



Honors Blog Post

A reflective blog post about the research I have conducted all semester about technical support within Powerpoint on different computer systems such as Macintosh and PC.

Throughout the term, my group and I focused on researching which presentation software would better suit the needs of Writing 227 students the following year, Prezi or Powerpoint. My specific topic of research was technical support within each software and how Prezi and Powerpoint differ along with what would be best suited for students to turn to. This guided my research due to this being a research project that is also benefit myself as well. I find it easier to turn to software you are already familiar with, but with the research project I was able to see what could not only help next years students but also fit my needs as well.

Source Selection

During my research, the specific criteria I wanted to focus on was their help centers and how detailed those would be for their users. The help center in an app, software, presentation software, or anything, is to direct and assist their user in order to create a easier

experience. I wanted to make sure that each software had a very well explained help center and answered all questions in full. During my research, it was vital to compare not only the technical support within each software but also on the platforms the user may be accessing it on. In a blog post called, “Cross Platform PowerPoint Compatibility”, author Geetesh Bajaj discusses the basics of the differences between Mac and PC PowerPoint and the different features that consumers like or dislike. This was helpful when comparing the differences in help centers as well as seeing what other devices offer add-ons for the presentation software. For example, on Macs you can access the PowerPoint help center which will also link to Siri, Macs built-in system that will give more answers or internet help. One challenge that I came across during my research was being able to find which platform was used across the board. Many of the results gave age groups or even social groups but no unanimous decision on which technical support system was more popular.



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Source Overview

Some factors that I discovered during my research were the increased amounts of consumers that already used PowerPoint and did not want to switch to other softwares, College students being a huge influence of educators using PowerPoint, and PowerPoint being simplistic. These factors played into my final choice due to the minimal want for change in a software from the consumer. Many of today's consumers find a product that works for them, and they stick with it. Because of this, it is hard to get exposure from new products that are trying to get new users. Prezi was designed to attract a new wave of presentation makers and with the lack of knowledge about it, consumers don't pick it. In an article titled “PowerPoint vs Prezi | What's the difference?” By Adam Noar he talks about the major differences Prezi and PowerPoint have and what consumers like about each software. This was also most helpful because of my biases of Prezi as well. When writing about this, it was difficult not including my own preferences when discussing the two. I have been a user of PowerPoint for all of my academic career thus far. I wanted to give each a clean perspective. This article by Noar was helpful with comparing both softwares and being honest about both while including consumer reviews and thoughts.

Key Takeaways

Some things that I learned about myself as a researcher was that, connecting with your research is vital to giving a good analysis. Understanding my research was something that I worked on greatly during the term. I took many notes and reread many of my sources. However, having a strong well thought out research paper is what I aimed to accomplish, and by taking my time with my research I feel as though I did a good job. Some things I want to revise for next time is my revision process. I did not take as much time to sit and revise and I wish I would have. One thing I found successful was peer reviewing. I felt it was successful because your peers are able to help your writing due to this document being for your fellow peers to come. I found it helpful because I was also learning their opinions and takes on the topic and what their takeaways from it were. Some tips I would give would be to love your research, take your time, and embrace the process.

Researching is very long and tedious and taking your time while embracing the process is going to be the biggest factor in making someone a better researcher and writer. I believe that I took all those factors to heart this term and I can not wait to see all that I learn contribute to my academic success later on.