

# Usability Issues in Tikiwiki

## **What is usability?**

Usability issues are issues that are not [bugs](#) and not [feature](#) requests.

Usability issues are best categorized by types of users (developers, site admins and end users) and possibly by types of differing uses (public wiki), , group intranets, blogs, discussion boards, etc.) for tikiwiki.

# What is tikiwiki used for?

Usability problems depend on the type of use. Those who are using tikiwiki as [groupware](#) or as a public wiki will have different issues than users who are using mainly the CMS features.

# How should tikiwiki evolve?

Tikiwiki needs to decide what it wants to be (this will likely be more than one thing!) and develop along branches/templates for specific uses.

# usability for users

Tikiwiki is a very powerful feature rich application. However, without a very knowledgeable administrator, these strengths can become weaknesses because end users are confused with all the options!

# psychological barrier to wiki.

For most typical web users, the biggest usability barrier for tikiwiki is understanding the concept of wiki itself - mainly collaborative editing as opposed to blog or discussion board. These are barriers more psychological than technical, but the help/faq/documentation for the site should take special care to help people with this barrier.

# Too many features/options

End users should not be overwhelmed with choices. We should help site admins to pack away excess features and focus on core services provided by the site. For example, a newbie trying to edit this page will not recognize where the text editing area is, there are 6 different input fields 16 buttons and dozens of links.

# usability for admins

The biggest issue for new admins of tikiwiki as a large public wiki is the preponderance of features that are not to be used. The best solution for this is a redesigned admin interface that "buries" infrequently used features for this type of user and brings the wiki/article admin features to the front and center (hopefully with better documentation).

# initial wiki database

developing a good initial set of wiki pages that come with the install is key - include many pages from this documentation as pages in a new install of tikiwiki.



# tikiwiki configuration wizard.

if possible a configuration wizard should walk the admin through:

- choosing the set of features that is right for them
- developing an initial site map
- create the first set of menus
- create initial categories
- create groups of users
- apply permissions to categories
- introduce the layout options
- explain templates and customization

# Usability for a large public wiki

Key issues for a large public wiki include:

speed - how does tw perform when  
thousands of pages are created and  
dozens of users are editing at the  
same time?

organization - is the site using **wiki**  
**best practices**