# **CA4 User Guide (UG) – 20%**

## **Important information**

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| Your mission | Submit a (1) team User Guide for your CS2103T/CS2113T application and a (2) Distribution of work (User Guide) document. |
| Due date | Week 13, Friday midnight |
| Length | No length restrictions. |
| The purpose of this assessment | This activity aims to:   * assess your ability to apply the technical writing skills you have learned to writing a reader-focused user guide. * assess your ability to explain the operation of your application in a manner that makes sense to people who may be unfamiliar with the application *(e.g. layman or novices in a particular field).* |
| What’s in it for you | The benefits that you stand to gain from preparing the UG:   * You will have a document that you can append to your personal portfolio page as an example of your ability to write user documentation * You will learn to be more aware of your reader’s needs when you are writing technical documents for non-tech readers * You will work together with your team to decide on an equitable/ agreeable workload for each member |
| Grading expectations | You are expected to:   * Demonstrate the technical writing skills that you have learned in the User Guide, Developer Guide, and Progress Report lessons. (You **may** submit the same User Guide that you have submitted to CS2113T/CS2103T). * Personalize your User Guide so that it is unique to your project. * Submit a cohesive and unified document (it should look like it is written by the same team, and not by 4-5 different individuals). * You will be graded as a team. Please agree on how you would like to distribute the work by writing it down on the document titled “Distribution of work (User Guide)”. This document is dynamic and can be modified throughout the semester. * At the end of the semester, please submit the (1) a pdf copy of your User Guide and the (2) Distribution of work (User Guide) document to LumiNUS. |
| Naming of files | Please name your documents in the following convention:   * TeamName\_User Guide * TeamName\_Distribution of work |
| Rubrics for the UG | You will be evaluated on how well your User Guide has fulfilled the items in the rubrics. Please note that having the item present may not be enough. It needs to be clearly, concisely, convincingly, and consistently presented to score an excellent grade. |

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| **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 statement of the purpose of the guide, and the target audience 2. Clear and concise user-centric statement of product information (i.e. 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, 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.   1. Information about how to get started (e.g. installation instructions, operating systems, parts of the GUI, how to use CLI) 2. 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.   1. Information about how to get started (e.g. installation instructions, parts of the GUI, tutorial on how to use CLI) 2. 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 |
| **Instructions**  **(for implementations)**  **50%** | Fulfils ALLthe following very well.   1. Clear and user-centric description of purpose of feature/function/command; 2. Clear and easy-to-follow step-by-step instructions 3. High consideration of user needs by providing other relevant and helpful information (e.g. warnings, tips, important note, examples) 4. Clear, relevant, and helpful graphics; visual and/or textual cues are used to indicate which graphic(s) go with which set of instructions 5. Heading, instructions and examples are customized to the application 6. High consideration of user needs by using formatting (e.g. font style, size and colour, mark-ups, callouts, bold, italics) and layout (e.g. white space, alignment) to maximize readability | Fulfils ALL of the following with minor flaws in 1 or 2 parts:   1. Clear and user-centric description of purpose of feature/function/command 2. Clear and easy-to-follow step-by-step instructions 3. High consideration of user needs by providing other relevant and helpful information (e.g. warnings, tips, important note, examples) 4. Clear, relevant, and helpful graphics; visual and/or textual cues are used to indicate which graphic(s) go with which set of instructions 5. Heading, instructions and examples are customized to the application 6. High consideration of user needs by using formatting (e.g. font style, size and colour, mark-ups, callouts, bold, italics) and layout (e.g. white space, alignment) to maximize readability | Fulfils the following with some unclear or insufficient parts:   1. Description of purpose of feature/function/command 2. Step-by-step instructions 3. Consideration of user needs by providing other relevant and helpful information (e.g. warnings, tips, important note, examples) 4. Relevant and helpful graphics; visual and/or textual cues are used to indicate which graphic(s) go with which set of instructions 5. Heading, instructions and examples are customized to the application 6. Consideration of user needs by using formatting (e.g. font style, size and colour, mark-ups, callouts, bold, italics) and layout (e.g. white space, alignment) to maximize readability | 1. States purpose of feature/function/command 2. Attempts to provide step-by-step instructions but there are gaps/flaws, and the readers have to figure out some parts on their own 3. Attempts to provide visuals to accompany instructions, but the readers need some time to figure out the visuals, or the visuals are somewhat ineffective 4. Heading, instructions and examples may be generic 5. May not provide warnings, tips, notes, examples even though it is necessary 6. Minimal use of formatting | 1. States the command and describes its function 2. Does not provide much step-by-step instructions. 3. Lacks visuals 4. May provide 1 or 2 examples but with minimal explanation. | 1. Provides only the command and either a one-line description, or an example without further explanation. |
| **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 | Fulfils ALL of the following with minor flaws in 1 or 2 parts:   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) 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 and layout in most parts of the document but there are some inconsistencies or ineffectiveness that appear. 2. There is an attempt to provide effective navigation, but the reader may get confused 3. Consistent and effective terminology in most parts of the document but there are some inconsistencies and ineffectiveness | 1. Noticeable inconsistencies in formatting that creates some difficulty for reader 2. There is little attempt to improve navigation and the reader often gets confused 3. Noticeable inconsistencies in the use of terminologies that creates some difficulty for reader | 1. Highly noticeable inconsistencies in formatting that confuse or irritate the reader 2. There are issues with navigation and the reader is confused 3. Highly noticeable inconsistencies in formatting and use of terminology that confuse or irritate the reader | 1. No attempt at consistency in terminology or formatting at all 2. There are multiple issues with navigation and use of terminology |
| **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 | Fulfils ALL of the following with minor flaws in 1 or 2 parts:   1. Consistent user-centric style and tone in most of the document (e.g. you-language, simple but specific words/terms, concise sentences) with flaws 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 most parts of the document but there are some inconsistencies that appear (e.g. you-language, simple but specific words/terms, concise sentences) 2. Consistent and effective phrasing of headings and sub-headings in most parts of the document with some inconsistencies or ineffectiveness 3. Correct grammar, punctuation, spelling, mechanics in most parts of the document but there are some errors | 1. The style and tone are noticeably clinical at times 2. Noticeable inconsistencies or ineffectiveness in the phrasing of headings and/or in the use of language that create some difficulty for the reader | 1. The style and tone are unfriendly, cold, and clinical most of the time 2. Highly noticeable inconsistencies and/or ineffectiveness in the phrasing of headings and/or the use of language that confuse or irritate the reader | 1. The style and tone are unfriendly, cold and clinical throughout 2. No attempt at consistency in the phrasing of headings with many language errors. |
| **Overall**  **10%** | 1. The sections in the guide are highly unified. 2. The guide leaves the reader with a highly positive impression of t the team. | 1. The sections in the guide are unified. 2. The guide leaves the reader with a positive impression of the team. | 1. The sections in the guide are mostly unified. 2. The guide leaves a fairly positive impression of the team. | 1. The guide is functional but the sections in the guide may not come across as unified. 2. The guide leaves a neutral impression of the team. | 1. The guide is often inconsistent and/or disunified. 2. The guide does not leave a good impression of the team. | 1. The guide is not consistent and leaves a negative impression of the team. |