

Case Study: Card Sorting with the Tails Documentation

Here is an example of using card sorting to simplify and organize Tails's documentation. The goal here is to identify what might be confusing, how things could be different, and in the end adopt a user-centric approach to organizing the information. (Thanks again to the Tails community for letting us use your homepage as a sandbox!)

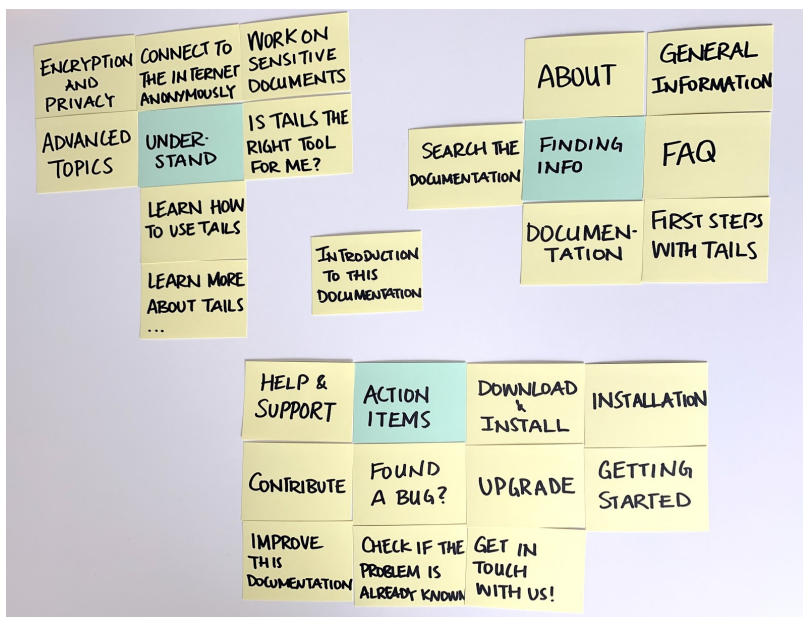


1 Write down all first- and second-level heading related to your documentation.

2 Do an open card sort - group the cards according to a category that makes sense to you.

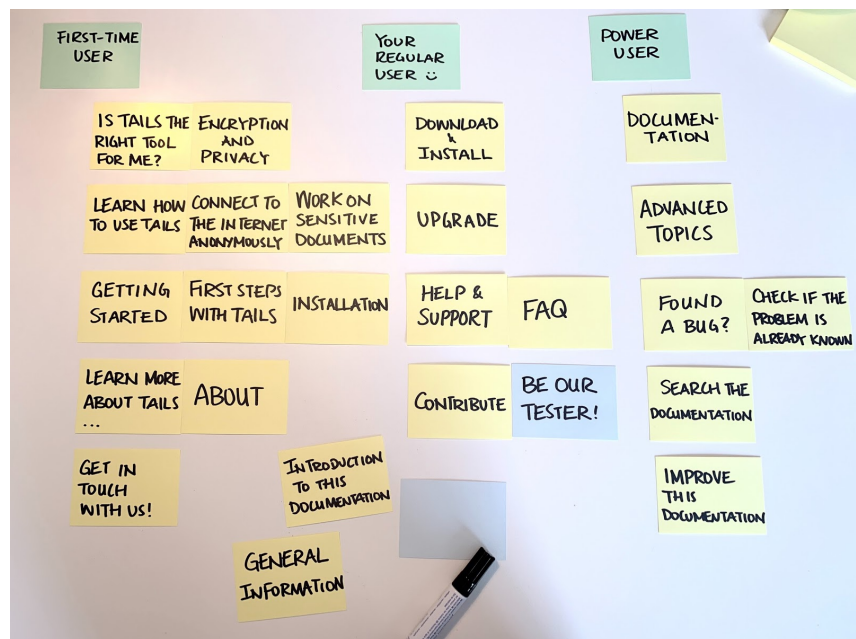


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3 Try re-organizing them according another category. Can you name the categories you're using? (Feel free to repeat this step a couple of times to try out new groupings and see new perspectives.)

4 This time, organize the information according to your audiences. Discard anything that doesn't fit in. Add any gaps you see in a different color.



5 Think about what visual clues you want to use to direct these different groups of users on these different paths. Are these three different first-level menu items? Are they color-coded? Is the first-time flow more friendly and guided, as opposed to a more straightforward UX for the power users? When and where does the search option appear?