Senate Committee: Education and Employment

QUESTION ON NOTICE
Supplementary Budget Estimates 2015 - 2016

Outcome: Cross Portfolio - Corporate

Department of Education and Training Question No. SQ15-000695

Senator O'Neill, Deborah asked on 21 October 2015, Proof Hansard page 29

Learning Potential App (complaints and crashes)

Question

Senator O'NEILL: Is there data collected about the complaints of crashes and errors in features that do not work?
Ms Gleeson: There is.
Senator O'NEILL: Could you provide us with that, please?
Ms Gleeson: I would have to take that on notice.

Answer

The total number of app downloads as at 10 October was 108,002. In total, the department received 21 contacts in relation to app technical issues.

Following is a summary of the campaign app-related technical issues raised and resolved to-date:

Channel	Total number of contacts	Resolution
Campaign email	11	Email response providing technical advice to resolve issue
Apple App Store	4	N/A – this outlet does not enable reply messages
Google Play Store	3	Post response providing technical advice to resolve issue
Campaign Facebook page	3	Facebook post providing technical advice to resolve issue.
TOTAL	**21**	