Knowledge Base Training Guide Plan of Action

Goal: Create a training guide to teach new volunteer technical writers how to write articles for Mozilla Support

Process:

Step 1: Lauren learned how to write articles for Mozilla.

Step 2: Lauren interviewed new contributors to ask them how they felt about the onboarding experience and what they thought about the training, if they had seen it at all.

Step 3: Lauren formulated user stories based on findings from interviews. Here is a link to the user stories and possible solutions to problems that Lauren and Joni came up with: https://docs.google.com/document/d/1KH3j5Kp3DgITGZ-pq_m-r0uPQ_V3h1ag1Uiwk02eVNI/edit?usp=sharing

Step 4: Lauren looked through the current SUMO training documents that currently don't work well and determined what could be improved, replaced, updated, etc. Lauren learned UX heuristics guidelines and used them to determine what could be improved.

Step 5: Lauren researched style guides and training guides on other websites such as Wikipedia, Mailchimp, Google, etc. and got ideas for what worked and what didn't using UX heuristics.

Step 6: Lauren brainstormed a list of pieces to go into the training guide. Lauren also brainstormed different ways to present the guide. For example, the articles might look like regular SUMO articles, like Google Slides, or like video tutorials.

Step 7: Lauren created similar articles on creating screenshots in three formats: SUMO article, Google Slides, and video tutorial.

Step 8: Lauren did user testing and got user feedback on the SUMO article format, the Google slide format, and the video tutorial format. These users were not Mozillians and had no prior experience with SUMO. The results determined that the SUMO article format was ideal, that Google Slides did not work whatsoever, and that videos got mixed reviews.

Step 9: Lauren wrote many articles for the knowledge base.

Step 10: Lauren added code to the Create a New Article page to add tooltips to it based on user stories and heuristics guidelines.

Step 11: Lauren is currently getting feedback on the articles and tooltips from the community.

Step 12: Lauren plans to compile the feedback.

Step 13: Lauren plans to publish the articles, update the code on the Create a New Article feature, and publish one video.