
4HELP PORTAL AND CATALOG CHANGES



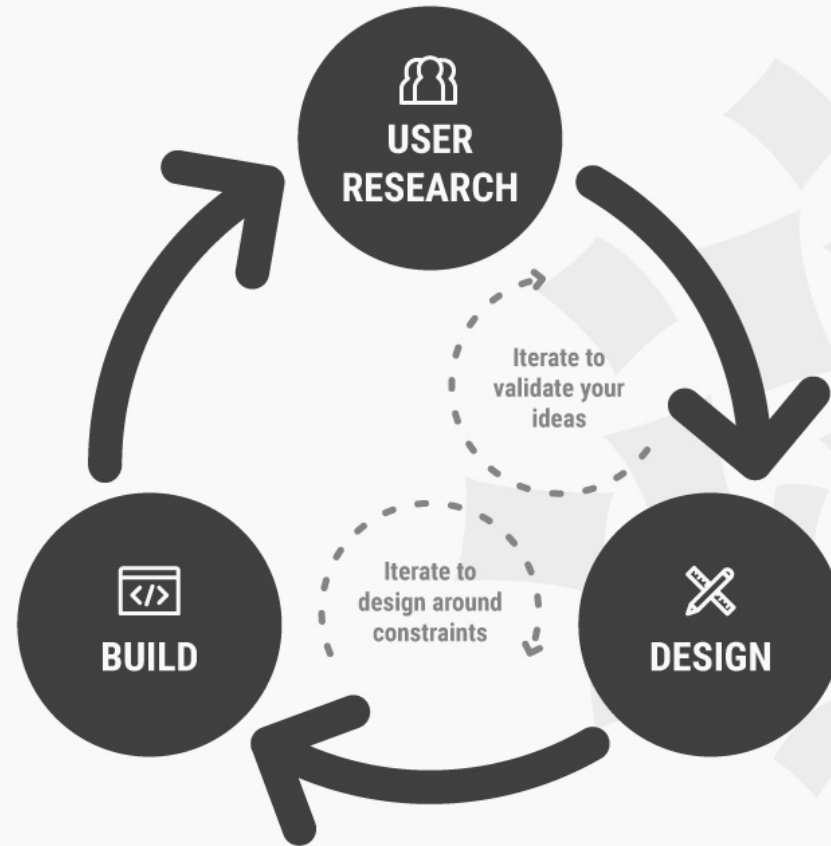
On October 21st, there will be visual changes to 4help.vt.edu (called the ‘service portal’) and added features, especially to the Service Catalog. These changes implement findings from recent user experience studies with faculty, staff, and students.

The changes include, but are not limited to:

- Separation of content on service catalog items into labeled tabs to reduce scrolling, segmenting related information, and presenting information consistently.
- Showing related content on service catalog item pages and knowledge articles to help identify services or articles related to the one being viewed.
- Showing the most recent five articles and service catalog items viewed for quick access.
- Displaying icons for all service catalog categories and items.
- The ability to favorite (star) knowledge articles and catalog items.

The goal in making these changes is to deliberately design a better experience for all students, faculty, staff, and guests that use 4Help's services through data and research. These changes tie together related information, complement text with images to aid in visual comprehension of services, and create a better experience for the service portal.

THE ITERATIVE PROCESS OF UX DESIGN



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As always, we appreciate and value your feedback.

If you have feedback to share, please submit it via the feedback button on the 4Help service portal (4help.vt.edu).