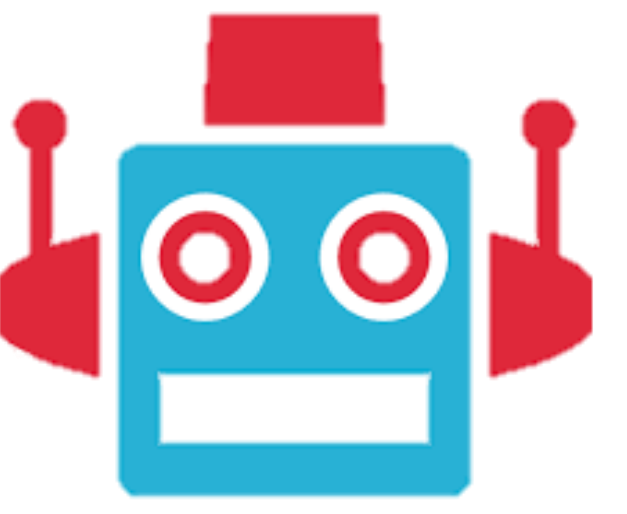




A Study of Knowledge Bases

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Background

Knowledge bases provide numerous benefits:

- Reduce traffic to IT departments.
- Allow for more focus on pressing IT issues.
- Provide 24/7 support.

Implementing a knowledge base is a challenge:

- They need to be setup and promoted.
- They need to communicate information well.
- They need to be maintained.

Literary Review

- How do people learn information?
- How are knowledge bases created and maintained?
- What are other organizations' knowledge bases like?

Usability Tests

Usability tests were completed to test how well the WPI Knowledge base guides community members through new information and processes.

Task 1: Change your WPI account password.

Task 2: View your Multi-Factor Authentication options.

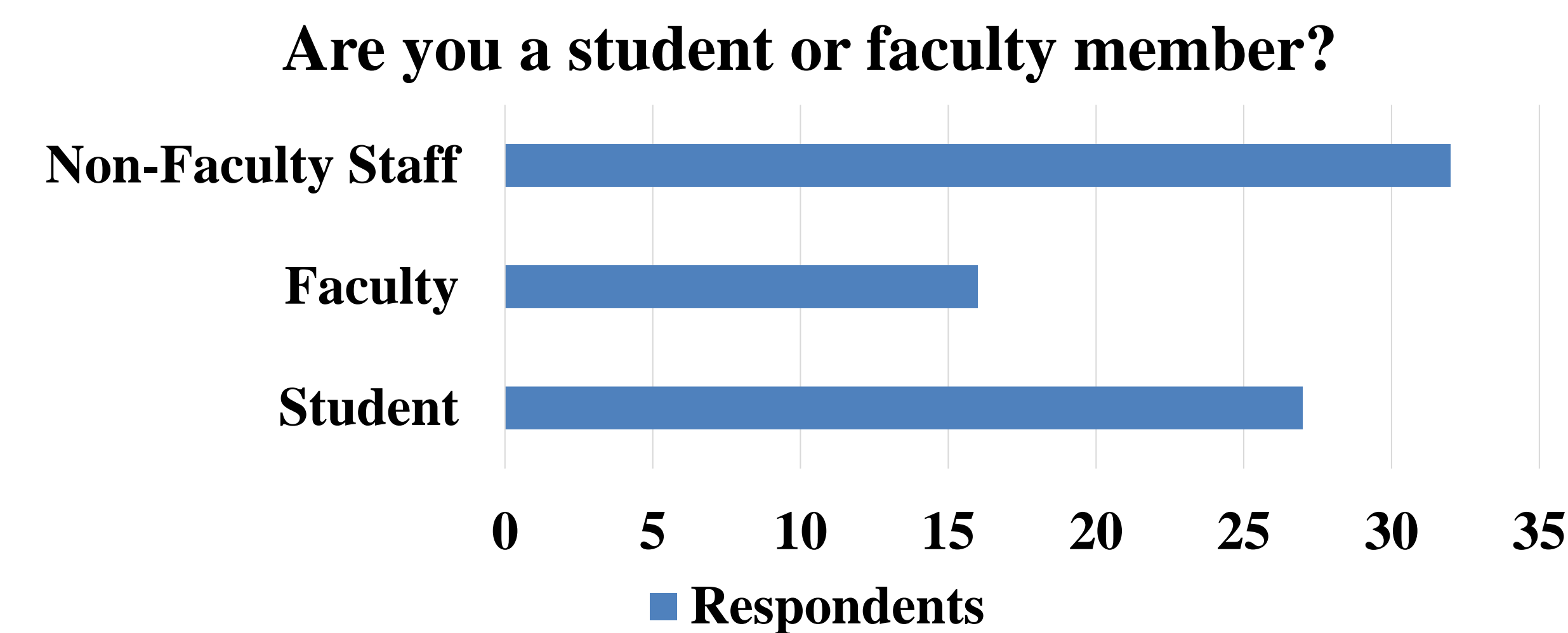
Task 3: Map a network drive to your device.

Task 4: Access a software on a WPI Terminal Server.

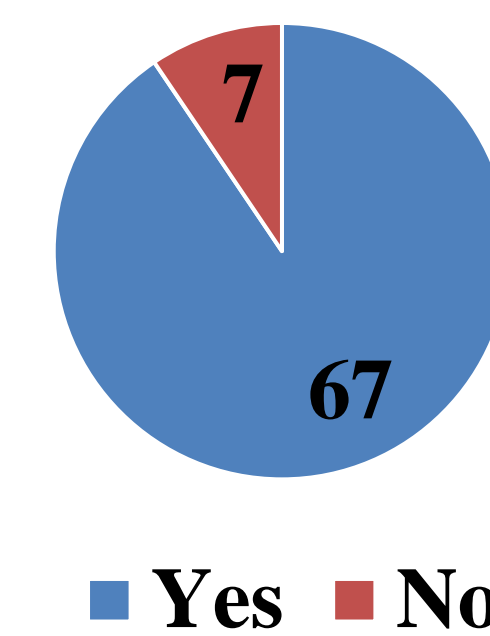
Task 5: Visit the Workday Site.

While participants were able to eventually complete each task, they sometimes encountered issues with the knowledge base's communication and navigation elements.

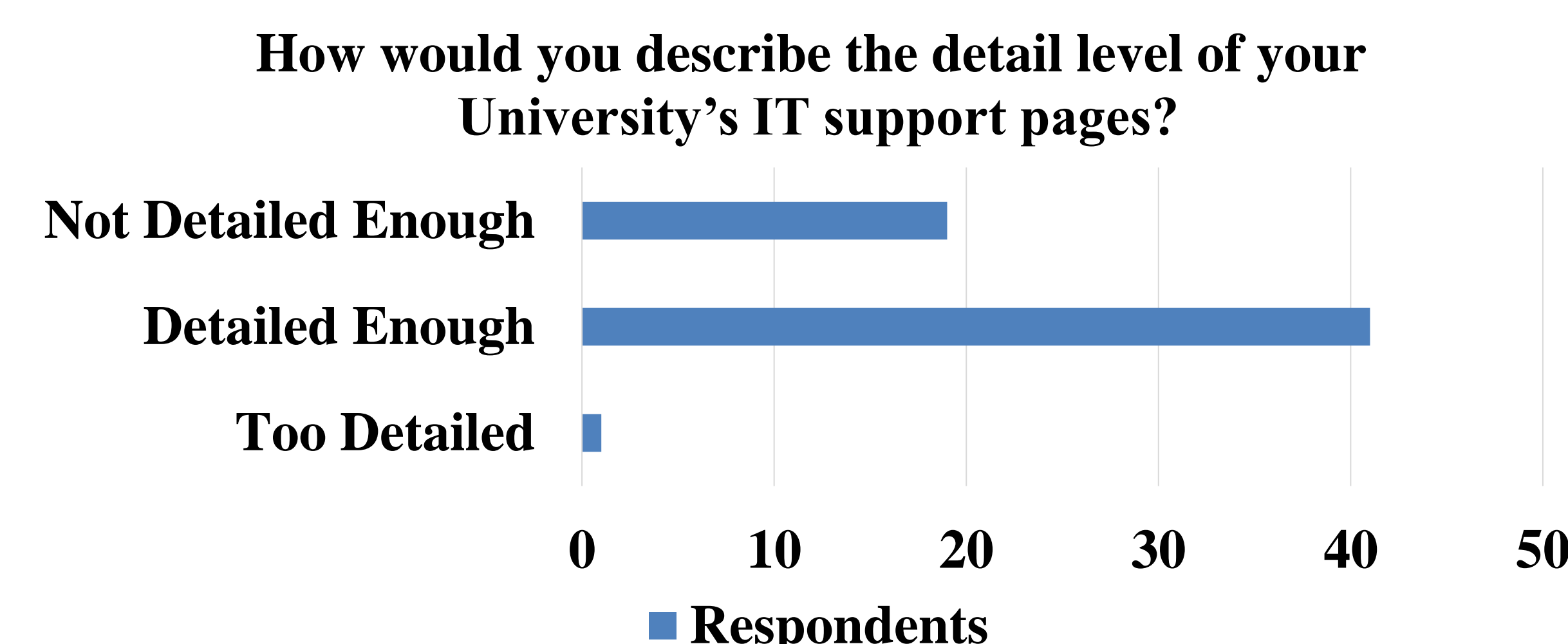
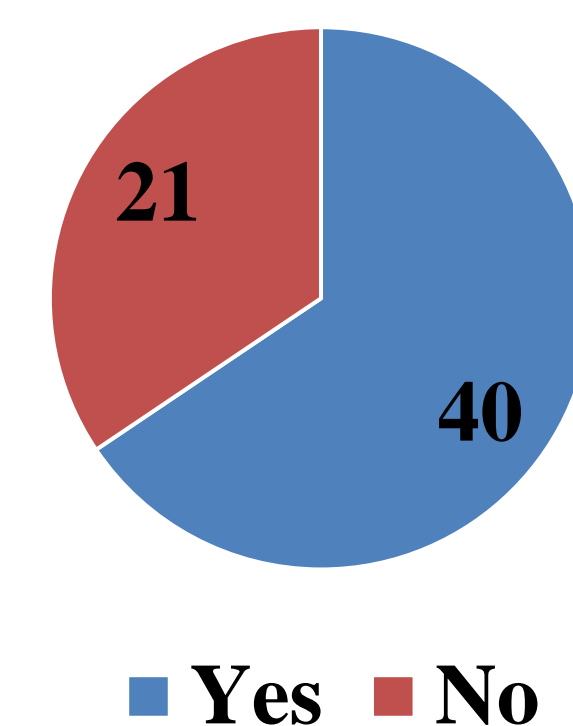
Survey Results



Are you aware that your university has support articles to help you with technological issues and requests?



Is your preferred learning method met by your University's IT support pages?



Focus Groups

Focus groups were held to provide feedback on sample articles that were created based on feedback from the usability tests and survey results:

- Include visuals to represent information that new community members are likely unfamiliar with.
- Provide more context on processes and key terms in the article description.
- Incorporate context on the importance of related support articles in addition to linking them.

Recommendations

The WPI knowledge base provides a suitable foundation for communicating technical information and processes to the WPI community. However, it can be improved by implementing the following recommendations:

- Introduce more promotions for the WPI Hub
- Make error pages less intimidating
- Make support articles more transparent
- Provide background on different WPI Hub services
- Include more visuals.

Sample Articles

Sample Article Collection:

