

Timestamp	Walk me through the last thing you tried to do on the site	Was there any point where the site did something you didn't expect?	If you were showing a friend how to use this for the first time, what would you tell them?	On a scale of 1–5, how much did you trust the information?	If you could change one thing about this experience, what would it be?
2026-09-14	I was trying to approve a tutor application for COMS1012A. The application was submitted, but I couldn't find it in the list of applications.	After I approved someone, the page didn't refresh to show the new application.	That the sort/filter dropdowns are two separate components.	3/5. The data itself seemed right, but the lack of confirmation was frustrating.	A visible confirmation toast or refresh after approval.
2026-09-14	Logging my hours for last week. Straightforward, but I had to calculate the total hours myself.	None really — the hours field validated instantly when I entered a number.	Nothing major — the logbook table is pretty self-explanatory.	4/5 — Docked one point only because I wasn't 100% sure the data was accurate.	Make the timesheet status badge bigger/more obvious.
2026-09-14	Applying to tutor COMS1012A. Got stuck on the availability field.	I submitted without a mark entered by mistake and had to resubmit.	Definitely the availability field format — I'd tell them to use the dropdown.	2/5 — I genuinely don't know if my application went through.	A clear application-status view for students, mirrored for coordinators.
2026-09-14	Assigning a tutor to a course slot. Worked, but slow.	The clash warning appeared but didn't say which slot it was for.	That a red warning means something specific is wrong.	3/5 — I trust the pass/fail flags, just not enough detail on the warnings.	Make the clash warning specific — 'clashes with Tutor X'.
2026-09-14	Excusing myself from a session I couldn't make. Found the 'Excuse' button.	Nothing broke, but there was no confirmation that it was successful.	Whether excusing yourself automatically notifies the coordinator.	4/5 — The action itself worked fine once I reloaded the page.	Automatic notification to the lecturer when a tutor is excused.
2026-09-14	Checking how many tutoring hours I have left for the semester for COMS2001A. Found the progress bar on the dashboard, but couldn't tell if unapproved timesheets were counted towards it.	When I hovered over the remaining hours bar, no breakdown tooltip appeared, so I had to calculate it manually from my submitted weeks.	That the hours remaining counter only updates once the lecturer signs off, not when you hit submit on your timesheet.	3/5 — The total matched my own records, but without seeing whether pending hours were included, I felt hesitant to trust the remaining balance.	Add an explicit breakdown under the hours counter showing 'approved hours' vs 'pending review'.
2026-09-14	Uploading my academic transcript to support my tutor application. The file selector worked fine, but uploading took longer than expected.	There was no progress percentage or spinner while the PDF was uploading, just a frozen submit button for about 6 seconds.	That PDF is the only accepted format; tried uploading an image of my transcript initially and it got rejected without explanation.	4/5 — Once the file was attached, the green checkmark gave me good confidence that the file was received and intact.	Add an upload progress bar or spinner and explicitly state supported file types (.pdf) next to the upload button.
2026-09-14	Reviewing and batch-approving timesheets submitted by three tutors for the Friday lab session.	I clicked 'Select All' expecting to approve all three at once, but the batch action bar didn't activate until I manually unselected and reselected one.	You have to expand each tutor's row individually if you want to inspect their specific task notes before signing off.	4/5 — The logged hours and dates matched the lab roster perfectly, so the data integrity was high.	Fix the batch action bar so clicking 'Select All' immediately enables one-click approval for all selected entries.
2026-09-14	Trying to swap a tutorial shift with another tutor for COMS1014A. Couldn't find any swap or handover option on my schedule.	Clicking on a scheduled slot only showed me session info; there was no button to request coverage or initiate a swap.	That shift swaps have to be arranged externally and reported via email rather than managed inside the portal.	3/5 — My schedule view is accurate for regular slots, but doesn't reflect temporary replacements or guest tutors at all.	Build an in-app shift trade or cover request feature so we don't have to keep a parallel email thread with coordinators.
2026-09-14	Downloading the monthly payroll summary report for all tutors across our department.	The export button triggered a CSV download immediately without asking which date range or course codes I wanted to include.	The downloaded CSV includes all semesters unless you apply the semester filter before clicking export.	4/5 — Numbers aligned with our departmental budget sheet once filtered, so the backend figures were reliable.	Add a date-range and course selector modal before the export runs instead of exporting everything by default.
2026-09-14	Editing a timesheet entry from yesterday where I accidentally typed 3.5 hours instead of 2.5 hours.	I hit edit and saved the change, but the list still showed 3.5 until I performed a hard refresh of the browser tab.	You cannot edit an entry once a coordinator has opened it for review, even if they haven't approved it yet.	3/5 — The cache delay made me worry the wrong hours would be billed to the department.	Ensure edited timesheets update immediately on screen without requiring a manual page refresh.
2026-09-14	Filtering the applicant pool to find candidates who achieved above 75% in COMS3003A and are available on Thursday afternoons.	Applying the grade filter wiped out my availability filter, forcing me to re-enter the availability criteria.	Multi-column filters reset each other if you don't hit the 'Apply All' button at the bottom of the filter drawer.	4/5 — The candidate marks matched the official marks system exactly, giving great confidence in applicant credentials.	Allow filters to combine seamlessly so setting one criteria doesn't clear the others.
2026-09-14	Submitting an excuse for arriving 20 minutes late to a tutorial due to an unscheduled test.	The excuse form only had options for full absence, with no field or option for partial-session delays.	You have to select 'Other' and explain the partial delay in the notes box, otherwise it marks the whole session as missed.	3/5 — Not sure if my coordinator saw the explanatory note or just saw a generic absence flag.	Include an option for partial session attendance or late arrival with a timestamp field.
2026-09-14	Checking my tutor application status for the upcoming semester.	The dashboard simply said 'Under Consideration' with no indication of interview dates or when decisions would be released.	That 'Under Consideration' is the initial default state and doesn't necessarily mean a coordinator has reviewed your file yet.	2/5 — Left in the dark regarding timelines and whether my application was shortlisted or waitlisted.	A step-by-step progress timeline (Submitted -> Shortlisted -> Interview -> Offered) so applicants know where they stand.
2026-09-14	Setting up the weekly tutorial recurring slots and maximum tutor caps for COMS1012A.	When setting a cap of 4 tutors, the form accepted it, but when viewing the timetable view later, it displayed 'Cap: 0'.	You must click 'Save Roster Rules' at the bottom of the page; navigating away by clicking another tab loses changes without a warning.	3/5 — The timetable view had inconsistent information compared to the course settings panel.	Add an unsaved changes warning modal when navigating away from roster configuration screens.