

Informatics 132 Spring 2011

Project 9

Dynamic FAQ Pages
Alternative 2: Knowledge Base

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What is a knowledge base?

Knowledge Base

"A collection of knowledge in the form of subject-problem-solution information that pertains to a specific topic or subject of interest. The data is typically stored in a searchable database."

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Hardware

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Yahoo! Answers



I've Been
Called A
B*tch But
Nev...

What brand dog should i get?

like which is the best model?

3 weeks ago

 Report Abuse



~timmy :)

Best Answer - Chosen by Asker

I disnt know dogs came in brands >.<

Maybe when you realize that there are no "best" model of dogs, as they are called breeds. People have different opinions on which is the best. I suggest you go to your local pet store and take a look at some puppies, as some require more maintenance than others.

3 weeks ago

 Report Abuse

Asker's Rating: *********

oh ok

Current UCI Library FAQ

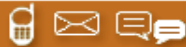


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Our problem

Redesign the Library FAQ site

- Currently, the FAQ page is static.
- Should be more dynamic.
- People ask the same questions to the librarians often; there should be a collection of commonly asked questions so that everyone can browse through them easily.
- FAQ page should have more traffic.
- Customer is very flexible about requirements.
- Users should be able to post questions, but they must remain anonymous.

Users & Methods

How many and what types of users do you anticipate to use?

- 12 students
 - Major (NO engineering and computer science)
 - Frequent Users and Non-users
 - Year

Inspection Methods:

1. Tree Testing - Participants will be given “find it” tasks then asked to find the answer through labels in the website.
2. Heuristic Evaluation - Finding and assessing usability problems in user interface design.
3. Questionnaires - inexpensive, no testing equipment, and reflects users opinions.
4. Survey - We will be asking a humanities professor to forward our survey to her class.

Methods continued

Prototyping Methods:

1. Mock-Ups - We will use Drupal(CMS) to mock-up two interfaces.

Other Methods:

1. Cognitive Walkthrough - We will have testers use our prototype to compare it to the old library FAQ.
2. Benchmarking - We will be exploring other websites that have dynamic knowledge bases.

Phases

Mockup: Initial prototyping of user interface based on the feedback from our client.

Survey: Survey students taking an undergraduate class in the humanities department.

Scope out Users: Find potential users for our study through friends of friends and also through random samplings at the library.

User Studies: Spend 10 to 20 minutes giving users tasks to do while using the existing FAQ and with the mockup FAQs.

Analysis: Compare results of user studies and surveys.

Survey Questions

Website Survey (forwarded to other classes)

Questions

- Year, Major
- Have you used the library website before?
- Have you ever used the FAQ page?
- Do you know how to log in using the VPN from off-campus?
- Have you ever used "Ask A Librarian"?
- How often do you go to the library website?
- Do you know how to find a book using the library website?

Tasks

User Testing Walk-through

- Non-ICS and non-engineering students
- Also based on year and nationality (total of 12 people)
- They will be given tasks based on navigating the How Do I section
- First task will be conducted on the old website, while the second task will be conducted on the new website
- Use "think-aloud" technique to hear their thoughts
- We will compare the results based ease of usage, time taken and other methods

Questions to ask

Pre-questionnaire

- How often do you use the How Do I?
- Do you belong to any forums/bulletin boards?
- Have you ever asked or responded to a question on yahoo answers?

Post-questionnaire

- Which version was easier to navigate?
- Which did you prefer and why?

Find a certain book, article, document

- Do you prefer video tutorials to written ones?
- Did anything about the interface confuse you during the tasks?

Schedule

Week	Task	Who
Week 2	Initial customer presentation	Team 9
Week 3	Group meeting to discuss initial presentation & project	Team 9
Week 4	Second customer meeting Create initial presentation	Team 9 Team 9
Week 5	Initial presentation Mockup user interfaces	Team 9 Stephan/Cameron
Week 6	Find users Send out surveys Create interim presentation	Team 9 Kang-Lin/Patrick Team 9
Week 7	User Studies Interim presentation Redesign interface	Stephan/Patrick Team 9 Stephan/Cameron
Week 8	User studies Analyzing results	Kang-Lin/Patrick Team 9
Week 9	Analyzing results Create final presentation	Cameron/Kang-Lin Team 9
Week 10	Final presentation	Team 9

Thank You!

Questions?