Improving Tutorial Selection and Use Through Enhanced User Commenting Facilities

Motivation

Comments posted on tutorials contain valuable information:

- assistance for completing the tutorial
- alternative methods
- etc.

We are exploring features to increase the visibility of these comments.
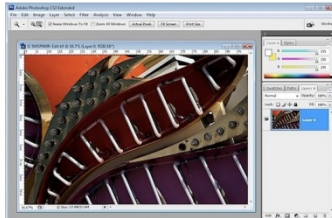
A chart displays distribution of comments by category

An image carousel of user-submitted results

Personalize comments according to your needs

Future Work

- Use natural language understanding to parse comments

- More flexible and dynamic categories

- Use the pins to share more in-depth information about a step

Users may choose to pin their comments anywhere in the tutorial

Readers can click on a pin to view comments relevant to that portion of the tutorial

Pilot Study -- Method

- Eight participants

- Completed two tutorials:
  - one with the basic interface
  - one with the Tagged Comments interface

- Comments contained missing tutorial details

Initial Study Observations

Tagged Comments Interface	Basic Interface
Used the pins near difficult steps	Searched for comments by key word
Used the filter if no pins available	Skimmed through the comments
No participant looked through all comments at once	Most gave up looking for help

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