

Page Table: FAQ Page

Objective: to provide users with basic information about operating and accessing the 3D printer

Source Content: Dominican website supplied, web researched, mfg website, created by us

Phase 1: Launch

Content Owner: us, Dominican

Page Title: FAQ

Priority 1: List of FAW that link (with #) to Q&A below
Ask and answer question for common things that we believe users with encounter. Examples:

- how to load my design; answer with text answer and demo video
- what is the cost to print; answer with breakdown of material costs
- where to turn in money/exchange for printing; located online, interface closed

Assets: videos, images

Priority 2: Exterior links for help, ask a librarian, live chat, email

- Located online, but interface is open, live person will respond
- Give time limit for interactions

Assets: Chat window or mailto option

Priority 3: Common Nav Bar

Priority 4: Hours of operation, location

- Located at the bottom of page, static

Assets: none

Content Creation Implementation: Content will be edited by us/staff

Maintenance Frequency: Content will need to be updated whenever new questions are asked that are not addressed here or when processes are updated and answers become outdated or irrelevant.