-portal-usability.questionpro.com>
- 2. Open ended questions?**  
What is the significance?  
"...To get the users opinion and input in detail"
- 3. Close ended questions?**  
What is the significance?  
"We gave the opportunity in each question to elaborate when you answer 'No', so there are no real closed questions."
- 4. Privacy guaranteed?**  
Will your privacy be protected?  
Yes
- 5. Data collection**  
What happens with the data?  
"We will go through responses on a regular basis and if we receive any suggestions that we can implement we will do production updates to the applications according to our development schedule."
- 6. Feedback**  
Will I receive feedback?  
"If you want feedback on specific issues, please feel free to email me (alta.enslin@nwu.ac.za) as we are unable to +track responses back to the respondents."



**Address Details**  
Update your address details  
How-To Guide



**Conflict of Interest**  
Staff declare their business interest  
How-To Guide



**Parking Disc**  
Displays parking discs of a person  
How-To Guide