

How will we measure success of this knowledgebase?

There will probably be many criteria for measuring the success of this UCLA Knowledgebase experiment. But the first one is how many people contribute to it and how often. Here are some numbers to start measuring that. For now they'll be added manually.

Date	5/1/2006	5/8/2006	5/15/2006	5/22/2006	5/29/2006	6/5/2006	6/19/2006	Articles with Answers
	110	155	306	363	434	458	488	Posts since last date — 45 151 57 71 24 30
	Articles w/o Answers	3	4	2	2	2	2	2
	Contributors	28	29	42	51	64	69	74
	Contributed more than	5	4	5	9	11	13	15
	Days since start	31	38	45	52	59	66	80
	Articles/day	3.5	4	6.8	6.9	7.4	6.9	6.1

The database was announced to the Help Desk/CSC Meeting on April 12, 2006. At that time it had 23 answers and roughly 10 contributors.

Please suggest other measures of success. Remember the first target audience is the staff of the 43 Help Desks at UCLA.

Possible Evaluation Criteria

- relevancy of articles as judged by user ranking (if we add that feature)
 - number of queries per day
 - number of new articles per day
 - number of regular contributors
 - percentage of help desks that contribute regularly
 - percentage of help desks that use it for queries regularly
 - anecdotal evidence of knowledgebase success
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