Dynamic FAQ Pages
Alternative 2: Knowledge Base

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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
Search results for:

#VPN

How to Connect from Off Campus:

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

Questions?