

Final Presentation

Dynamic FAQ pages, Alternative 2: knowledge base

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Group 9

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Demo

Testing Method

Techniques

- Screenium - Recorded clicks, audio and video
- Remind users to "think aloud"
- Reminded of working/non working parts of the site

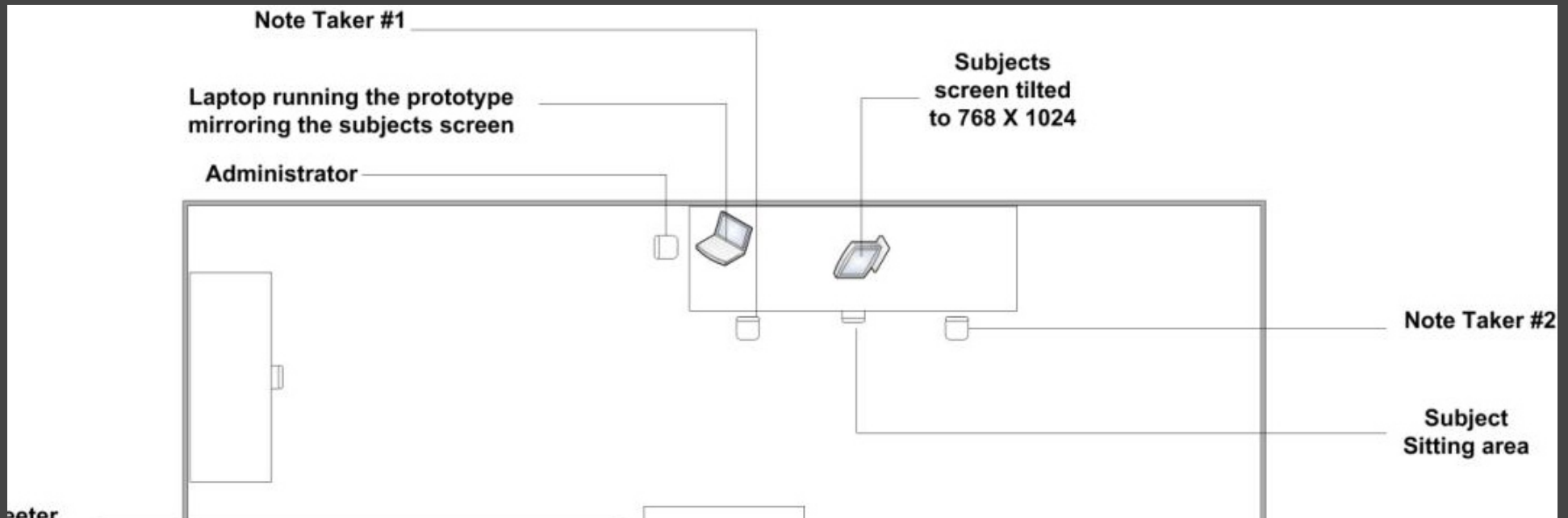
Testing Steps Used

- Greet users/Get basic info
- Pre-questionnaire
- 9 Tasks
- Post-questionnaire
- Give reward

Testing Method Cont.

Testing Facility
Fifth floor Ayala Science Library

Subjects
From Ayala Library



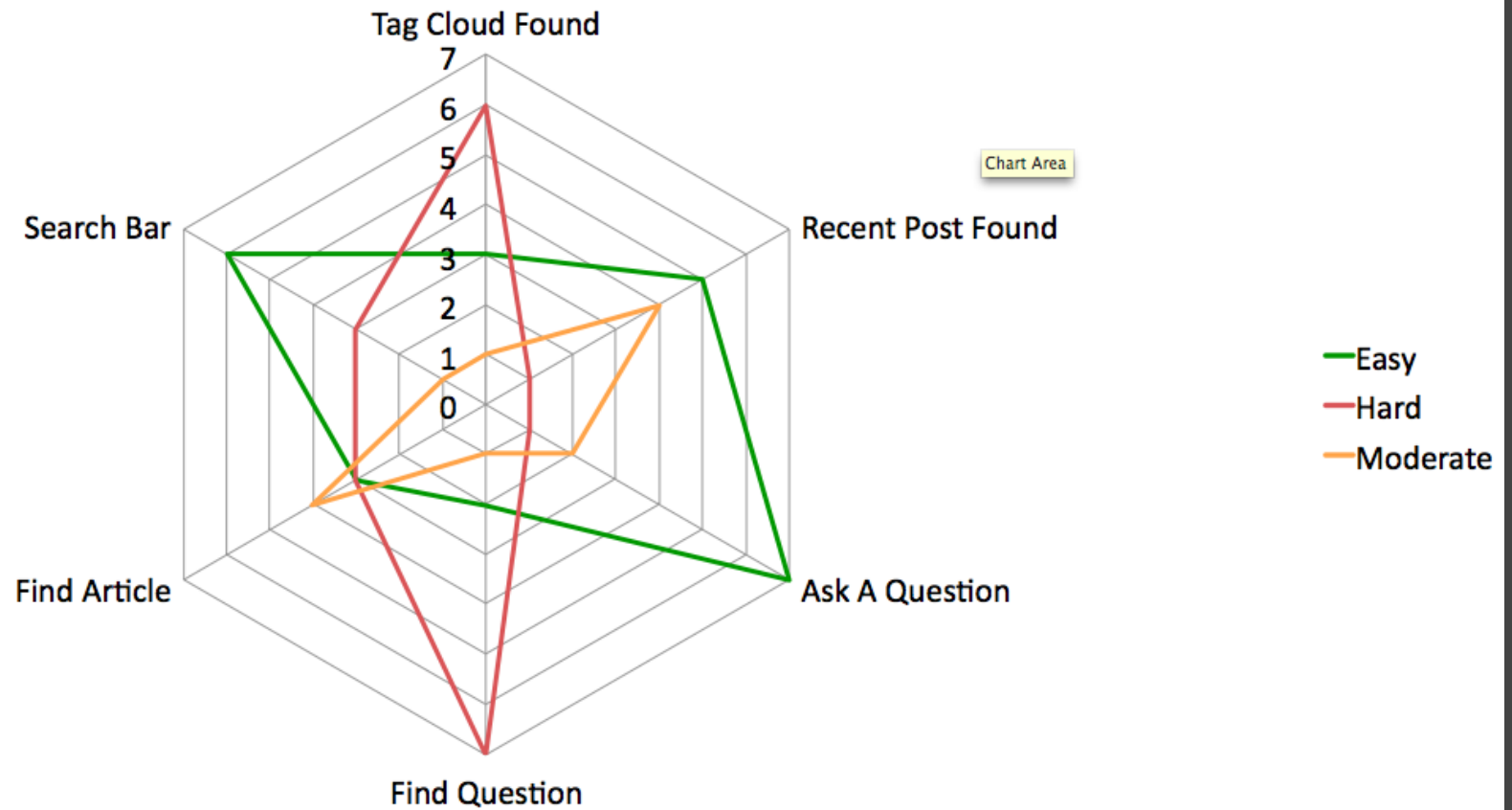
Recruiting

- Student ratio: 10 agreed out of 33 approached
- Some did not drink coffee
- Others were too busy



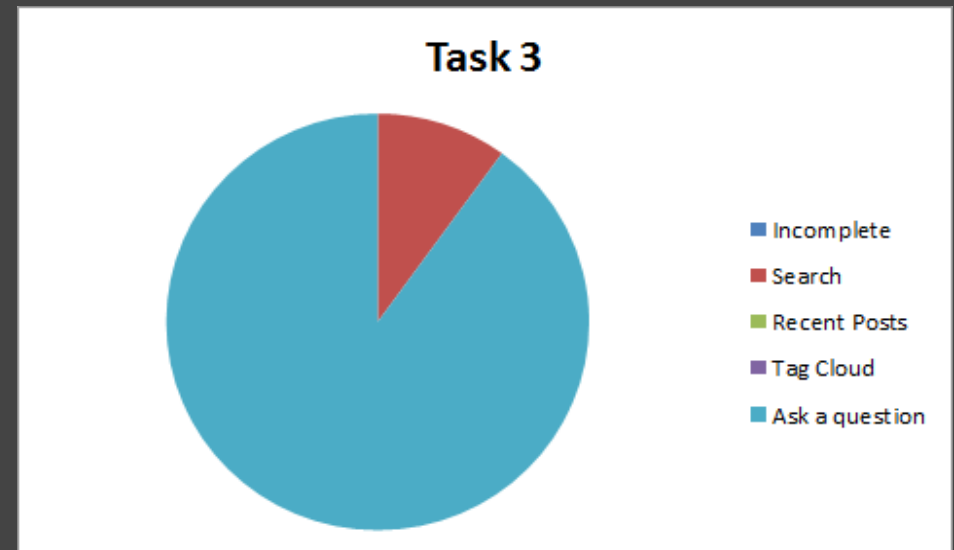
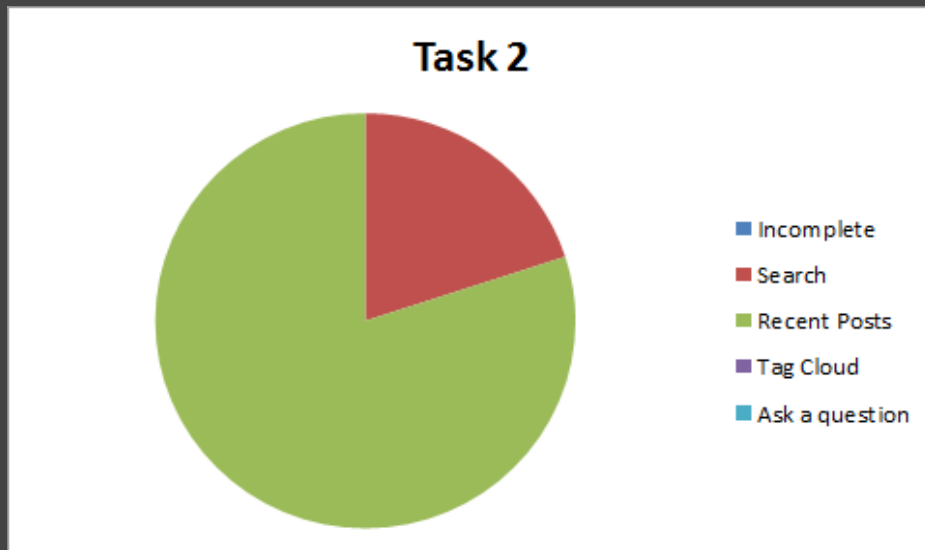
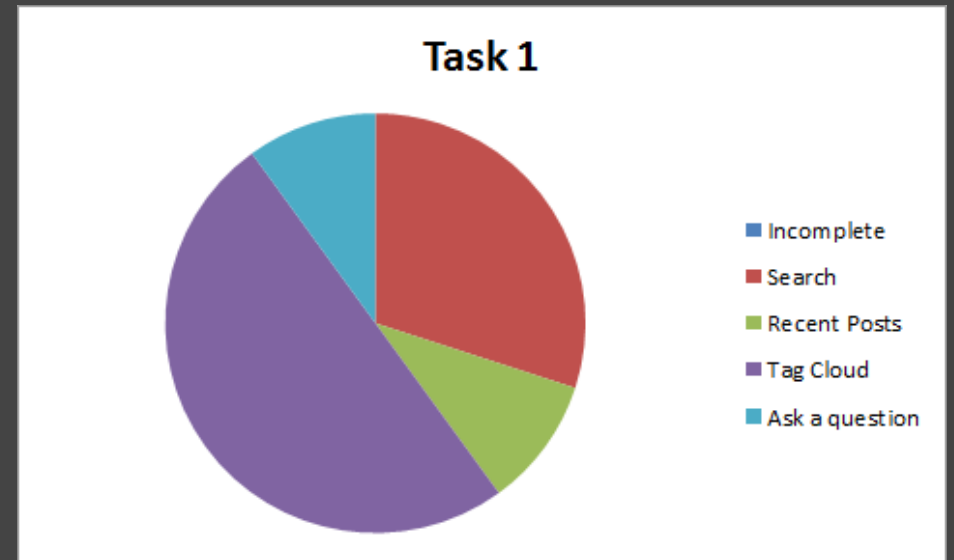
Results

Visual of previous Chart



Results

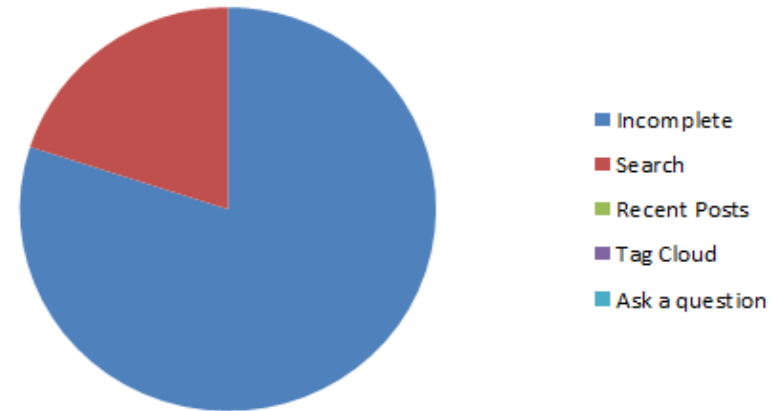
User actions to complete task
Specific tasks



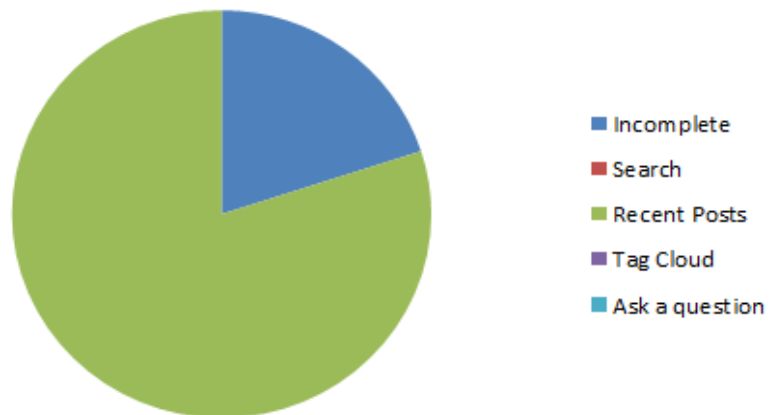
Results

User actions to complete task
Open Ended Tasks

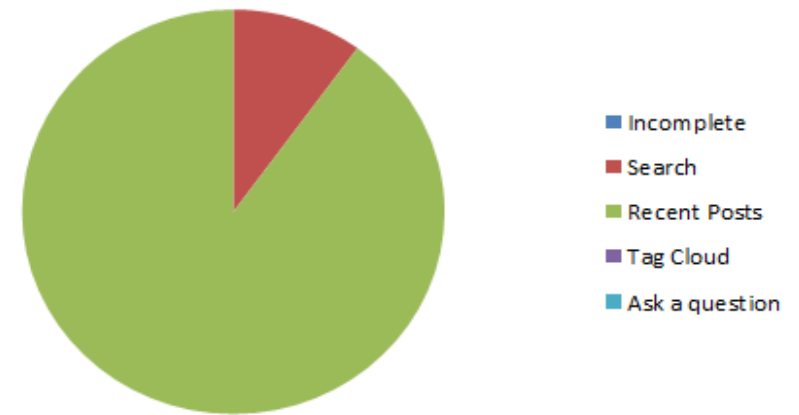
Task 4



Task 5

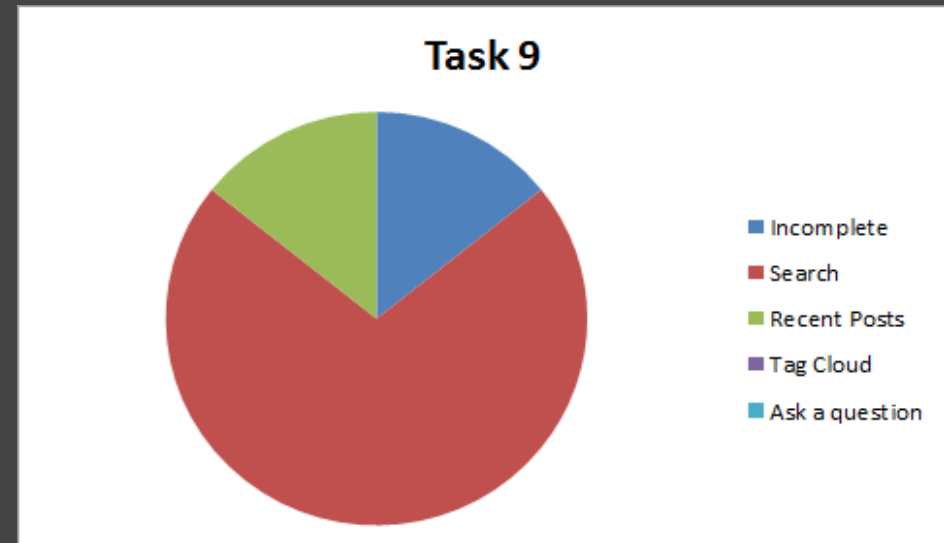
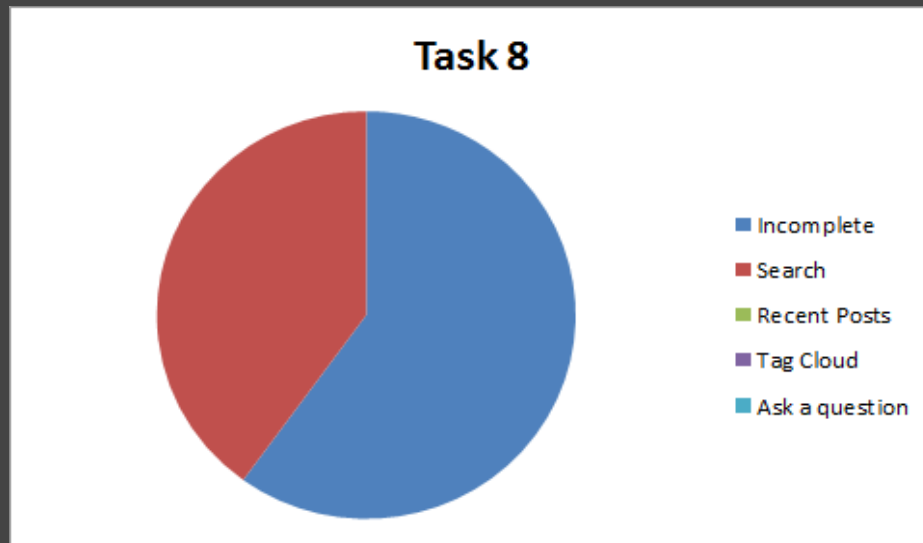


Task 6



Results

User actions to complete task Open Ended Tasks



User Preference

- Users generally prefer searching over browsing
- Users used functionality that they found easier to use
- Asking a question was an easy way out of a task
- Users tend to use full sentences when searching

Data Analysis

Good

- Easy to use
- Simple Functionality
- Recent Post is very useful
- Search Bar is very useful
- Ask a Question easy to use
- Overall the site is useful

Bad

- Some said too cluttered
- Tag cloud was confusing
 - Didn't know what tag cloud is
 - Text was too small
 - Movement of text made it hard to click
 - Tag cloud looks like a picture

Projected Changes

How we could do it differently

- Get rid of the tag cloud
- Make the search bar more noticeable
- Move the location of Ask a question so the users don't scroll
- Make headings more visible
- Move recent posts into the main pane

Challenges

- Incentive rushed the subjects
- Having a full functioning mock-up is too much work
- Confusion with the mockup
- Technical difficulties
- Expected different behavior from users

Revised Schedule

Week	Task	Assigned group members
Week 10	<ul style="list-style-type: none">● Finish analyzing data● Create presentation<ul style="list-style-type: none">○ Create non-functioning final mockup● Final Presentation● Work on final paper	Kang-Lin Chang Everyone Patrick/Cameron/Stephan Everyone Everyone
Finals	<ul style="list-style-type: none">● Give customer final document & mockup● Turn in final document	Everyone

Thank You!

Questions?