Organizing SharePoint

Improving User Experience and Search Navigation on the West Pierce Fire & Rescue SharePoint Page

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1 Problems

- Unstructured Information
- Time Consuming Searches
- Difficult to Navigate

2 Research

- Satisfaction Survey
- Card Sorting Exercise
- 21 Participants

3 Research Outcomes

40% = Percentage of employees access SharePoint 5+ times a day

40% = Percentage of employees spend 5+ minutes looking for a single document

33% = Percentage of employees rate SharePoint with low satisfaction

12.9 = Average number of informational categories participants created

> "...this medium is extremely difficult to navigate..."

> "SharePoint is not user-friendly"

> ".. there has to be a better way"

4 Deliverables & Moving Forward

✓ Topical Organizational Filing Structure

✓ Wireframes to demonstrate suggested SharePoint changes
- Re-designed main page with quick navigation icons
- Relabeled / easy to search file names

✓ Detailed recommendations for future SharePoint growth
- Division vs. Department information and accessibility
- FAQ Section
- Updated color scheme for visually impaired employees

WEST PIERCE FIRE RESCUE

Information School
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