Remote Desktop Test – Information for research participants

**Purpose of the study**

Following the launch of the new Unitary Authority website in April 2023, the Somerset Council Digital Services team are undertaking research to support its ongoing development.

This study, taking place in October and November 2023, will focus on the user experience of searching for employment opportunities with Somerset Council online, with particular emphasis on career opportunities in Social Care.

We will be user testing the current solution with the goal of identifying pain points and areas of weakness or confusion in the user experience.

We will also be looking at the supporting information about the area and organisation. This will help us to look for short term and longer-term opportunities for improvement.

We will also be talking to users about their needs and priorities when accessing job information and so they can tell us about their recent experience.

**What to expect**

Usability tests will normally be planned for up to 60 minutes via MS Teams.

The session will be facilitated by John Strange. There may be an additional member of the research team taking notes.

To inform the project, during the session we will be asking questions and making notes of the discussion, as well as observing participants complete tasks on the website. This helps us understand what works well for you and what you find useful.

Participants will share their screen (additional instructions attached if needed) and sessions will also be recorded to support the process.

Here’s what you’ll need to take part in the test:

• A quiet room where you won’t be disturbed

• A reliable wifi connection

• A computer

• A camera (external or built into your computer)

• Headphones (personal choice depending on your environment)

• And a microphone (your computer mic or headphone mic is fine)

**Session recording**

If you give us permission on your consent form, we will record the session using audio, video or transcript. A researcher may also observe and take notes during the session.

**Sharing research findings**

We will not include your name or personal details in any reports we share or publish. All your information will remain private.

With your permission, the only people who will be able to see the full recordings are:

* Researchers within the Digital Services team.

We may also:

* share highlight recordings with the wider digital team
* make the anonymised findings from this research public so that others can use and learn from it

**What happens to the data provided**  
  
The information you provide during this study is the research data. Any research data from you which can be identified as being about you is known as personal data. The team will analyse data to inform service innovations within the Council. Anonymised data may be seen by authorised individuals to share research outcomes.  
  
All data is stored in line with SC’s policies and on our secure servers. For more information about our GDPR regulations, including how data is held and processed, visit our Privacy notices and cookies webpage: <https://www.somerset.gov.uk/our-information/privacy-notices-and-cookies/>The research data will be stored for 1 year from the date the project finishes.

**Data Protection**  
  
Somerset Council is the data controller with respect to your personal data (registration Z5957592), and as such will determine how your personal data is used in this study. The Council will process your personal data for the purposes of the research outlined above and relies on Article 6(1)(a) - Consent - as the lawful basis for processing and on Article 9(2)(a) - explicit consent - for any special category data collected. Your data will be stored as described and will not be transferred abroad. You have a number of rights in relation to the data we hold about you. For more information see - <https://www.somerset.gov.uk/our-information/your-rights-on-the-information-we-hold-about-you/>

**Taking part is voluntary**

Your participation is completely voluntary. You are free to change your mind at any time, before, during or after your session.

**Contact Information**

If you are experience any problems or wish to make a complaint, please contact digital@somerset.gov.uk