

Tiki Doc Usage

This is a cross-project with the [Analytics Team](#) and [Documentation Team](#)

What

- Determine how folks are using the Tiki Documentation site, if it is meeting their needs, and where to focus our future effort

Why

- Provide this information to [Documentation Team](#).

How

- Reviewing Google analytics for doc site
- Reviewing Tiki page hits & search queries
- Implementing "Was this useful" per-page

When

- As soon as we have enough people to make this happen

What are the types of questions we want answered?

- How are people arriving at specific doc pages?
 - Via Google/other search engines? What queries being used?
 - Via the Help button in Tiki pages?
 - Via other sources?
- How are people navigating throughout the doc site?
 - Can we use a forced browse path to help?
 - Do we need a more focused entry point? Or is search enough?
- What are the top queries (via the doc-site search)?
 - Can we improve user experience by using alias or directed searches?
 - Possible dog-food future search-based enhancements (e.g., findability) for Tiki Search
- What are the top doc-site referrers? Can we use/partner with them as doc providers/maintainers?
- What are the most "popular" (i.e., most used) doc pages?
 - Does this reflect a poor-usability with a specific feature?
 - Helps Doc team focus resources on specific pages.

Related projects

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Who

- [ricks99](#)
- You?

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