

# Slate Staff User Experience Survey

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## Notes on Survey Use

Please note that this survey was designed with limited information and context on the Staff Slate experience. For the survey design within this document, I leveraged our [Faculty survey design](#), which was informed by hours of interviews and contextual inquiry with UCI Faculty members, thus allowing us to focus our inquiry on tailored questions to validate the unique *Faculty* needs and pain points we uncovered.

As such, this survey should only be used as a tool to understand where and how there may be overlap between *Staff* Slate needs and our current understanding of Faculty Slate needs, off of which our designs have been based. My hope is that through this survey, you may be able to prioritize development of specific features or recommendations within our [UX Roadmap](#), by validating whether these features or recommendations are satisfying needs pertaining to both Faculty *and* Staff.

My recommendation is to use this survey as indicated above, and to *also* prioritize in-depth research with UCI Graduate Staff to uncover additional needs and pain points that might only be represented within this segment (and thus not represented in this survey).

# Introduction

Thank you for participating in our survey. It should take you about **15** minutes to complete, and the feedback you share with us here is crucial to informing future improvements to the Slate admissions process for UCI's Graduate Division.

We look forward to hearing from you!

## Survey

### Slate Usage

#### Widgets

1. Thinking about your typical applicant review process, please indicate the **level of utility** the **widgets on the Slate homepage** (queries, charts, etc.) provide you. (*fixed scale*)
  - a. Very unuseful
  - b. Somewhat unuseful
  - c. Neither unuseful nor useful
  - d. Somewhat useful
  - e. Very useful
  - f. No opinion
2. Which of the following *best* describes the frequency with which you use or access the **widgets on the Slate homepage** (queries, charts, etc.) within a typical admissions cycle? (*fixed scale*)
  - a. Never (i.e., have *never* used or accessed)
  - b. Rarely (e.g., use or access *less than half* of the times I use Slate)
  - c. Sometimes (e.g., use or access *about half* of the times I use Slate)
  - d. Often (e.g., use or access *more than half* of the times I use Slate)
  - e. Always (e.g., use or access *every time* I use Slate)
3. Which of the following widgets do you use or access **from the Slate homepage** within a typical admissions cycle? Select all that apply. (*Multiple select, randomized response option order, only if answered rarely or more for last q*)
  - a. Queries
  - b. Submitted Applications by Domestic vs. International

- c. Submitted Applications by URM
- d. Submitted Applications by Program
- e. None of the above

## Bins

4. Thinking about your typical applicant review process, please indicate the **level of utility** the **Bins** section provides you. (*fixed scale*)
- a. Very unuseful
  - b. Somewhat unuseful
  - c. Neither unuseful nor useful
  - d. Somewhat useful
  - e. Very useful
  - f. No opinion
5. Which of the following *best* describes the frequency with which you use or access the **Bins** section within a typical admissions cycle? (*fixed scale*)
- a. Never (i.e., have *never* used or accessed)
  - b. Rarely (e.g., use or access *less than half* of the times I use Slate)
  - c. Sometimes (e.g., use or access *about half* of the times I use Slate)
  - d. Often (e.g., use or access *more than half* of the times I use Slate)
  - e. Always (e.g., use or access *every time* I use Slate)
6. Which of the following **Bins** do you use or access within a typical admissions cycle? Select all that apply. (*only if answered rarely or more for last q, randomized response option order*)
- a. Awaiting Submission
  - b. Initial Review
  - c. Faculty Review
  - d. School Decision
  - e. Deny
  - f. Graduate Division Admit
  - g. Withdrawn
  - h. Waitlist
  - i. Incomplete
  - j. Interview 1
  - k. Additional Committee Review
  - l. Committee Review
  - m. Interview 2

- n. None of the above
7. Which of the following generally describe the **challenges that Bins present** to your typical applicant review process? Select all that apply. (*only if answered rarely or more for frequency q, randomized response option order*)
- a. It's hard to keep track of where applicants are within the Bins
  - b. The way in which Bins are organized doesn't make sense to me
  - c. I want to see all applicants regardless of where they are in the review process
  - d. None of the above

## Queue

8. Thinking about your typical applicant review process, please indicate the **level of utility** the **Queue** section provides you. (*Likert Grid, randomized question order, fixed scale*)
- a. Very unuseful
  - b. Somewhat unuseful
  - c. Neither unuseful nor useful
  - d. Somewhat useful
  - e. Very useful
  - f. No opinion
9. Which of the following *best* describes the frequency with which you use or access the **Queue** section within a typical admissions cycle? (*fixed scale*)
- a. Never (i.e., have *never* used or accessed)
  - b. Rarely (e.g., use or access *less than half* of the times I use Slate)
  - c. Sometimes (e.g., use or access *about half* of the times I use Slate)
  - d. Often (e.g., use or access *more than half* of the times I use Slate)
  - e. Always (e.g., use or access *every time* I use Slate)
10. Which of the following *best* describes *how* you use or access the **Queue** section within a typical admissions cycle? Select all that apply. (*multi-select, randomized response option order, only if rarely or more in the previous q*)
- a. I actively put application files in my queue.
  - b. I put application files in my queue in addition to putting application files into faculty members' queues.
  - c. I do not put application files into my queue. I only put application files into faculty members' queues.
  - d. None of the above

11. Which of the following generally describe the **challenges that the Queue presents** to your typical applicant review process? Select all that apply. (*only if answered rarely or more for frequency q, randomized response option order*)
- a. The Queue doesn't work well for concurrent faculty reviewing
  - b. The Queue has too many steps
  - c. It's hard to keep track of where applicants are in the queue
  - d. It is not easy to manage or maintain others' queue
  - e. None of the above

## Filters

12. Thinking about your typical applicant review process, please indicate the **level of utility** the **Filters** provide you. (*Likert Grid, randomized question order, fixed scale*)
- a. Very unuseful
  - b. Somewhat unuseful
  - c. Neither unuseful nor useful
  - d. Somewhat useful
  - e. Very useful
  - f. No opinion
13. Which of the following *best* describes the frequency with which you use or access **Filters** within a typical admissions cycle? (*fixed scale*)
- a. Never (i.e., have *never* used or accessed)
  - b. Rarely (e.g., use or access *less than half* of the times I use Slate)
  - c. Sometimes (e.g., use or access *about half* of the times I use Slate)
  - d. Often (e.g., use or access *more than half* of the times I use Slate)
  - e. Always (e.g., use or access *every time* I use Slate)
14. Which of the following generally describe the **challenges that Filters present** to your typical applicant review process? Select all that apply. (*only if answered rarely or more for last q, randomized response option order*)
- a. Having to reset filters each time I browse or search
  - b. There are too many filters to choose from
  - c. There are too many steps to apply the filters I want to apply
  - d. The list of filters isn't organized in a way that makes sense to me
  - e. None of the above

## Queries

15. Thinking about your typical applicant review process, please indicate the **level of utility** the **Queries** provide you. (*fixed scale*)
- Very unuseful
  - Somewhat unuseful
  - Neither unuseful nor useful
  - Somewhat useful
  - Very useful
  - No opinion
16. Which of the following *best* describes the frequency with which you use or access **Queries** within a typical admissions cycle? (*fixed scale*)
- Never (i.e., have *never* used or accessed)
  - Rarely (e.g., use or access *less than half* of the times I use Slate)
  - Sometimes (e.g., use or access *about half* of the times I use Slate)
  - Often (e.g., use or access *more than half* of the times I use Slate)
  - Always (e.g., use or access *every time* I use Slate)
17. Which of the following generally describe the **challenges that Queries present** to your typical applicant review process? Select all that apply. (*only if answered rarely or more for last q, randomized response option order*)
- Queries are challenging to set up
  - There are too many steps between setting up Queries and getting to applicants' data
  - I don't know how to add or remove Queries
  - I'm not sure how to sort data on the query and see the results before exporting
  - None of the above

## Review Forms

18. Thinking about your typical applicant review process, please indicate the **level of utility** the **Review Forms** provide you. (*fixed scale*)
- Very unuseful
  - Somewhat unuseful
  - Neither unuseful nor useful
  - Somewhat useful
  - Very useful
  - No opinion

19. Which of the following *best* describes the frequency with which you use or access the **Review Forms** within a typical admissions cycle? (*Likert Grid, randomized question order, fixed scale*)
- Never (i.e., have *never* used or accessed)
  - Rarely (e.g., use or access *less than half* of the times I use Slate)
  - Sometimes (e.g., use or access *about half* of the times I use Slate)
  - Often (e.g., use or access *more than half* of the times I use Slate)
  - Always (e.g., use or access *every time* I use Slate)
20. Which of the following generally describes the **challenges that Review Forms present** to your typical applicant review process? Select all that apply. (*only if answered rarely or more for last q, randomized response option order*)
- I cannot edit submitted comments without filling out a new Review Form
  - I'm not sure which Review Form correlates with certain bins
  - The available Review Forms don't reflect how I / my department scores applicants
  - The Review Form workflow is challenging / confusing
  - None of the above

## Process

21. Which of the following features do you typically use when reviewing an applicant packet in Slate? Select all that apply.
- Notes
  - Text
  - Highlight
  - Remove Highlight
  - None of the above
  - I'm unsure*
22. In a typical admissions cycle, which of the following describes ways in which you **and/or your department determine which applicants should be reviewed**? Select all that apply. (*Multiple select, Randomized response option order*)
- I / We download a spreadsheet and then filter the results based on my / our own personal criteria.
  - I / We download a spreadsheet and then filter the results based on the Slate-provided filters I / we selected.
  - I / We sort applicants *in addition to* filtering the results.

d. Other (*open text*)

23. In a typical admissions cycle, which of the following describes the ways in which you **collaborate with others** during the applicant review process? Select all that apply.

(*Multiple select, randomized response option order*)

- a. I assign faculty members to review an applicant through the Review Form in Slate
- b. I use a spreadsheet to assign applicants for faculty review
- c. I used a spreadsheet to review faculty members' admissions recommendations
- d. I am personally responsible for submitting the final admissions decisions in Slate, on behalf of the faculty in my department
- e. Other (*open text*)

## Satisfaction

24. Overall, please indicate your level of satisfaction with Slate for the Fall 2020 admissions cycle.

- a. Very dissatisfied
- b. Somewhat dissatisfied
- c. Neither satisfied nor dissatisfied
- d. Somewhat satisfied
- e. Very satisfied

25. Overall, please indicate your level of confidence in your mastery of Slate.

- a. Very unconfident
- b. Somewhat unconfident
- c. Neither unconfident nor confident
- d. Somewhat confident
- e. Very confident

## Segmentation

26. Which of the following best describes the approximate number of applications your department reviewed in 2020?

- a. Less than 50
- b. 51-100
- c. 101-150
- d. 151-200

e. More than 200

27. Which of the following best describes the approximate number of applications you *personally* reviewed in 2020?

- a. Less than 50
- b. 51-100
- c. 101-150
- d. 151-200
- e. More than 200

28. Please select your program / department. (*Alphabetical response order option*)

- a. Arts
- b. Biological Sciences
- c. Business
- d. Cellular and Molecular Biosciences Gateway Program
- e. Education
- f. Embedded and Cyber-Physical Systems
- g. Engineering
- h. Humanities
- i. Information and Computer Sciences
- j. Interdepartmental Neuroscience Gateway Program
- k. Mathematical and Computational Biology Gateway Program
- l. Medicine
- m. Nursing
- n. Pharmacy and Pharmaceutical Sciences
- o. Physical Sciences
- p. Public Health
- q. Social Ecology
- r. Social Sciences

29. [Optional] What is your UCI email address?

- a. *Open text*

## Outro

Thanks again for participating in our Grad Slate Faculty survey! We're looking forward to hearing your feedback and improving your experience for future admissions cycles. If you'd like to share more about your Slate experience, please email one of our system administrators.