CS2101 Effective Communication for Computing Professionals

Week 7: Revisiting User Guides

Learning outcomes

By the end of the session, you should be able to:

- Identify the contents needed in a user guide

- Recognise the possible structures for a user guide

- Consider the reader's needs to create a user-friendly and reader-focused user guide (content and delivery)

- Apply your understanding of user guides (i.e. content, structure and delivery) to your own User Guide

User Guide Journey of Discovery

1. Work in your Project Teams.

2. Use 7.1 Activity space or download the activity sheet: **User Guide Journey of Discovery**

3. Discuss answers to the questions in the activity sheet.

4. Be prepared to share your answers and any other observations.

Content and structure

1. Cover page or Introduction/ Welcome/ Product overview
2. Table of contents
3. Introduction/Product overview
4. About (how to use the guide)
5. Getting Started
6. Features / Using your…
7. A compact summary / "Cheat Sheet"
8. Trouble shooting/FAQ
9. Any other helpful information (e.g. Product specs, Glossary)

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Product Overview/ Information

- Product name and version
- Product description
- Overview of features - What your product does (for the reader)

The GIMP (GNU[1] Image Manipulation Program) is a free program to create and edit digital images. You can use the GIMP to touch up photos, lay out web pages, make digital art, produce logos, create animations, and perform many other useful and creative graphic functions. The shadow effect used on the cover title and the screen shots used throughout this tutorial were produced using the GIMP.

The GIMP is available for the Linux, Unix, Windows XP, and Mac OS X operating systems.

Notice that the user guide is written from the reader's perspective – what the product and UG will do FOR the reader, what prior knowledge THE READER needs, etc.

Purpose of the guide

- What does this User guide do for the reader?
- Who is the target audience of the guide?
  - Prior technical knowledge needed/assumed (for the reader) to understand this guide

How to use this guide

- Assumptions/Conventions/Terminology

INTRODUCTION TO PHOTOSHOP

Ps

Welcome to the *Adobe Photoshop User Guide*! Choose a topic from the left to find answers, get step-by-step instructions, and develop your skills.

Friendly greeting – gives UG and Adobe Photoshop a "voice", a personality

How to use this UG

Cumulus Linux User Guide

Introducing Cumulus Linux

Cumulus Linux is the first full-featured Linux operating system for the networking industry. The Debian Jessie-based, networking-focused distribution runs on hardware produced by a broad partner ecosystem, ensuring unmatched customer choice regarding silicon, optics, cables, and systems.

This user guide provides in-depth documentation on the Cumulus Linux installation process, system configuration and management, network solutions, and monitoring and troubleshooting recommendations. In addition, the quick start guide provides an end-to-end setup process to get you started.

What's New in Cumulus Linux 3.6.2

Cumulus Linux 3.6.2 contains the following new features, platforms, and improvements:

- Facebook Voyager (DWDM) (100G Tomahawk) now generally available
- NCLU commands available for configuring traditional mode bridges
- VRF static route leaking with EVPN symmetric routing

About the software.
Notice first line = one-liner description of product

About this UG

New features

Addressing the reader

Notice the language:

Say what your product does, not what it is designed to do

Instead of	Write

• KwikTrans…
    was designed to
    was intended to
    was aimed at
    has the following aims
 • This document aims to describe the main features of…
	• KwikTrans **produces** accurate translations.
	 • This service **guarantees** better results.
	 • This machine **is** 30% faster.
	 • This service **has** the following features: …
	 • This document **describes** the main features of…

Introduction/Product overview

About the guide

This tutorial gives an overview of some basic digital editing concepts and shows you how to get started using the GIMP.

This tutorial gives you a brief introduction to some digital editing concepts, shows you how to perform basic GIMP operations, and leads you through an example.

The digital editing concepts — working with image files, layers, filters, and color — are explained and then demonstrated in the example that follows. The example gives step-by-step instructions for creating a pencil sketch or drawing from a color photo.

https://www.prismnet.com/~hcexres/textbook/examples/gimp_userguide.pdf

Using the Examples in this Guide

The examples in this guide are formatted with the following conventions:

- **Prompt** – The command prompt is displayed as a dollar sign ('$'). Do not include the prompt when you type commands.
- **Directory** – When commands must be executed from a specific directory, the directory name is shown before the prompt symbol.
- **User Input** – Command text that you should enter at the command line is formatted as `user input`.
- **Replaceable Text** – Variable text, including names of resources that you choose, or IDs generated by AWS services that you must include in commands, is formatted as *replaceable text*. In multiple line commands or commands where specific keyboard input is required, keyboard commands can also be shown as replaceable text.
- **Output** – Output returned by AWS services is shown beneath user input without any special formatting.

For example, the following command includes user input, replaceable text, and output:

```
$ aws configure
AWS Access Key ID [None]: AKIAIOSFODNN7EXAMPLE
AWS Secret Access Key [None]: wJalrXUtnFEMI/K7MDENG/bPxRfiCYEXAMPLEKEY
Default region name [None]: us-west-2
Default output format [None]: ENTER
```

To use this example, type `aws configure` at the command line and press **Enter**. `aws configure` is the command. This command is interactive, so the AWS CLI outputs lines of texts, prompting you to enter additional information. Enter each of your access keys in turn and press **Enter**. Then, enter a region name in the format shown, press **Enter**, and press **Enter** a final time to skip the output format setting. The final **Enter** command is shown as replaceable text because there is no user input for that line. Otherwise, it would be implied.

Explains formatting conventions used in guide

Illustrate with example

Explains example - so that the reader knows what to pay attention to, and what the example means. Do not leave it to the reader to decipher the point of the example.

https://docs.cumulusnetworks.com/display/DOCS/Cumulus+Linux+User+Guide

About this UG

Explains terminology and main features – does not assume reader automatically knows what app is about

https://www.cisco.com/c/dam/en/us/td/docs/conferencing/ciscoMeetingApps/User_Guide/Cisco_Meeting_App_1_9_User_Guide.pdf

1   Introduction

This guide explains how you can use the Cisco Meeting App to communicate and share information with your colleagues, by creating and using spaces.

spaces are at the heart of the Cisco Meeting App and Cisco Meeting Server setup, unifying voice, video and the web. spaces improve the productivity of individuals and groups, by making it easier to communicate and share information.

1.1   Spaces

A space is a chat board and a persistent virtual video meeting room that a group of people can use at any time, and to which guests can be invited for meetings. spaces are always available; no reservations are required. A space can be created for every project and team in your organization. Team members always have access to the chat conversation so information does not need to be repeated.

Cisco Meeting App users can join space meetings using the device of their choice: laptop (Mac or PC), SIP video conferencing system (desk endpoint or meeting room endpoint), iOS device, or phone for audio only.

Note: You can only create and edit spaces if your administrator has given you permission.

1.2   Space users

There are two types of users of spaces: members and guests. A member of a space has more privileges than a guest to the space.

Members of a space can be:

- users with Cisco Meeting App login, who are added as members of the space

Members can:

- join the space video meeting at any time,
- see who else has joined the space video meeting,
- chat in the space and see past chat messages,
- choose to be notified that chats are occurring in the space,
- edit the space.

Guests can be:

- users internal to your organization, but without a Cisco Meeting App login. You will need to send them an invitation to join your space meeting.
- users internal to your organization with a Cisco Meeting App login, but who are not members of your space. You can either send them an invitation, or you can send them the video address of your space and they can join using the New call button.

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Getting Started

Quick start

1. Ensure you have Java `11` or above installed in your Computer.

2. Download the latest `addressbook.jar` from here.

3. Copy the file to the folder you want to use as the *home folder* for your AddressBook.

4. Double-click the file to start the app. The GUI similar to the below should appear in a few seconds.
   Note how the app contains some sample data.
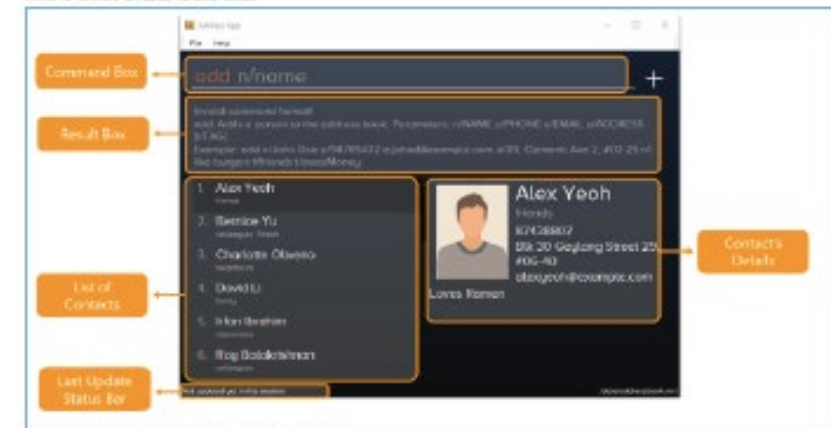
This is what OASIS looks like:

Figure 1. The graphical user interface for OASIS.

Aspect	6 Exemplary	5 Accomplished	4 Proficient	3 Developing	2 Emerging	1 Unacceptable
Front Matters 20%	Fulfils ALL of the following very well: 1. Clear and concise user-centric statement of product information (i.e. product description and overview of main features) 2. Clear and concise statement of the purpose of the guide, and the target audience 3. Clear and complete information about how to use the guide (e.g. how to navigate the document, meaning of icons and formatting used) 4. Clear and complete information about how to get started (e.g. installation instructions, operating systems, parts of the GUI, tutorial on how to use CLI) 5. Shows reader consideration by going the extra mile to provide other necessary information, or to make this section welcoming and appealing to the reader	Fulfils ALL of the following with minor flaws in 1 or 2 parts: 1. Clear and concise statement of the purpose of the guide, and the target audience 2. Clear and concise user-centric statement of product information (e.g. product description and overview of main features) 3. Clear and complete information about how to use the guide (e.g. how to navigate the document, meaning of icons and formatting used) 4. Clear and complete information about how to get started (e.g. installation instructions, operating systems, parts of the GUI, how to use CLI) 5. Shows reader consideration by providing other necessary information, or to make this section welcoming and appealing to the reader	Fulfils the following with some unclear or incomplete parts: 1. Statement of the purpose of the guide, and the target audience 2. Statement of product information (e.g. product description and overview of main features) 3. Information about how to use the guide (e.g. how to navigate the document, meaning of icons and formatting used) 4. Information about how to get started (e.g. installation instructions, operating systems, parts of the GUI, how to use CLI) 5. Shows some reader consideration by providing other necessary information, or to make this section welcoming and appealing to the reader	1.The statement of purpose of guide or 2. the statement of product information is missing. Fulfils the rest of the following with some unclear or incomplete parts. 3. Information about how to get started (e.g. installation instructions, operating systems, parts of the GUI, how to use CLI) 4. Shows some reader consideration by providing other necessary information, or to make this section welcoming and appealing to the reader	1.The statement of purpose of guide and 2. the statement of product information are missing. The rest of the following are unclear or incomplete. 3. Information about how to get started (e.g. installation instructions, parts of the GUI, tutorial on how to use CLI) 4. Information about how to use the document (e.g. how to navigate the document, meaning of icons/formatting used)	The following are missing or vague: 1. Statement of the purpose of the guide 2. Statement of product information 3. Information about how to get started 4. Information about how to use the document

Delivery

Delivery

Language

Layout and Presentation

Tips on Language
(clear and concise)

1. Address the reader directly (**you-language**)

2. Use **simple** but **specific** words/ terms

- avoid jargons

- use simple present and active tenses.

- use direct commands to the user.

  e.g. *Click 'Yes' and press ENTER to submit your details.*

- use If-Then if users to show different results from user decisions, e.g.

  e.g. If you choose "Yes," the program will make Firefox your default web browser. If you choose "No," it will set Opera as your default browser.

3. Be **concise**: use short sentences

1. Address the reader directly (you-language)

	YES	NO
1	With filters **you** can focus on the records **you** are interested in.	The use of filters enables **the user** to focus on the **desired set** of records.
1	If **you** are familiar with the classic XYZ gateway …	If **the reader** is familiar with the classic XYZ gateway …
2	When the translation has been completed, the Send button is enabled. This **allows you** to submit the translation to..	When the translation has been completed, the Send button is then enabled **to allow** the translation to be submitted to…
3	If you want to use a filter from a column header, **click** on the arrow.	Filters are also available on each column header **by clicking** on the arrow in the column header.

Manuals are generally intended for one type of reader – the user.

Try to interact directly with the reader by using:
1. *you* instead of *the user* or *the reader*
2. *you* instead of an impersonal or abstract form
3. the imperative instead of the gerund or other grammatical forms when giving instructions. (do not use *you* when giving instructions)

When you use *you*, occasionally the resulting sentence is longer. This is not a problem, the document will still be more readable.

Make it clear who does what

- what is done by the user, what is done by the system

YES	NO
When **you select** a language **for display** in the Languages window, **KwikTrans takes** the default values for spelling, accents and hyphenation from the language's details.	When a language **is selected and displayed** in the Languages window, the default values for spelling, accents and hyphenation **are taken** from the language's details.

Readers need to know who does what. Do they have to do something, or are other people (e.g. the systems administrator, a technician) or systems involved?

Such confusion and ambiguity often result from the use of the passive form.

2. Be concise

IF IT IS POSSIBLE TO CUT A WORD OUT, ALWAYS CUT IT OUT.
— GEORGE ORWELL

Grammarly Quotes

Don't use:

1. meaningless abstract words

2. meaningless descriptive words

3. unnecessary introductory phrases

4. unnecessary link words

5. references to earlier unspecified parts of the document

- eg: *as mentioned above, as already stated*

- Remember: Your reader will not read your document starting at page 1 and finishing at page 100.

	YES	NO
1	This supports the installation.	This supports the **activity** of installation.
1	Achieving this is difficult.	Achieving this is a difficult **task**.
1	We believe the results are significant.	We believe the results are of significant **value**.
2	They should be green and round.	They should be green **in color** and round **in shape**.
3	Note that the sum of the values needs to be lower than….	**It is worth noting / Bear in mind** that the sum of the values
4	This component does not support XYZ.	**Furthermore / In addition / In particular / It is worth noting that** this component does not support XYZ.
5	Market data are not required by the system.	**As stated above**, market data are not required by the system.

3. Use Simple Words

YES (according to STE)	NO (according to STE)
show	demonstrate
help	facilitate
start	initiate
change	modify
stop, end	terminate

STE - ASD STE-100 Simplified Technical English, or **Simplified English, is the original name of a controlled language specification originally developed for aerospace industry maintenance manuals. It is a carefully limited and standardized subset of English. It is now officially known under its trademarked name as *Simplified Technical English* (STE). STE is regulated for use in the aerospace and defense industries, but other industries have used it as a basis for their own controlled English standards.

Source: https://en.wikipedia.org/wiki/Simplified_Technical_English

3. Use Specific words

Instead of	Write
Open the CD tray.	-
Open the setup.exe file.	Run…
The Print dialog opens.	The Print dialog is displayed.
The application opens automatically.	The application starts automatically.

Aspect	6 Exemplary	5 Accomplished	4 Proficient	3 Developing	2 Emerging	1 Unacceptable
Language, Style and Tone **10%**	Fulfils ALL of the following: 1. Consistent user-centric style and tone throughout the document (e.g. you-language, simple but specific words/terms, concise sentences) 2. Consistent and effective phrasing of headings and sub-headings throughout the document 3. Correct grammar, punctuation, spelling, mechanics throughout the document	1. Consistent user-centric style and tone in most of the document (e.g. you-language, simple but specific words/terms, concise sentences) 2. Consistent and effective phrasing of headings and sub-headings in most of the document. 3. Correct grammar, punctuation, spelling, mechanics in most of the document	1. Consistent user-centric style and tone in at least 75% of the document (e.g. you-language, simple but specific words/terms, concise sentences) 2. Consistent and effective phrasing of headings and sub-headings in at least 75% of the document 3. Correct grammar, punctuation, spelling, mechanics in at least 75% of the document	The style and tone are cold and clinical Noticeable inconsistencies or ineffectiveness in the phrasing of headings and/or in the use of language that create some difficulty for the reader	The style and tone are unfriendly, cold and clinical Highly noticeable inconsistencies and/or ineffectiveness in the phrasing of headings and/or the use of language that confuse or irritate the reader	The style and tone are unfriendly, cold and clinical No attempt at consistency in the phrasing of headings with many language errors.

Tips on Layout and Presentation

- **Instructional design**
  - use task-oriented headings for easy access (eg Adding…, Editing…)
  - explain more complex tasks in numbered lists (step 1, step 2, …)
  - "chunk" related tasks together
  - include tables for 'look-up' information. Eg like OS types, minimum system requirements
  - give examples
- **Graphics**
  - Screenshots, charts, diagrams, before and after views
- **Special notices or callouts**
  - warnings, cautions or alerts, to alert readers to important points – use <u>consistent</u> format throughout document

Use the right bullet

Round bullets or dashes when sequence of items is not important

Numbered bullets when sequence of items is important, eg instructions

Tick bullets – usually to list product features or in checklists. Not used for instructions.

|	YES	NO
1	To install the system you need: • Version 5.6 or later of Technophobe • Version 1.2 or later of Monstermac • Version 9.7 or later of SysManiac	To install the system you need: 1. Version 5.6 or later of Technophobe 2. Version 1.2 or later of Monstermac 3. Version 9.7 or later of SysManiac
2	The project is organized into three phases: 1. Specifications 2. Design and development 3. Release	The project is organized into three phases: • Specifications • Design and development • Release
3	To replace a word or phrase: 1. Select Replace from the Edit menu 2. Type in the word you want to replace 3. Click OK	To replace a word or phrase: √ Select Replace from the Edit menu √ Type in the word you want to replace √ Click OK

Tips on organisation and presentation

- Make purposeful and effective use of colour.

- Make effective use of pictures and diagrams.

- Provide lots of white space.

- Use a clean, readable san-serif font.

- Highlighting/markups: can be useful if used consistently and judiciously

Notice use of formatting to make reading easy
- Bold heading
- Bold "Connect a personal Dropbox" to show that this is a button
- Graphic is inlaid, clean and crisp
- Instructions are numbered clearly
- Use of blue color numbering to focus reader's attention
- Lots of white space so reader is not overwhelmed with text

Connecting your accounts online
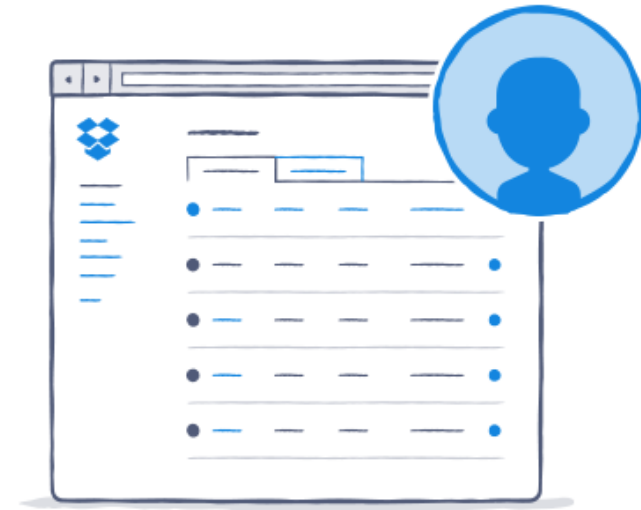
Connecting your personal and work accounts on the Dropbox website is the first step towards getting access to both accounts on your linked devices. It also lets you access both personal and work Dropbox accounts from the web without the hassle of logging in and out multiple times.

1. Sign in to your Business account on the Dropbox website.
2. Click on your name in the top right corner of the page to open your account menu.
3. Select **Connect a personal Dropbox.**
4. Create a new personal Dropbox, or sign in if you already have an account.
5. Review and confirm your settings.

Examples of markups and callouts

3.4.2. Edit Deadline of a Task

You can use this command to edit the deadline of a task.

Command format: **edit** <task ID> **by** <new date time>

```
edit 2 by tmr 9pm
```

Markup example - use of colored text and different font to highlight command

! Not case–sensitive → Tue, TUE, tUE, all mean Tuesday

! Type at least the 1st three letters of any month and day →Feb, Febru, Febr all mean February

Markup example – use of colored box and exclamation mark to indicate warning

Examples of markups

3.9. SORT

You can use the SORT command to sort tasks in the List Panel according to alphabetic order or date.

The format to sort a list of tasks is :

    sort < date | name >

> The tasks will be shown based on the parameters specified.

For example:

- sort date will sort the list of tasks based on their dates, displaying the closest deadlines at the top.
- sort name will sort the list lexicographically.

Notice how use of markups makes it clear that the parts in dark grey are command phrases.

Without these dark grey markups, it would take time for the reader to decipher which part of the sentence is the command phrase.

Examples of callouts
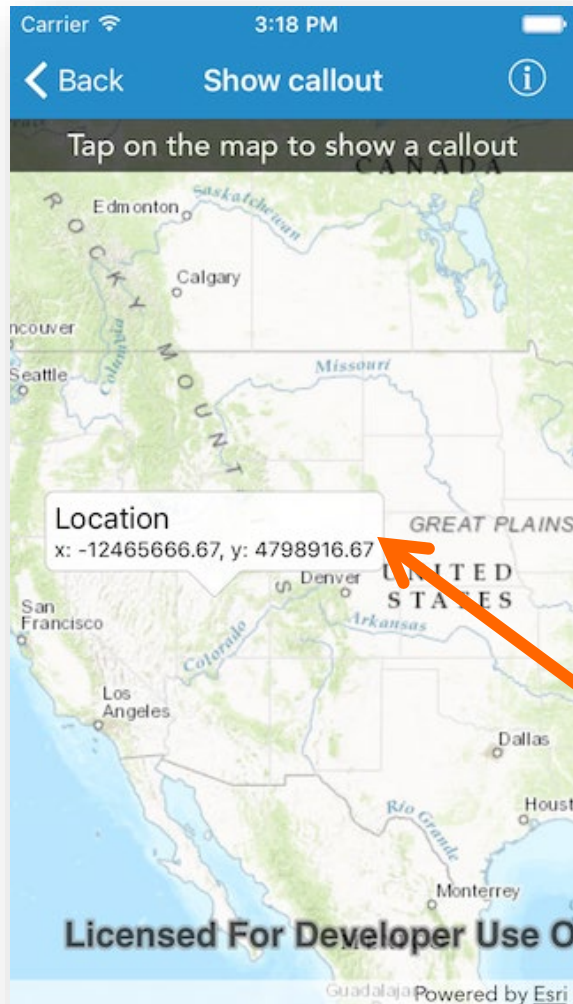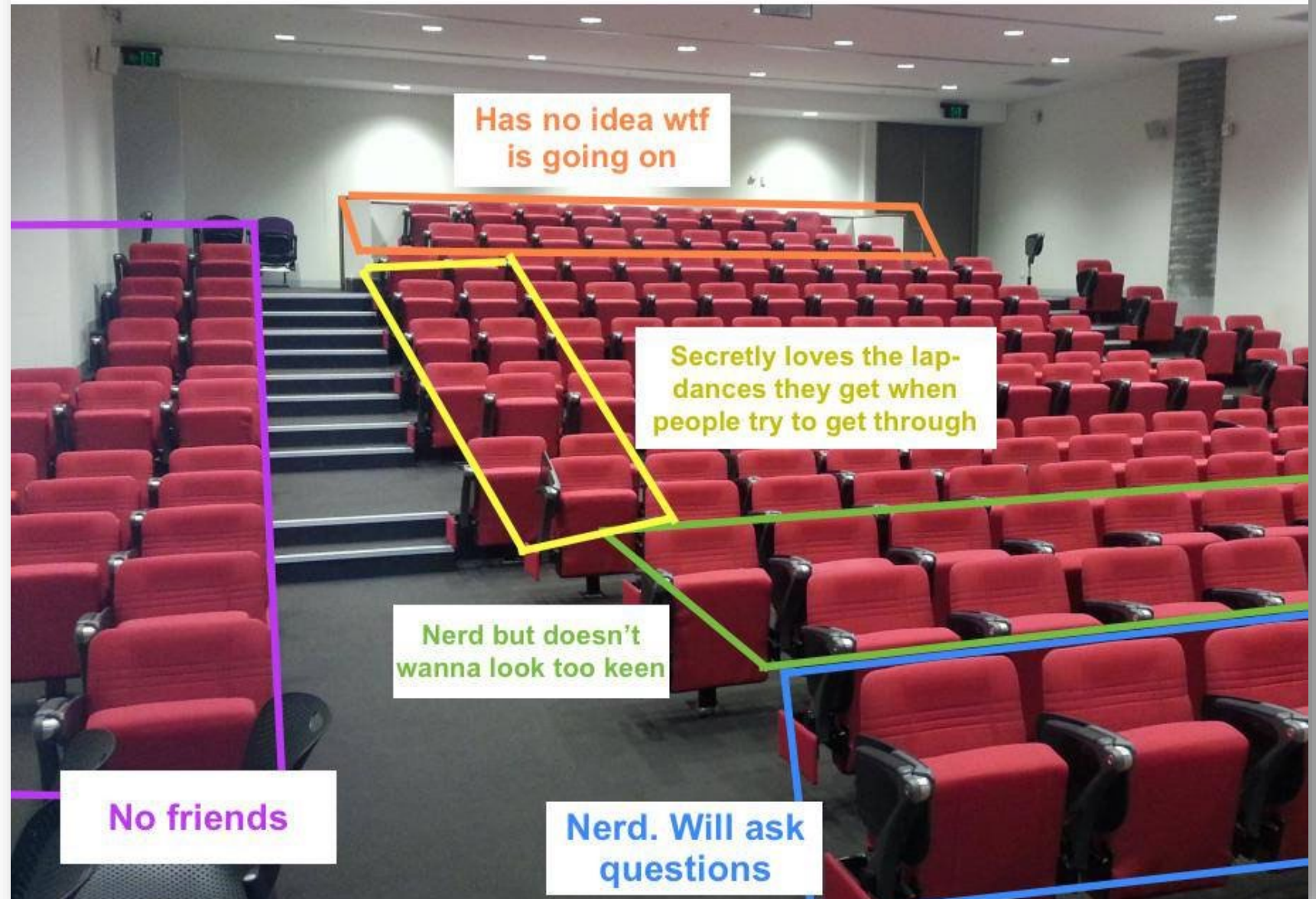

Callout box to show location coordinates on a map

Callout examples – orange callouts with arrows to provide additional information

Callouts are great for identifying parts of your user interface; eg to tell the user where to type the command phrase, which part of the screen is the result window (where the result of their command will be displayed), what certain numbers / abbreviations mean in the result display, etc.

Lecture Theatre Seating Breakdown

Has no idea wtf is going on

Secretly loves the lap-dances they get when people try to get through

Nerd but doesn't wanna look too keen

No friends

Nerd. Will ask questions

Aspect	6 Exemplary	5 Accomplished	4 Proficient	3 Developing	2 Emerging	1 Unacceptable
Presentation **10%**	Fulfils ALL the following: 1. Consistent and effective formatting (e.g. symbols/icons, font type and size, colours, image size, use of mark-ups and callouts, bullets) and layout (e.g. alignment of text and graphics, white space, paragraphing) throughout the document. 2. Consistent and effective navigation (e.g. provides hyperlinks where necessary or expected, accurate table of contents) 3. Consistent and effective terminology throughout the document	1. Consistent and effective formatting (e.g. symbols/icons, font type and size, colours, image size, use of mark-ups and callouts, bullets) and layout (e.g. alignment of text and graphics, white space, paragraphing) in most of the document 2. Mostly consistent and effective navigation e.g. provides hyperlinks where necessary or expected, accurate Table of Contents) 3. Consistent and effective terminology in most of the document	1. Consistent and effective formatting and layout in at least 75% of the document 2. There is an attempt to provide effective navigation, but the reader may get confused 3. Consistent and effective terminology in at least 75% of the document	Noticeable inconsistencies in formatting that creates some difficulty for reader There is little attempt to improve navigation and the reader often gets confused Noticeable inconsistencies in the use of terminologies that creates some difficulty for reader	Highly noticeable inconsistencies in formatting that confuse or irritate the reader There are issues with navigation and the reader is confused Highly noticeable inconsistencies in formatting and use of terminology that confuse or irritate the reader	No attempt at consistency in terminology or formatting at all There are multiple issues with navigation

| Overall 10%	The sections in the guide are highly unified. The guide leaves the reader with a highly positive impression of the product and the team.	The sections in the guide are unified. The guide leaves the reader with a positive impression of the product and the team.	The sections in the guide are mostly unified. The reader does not have a negative impression of the product and the team.	The guide is functional but the sections in the guide may not come across as unified. It may leave a negative impression of the product and team.	The guide is often inconsistent and/or disunified. It does not leave a good impression of the product or the team.	The guide is not consistent and does not leave a good impression of the product or the team.

Common issues from previous user guides

- Written as a specification, not a user guide
- Too formal, too clinical, no personality
- Not addressing the user, not speaking to the user
- Forward referencing – referring to things not explained yet
  - Providing instructions for deleting tasks before instructions on viewing a list of tasks
  - Providing instructions on how to assign task number/ID before explaining what task number/ID is
- Using terms unfamiliar to users
- Not enough examples, not explaining examples, not illustrating examples
- Not showing how app would respond to user' actions, not assuring readers that they have executed your instructions correctly
- Not enough UI (user interface) prototypes

A Guide to writing User Guides

E-book available on NUS library website:

https://link-springer-com.libproxy1.nus.edu.sg/book/10.1007%2F978-1-4939-0641-3
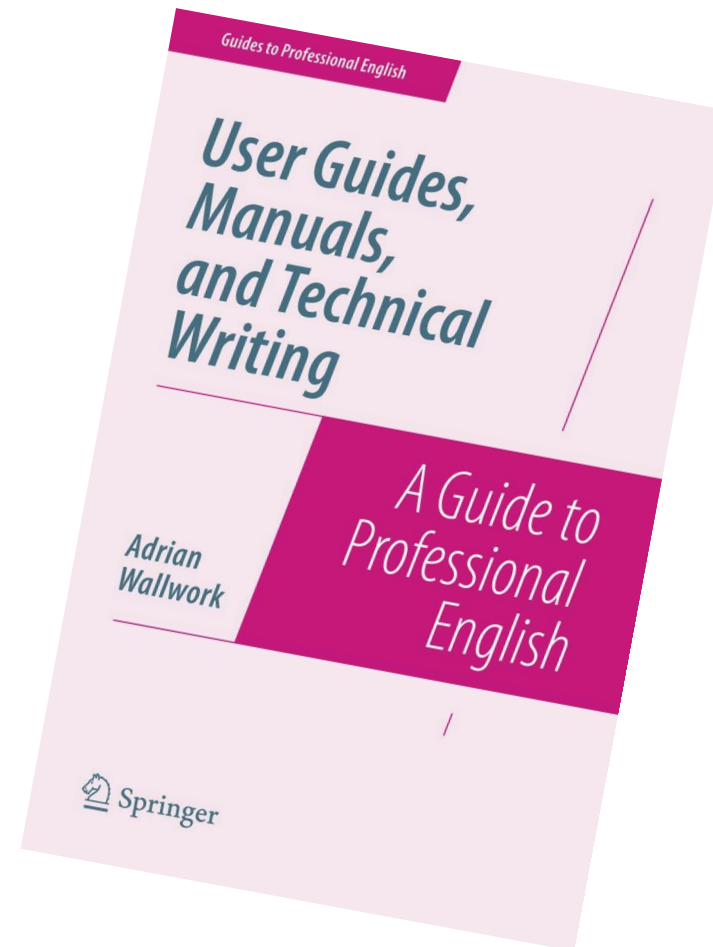
Additional Resources for technical writing and user guides

- Hargis, G.et al. (1998). *Developing quality technical information: A handbook for writers and editors*. NJ: Prentice-Hall.

- Kaplan-Moss, J. (2009). Writing great documentation: Technical style. Retrieved from http://www.jacobian.org/writing/great-documentation/technical-style/

- Martinez, D., Peterson, T., Wells, C., Hannigan, C. & Stevenson, C. (2011). *Kaplan technical writing: A comprehensive resource for technical writers at all levels*. New York: Kaplan Publishing.

- McMurrey, D. (n.d.) Online technical writing: User guides. Retrieved from https://www.prismnet.com/~hcexres/textbook/user_guides.html

- The Gnome Project (2005) Fundamental concepts of technical documentation. Retrieved from https://developer.gnome.org/gdp-style-guide/2.32/fundamentals.html.en

- Userfocus (2007). Tips for writing user manuals. Retrieved from http://www.userfocus.co.uk/articles/usermanuals.html

- Walsh, I. (2007) User Guide tutorial. Klariti.com tips + tools. Retrieved from http://www.klariti.com/technical-writing/User-Guides-Tutorial.shtml

Authentic samples from the industry

- GIMP (online version)

https://docs.gimp.org/en/index.html

- Apple Watch User Guide (online)

https://help.apple.com/watch/

- AWS Command Line Interface user guide

https://docs.aws~~~~~~~~~~~~~~~~test/userguide/aws-cli.pdf

Recommended viewing

Deliverables for UGDG

- Week 10: UGDG in-class peer review
- After peer review
  - Submit peer review reports to LumiNUS
  - Make the necessary revisions to UGDG for your testers
- On Week 13 Friday
  - Submit UGDG final copy to CS2101 AND the distribution of work document.
  - UG is graded in CS2101 – 20%.
  - DG is not graded in CS2101.

IMPORTANT

**Deadlines for UGDG drafts may be different for CS2103T/CS2113T

Submissions:

🚩 **To convert the UG/DG/PPP into PDF format**, go to the generated page in your project's github.io site and use this technique to save as a pdf file. Using other techniques can result in poor quality resolution (will be considered a bug) and unnecessarily large files.

Ensure hyperlinks in the pdf files work. Your UG/DG/PPP will be evaluated using PDF files during the PE. Broken/non-working hyperlinks in the PDF files will be considered as bugs and will count against your project score. Again, use the conversion technique given above to ensure links in the PDF files work.

Try the PDF conversion early. If you do it at the last minute, you may not have time to fix any problems in the generated PDF files (such problems are more common than you think).

ℹ️ **The icon 👥 indicates team submissions.** Only one person need to submit on behalf of the team but we recommend that others help verify the submission is in order
We will not accept requests to limit late penalties of team submissions to one person even if the delay was one person's fault. That is, the responsibility (and the penalty) for team submissions are to be shared by the whole team rather than burden one person with it.

The icon 👤 indicates individual submissions. When uploading files to LumiNUS, please upload your individual files yourself. Reason: Penalties related to submission time/format are calculated automatically based on the uploader's identity.

https://nus-cs2103-ay2021s2.github.io/website/schedule/week13/project.html

https://nus-cs2113-ay2021s2.github.io/website/schedule/week13/project.html