Reviewing Knowledge Articles Ratings

We rate the knowledge articles used in the SOM IT Service Catalog. While the rating is shown on the bottom of an individual page, you can also look at the all of the ratings at once. Follow these instructions to view them.

Step-by-step guide

1. By default, the how-to template has the "rating" macro built-in, so unless removed, a knowledge article will contain this by default in the Service Catalog space.
2. If you go to an individual knowledge page, you will see the ratings at the bottom. Here is an example:

   ![Help us improve]

   Thanks for voting! ⭐️⭐️⭐️⭐️⭐️ Results: ⭐️⭐️⭐️⭐️⭐️ 1 rates

3. If you would like to see the ratings of all the pages in the Service Catalog navigate to Service Catalog Page Ratings page.
4. The ratings table will show you the space the page is in, the name of the page which has the rating macro installed, the number of times it was rated, and the average rating.
5. This can tell us several things about the quality of the page and also about the service.
   a. If a page has a high number of individuals rating it, but has a low rating, then the page should be reviewed and updated for more detail or to ensure it represents the most up to date information.
   b. If a page is rated highly and has a lot of ratings also, it indicates that it has been used a lot, which may be an indication that additional training or communication is needed about this feature.
   c. If a page gets no ratings, it may not be relevant, or may not be categorized correctly. Consider adding additional tags or changing its location in the catalog.

   ![Service Catalog Page Ratings]

   Created by Dali Mathew 22 minutes ago

<table>
<thead>
<tr>
<th>Space</th>
<th>Content Title</th>
<th>Rates</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>SC</td>
<td>BitLocker - TPM</td>
<td>11</td>
<td>⭐️⭐️⭐️⭐️⭐️</td>
</tr>
<tr>
<td>SC</td>
<td>Canvas: Changing the Redirect Tool after Transferring a Course</td>
<td>10</td>
<td>⭐️⭐️⭐️⭐️⭐️</td>
</tr>
<tr>
<td>SC</td>
<td>Qualtrics Service Owner</td>
<td>10</td>
<td>⭐️⭐️⭐️⭐️⭐️</td>
</tr>
<tr>
<td>SC</td>
<td>Error changing password in Qualtrics</td>
<td>10</td>
<td>⭐️⭐️⭐️⭐️⭐️</td>
</tr>
<tr>
<td>SC</td>
<td>Canvas: FSS Editing Courses and Case Tracking</td>
<td>10</td>
<td>⭐️⭐️⭐️⭐️⭐️</td>
</tr>
<tr>
<td>SC</td>
<td>Canvas: Requests to be Added to a Course</td>
<td>10</td>
<td>⭐️⭐️⭐️⭐️⭐️</td>
</tr>
<tr>
<td>SC</td>
<td>MobLab: Instructors - Game Information</td>
<td>10</td>
<td>⭐️⭐️⭐️⭐️⭐️</td>
</tr>
<tr>
<td>SC</td>
<td>Turnitin Getting Started</td>
<td>10</td>
<td>⭐️⭐️⭐️⭐️⭐️</td>
</tr>
</tbody>
</table>

Note: if you enjoyed this article, please remember to rate it below!
Help us improve

Your Rating:                     Results:         11 rates

Related articles

- Formatting eMail links in Confluence
- Reviewing Knowledge Articles Ratings
- How to create multiple blogs on a single Confluence Site
- RACI Template
- Finding the Page ID of a Confluence Page