Unreal Engine 4 Documentation Taxonomy Project

Epic Games’ Unreal Engine 4 gives users the opportunity to develop their own games. However, their documentation faces challenges of discoverability and usability, causing confusion and frustration in users due to non-standard tagging vocabulary.


Preferences
- Game development skill level
  - Beginner vs. Advanced users exhibit widely varying game-related experiences, which makes documentation categorization nuanced and requires further defining of these user levels
- User type
  - There are 3 user types with distinct expertise, who access certain types of documentation to help with their game development processes

Navigation Hierarchy
- Structures the documentation based on concept relationships, making it easier for users to discover and explore similar content related to the topic
- The hierarchy is separated into four modalities and redesigned, combining content to highlight functionality as well as instance-based events
- Update recommendations for uniform visual representations of concept relationships to better assist users

Processes & Foundational Work
- Taxonomy Approach
  - Implemented Bottom-Up, Top-Down, Navigational, Index, and Associative approach styles
- Developer interviews
  - Conducted interviews and card sort activities with Epic Games employees who span the 3 user types, as well as Beginner Level Users
- Content and Competitor analysis
  - Conducted documentation and content analysis on Epic Games competitors (Cryengine, Lumberyard, Source, Unity)
- Iterations
  - Refined our work to increase cohesion and achieve comprehensiveness and standardized taxonomy enabling better user experience

Learning Modalities
- Pages were categorized into four learning modalities, based on types of instructions users need and the questions they have
- Determined from user research and studies performed by Epic Games

Subject Hierarchy
- Terms and keywords from the documentation were categorized by subject area hierarchically
- Created controlled vocabulary for the documentation to facilitate better filtering and search by term

Tiffany Chiu  Casey Pham  Eric Saltz  Yu Wang