

Survey Plan
HCDE 313
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Goal

The key results from my field and interview research were that snacks, coffee, and rejuvenation overall were draws of the HCDE lounge. The key finding from my interview research was what students wanted from the lounge was for it to be more maintained. This maintenance included more consistency in the availability of snacks, utensils, and napkins. This also included cleanliness and the interior design of the lounge itself.

The refined design question my survey will address is, what change(s) in the HCDE lounge would yield the strongest positive response from students? The suggested changes in my survey are pulled directly from interviews. The reason I introduced the intensity of positive responses was that while my interviewees had shared some overlapping points of interest, their levels of enthusiasm for these points of interest varied. Some were more concerned with snacks, others with coffee, others with cleanliness. In addition to being curious about which areas have the most *overall* investment, I'm also remaining mindful of potential downstream results of this survey. I may bring this survey to the attention of someone in our department. Whether there are resources enough to provide students with changes in *all* areas they'd like to see is unknown; it would be best to know which actionable change would be the most beneficial for the most students. Then, if there are limited resources to enact change, the department can focus on the highest-impact changes.

Research Questions

Use of items was uncovered in the field research portion of research. Preferences were uncovered through interviews. With the use of surveys, I'd like to see if these preferences can be extended to a large number of lounge-using HCDE students. I will do so by asking specific questions about some of the lounge features preferred by interviewees. The concerns of my interviewees may not be shared by the rest of the HCDE student body. I will be asking students how much the interviewees' priority items matter to them. This will answer, **"How much do students (dis)like the current status of resources in the lounge?"**

Limitations shared by both my field research and interviews was that I failed to capture perspectives from students who were in the lounge quite early, and quite late. In order to better understand the preferences of these groups, I've incorporated a question into my survey to help me identify which students are in the lounge before and after peak hours. In addition to this

limitation, my interviews also only captured perspectives from juniors. In my survey, I've included a question asking students to identify their class level so that I can understand if there are preferential differences in non-junior students. These two survey questions answer the research questions, **"Who is using the lounge?"** and **"When are students using the lounge?"**

In order to answer **"How are students using the lounge?"** I am asking what purposes students have in coming to the lounge. The rest of my questions aim to answer the question at the heart of all my research, which is **"What change(s) would students welcome *most* in the lounge?"** Considering the future with realistic limitations in mind, I can set myself up to yield the greatest possible outcome from the smallest amount of action.

Participants

My ideal participants are HCDE students, as they're the only demographic of students with access to the lounge. I will be excluding anyone outside of the HCDE department, as the exclusivity of the lounge makes them non-users. In order to get a breadth of users, I will post my survey to the HCDE Study Recruitment Slack. In order to ensure I get my survey in front of people who actually *use* the lounge, I'll spend a day or so there, asking students if they would be willing to participate.

I plan to come to the HCDE lounge on Wednesday and Thursday to approach people who do not appear to be busy. I will offer them either my phone or laptop with the survey open and ask them if they could please take it for my 313 class. I will share the survey via a Google form on my laptop or mobile phone.

My survey introduction states the purpose, use, and confidentiality of my survey. The first thing I will do after saving a copy of my survey data, is to anonymize my data by assigning users a number. If I end up with identifying information, I will create a key to connect it with their assigned number on a separate device.

Methods

I will implement my survey through a Google Form, as Google is a trusted, reputable platform that students will likely feel comfortable using. The comfort of the survey population is paramount and ensuring their comfort increases the likelihood that they will complete the survey instead of hesitating and dropping off. In addition, I happen to already have a Google account and find their interfaces easy to work with.

Survey Questions

1. What year HCDE student are you? (Multiple choice)
 - a. Freshman
 - b. Sophomore
 - c. Junior
 - d. Senior
 - e. I am not an HCDE student.

This is a screening question, which ensures only HCDE students' answers are captured in this survey. In addition to screening, it will help me identify any trends in use or preferences between different year students. It's multiple choice because years are concrete (don't fall along a continuum).

2. Do you use the HCDE lounge at least once per month? (Multiple choice)
 - a. Yes
 - b. No

This is another screening question, which ensures only those HCDE students who use the lounge will be included in this survey. I initially wanted to ask, "Do you use the HCDE lounge" but didn't want infrequent users to feel uncertain about whether or not infrequent use constituted use. As this idea is concrete and binary, I made it multiple choice.

3. At what time of day do you use the HCDE lounge? (Multiple choice)
 - a. 8:00am-11:00am
 - b. 11:00am-3:00pm
 - c. 4:00pm-8:00pm
 - d. I have used the lounge at various times.

I am asking this question to see if there is a difference in what this space is used for/what students prefer based on the time of day at which they find themselves in the lounge. I suspect the preferences of pre- and post-peak students will differ. I included "I have used the lounge at various times" for students who don't have a set habit, or go at equal levels across open hours. I separated the times into these chunks both because they were fairly uniform, and because this would identify students who go at pre-peak and post-peak hours.

4. What do you do in the lounge? (Select one or more) (Multiple choice)
 - a. Study

- b. Eat
- c. Rest
- d. Charge electronics
- e. Work on Group Projects
- f. Meet friends
- g. Other

I want to see whether a pattern emerges around preferences based on what students do within the lounge. I made this multiple choice/select one or more because it's possible for students to go for rest as much as for eating or charging electronics, as well as other combinations.

- 5. Snacks should be readily available more often in the lounge
 - i. Strongly agree somewhat agree somewhat disagree Strongly disagree

Interviewees had stated this preference and I'd like to see whether it extends to other students. This answer is not necessarily concrete; it can exist along a continuum. Therefore, I elected to have a rating answer.

- 6. There should be a water cooler inside the lounge
 - i. Strongly agree somewhat agree somewhat disagree Strongly disagree

This had been a stated preference in interviews and I'd like to see whether it extends to other students. This answer is not necessarily concrete; it can exist along a continuum. Therefore, I elected to have a rating answer.

- 7. Utensils and napkins need to be replenished more often
 - i. Strongly agree somewhat agree somewhat disagree Strongly disagree

This had been a stated preference in interviews and I'd like to see whether it extends to other students. This answer is not necessarily concrete; it can exist along a continuum. Therefore, I elected to have a rating answer.

- 8. There should be a drip coffee maker in the lounge
 - i. Strongly agree somewhat agree somewhat disagree Strongly disagree

This had been an opinion stated in an interview and I'd like to see whether it extends to other students. This opinion is not necessarily concrete; it can exist along a continuum. Therefore, I elected to have a rating answer.

9. The lounge should be cleaned more often
- i. Strongly agree somewhat agree somewhat disagree Strongly disagree

This had been a stated preference in interviews and I'd like to see whether it extends to other students. This answer is not necessarily concrete; it's an opinion that can exist along a continuum. Therefore, I elected to have a rating answer.

10. The lounge should be repainted
- i. Strongly agree somewhat agree somewhat disagree Strongly disagree

This had been a stated preference in interviews and I'd like to see whether it extends to other students. This answer is not necessarily concrete; it's an opinion that can exist along a continuum. Therefore, I elected to have a rating answer.

11. Please rank the order in which these changes would make you happiest, from most to least (ranked)
- a. Repainted
 - b. Cleaned more often
 - c. More snacks offered
 - d. Drip coffee machine added
 - e. Water cooler inside
 - f. More utensils and napkins.

Answers to previous questions might place all items at the same rating of agreement. That could give the impression that all issues have the same level of importance, which is not necessarily true; some changes might be more impactful than others. This ranking question will reveal a preference to provide me with more clarity about what would yield the most positive result if it were addressed.

12. What is one element you would like to see changed in the HCDE lounge? (open-ended)

The suggested changes I have asked about were based on a limited number of interviews, which I conducted with a limited demographic of students (for example, they were all juniors). It's possible there are completely different, high-impact changes that could be made to the lounge that I am not aware of because of the limited scope of my previous research. Therefore, it made sense to include an open-ended question here.

13. Please include your contact information here if you'd like to be contacted regarding the results of this survey (open-ended)

This must be open-ended because it's asking for contact information I couldn't possibly have. The purpose of this question is to be able to inform participants about the future use/results of this survey, which they are entitled to as participants, per research best practices.

Workback Schedule

<u>12/3</u>	<u>12/4</u>	<u>12/5</u> Create Survey	<u>12/6</u> Create Survey	<u>12/7</u> Administe r Surveys	<u>12/8</u> Administe r Surveys	<u>12/9</u> Administe r Surveys
<u>12/10</u> Analyze Data	<u>12/11</u> Work on Survey Presentati on	<u>12/12</u> Work on Survey Presentati on	<u>12/13</u> Submit Survey Presentati on	<u>12/14</u>		