

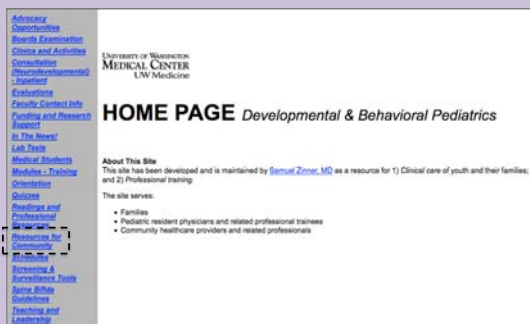
Developmental-Behavioral Pediatrics Website Redesign

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About DBPEDS

The University of Washington Developmental-Behavioral Pediatrics (DBPEDS) group serves children with special needs. The departmental website is used by hundreds of doctors, patients, students, and families across the country for medical care, medical training, administration, and community agent support.

Original Website



To improve navigation, we "bucketed" all the links into one of three user categories.



We gathered user requirements with a questionnaire and analyzed web statistics.

Would you consider the site easy to navigate? If No, please explain:

Top 20 of 83 Total Search Strings

#	Site	#Pages	URL
1	897 (0.98%)	716 (0.09%)	jobpeda/
2	887 (0.91%)	31843 (2.84%)	jobpeda/Observation-StanfordPreschool.doc
3	537 (0.58%)	120145 (10.77%)	jobpeda/22A-DC-DCof-Inf-and-Child.pdf
4	233 (0.25%)	22108 (1.97%)	jobpeda/SocialSkillsResources.doc
5	224 (0.24%)	5816 (0.52%)	jobpeda/Resources.html
6	204 (0.22%)	1196 (0.11%)	jobpeda/Screening_Tools/ScreeningTools.html
7	172 (0.18%)	2952 (0.26%)	jobpeda/Screening_Tools/MCHAT.doc
8	149 (0.16%)	329280 (29.39%)	jobpeda/Photos-MeetStuafEnterinq05.pdf
9	127 (0.14%)	153 (0.001%)	jobpeda/ScheduleSchedules.html
10	112 (0.12%)	11877 (1.06%)	jobpeda/Referals.xls

The Problem

As the DBPEDS website grew in content and users, there became a need to improve to the way the information was categorized, presented, and managed.



Based on the users' feedback, we created prototypes for new navigation and organization.



Key lessons learned from usability testing

1. Most users prefer visible descriptions of links as opposed to mouseover tooltips
2. Because people enter the website on different pages, having descriptions of each category is important
3. Not all categories should be sub-categorized because although the content is lengthy, it is more print-friendly
4. Users like having menus and sub-menus for navigation as opposed to a long list of links

"To enhance credibility, it would be good idea to show the connection of this website to the UW Medical Center."

"I like the way it is categorized now, and also I like the navigation menu bar!"

"I like the submenu design, it helps me directly select the topic I'm looking for. Good thing is we need not scroll anymore!"

The Solution

We aimed to redesign the DBPEDS website using Information Architecture techniques and design methods learned in our program. We gathered requirements, created prototypes, did a usability study, and built the new site based on the feedback. We also designed the website with consideration to special needs, and we ensured the website would be easy to maintain in the future.

New Website



We put it all together and built the new website!



We designed and developed the website using WordPress, and we created training material to help maintain the website post-deployment.

In Phase 2, we hope the website will receive more enhancements such as a search engine, some content revisions, a font re-size button, etc.

<http://depts.washington.edu/dbped>

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