

IPRO 311 – Spring 2006

Making the Mediator More User-Friendly Through the Holocaust

Team Members:

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Objective:

The main focus of IPRO 311 this semester was to improve the Intranet Mediator by making it more attractive, accessible, and user-friendly. Methods to improve the Mediator included conducting and applying user studies, creating a user manual, and accumulating informational resources and materials to help promote its use.

Organization:

Initial activities performed during the first weeks of class revealed the strengths and weaknesses of our team members. In order to meet our objectives, the team decided to divide into subgroups; since we had a broad range of majors, each member played to his or her strengths to help realize our main goal. This way, the members best suited for a particular job were placed in a subgroup that was set up to accomplish that goal.

Our team's subgroups were the Presentation Group ("Icing On the Cake"), the User Manual Group ("The Cake Itself"), and User Studies Group ("The Cake Décor"): the Presentation Group was responsible for designing and constructing the display; the User Manual Group created a user manual for the Intranet Mediator, making it more user-friendly and attractive to clients and (eventually) the public. The User Studies Group conducted an analysis of the Mediator and created brochures and handouts presenting our team's goals and information.

Accomplishments:

The team was able to complete all of the sub-goals:

1. Testing for JASIST conference
2. Create user manual for Mediator
3. Revamp and update the website
4. Create a new poster and abstract
5. Produce brochures, handouts, and other materials.
6. Carry out user studies concerning interface and results page
7. Create easily mobile Mediator display centered on the Holocaust
8. Demonstrate benefits of Mediator to the public and museum staff

Future Work:

The display can be further improved by expanding the exhibit; with more space and materials, it can better relate the Mediator to its role with the USHMM. The user

manual can even be improved by expanding on the user overviews and breaking down the coding sections; information from additional user studies—built on improved testing and larger population—will also be useful.