

Sociability and Usability Evaluation Criteria Catalogue

Usability Elements	Sociability Elements	Groupz-ware
Home page elements	People- Purposes - Beliefs	Front Page with short and clear information, FAQ
	Descriptions of domains of interest - Sense of shared identity	
	Newcomers – Members Profiles - Directory	Profiling system using pictures and avatars, clickable members
	Locations	Local-national-international, Tracking members' locations
	News (ongoing activities, changes, world news)	Easy to be Updated regularly
Communication facilities	Mutual Relationships, Behavioural Patterns	Community Networks, sub-communities, Tips
	Work-related interactions	Discussion boards, meaningful discussion topics & sub-topics
	Contribution	Chat, Discussion Forums
	Newcomers - Shortcomings	
	Lurking	Live Tracking System for support
	Search and advanced search	Search Input (only in knowledge base or discussion forums) and Output (relevance ranking), use of thesaurus for phrases and synonyms
Language	Common stories	HCI dialogue design (consistent, controllable, predictable), meaningful sub-groups
	Inside jokes	
	Jargon	
	Perspectives	
	Analogies, examples	
	Explanations	
Elements for Practice	Registration	Easy-to-use, part of profiling
	Introduction & induction	From a person or a bot, immediately after registration (within 2 days)
	Membership Management	Control of community access, participation and roles
	Privacy and Security	Private chat, Members' area
	Levels of participation	Monitoring Users
	Roles	Awards



	Shared practices, Transfer of Innovations and Best Practices, Methods and Techniques	Area of Expertise
	Moderation - Netiquette	Control contributions and content, mediation
	One way Communication	Votes, Polls, Cha-bots, Surveys
	Interactions	Discussion boards, Results, HCI dialogue design (consistent, controllable, predictable)
	Experts - Gurus	'Ask the expert' facility, synchronous or/and asynchronous
	Artifacts	Exhibition Area, Projects websites
	Community Development - Promotion of Community Expertise	External collaboration tools
	Flow of information	Easy-to-use tools
	Conversations quickly to the point	Content indexation and classification
Work space facilities, search and orientation	Problems framed quickly	
	Shared work space, collaboration tools	File upload, wikis, whiteboards, blogs
	Consensus Knowledge Building – Changes for the Working Environment	Information architecture, Secure Database with search facilities
	Synchronous Communications	Chat, Videoconference
	Community and Personal Feedback	Synchronous and Asynchronous Feedback
Interactive elements	Discussion Assessment	Bookmark and Rank topics
	Assessment	Evaluation Forms,
	Assessment of Groupz-ware	Research Tools
	Personalisation features	Customization
Usability	Easy Access – Interface Memorability – Ease of Learning	Navigation
	Help and Support	Community and Personal Support Systems
	Monitoring Users	Live Tracking System
Research tools	Social Network Analysis	Jung, SoNIA, Piajek, UCINET
	Discourse Analysis	Content Management System for Indexation and Tagging
Additional features	Depending on the Nature and Culture of CoP	Protean Adaptation and Ease of Customisation from the Developers to the Moderators