Developing a Usability Framework to Support Online Rapid Urban Information Discovery and Interrogation

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AUSTRALIAN URBAN RESEARCH INFRASTRUCTURE NETWORK
Rapid Online Information

- AURIN is undertaking over 50 sub-projects
- The portal is being built from the ground-up
- All open-source, agile development
- 6 monthly beta releases
- Currently Beta 4 contains 604 datasets from over 25 custodians across Australia
Usability Components

• The AURIN portal: portal.aurin.org.au
• Documentation resource: docs.aurin.org.au
• Agile Software Development
• Workshops + Masterclasses
• Monitoring and Evaluation framework
• User Testing – feeding back into tech development
• Personas
• Multiple and convergent method- triangulation
Welcome to AURIN

This site contains documentation for the Australian Urban Research Infrastructure Network. You can click the image below to open the AURIN portal in a new window and explore the menus above for help about the portal, tutorials and FAQ.

Please use Firefox or Chrome. If you are constrained to using Internet Explorer, you will need to download and install the Chrome Plugin.
Workshops

• **Guided** introduction to AURIN
• Standardised Survey
• **Masterclass**
  – Individual and group work
  – Spatial Decision Problems (semi-structured, wicked problems)
Monitoring and Evaluation

- Semi-guided introduction to AURIN
- Email/internet based, Quick Start Guide – Video web page (script)
- Run with each beta release (6 monthly)
- Online survey harmonised with workshop project

Quick Start Guide

This quick-start guide will help you get started using the AURIN Portal. Below, you will find a video guiding you through using the AURIN portal for the first time. The content is also written below in a printable form for reference. You can open the portal at this address: https://portal.aurin.org.au. You will need to use Firefox, Chrome or Safari.
User Testing

• **Unguided** introduction to AURIN
• Beta 3: User desk – talk out loud
• Beta 4: Lab-based - talk-out-loud, screen capture, log file monitoring
• Tests support material in conjunction with portal
• Reveals individual goals, workflows, frustrations
• Group work important also
  – Collaborative problem solving
- load testing issues
Urban data + users

- Housing
- Transport
- Health
- Urban Design
- Energy / Water
- Demographics
Personas

• AURIN supports the Australian Urban Research community
  – edu.au
  – Government
• Useful to distil user goals, tasks, support requirements etc
• Top-down design approach: informs outreach, security, out
• Help objectify design decisions at all levels
  – Researcher
  – Data gatherer
  – Decision / policy maker
Findings

• Technical feedback loops critical for Agile development
  – Design decisions are evidence based
  – Personas help objectify decisions

• Workshops and **guided** approach are helping *users*

• **Unguided** approach is helping *development*

• **Semi-guided** approach is developing benchmarks

• A statistically robust evidence base is being compiled and warrants much more analysis
Next Steps

- Beta 4 roll-out, Beta 5 tech development
  - Laboratory-based user testing
  - Teaching and learning
- More Masterclasses with SSSI – Adelaide, Hobart
- More detailed analysis (2 data points so far)
- Keep writing up- publishing, documenting, communicating
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