



SIXTH FRAMEWORK PROGRAMME
PRIORITY IST 2.41.6
NETWORKED AUDIO VISUAL SYSTEMS AND HOME PLATFORMS

INTEGRATED PROJECT

Deliverable D0.1.2

Updated project website with improved usability



Project acronym: **CITIZEN MEDIA**

Project full title: **CITIZEN MEDIA**

Contract no.: **038312**

DOCUMENT INFORMATION

| | |
|---|--|
| <i>Document type</i> | Deliverable |
| <i>Document number</i> | D0.1.2 |
| <i>Document name</i> | Updated project website with improved usability |
| <i>Dissemination level</i> | Public |
| <i>Distribution list (for Restricted documents)</i> | NA |
| <i>Contractual delivery date</i> | M18 (29 February 2008) |
| <i>Actual delivery date</i> | M24 (1 September 2008) |
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| <i>Abstract (for dissemination)</i> | This report describes the redesign of the project website based on the recommendations of the first and second review. |

DOCUMENT HISTORY

| Version | Comments and actions | Status |
|----------------|---|---------------|
| V0.1 | Creation of the document | Completed |
| V0.2 | Writing of document | Completed |
| V0.3 | Review of document and implementation of comments | Completed |
| | | |

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TERMINOLOGY & ABBREVIATIONS

To assure coherent terminology and abbreviations across all documents inside the project, the specific terminology and abbreviations for this deliverable can be found on the public project website www.ist-citizenmedia.org .

1 EXECUTIVE SUMMARY

Section 6 of the Annex1 covers a plan for using and dissemination of knowledge. In order to achieve the necessary impact, CITIZEN MEDIA has a co-ordinated promotion of its vision and dissemination of results. One of the ways to achieve this goal is to have a public CITIZEN MEDIA website where for example the public project deliverables are published. It enables third parties outside the consortium to access results, workshops, dissemination actions, videos, etc.

In our first review report we read that the public project website could be improved with regard to usability, content and accessibility. To that aim we introduced a new deliverable D0.1.2. During the second review we received the comment to change the URL of the website.

The outcome of this deliverable is a redesigned website. It has been launched some time ago and can be accessed with the URLs www.ist-citizenmedia.org and www.citizen-media.eu. The release date of this document matches with the finalisation of the website development as well as the population of the site. This report gives some contextual information on the development, our experiences with wikis, lessons we learned from the past and analysis of the usage of the site.

2 PROJECT WEBSITE

2.1 Start of the public website

Since the start of the project, CITIZEN MEDIA has launched a project website - www.ist-citizenmedia.org - as well as multiple mailing lists to focus the discussion.

Instead of having a separate website, a separate document repository and a number of mailing lists, the choice was made to search for a flexible and user friendly content management system (CMS) that integrated everything into a single solution. For the participants inside the project, it was important that he/she could personalise the way he/she communicated.

Our experience from past projects was that participants inside an IP project were often overloaded with mails that did not involve their project activities. After a while this flooding of information became very ineffective. Hence we looked for a solution where different participants could personalise the way he/she could be updated regarding his/her activities in the project. Also the aim was to reduce resources in maintaining the website and mailing lists. The latter should be open to the participants themselves to configure their way of communication. Finally, the solution should provide the necessary tools to create a dynamic, content productive site. However, we could not predict the requirements of the website in advance but already anticipated that pictures, videos, blogs, animation, etc should easily be supported without rework of the portal.

Different CMS systems have been compared on user friendliness of collaboration and sharing documents. A number of CMS systems have been installed and tried out to verify the ease of use like Quickplace, Drupal, Wordpress, Open Documents, etc.

Finally the choice was made for a wiki called Confluence - <http://www.atlassian.com/software/confluence/> . End of March 2007, prior to the second consortium meeting, the website was launched. The participants can themselves subscribe and unsubscribe to mailings lists, see the mail archive, introduce favourites on pages, add labels, RSS, etc.

From the project office perspective this is a communication platform for the entire project. All documents, information are shared using this wiki. Maintenance is limited since we handle a single tool and a huge amount of plug-ins can be used to increase the interactivity, show other type of media, etc.

2.2 General problems with wikis

Looking at sites from different research projects, we learned that many project websites are very flashy. However, as the information on the front page does not change very often, visitors will not come back to the site. Hence the way to maintain and update the information on a site needs to be easy and fast.

This problem is solved using a wiki. A wiki is a collection of web pages designed to enable anyone who accesses it to contribute or modify content, using a simplified mark-up language. In this way the users work together on a common text that is maintained by all users. The idea is that the quality of the text improves when more users participate on the wiki.

The drawback of a wiki is that such software packages do not allow building fancy and rich Internet applications. For such applications skilled developers are required with knowledge on for example Adobe Flash or Flex.

A community – like for instance the CITIZEN MEDIA consortium – collaborates on a common topic using a wiki to share internal and external information. Any person in the consortium is

able to contribute to the wiki in different ways depending on his/her permissions. The permissions enable to define who has access to a certain section of the website and who could modify the different sections. For example the project office could modify the public pages of the wiki. All persons of the consortium could modify the internal pages. The reviewers could only access some sections where the finished deliverables were published for the review meeting.

Still many wikis today remain too difficult for the average users. This is also experienced within the CITIZEN MEDIA project. Although the largest part of the consortium consists of skilled technical engineers, there is sometimes the complaint not to be able to find the relevant information. There is a lack of visualization of relationships between the different objects such a text, images, etc. to really collaborate effectively.

The problem arises from the design of the wiki itself that allows each user to create his own website. As a consequence each user structures his information in a different way according to his mental model. What is logical for one user is not necessarily logical for another user. In a wiki there is no information architect that manages the information and performs an overall coordination of the information. Each user can create his own web page and add information to his page in the way he thinks is most logical.

2.3 Solution

When the project started we selected to work with a commercial software package. We had already noticed that the enterprise wiki from Atlassian was very intuitive compared to other open source CMS systems. The learning curve to publish information was quite small.

Another reason why we chose the solution of Atlassian was that the developers' community behind Confluence is very large and active. New plug-ins are developed and released continuously. Some of them are commercial and developed by third parties. These plug-ins try to improve the way the wiki looks, but demand some expertise to install and to configure. However such third party plug-ins can give problems when the wiki is upgraded to a newer release.

To improve the usability, content and accessibility, a new plugin has recently been developed and launched. This is the plug-in called "Theme builder" from Adaptavist - <http://www.adaptavist.com/display/Builder/About> - which enables to change the way the wiki looks using a visual editor and simple wiki notation with a bit of custom CSS. We have applied the plug-in to redesign the public part of the website.

2.4 Redesigned website

The subsections describe in short the major changes with respect to the original website.

2.4.1 Heading - footer

Each page of the public website has now the same header and footer. The header consists of the project logo and a key statement describing the goal of the project. Below the header there is a menu bar that facilitates the navigation over the public site. Moreover a breadcrumb tail has been foreseen. It is a navigation technique on websites to keep track of the users location on the site. Next to the breadcrumb tail a search box has been placed to assist in the content accessibility.

CITIZEN MEDIA
social change

European research project to enable non-professional users to co-create networked applications and experiences with user-generated content

Home | About CITIZEN MEDIA | Results | Publications | Events | Links | Contact | MyAccess

Home Search

Highlights

Call for papers NordiCHI2008 workshops

 NordiCHI is the main Nordic forum for human-computer interaction research. During the NordiCHI2008 conference from 20 to 22 October 2008 in Lund, CITIZEN MEDIA is organising 3 workshops: New approaches to requirements elicitation, How can HCI improve social media development and co-design and HCI. Till 10 September you can submit papers. More about the workshop themes and the conference can be read on following [page](#).

Beukenhoflaan on local TV

 The people from the "Beukenhoflaan" - an offline community of people living in Limburg / Belgium - shared their experiences regarding their collaboration

Applications

- [Kabadada&Kabadu](#)
- [Unortkaster](#)
- [Mediacaching](#)
- [Talhonia](#)
- [Magic Media Fair](#)

Videos

- [Kick-off meeting Antwerp](#)
- [PITCH tool](#)
- [Personal Content Search](#)
- [Content-Selection based on Communication](#)
- [Unified EPG](#)

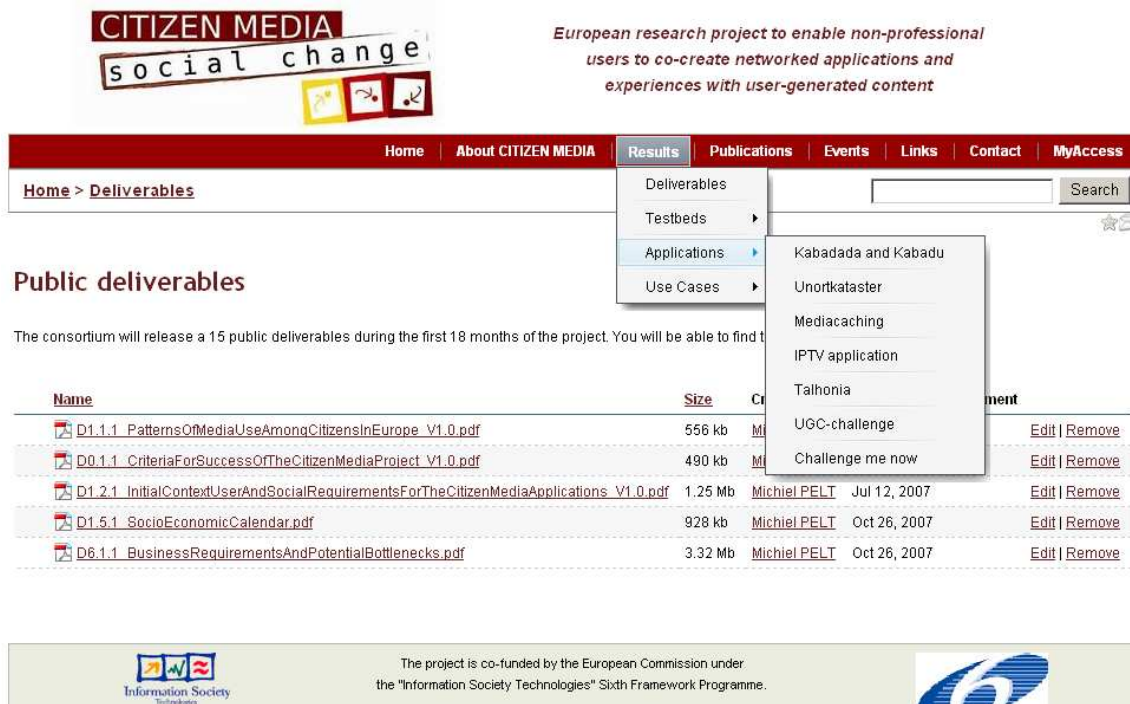
Figure 1: Front page

At the bottom of each page there is a footer with the IST and FP6 logo.

2.4.2 Menu bar

The menu bar is grouped around different topics:

- **About CITIZEN MEDIA:** this section describes the project itself (abstract, vision, etc.), the partners involved, the terminology and abbreviations used in the project. After the release of each deliverable in the project, the section 'Terminology and Abbreviations' is updated. Doing so we are certain that we use a coherent terminology in the project.
- **Results:** Here the visitors can find all results published by the consortium. Besides deliverables, the submenus deal with testbeds, applications and use cases. A short description is given on the work carried out in the project. This is not very extensive due to reasons of IPR. However when partners are able to disclose more information about their activities, the description of the activities will increase also. When public deliverables have been finalised they will also be published here.



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Home | About CITIZEN MEDIA | **Results** | Publications | Events | Links | Contact | MyAccess

Home > Deliverables

Public deliverables

The consortium will release a 15 public deliverables during the first 18 months of the project. You will be able to find t

| Name | Size | Created | Author | Date | Document |
|---|---------|--------------|--------------|------|---|
| D1.1.1_PatternsOfMediaUseAmongCitizensInEurope_V1.0.pdf | 556 kb | Michiel PELT | | | Edit Remove |
| D0.1.1_CriteriaForSuccessOfTheCitizenMediaProject_V1.0.pdf | 490 kb | Michiel PELT | | | Edit Remove |
| D1.2.1_InitialContextUserAndSocialRequirementsForTheCitizenMediaApplications_V1.0.pdf | 1.25 Mb | Michiel PELT | Jul 12, 2007 | | Edit Remove |
| D1.5.1_SocioEconomicCalendar.pdf | 928 kb | Michiel PELT | Oct 26, 2007 | | Edit Remove |
| D6.1.1_BusinessRequirementsAndPotentialBottlenecks.pdf | 3.32 Mb | Michiel PELT | Oct 26, 2007 | | Edit Remove |

The project is co-funded by the European Commission under the "Information Society Technologies" Sixth Framework Programme.

Figure 2: Results section

- **Publications:** This section describes all dissemination actions performed by the project up to now. It looks very close to the dissemination report delivered at the end of each period. It is updated each quarter. Visitors are unable to download the papers and presentations of the dissemination actions. If they want to receive them, they need to contact the authors or the project office. It also contains some of the videos produced by the consortium. They are stored on YouTube but incorporated into the wiki.
- **Events:** This section describes future and past events organised by the consortium itself. This can be workshops, partner events or conferences. It also contains a calendar that is regularly updated with important dates of project meetings, work package meetings, consortium meetings, review meeting and also reminders for internal project reporting
- **Links:** This section contains a set of important links, related to the Project in some way: links to the CITIZEN MEDIA testbeds, to Partner CITIZEN MEDIA websites, to the Commission Services, to related European Projects.
- **Contact:** Besides the contact details of the project office, this section also contains the contact details of the partner representatives.
- **MyAccess:** This section is limited to people of the consortium or the European commission only. It gives access to parts of the website that are not public. In case of European commission these are sections where the deliverables or reports are published. For the consortium these are sections regarding the work packages, internal administration, core team, general assembly etc.



Figure 3: Menu bar

During the project we opened some sections of the site such that anonymous users could contribute to our site - but soon we were forced to stop this due to malicious attacks from the Internet.

2.4.3 Side bar

A side bar is introduced to announce important applications, videos and events.

- The testbed applications developed in the project are accessible online and users can click forward.
- The newest videos are announced also on the side bar. To see all videos, the users need to look under the publication menu.
- The events – mainly upcoming workshops organised by the consortium.

2.4.4 Highlights

When people come to our site the first thing they see is the 'Highlights' section. This contains calls for papers, special events or announcements from the consortium.

See annex1 about the statistics of the website

2.5 Expert reviews

Before launching the new site it has been subjected to different expert reviews from partners in the consortium. UOL as well as UOS have given feedback regarding the usability of the site. We have taken their comments and implemented them as good as possible within the limitations of the software package.

Most of the comments were about the structure of the site and inconsistencies when moving from one part of the site to the other. Also the chosen wording in the menu bar was further improved.

Following the recommendations we altered the structure of the website to make it more logical, grouped pages differently in the menu structure, hide some items that were not seen as useful, deleted information that was not relevant, etc.

2.6 Population of the website

Although the new plug-in was implemented quite fast after the first review, this deliverable was postponed with 6 months. We wanted to populate the website up to a certain degree before releasing this deliverable.

The population with relevant content will continue in the future. But now sufficient basic material is available on the website to give any visitor a good idea of what is going on in the project.

Populating the website is a very time consuming process. The reason is that we require the approval of the partners to disclose the knowledge they have generated in the project. Sometimes they consider the material not suited, what delays the process.

2.7 Changing the URL

At the second review we received the suggestion to change the URL of the site. The “ist-” prefix was felt to complicate the URL name, thereby creating a threshold for potential visitors.

At the start of the Project, the URL was chosen to be in line with other IST FP6 research projects. Most IST projects used www.ist-projectname.org.

However most of the URLs with the words “citizen” and “media” have been taken. Luckily one of the project partners took the name www.citizen-media.eu at the start of the project. When you click on this URL, you will now be forwarded to our website.

Still the official URL for the CITIZEN MEDIA project will remain www.ist-citizenmedia.org. When you search for “citizen” and ‘media’, the Google search engine will return www.ist-citizenmedia.org as the first choice.

3 ANNEX A: STATISTICS OF THE WEBSITE

3.1 Search of the site

If you type “citizen media” into the Google search engine, the first result is a link to our project at the moment of writing of this deliverable (26 August 2008).

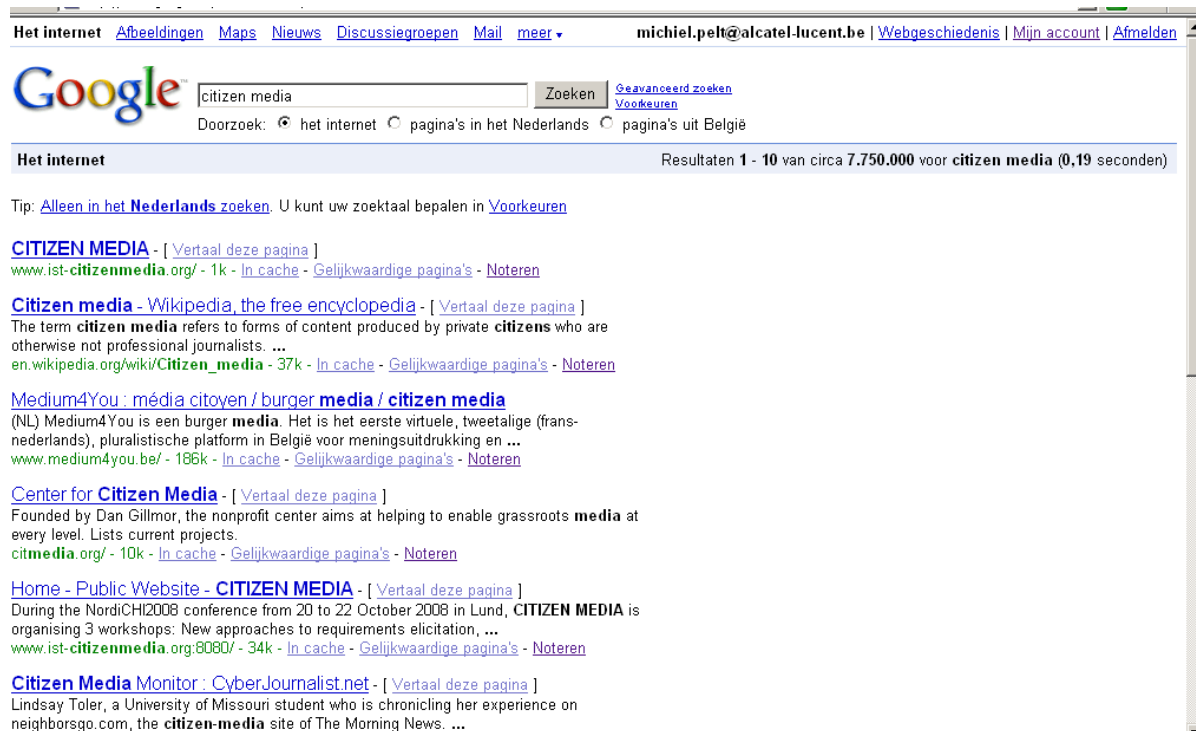


Figure 4: Searching for the project website

3.2 Overview visitors

Using Google statistics, we have been monitoring how many people visit the site.. Since the beginning, we notice a pattern of regular, frequent visits of the site, with some peaks around important events (Consortium Meetings, Reviews, Deliverables completion...).



Figure 5: Screenshot of Google Statistics – Overview of visitors

3.3 Map visitors

If we look at the countries from where users visit the project website this is mainly Europe and in particular from countries participating in the project like Belgium and Germany.



Figure 6: Origin of visitor website