### Final Presentation

Dynamic FAQ pages, Alternative 2: knowledge base Customer: Christopher Davis

#### **Group 9**

Kang-Lin Cheng
Stephan Chillingaryan
Patrick Law
Cameron Ruatta

# 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

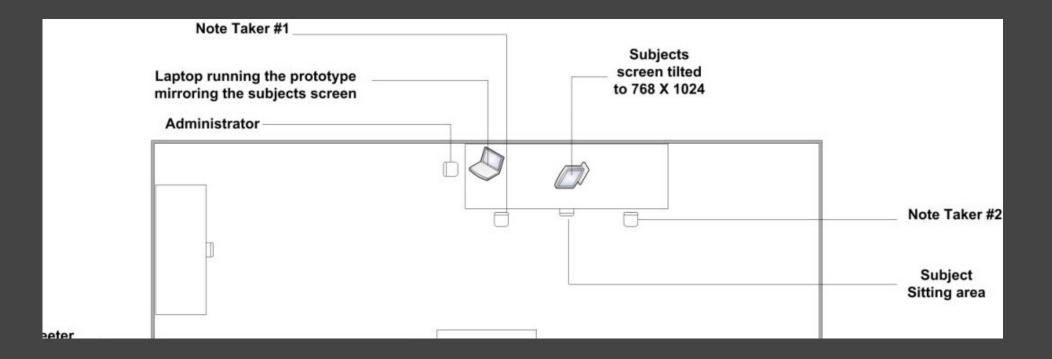
- Greet users/Get basic info
- Pre-questionairre
- 9 Tasks
- Post-questionairre
- Give reward

# Testing Method Cont.

Testing Facility
Fifth floor Ayala Science Library

Subjects
From Ayala Library





## Recruiting

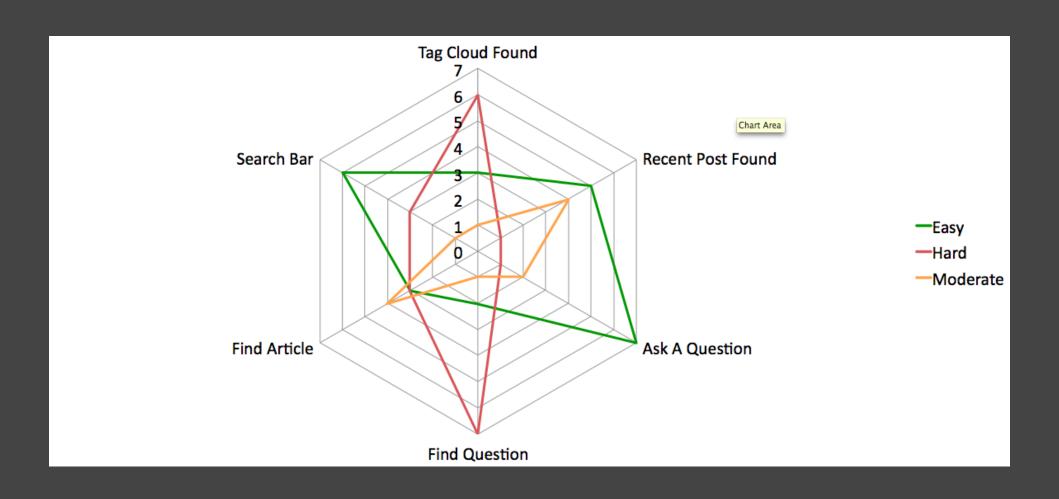
- Student ratio: 10 agreed out of 33 approched
- Some did not drink coffee
- Others were too busy



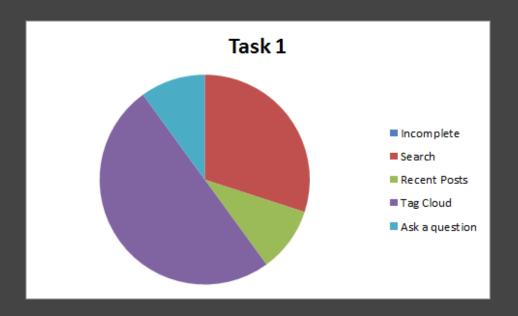


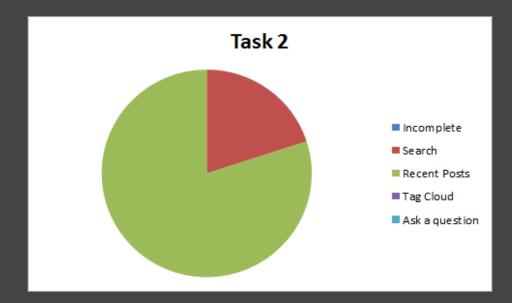
Computer Skill	Library FAQ	Ask Librarian		Browsing Level	Tag Cloud	Tag Cloud Found	Recent Post Found	Ask A Question	Find Question		Search Bar
4	NO	NO	NO	4	Hard to use	EASY	EASY	EASY	HARD	Mod	HARD
5	NO	NO	YES	2	Hard to click	HARD	Mod	Mod	EASY	EASY	EASY
5	YES	YES	YES	5	Didn't find	HARD	EASY	EASY	EASY	EASY	EASY
3	NO	YES	NO	3	Couldn't click	EASY	EASY	EASY	HARD	Mod	EASY
3	NO	NO	NO	3	Hard to see or click	Mod	EASY	EASY	HARD	Mod	HARD
5	NO	NO	YES	3	Couldn't see	EASY	Mod	EASY	HARD	HARD	Mod
3	NO	NO	YES	3	Didn't find	HARD	Mod	Mod	Mod	EASY	EASY
2	NO	NO	YES	2	Didn't know	HARD	Mod	EASY	HARD	HARD	EASY
4	NO	NO	YES	5	No clue what it is	HARD	EASY	EASY	HARD	Mod	EASY
3	YES	NO	YES	3	No clue	HARD	HARD	HARD	HARD	HARD	HARD

#### Visual of previous Chart



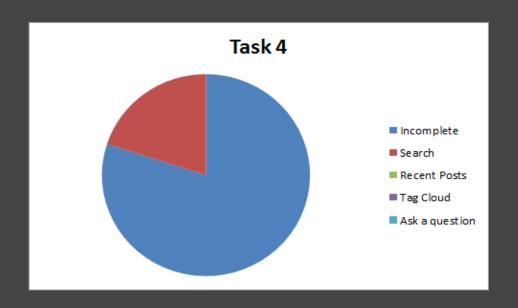
User actions to complete task Specific tasks

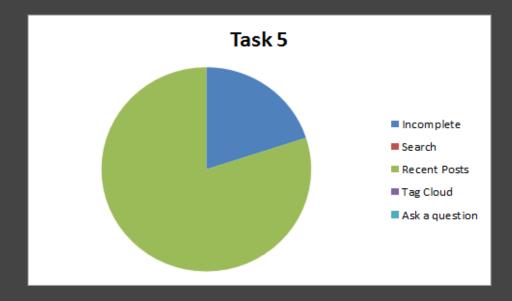


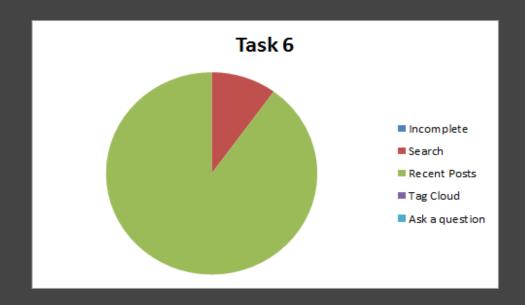




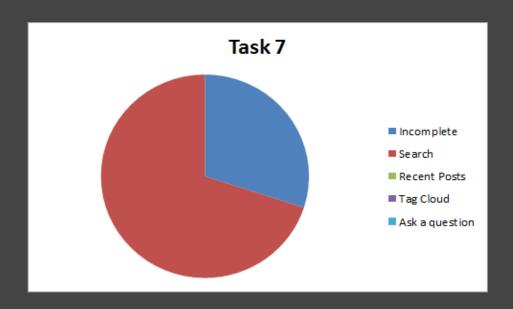
User actions to complete task
Open Ended Tasks

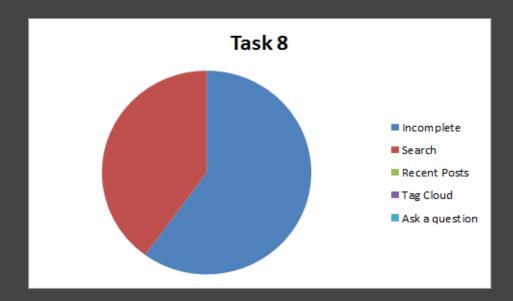


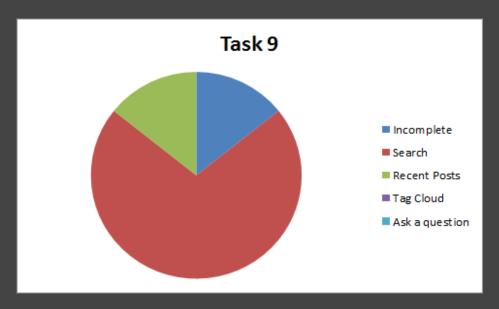




User actions to complete task
Open Ended Tasks







### 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> <li>Finish analyzing data</li> <li>Create presentation         <ul> <li>Create non-functioning final mockup</li> </ul> </li> <li>Final Presentation</li> <li>Work on final paper</li> </ul>	Kang-Lin Chang Everyone Patrick/Cameron/Stephan Everyone Everyone
Finals	<ul> <li>Give customer final document &amp; mockup</li> <li>Turn in final document</li> </ul>	Everyone

### Thank You!

Questions?