



# DISCORD

Information Architecture Redesign

Information Architecture | Aaleeya Gopalani | Professor Tarbell

# Overview

Information Architecture is the design and organization of websites, communities, software, and other shared environments to facilitate effective usability and information processing. In this class, we chose a website to study, conduct user testing on, and eventually redesign.

Discord is an application people use to communicate with each other via text, voice, and video chat. For this project, I chose Discord's company website to study and redesign.

# Findings

The first session of card-sorting was a semi-closed card sort, with original website titles and categories provided. The second session was semi-closed as well, but with revised titles and categories provided.

In tree-testing, users were given specific tasks to complete, as well as given questions to answer based on what they could see during the card-sorting process.

## Card Sorting

Most users were confused by the terms “Rich Presence” and “Nitro”

## Tree Testing

Most users didn't know where to find resources for submitting an error report

Most users felt the website was geared towards new users and game developers, rather than existing users

# Problem Areas

## Taxonomy

- The term “Nitro” is confusing for most users who are browsing the Discord Website
- The tab called “Rich Presence” confuses the average user, and can be removed from the home page of the website without losing any information for game developers.

## Site Map

- Frequent users of the Discord Application can't easily access the page to submit a request or a report
- The header navigation is similar to the footer navigation in many ways, but very different in others. There doesn't seem to be a reason for the difference in navigation and it seems that the header navigation could be condensed more for just important information, and the footer navigation could be repurposed as a site index.

## Other

- Game developers can access information through the Developer Portal, which includes information about “Rich Presence” and “Documentation”.
- “Verification” information can be included under “Sell Your Game”, as the content is similar.
- Overall, the Developer tab in the header navigation can be simplified significantly.

# Suggested Revisions

## Taxonomy

- Change the term “Nitro” to “Premium”
- Change “Help & Support” to “Help Center” in header and footer navigation to facilitate faster problem solving for current users

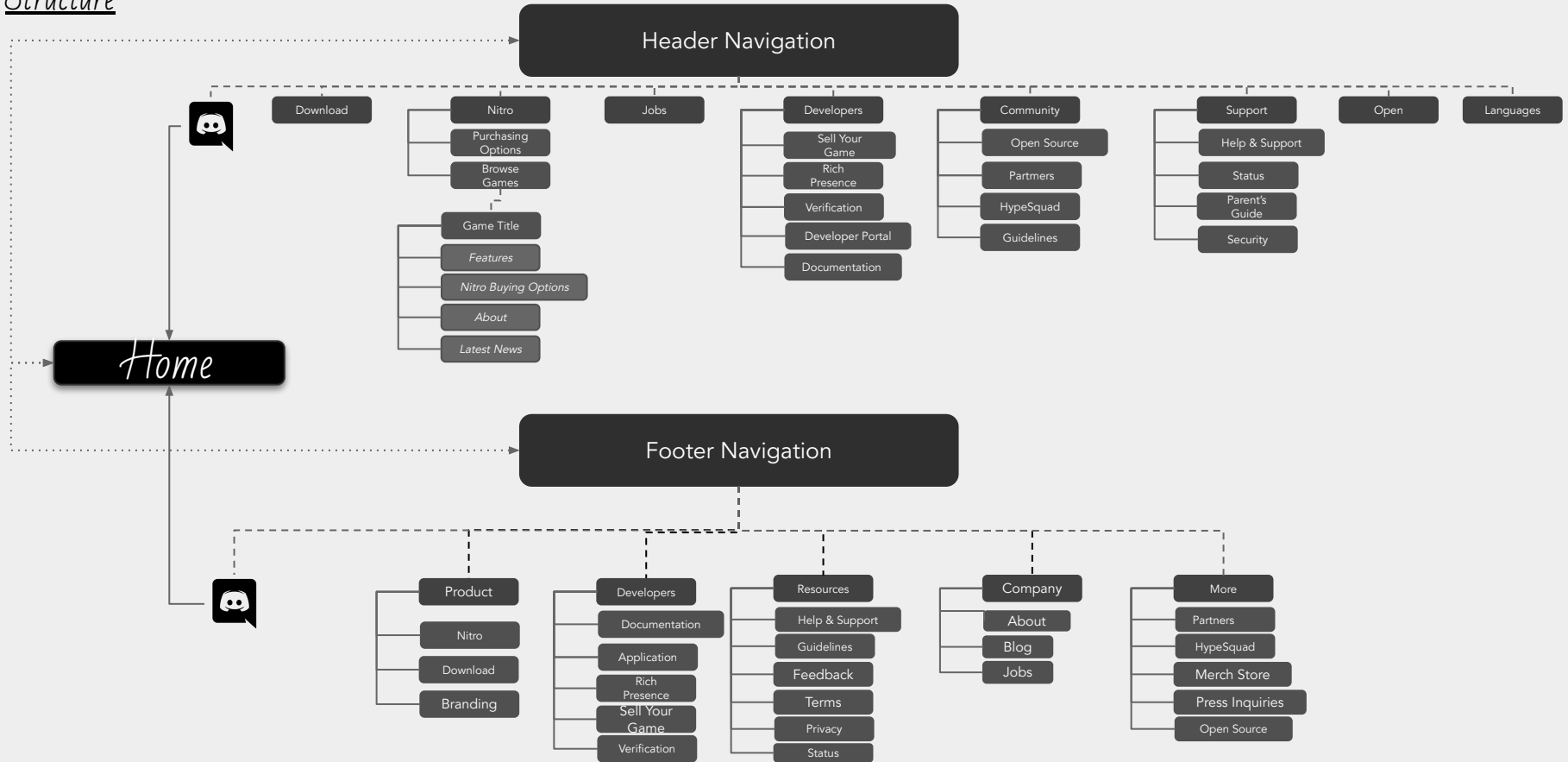
## Site Map

- Include links that will be useful to current users, such as “Submit A Request”, and “Help Center”, in both header and footer navigation
- Header should be more concise
- Footer will be repurposed into a site index

## Other

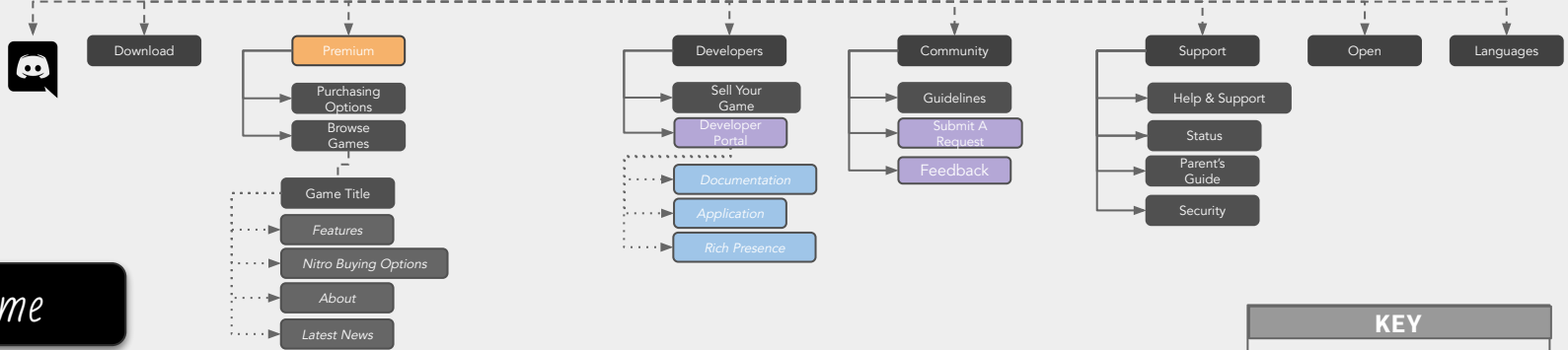
- Developer tab will have two drop down options only - “Sell Your Game” and “Developer Portal”
- “Verification” and “Sell Your Game” will be merged
- “Rich Presence” and “Documentation” will be removed from the developer tab because they are covered under the “Developer Portal”
- In the interest of condensing the header navigation more, “Open Source” will be removed from the “Community” tab because it is included in the footer

# Original Site Structure

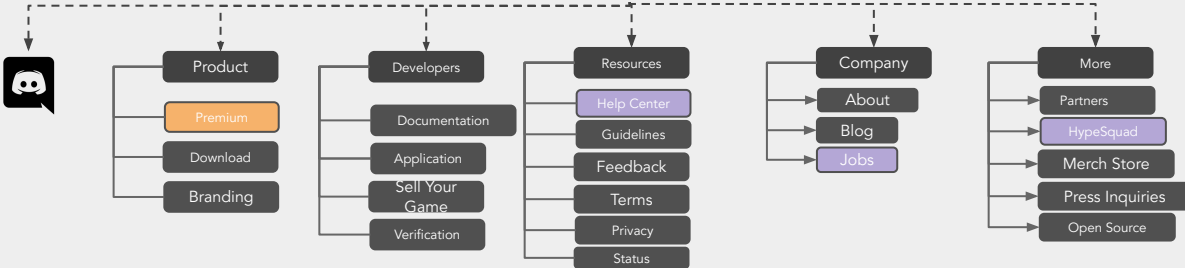


# Revised Site Structure

## Header Navigation



## Footer Navigation



### KEY

- Taxonomy
- Site Map
- Other

Home page button - Present in every page

ORIGINAL



Download

Nitro

Jobs

Developers ▾

Community ▾

Support ▾

Sell Your Game

Rich Presence

Verification

Developer Port

Documentation

Open Source

Partners

HypeSquad

Guidelines

Help & Support

Status

Parent's Guide

Security



Product

Download  
Branding  
Nitro

Developers

Sell Your Game  
Rich Presence  
Verification  
Applications  
Documentation

Resources

Help & Support  
Guidelines  
Feedback  
Terms  
Privacy  
Status

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More

Partners  
HypeSquad  
Merch Store  
Press Inquiries  
Open Source

REVISED



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Developer Portal

Feedback

Status

Guidelines

Parent's Guide

Security



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Open Source

REVISED,  
Explained



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Premium

Developers

Community

Support

Nitro was renamed to "Premium"

"Developer Portal" link was added to the Developer drop down, and "Documentation" was removed

Links to "Submit A Request", and "Feedback", were added to the Community drop down. "Guidelines" remains the same.

Sell Your Game

Submit A Request

Help Center

Developer Portal

Feedback

Status

Guidelines

Parent's Guide

Security

"Help & Support" was renamed to "Help Center"

"Jobs" was removed from the header navigation, but remains in the footer navigation

"Open Source", "Partners", and "HypeSquad" were removed from the Community drop down. They remain in the footer navigation.



Product

Download  
Branding  
Premium

Developers

Sell Your Game  
Rich Presence  
Verification  
Applications  
Documentation

Resources

Help Center  
Guidelines  
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