



9 March 2023

JD Nihils

By email: fyi-request-21775-4163089f@requests.fyi.org.nz

Tēnā koe JD Nihils

Official information request for User Experience Testing information

I refer to your request for information under the Official Information Act 1982 (the Act) dated 9 February 2023:

“Last week in a meeting with staff, Provost Wendy Larner said that User Experience (UX) Testing had happened throughout the development of the university's new admissions and enrollments system.

Could you please provide;

a) a very basic timeline of the system's development (i.e. date of conception, build period, implementation)

and;

b) a list of every UX test/session that took place during development, and for each session its;

(i) date

(ii) number of participants and their roles, including both testers (e.g. technical/communications staff) & testees (e.g. students/school-leaver/academic or admin staff)

(iii) feedback received from participants

(iv) how that feedback was incorporated by the developers.”

Please find attached the information you have requested. Due to the large number of testing and feedback sessions that took place and the amount of feedback provided, we are not able to provide all feedback received or details of how each piece of feedback was incorporated by the developers as to do so would require substantial research and collation. As such, these aspects of your request are refused in accordance with s18(f) of the Act.

Where possible we have provided documents summarising the feedback received and briefing documents that outline the process undertaken. Some information contained in these documents has been removed or redacted in accordance with s9(2)(a) of the Act in order to protect the privacy of natural persons.

You have the right to seek an investigation and review by the Ombudsman of the decisions made regarding this request. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact me at oiarequests@vuw.ac.nz.

Ngā mihi nui

Blair Doherty
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Legal Services
Te Herenga Waka—Victoria University of Wellington