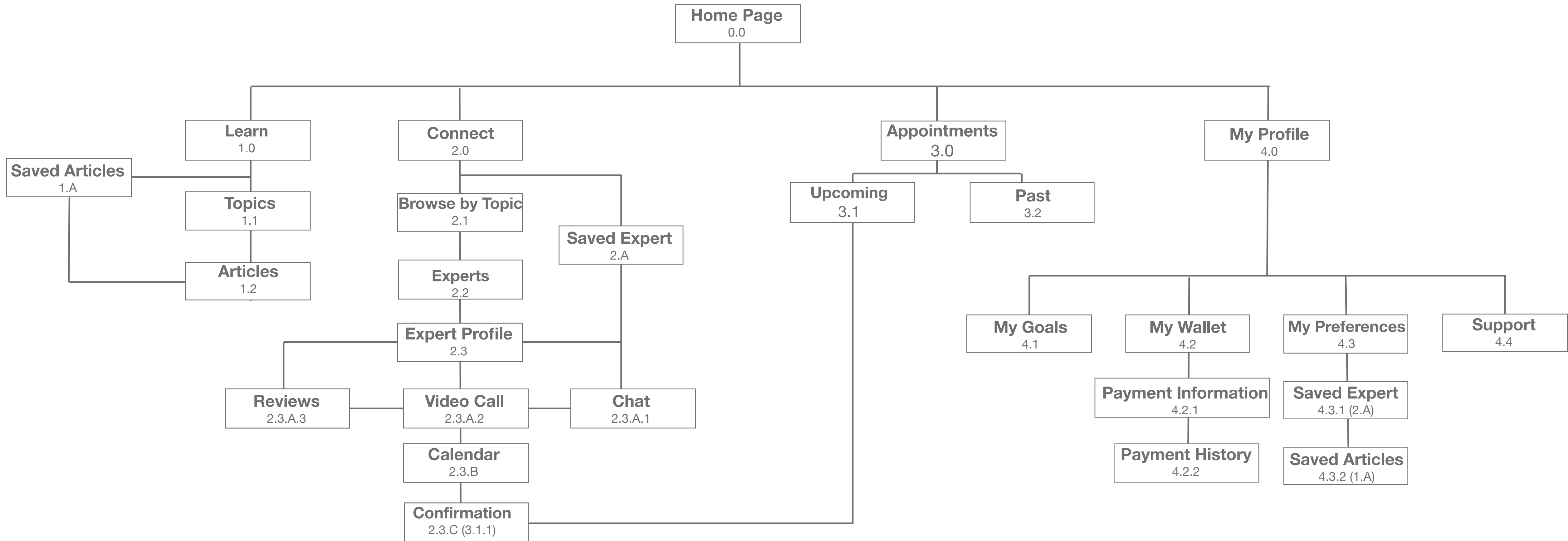


INITIAL SITEMAP



CARD SORTING

Open Card Sort

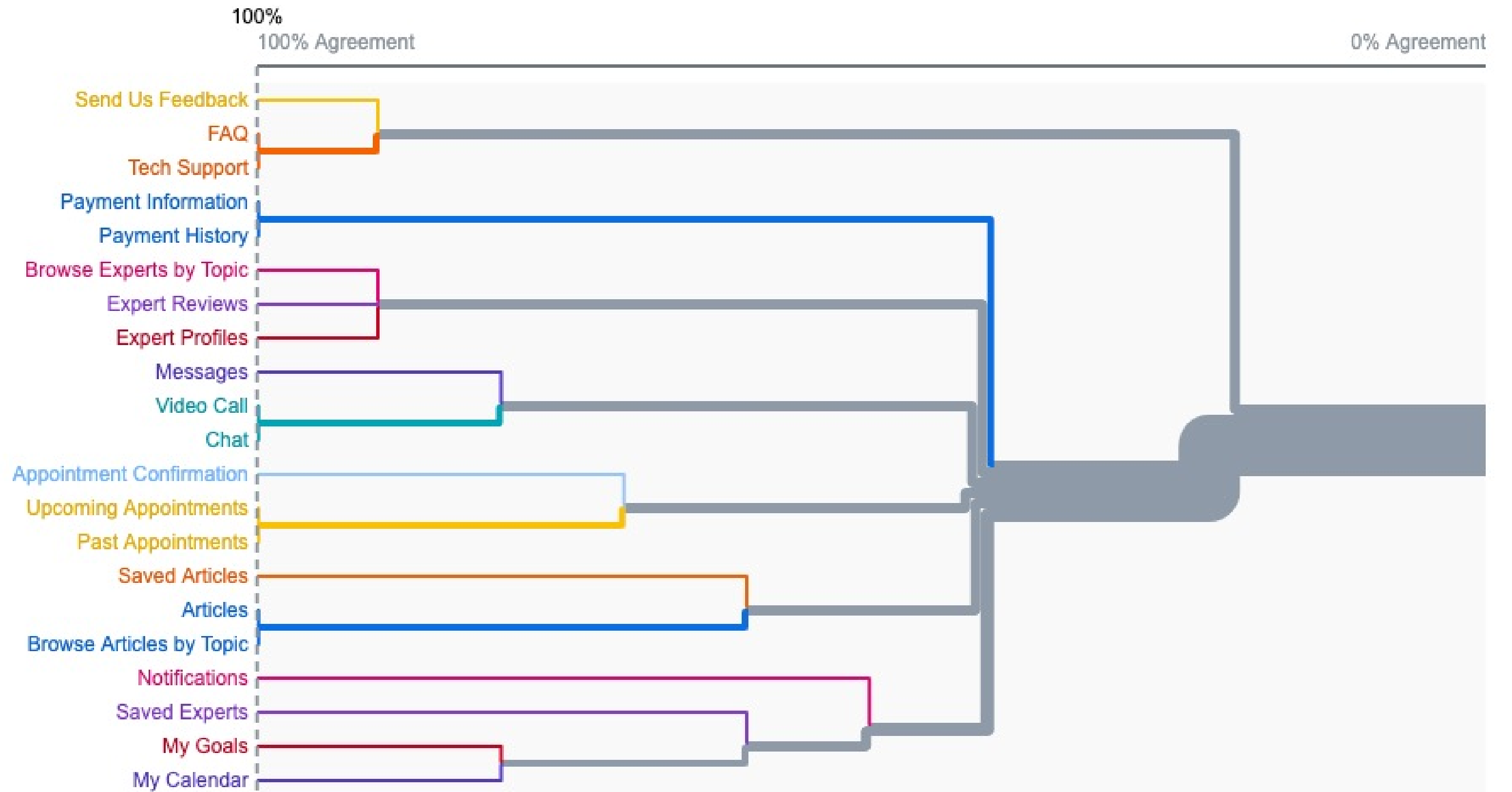
I conducted an open card sort using OptimalSort. 14 participants complete the card sort activity.

Cards Used (22)

- My Goals
- Payment Information
- Payment History
- Saved Experts
- Saved Articles
- Upcoming Appointments
- Past Appointments
- Appointment Confirmation
- Browse Experts by Topic
- Expert Profiles
- Video Call
- Expert Reviews
- Chat
- Articles
- Messages
- Notifications
- My Calendar
- FAQ
- Tech Support
- Send Us Feedback
- Browse Articles by Topic

RESULTS

Dendrogram



CARD SORTING

Open Card Sort

I conducted an open card sort using OptimalSort. 14 participants complete the card sort activity.

Cards Used (22)

- My Goals
- Payment Information
- Payment History
- Saved Experts
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- Notifications
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- FAQ
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RESULTS

Similarity Matrix

FAQ																							
100	Tech Support																						
90	90	Send Us Feedback																					
20	20	20	Notifications																				
10	10	10	50	My Goals																			
0	0	0	40	80	My Calendar																		
0	0	0	10	20	40	Upcoming Appointments																	
0	0	0	10	20	40	100	Past Appointments																
0	0	0	0	0	10	70	70	Appointment Confirmation															
0	0	0	20	10	10	0	0	20	Video Call														
0	0	0	20	10	10	0	0	20	100	Chat													
10	10	10	40	20	10	0	0	0	80	80	Messages												
10	10	10	40	30	20	30	30	20	10	10	30	Payment Information											
10	10	10	40	30	20	30	30	20	10	10	30	100	Payment History										
10	10	10	20	40	30	20	20	0	0	0	10	20	20	Saved Articles									
10	10	10	0	0	0	0	0	0	0	0	0	0	0	60	Articles								
10	10	10	0	0	0	0	0	0	0	0	0	0	0	60	100	Browse Articles by Topic							
0	0	0	0	0	0	0	0	20	20	20	0	0	0	20	30	30	Browse Experts by Topic						
0	0	0	0	0	0	0	0	20	20	20	0	0	0	10	20	20	90	Expert Reviews					
10	10	10	0	0	0	0	0	20	20	20	0	0	0	10	30	30	80	90	Expert Profiles				
10	10	10	20	60	40	20	20	0	0	0	10	20	20	40	0	0	40	40	40	Saved Experts			

REFINED SITEMAP

