

Card Sort Report

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The rFork Training app is the gateway to advancement and success in our organization. a closed card sort was conducted to see how employees group characteristics of training systems, success, and their career aspirations.

Groups include training options, how to be successful, and what is important to you in your career? These were chosen because they are interrelated and subjective. Users are asked to group some cards based on what they feel is important to them and an institutional grouping. Cards could be sorted into more than one group.

This card sort was selected to gain perspective on what motivated users to want to be successful and their understanding of basic training principles used by the rFork Training app.

Seven employees participated in the card sort. Email communication was sent to our network of 58 restaurants asking for willing participants to complete the study. There were no restrictions other than they needed to be employed by one of the companies in our group. Users were not asked to identify themselves to ensure honest responses. Users completed the card sort in under 5 minutes. Most users completed it in less than 90 seconds, with one user taking 4 minutes and 41 seconds.

The most substantial clustering of items was with the training option items reading, lectures, and watching instructional videos. Figure 1 shows that all seven users grouped these items the same.

Similarity Matrix [Help](#)

Reading														
100	Watching instructional Videos													
100	100	Lectures												
71	71	71	Hands on experiance											
14	14	14	14	Intuition										
100	100	100	86	14	Continuing education									
14	14	14	29	57	14	Access to information								
0	0	0	43	43	14	57	Communication							
14	14	14	14	43	14	43	71	Knowledge						
0	0	0	43	29	0	43	71	43	Commitment					
0	0	0	29	29	14	29	71	43	57	Goals				
0	0	0	14	29	0	29	71	57	57	43	Hours Worked			
0	0	0	29	0	14	0	14	0	29	43	0	Pay		
0	0	0	29	0	14	0	14	0	29	43	0	100	Advancement	
0	0	0	43	14	14	29	57	29	43	14	29	43	43	Leadership

Figure 1 Similarity Matix

Figure 2 shows three recommended groupings. The first is reading, watching instructional videos, lectures, and continuing education, with 100% of users grouping these. The second is pay and advancement also with 100% grouping. The third grouping is communication, knowledge, commitment, goals, and hours worked with 71.4% grouping these items.

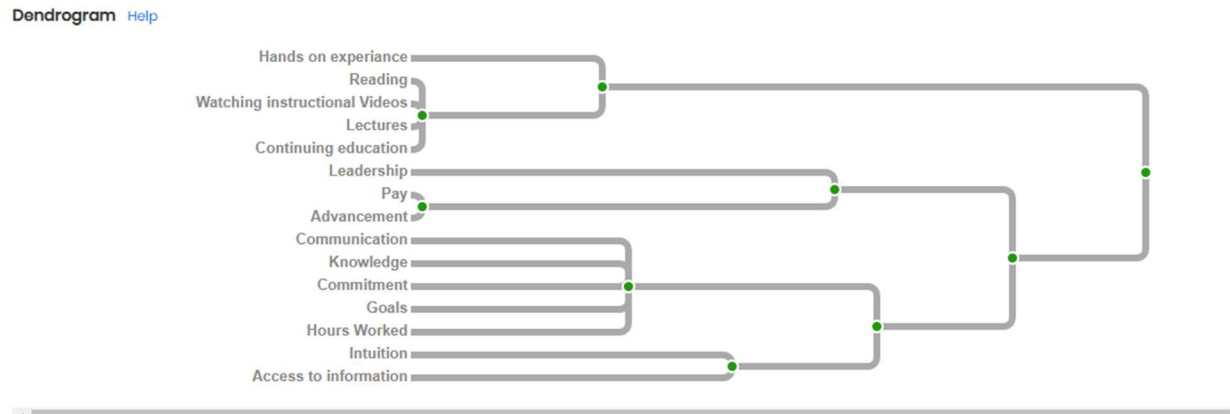


Figure 2 Dendrogram

Figure 3 depicts the item by group matrix for the card sort.

Group x Cards [Help](#)

Card	Training options	How to be successful	What is important to you in your career?	
Reading	100	0	0	
Watching instructional Videos	100	0	0	
Lectures	100	0	0	
Hands on experiance	56	22	22	
Intuition	25	75	0	
Continuing education	88	0	13	
Access to information	20	80	0	
Communication	0	88	13	
Knowledge	17	83	0	
Commitment	0	71	29	
Goals	0	57	43	
Hours Worked	0	100	0	
Pay	0	0	100	
Advancement	0	0	100	
Leadership	0	50	50	

Figure 3 Group by Item matrix

Figure 4 shows the groups and how users sorted the items into those groups. Users were not allowed to create new groups or subgroups, so the themes were consistent with the groups created initially.

Groups [Help](#)

Group Name	# Participants Used	# Cards	# Unique Cards	Agreement	Cards
How to be successful	7	38	9	0.60	Communication (7) Hours Worked (5) Commitment (5) Knowledge (5) Goals (4) Access to information (4) Leadership (3) Intuition (3) Hands on experience (2)
Training options	7	36	8	0.64	Continuing education (7) Lectures (7) Watching instructional Videos (7) Reading (7) Hands on experience (5) Knowledge (1) Access to information (1) Intuition (1)
What is important to you in your career?	7	26	8	0.46	Advancement (7) Pay (7) Leadership (3) Goals (3) Commitment (2) Hands on experience (2) Communication (1) Continuing education (1)

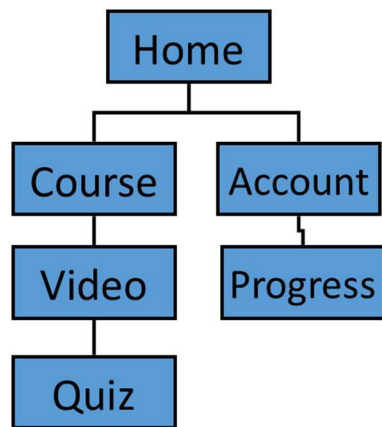
Figure 4 Themes

The training options group saw the highest agreement among users, with reading, watching instructional videos, lectures, and continuing education being 100% agreed on. How to be successful had the most variations of agreement and items included with eight items with agreement ranging from 100% to 42.9%. What is important to you in your career has only three items with agreement ranging from 100% to 42.9%. Figure 5 shows the agreement between items and groups.

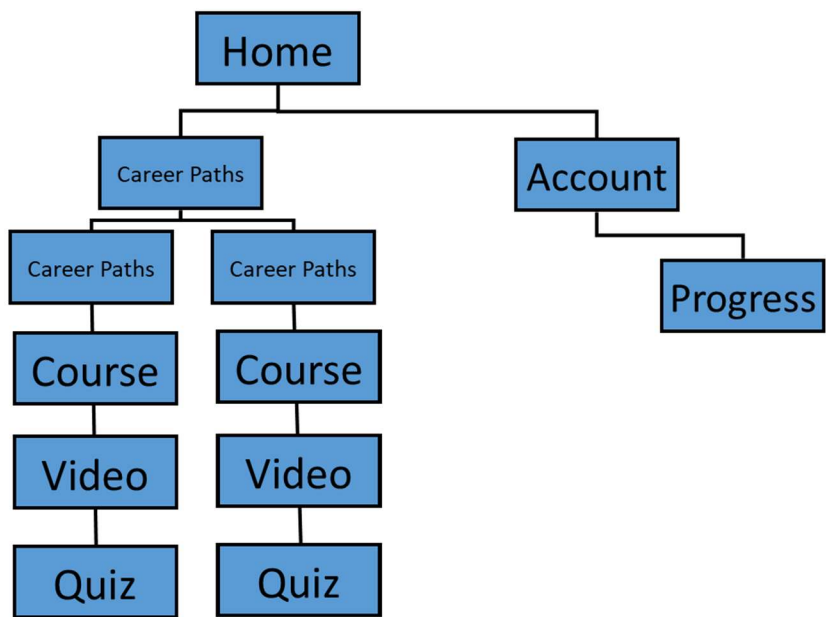
Maximum Agreement Help	
Training options	
Reading (100 % Agreement)	
Watching instructional Videos (100 % Agreement)	
Lectures (100 % Agreement)	
Hands on experience (71.4 % Agreement)	
Continuing education (100 % Agreement)	
How to be successful	
Intuition (42.9 % Agreement)	
Access to information (57.1 % Agreement)	
Communication (100 % Agreement)	
Knowledge (71.4 % Agreement)	
Commitment (71.4 % Agreement)	
Goals (57.1 % Agreement)	
Hours Worked (71.4 % Agreement)	
Leadership (42.9 % Agreement)	
What is important to you in your career?	
Pay (100 % Agreement)	
Advancement (100 % Agreement)	
Leadership (42.9 % Agreement)	

Figure 5 Agreement

Following this exercise, I have shifted my IA to include more about the position the user is training for. Guiding the user to a sub-page about the career path they are on. Data shows that users find value in knowing information about how to advance what advancement opportunities offer and require. The update is reflected in figure 6. No cards were removed, but the career paths were added.



Original IA



Updated IA

Figure 6 IA