Informatics 132 Spring 2011
Project 9
Interim Presentation

Dynamic FAQ Pages
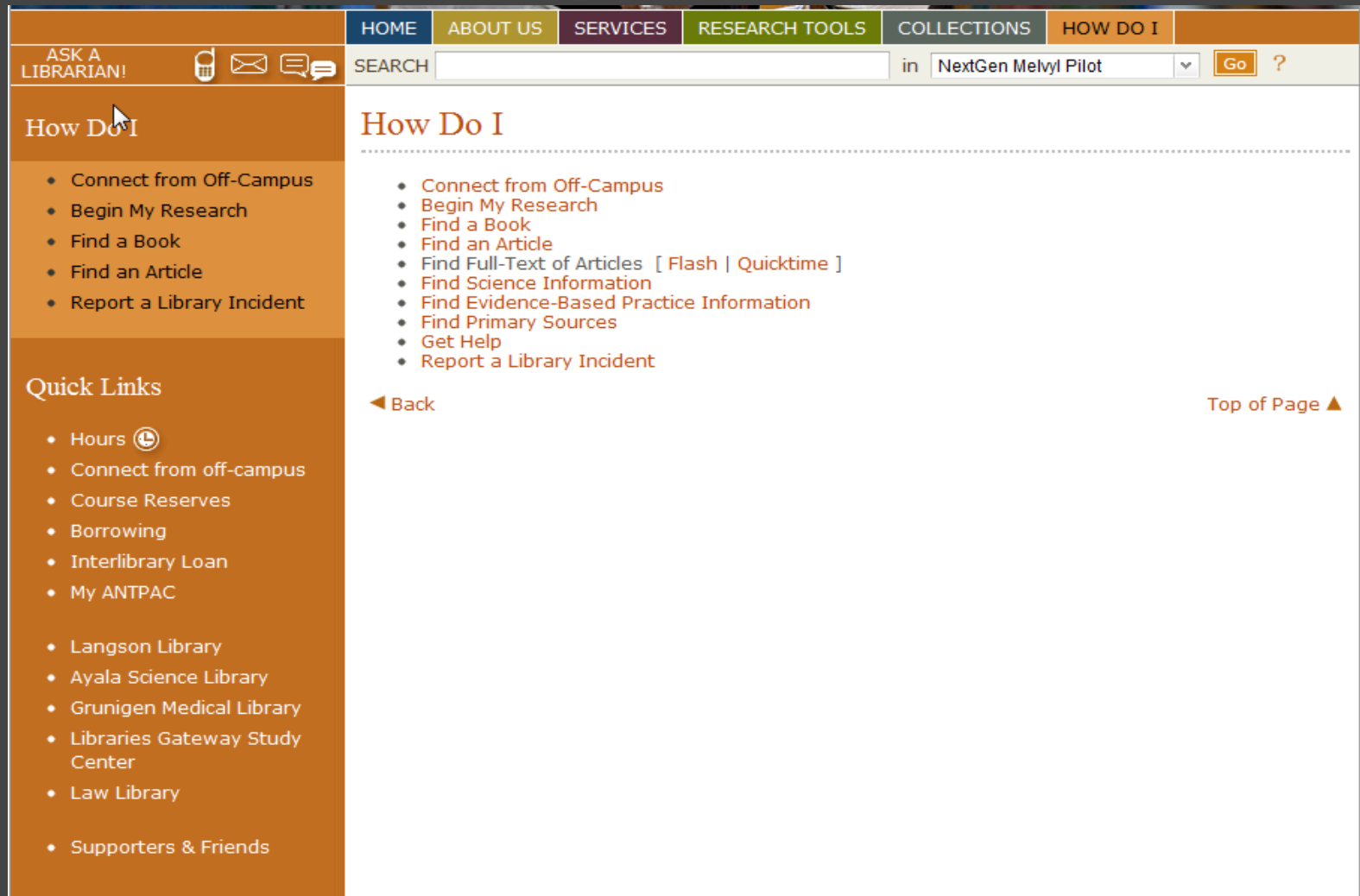## Alternative 2: Knowledge Base

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Patrick Law

Recap task

Redesign Library FAQ page to incorporate Dynamic FAQs

Changes We Have Made

- We've decided not to use the survey, because it will not provide any useful insights
- Added a post-questionnaire to compare the results of the testings
- For the initial mock-up, it will be done on Balsamiq
- For the final mock-up, it will be done on Wordpress (initially Drupal)

Tasks Completed

- Designing our mockups
  - Finished initial mockup but putting the finishing touches on a working prototype we will test with.
  - We will demo the revised prototype during our final presentation.
- Finding enough users who are not Computer Science/Informatics/Engineering majors
- Received some feedback from pilot testing
- Finished writing all the materials
- Reserved a room for testing

Insights

Group Evaluation Results
- Current Help topics are often misleading
    ie. Get help link
- Consistent formats are less confusing
    ie. Find Science Info
- No drop down menus for each how do I topic

Pilot Test Results (4 subjects)
- Links are too broad
- No immediate sub-menu
- Text: too small & color isn't clear
- UI is not uniform, not homogenous
- No interactive content
- Get Help link doesn't contain important information
- Search doesn't have a index to search with

Brief Demo

HOME | **ABOUT US** | **SERVICES** | **RESEARCH TOOLS** | **COLLECTIONS** | **HOW DO I**

ASK A LIBRARIAN!

SEARCH [   ] in [NextGen Melvyl Pilot ▼] [Go] ?

How Do I

- Connect from Off-Campus
- Begin My Research
- Find a Book
- Find an Article
- Report a Library Incident

Quick Links

- Hours ⏱
- Connect from off-campus
- Course Reserves
- Borrowing
- Interlibrary Loan
- My ANTPAC

- Langson Library
- Ayala Science Library
- Grunigen Medical Library
- Libraries Gateway Study Center
- Law Library

- Supporters & Friends

Search results for:

#VPN

How to Connect from Off Campus

Remote access to the UCI Libraries' licensed online resources is available to current UC Irvine students, faculty & staff. In order to use these resources you must be "authenticated" (recognized as a valid user) by the UCI campus network. Your login/password is your UCINetID. To activate, click here. For further assistance, call OIT at (949) 824-2222...

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ASK A LIBRARIAN!

SEARCH [   ] in [NextGen Melvyl Pilot ▾] [Go] ?

Question:

User question goes here.

Answer:

Librarian Answer goes here.

Rate ★★★★★

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Problems encountered

- How to accommodate users who browse for help rather than simply use the search function, while still providing a clean UI on the front page and not clutter it with Q & As.
    - Solution, word cloud / tag cloud.
- How to design meaningful questions for our questionnaire that will provide insight into our users abilities.
- Whether or not it is meaningful to have users test the functionality of the existing FAQ site.
- Whether or not it is meaningful to have the same users test both the mockup and the existing site.

Next Steps

- Conducting our experiments
  - One user study with two users every week.
    - For every test we will modify the mock up and run the test on the next pair of subjects.
  - Doing user testing this Friday.
- Analyze results
  - Decide what to change in our user interface
- Synthesizing Results
  - Implementing necessary changes
- Create our final presentation

Revised Schedule

Week	Task	Assignee
Week 6	Create Pre-questionnaire	Cameron
	Create Scenario/ Task instructions	Patrick
	Create Post-questionnaire	Kang-Lin
	Create Experimental Script/ Instructional Materials	Stephan
	Create interim presentation	Team 9
	Mockup two user interfaces	Stephan/Cameron
	Pilot Testing	Stephan
Week 7	Interim presentation	Team 9
	Finish prototype user interface	Stephan/Cameron
	1st round user testing	Team 9
	Submit Materials	Team 9
Week 8	Re-design interface	Stephan/Cameron
	2nd round user testing	Team 9
Week 9	3rd round user testing	Kang-Lin/Patrick
	Analyzing results	Team 9
	Create final presentation	Team 9
Week 10	Meet with customer	Team 9
	Final presentation	Team 9

Thank You!

Questions?