

User Experience Research Learnings

May 2021



An Australian Government Initiative



A phone solution for people who are deaf
or have a hearing or speech impairment.

provided by  **CONCENTRIX™**



Background & Objective

The purpose of this research is to understand what is currently working well with the service and when it has not worked well. This will establish a starting point to enable ongoing monitoring and historic comparison as well as help inform areas for enhancement and continuous improvement of the service.

This research was conducted through interviews with users, service providers and advocacy groups as well as collecting direct NRS user feedback of their interaction via an online survey.

Objective was to gain a deeper understanding of the current NRS user's experience across these key areas:

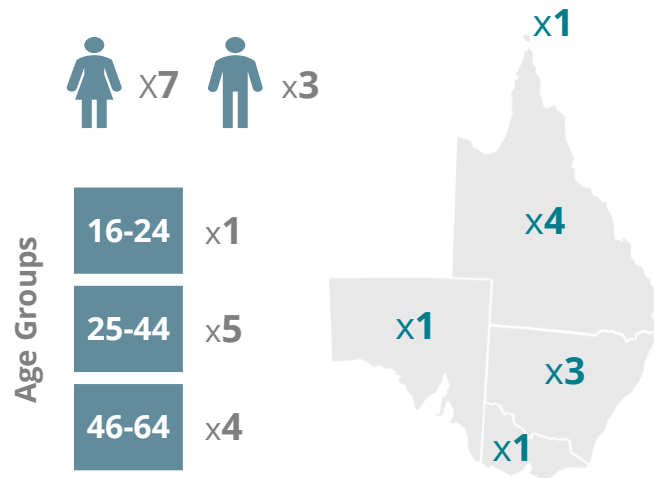
- Frequency; of use
- Responsiveness; of service
- Effectiveness; of service
- Satisfaction; of service
- Ease; of use
- Comfort / Confidence; in use

¹ The Department of Infrastructure, Transport, Regional Development and Communications

Research Approach

10

User Interviews¹



Some participants use more than 1 service access type



¹ Interviews conducted 4th – 17th Feb'21

4

Service Providers & Advocacy Rep Interviews¹



140

Survey Responses²

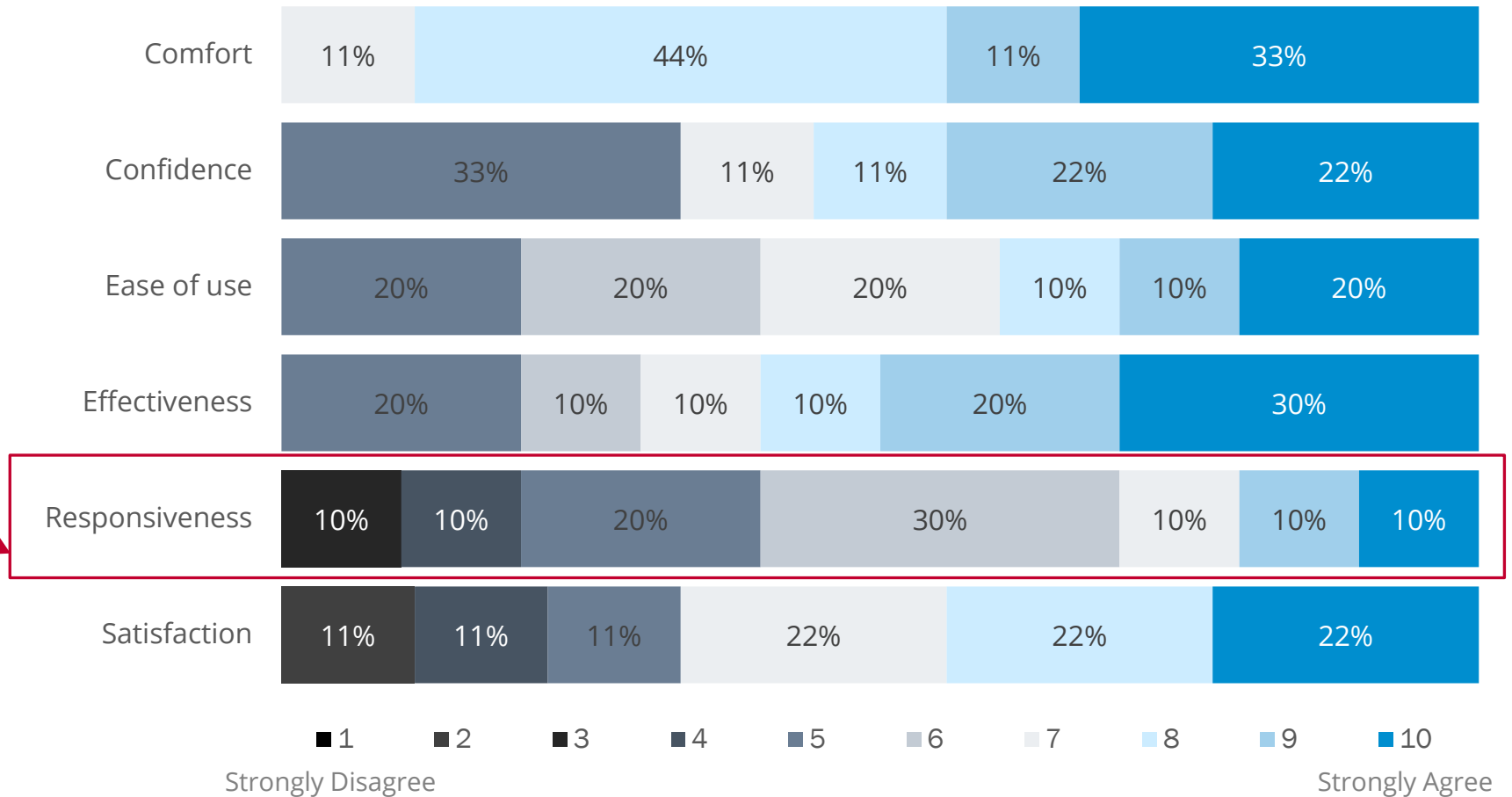


² Surveys conducted 29th Jan – 14th Feb'21

NRS User Interview¹ Experience Ratings

Please **rate your experience** across the following attributes

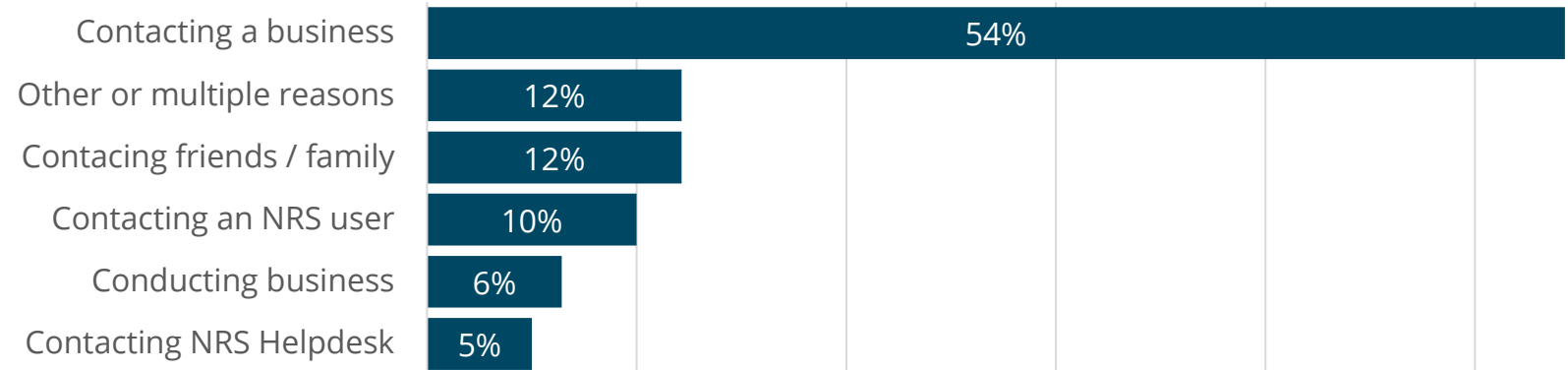
- Inconsistent
- Wait times
- Relay Officer patience
- COVID Impact
- SMS & Chat
- Noticed improvement



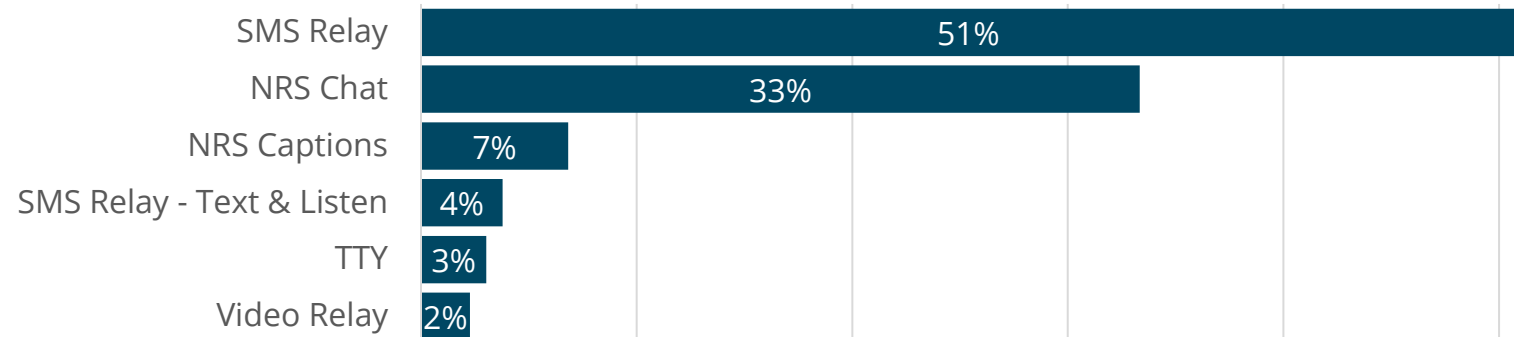
¹ Interviews conducted 4th – 17th Feb'21, n =10

NRS User Survey **Key Stats**

What was the **main purpose** of your call today?¹



Which relay service **access type** did you use today?²

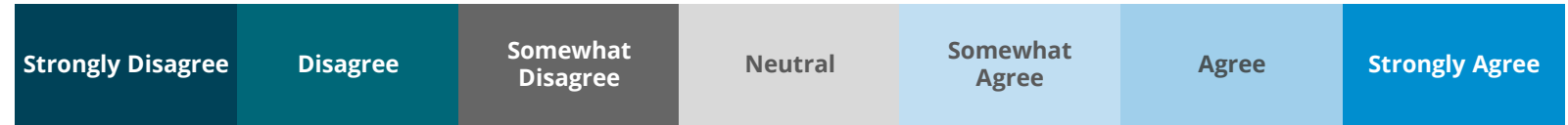


¹ Surveys conducted 29th Jan – 14th Feb'21, n= 140

² n = 133

NRS User Survey¹ Experience Ratings

Please rate your experience across the following attributes:



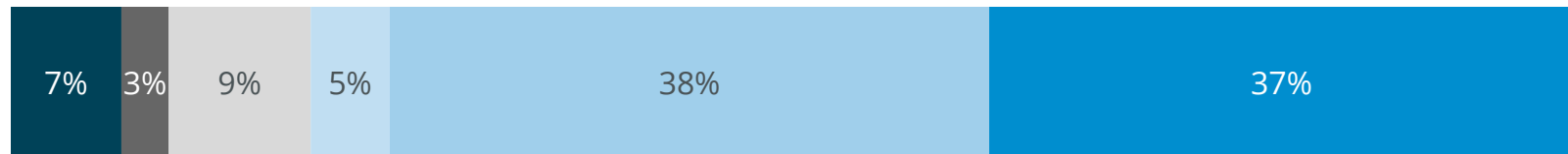
I felt **comfortable** and **confident** using the service



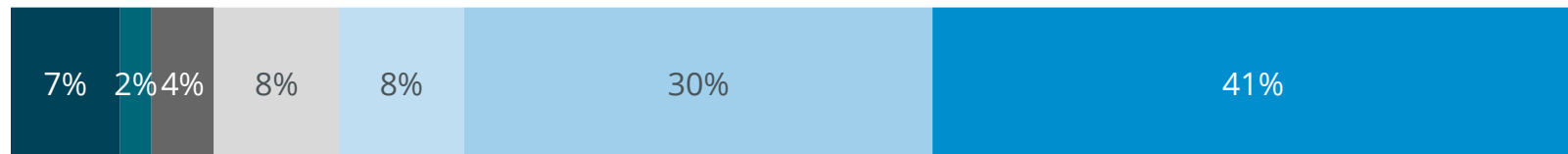
The Relay Officer was **responsive**



The service **met my need**



I was **satisfied** with the service today



¹ Surveys conducted 29th Jan – 14th Feb'21, n=133

NRS User Survey¹ Experience Ratings

Helpdesk Usage

What was your reason for contacting the Helpdesk today?

User Registration **4 responses**

Technical Support **1 response**

Learning about the NRS **1 response**

Other **1 response**

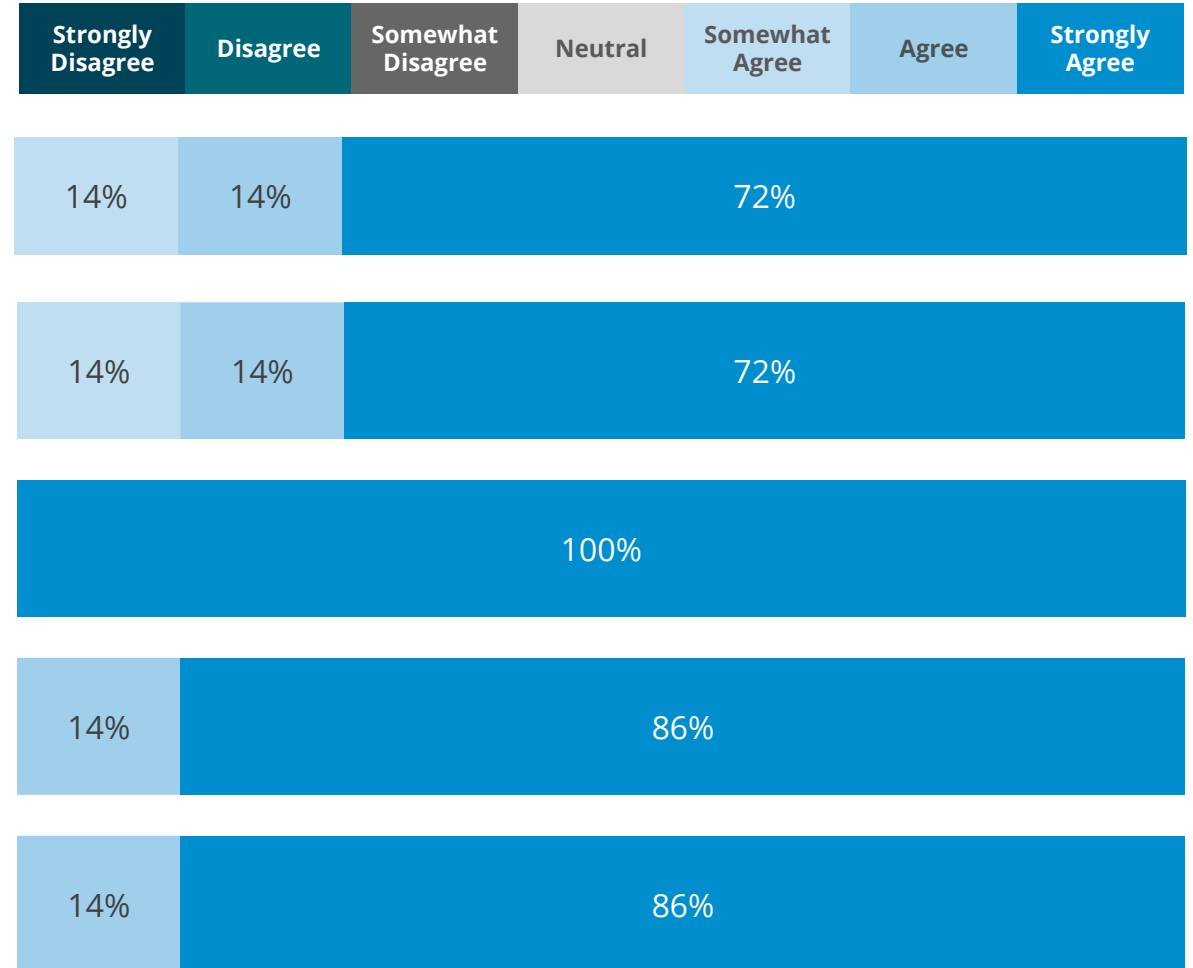
The Helpdesk was able to **resolve** my issue

I felt **comfortable** and **confident** using the service

The Relay Officer was **responsive**

The service **met my need**

I was **satisfied** with the service today



¹ Surveys conducted 29th Jan – 14th Feb'21, n=7

Improvement ideas from NRS Users¹

What changes could be made to the current service?

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Better call experience

- Keep updated during hold
- Less lag / more frequent responses
- Shorter sentences (for mobile)
- Type faster
- Describe background noises
- Collect user interaction feedback
- Remove password



Improved user interface

- Larger / different font
- Make screen bigger
- Change background colours
- Remove 'bubble' approach



Relay Officer assistance

- Some Relay Officer's can't keep up
- Relay Officers patience
- Disappears during conversation
- Allow more time for replies
- Improved Relay Officer consistency



More support

- Improve response time
- Operating hours
- International calls
- Demonstration videos for new users



Less technical problems

- Improve website instructions
- Support other video platforms
- Reduce jumbling (TTY)
- Allow image / screenshot sharing
- Reduce app glitches, call disconnects and error messages



More awareness

- Regular forum (community advocacy groups)
- Increased indigenous awareness and support
- Relationship Manager for businesses

¹ These were suggestions raised during the research process and not all of these ideas can or will be progressed

What's next

Key improvements and Indicative timeframes



Ongoing User & Stakeholder Feedback

Continue user feedback collection via surveys, interviews and focus groups. Suggestions will help form ongoing continuous improvement of the service.

Operational Improvements

Improve chat and app functionality and features for enhanced experience and navigation. Streamline Relay Officer call handling and Helpdesk support for consistency and better alignment to user needs.

Continuous Research

Measure the NRS user experience more frequently and explore alternative methods of meeting user needs. Research the needs of different user groups, service providers and advocacy groups to improve service delivery

Community Connection

Engage with service providers and advocacy groups, and provide educational material to support programs such as mental health initiatives.

User Resources

Enhance FAQs, user guides and create a resource library in AUSLAN and text formats. Improve the onboarding experience for new NRS users.