Design

The current Blackboard website is cluttered with far too many colors and links. Given that all visitors of the help website are users with specific questions in mind, the website should be structured to make it easy for users to find the answers they already know they need. The primary goal of the redesign was to simplify the design of the landing page so that it is both visually appealing and intuitive to navigate. The new website will follow a visual theme similar to that of the current placeholder website.

All questions were divided up into six sections by the module they refer to:

- Groups / Attendance / Rollcall
- Grade Center: Assignments
- Grade Center: Data Analysis
- Grade Center: Speedgrader
- Grade Center: General
- Third Party Modules

The sections above were created to 1) evenly distribute the number of questions in each section and 2) minimize the overlap between them. Because posts can belong to more than one section, minimal overlap should not be an issue. These sections can be changed later.

To simplify the interface, the name of the module and a simple image will be all that the user sees. When they hover over the module name and image, the page will display the links relevant to the module. Every module will contain four links:

- Set Up
- Configure
- Use
- FAQ

Because each module contains the same set of links, it is easy for users to locate where the answer to their questions. These links will redirect to pages that display the questions within that category. Each question links to a separate answer page which will have specific directions in text and images.

Implementation

I plan to use a Ruby gem called 'Jekyll' which will generate HTML code using Markdown files. This will allow anyone to add pages and categories without any HTML/CSS/JS background. It also means that we won't have to write HTML/CSS/JS for each specific webpage that the user sees. Below, I've provided some guidelines in writing the answers that will help me bring the website to life much faster.

When writing an answer post, please put the writing in a .doc, .pages or .txt file and simply indicate where images would go on new lines by indicating them with pointy brackets (e.g. *<insert image1.png here>*). All image files should be in a separate folder called *"images"* with

the correct corresponding image names. In other words, if your text file contains "*<insert image1.png here>",* there should be a file called *image1.png* in your images folder.

In summary, the final answer page should be a directory with one text file and one subdirectory called 'images' that will contain all the images referred to in the text file.