**Activity Space (User Guide)**

**Recap:**

Please share about your team meeting: What went well? What can be improved?

**Activity 1**

1. What is a user guide?
2. Who reads user guides?
   * *How much do they know? (Prior Knowledge)*
   * *What are they looking for? (Expectations)*
   * *How do they use the user guide?*
3. What goes into user guides?
   * *Think about their content and structure*
4. How can we deliver our content effectively?
   * *Think about language, formatting, and presentation.*

*I think we need more time. Let’s meet at 12.18.*

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| Room 1 (Edward and Jun Leong) | Room 2 (Daryl, Yu Zhong) |
| 1. A user guide tries to give assistance to people using a particular system. 2. Users depends on target audience, may be lay man or technical men.who else do you think will look at your guides? (A: within a company, both business and technical people might use the guide to help evaluate the product for company use?) In general, they are looking for general guide to how and what is the product and query the document for how-tos. 3. Content: How to use, What to expect, How to maintain. Structure: Setting up, during use, Finishing up 4. Friendly tone but formal, and descriptive. Presentation should be clear in the form of step by step so it is easy to follow | 1. Instruction manual on how to use the product, how to troubleshoot issues 2. Users of the product. Although users may have some prior experience, best to assume the users have no prior experience. Users may be looking for solutions to problems they face or just getting to know the product. They will read the manual, either on physical document or E-document. Would there be other people who read your guides (beyond the users)? Perhaps potential customers / investors 3. Features of the products, steps on how to use the product, warnings, how to troubleshoot issues, FAQ, customer support links / hotline 4. Clear and concise choice of words. Picture / video demonstration. Descriptive. |
| Room 3 (Isaac and Jun Lim) | Room 4 (Haziq, Haofeng) |
| 1. User manual/guide that provides information of the features of the product and how to use them 2. New users of the product. Users could range from having no knowledge or be experienced in using the product. They are looking for readability and ease of usage to allow them to better use the product. Users can flip to the section on the area which they need more help in good point there 3. A step-by-step guide on how to use the product, how to troubleshoot it, as well as how to assemble the product. 4. Descriptions are detailed yet easy to comprehend. Illustrations might be added to aid the understanding of certain processes. Language used is mostly formal, but the style of writing can be in a friendly tone, depending on how the developers wish to write the guide. | 1) It is a manual to provide information and features of a product to anyone reading the user guide.  2) Minimal to zero prior knowledge of the product. The users are looking on how to use the product as well as what features it might have. They can use the guide by referring to it every now and then when they encounter issues or are looking for a certain functionality.  3) Specification of the product, instruction on how to use the functions of the product and key features. Table of content.  4) Language can be formal and friendly without use of too many technical jargons. The user guide could begin with more basic function before going into more intermediate functions of the product. The guide should be aided with images wherever possible |
| Room 5 (Musfirah, Wraine) | Room 6 (Anvitha, Shyun Yin) |
| 1. A user manual intended to assist users in using a product. 2. The end user who uses that product. They may have little to no prior knowledge on the product. They are looking for how to use the product essentially. They follow the instructions on the user guide in order to use the product correctly. 3. Introduction of the product, specification, table of contents, instructions on how to use the product, possibly safety precautions copyright(interesting point!). 4. **Language** – Third person POV - (e.g. “the user should....”). Formal language, no ambiguity and must be detailed. Minimal to no technical jargon or must be in laymen terms. **Formatting –** referencing between sections, paragraphing must be used, bullet points/numbering, sequential. **Presentation –** easy to follow. | 1. It is a set of instructions to let users know how to use the product. 2. Users of the product, customers, bosses: Limited knowledge or sometimes even no knowledge. They are looking for easy, readable and straightforward instructions. Read and follow along.   Other product developers: Some or even great knowledge about other similar products. They are looking for inspiration for their own projects and unusual or different instructions.   1. Step-by-step instructions with pictorial representations and labels on diagrams on how to use, warnings and troubleshooting instructions, contact number in case of queries 2. Language: simple, formal to a certain extent, not too technical   Presentation: more pictures, diagrams and labels  Formatting: simple layout that is sequential and easy to follow |
| Room 7 (Sharif and Alan) | Room 8 (Tai, Wei Li) |
| 1. A manual to explain to a user using the product on how to use it in its intended way. 2. Could be users who are using this product for the first time and wants to get an idea of how to operate the product. It could also be someone who has been using the product for a while already and needs to refer to the guide for an obscure function or needs to troubleshoot something. Thirdly, it could also be referred to by someone from the company to review the user guide before the product is formally released for public use. Good points! 3. Operational guide of the product, maintenance instructions, troubleshooting guides, warranty information and instructions on how to get further support. Illustrations of the product (for the user to get a better idea of how the product is to be used). 4. Structuring of the guide matters (e.g. at the front parts of the guides, it should be commonly used and basic features of the product, while more complex features can be left at the back of the guide). A table of contents will also help the user reading the guide to better navigate the guide. Level of language used should also be considered when making the user guide (e.g. for a product that is meant for the general public, the user guide should use more laymen English, whereas products meant for technical people can afford to use more technical jargons). Alternatively, user guides can be divided into different versions (e.g. basic and advanced operation manuals). | 1. Document on how to use their product 2. People who use their product, usually people who don’t have prior knowledge on the product and are looking for ways/instructions to use the products. They read it and follow the instructions and perhaps jump to the section that they are looking for currently. 3. Introduction of the product, overview of its functionalities. How to set up, then perhaps many sections that will have detailed information on how to use each aspect of the product. Contact information, FAQ, troubleshooting. Illustrations/screenshots of the product parts. How to discard the product / uninstall it. 4. Short and simple language (direct to the point), avoid technical jargon when not going into detail like in the introduction section. Split into multiple sections and have links to easily access it in a table of content. Clean presentation that is easy to look at. Standardized formatting for each section. |
| Room 9 (Braden and Emily) | Room 10 (Tuan, Tianai) |
| User Guide is an instruction manual, and its purpose is to explain the product and how to use the product to the user.  User who wants to use the product. They can have zero knowledge on the use of the product. They are looking out for instructions to follow to use the product. They can use the user guide by following the guide from the start till end and can also only read and follow the instruction on the parts they want to read on and clarify their doubts.  Things in user guide:  Instructions [Setting Up, Running the program/Using the product], Content Page, Introduction, Diagrams for illustrations, Safety Precautions, Disclaimers  Ways to deliver the content effectively:   1. Add diagrams with explanation to better illustrate the steps 2. Language is easy to understand and formal, unfamiliar terms are also defined in the appendix | 1. User guide provides instructions for users on how to use the product and explains how to identify problems and fix them. 2. People reading user guide are user with few experiences and knowledge about the product 3. User guide should have features of the product and common problems that users might face when using the product. It should also have contact information to the developer for further support. 4. We can use more images for illustration. The language should be simple and concise so that people can understand. The guide should be divided into section to help users search for their problems. |

**Activity 2**

Let’s take a look at the AB3 User Guide

<https://se-education.org/addressbook-level3/UserGuide.html>

* What is included in this guide?
* How **reader-friendly** is it? (What’s good about it? What can be improved?)

**Updated:** Let’s meet at 12.45.

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| Room 1 (Haofeng Yu Zhong) | Room 2 (Sharif, Jun Leong) |
| * A brief overall introduction of the product * Follow by key features of the product. * In-depth explanation on how to use the key feature. * FAQ – common issue * Command summary with example   User-friendly:  User friendly if they have prior knowledge to command line interface.  The structure of the guide is easy to navigate.   * Can have more FAQ * More screenshot of each command to explain how to use the command line. | * Brief intro to software(How to install and launch) * Features immediately after intro * Includes screenshots of features * FAQ too few (right...), perhaps may be a separate point by itself * Quick start assumes knowledge of installing Java 11 in the right place, setting ENV\_PATH etc. * Overall, sufficiently reader-friendly for technical people who are looking for a quick demonstration of a product, not meant for layman. * “Clear” and “Exiting” can be further elaborated, currently not so clear to the user. * If the program more complex, should document the errors (troubleshooting). |
| Room 3 (Tai and Emily) | Room 4 (Musfirah, Braden) |
| Content Page and Brief summary of what the user guide is about. Setup instructions, features, FAQ and a command summary for the product. Example commands are given in the features section. Tips and things to avoid/pay attention to.  Very user friendly as there are links at the top of the user guide for quick access. Examples are also shown to allow the user to follow. Screenshots of the program output is also included so that user can follow and expect the same output.  Can include more screenshot of the program output. Listing the possible errors or problems that might be experienced.  Also including a short video to demo the whole program. | * Content page, brief summary of what the product is. Setting up of product. Features of product, steps on how to use the product. FAQ and summary. Examples. * For quick start, we think that it is not too reader friendly especially maybe to those who are not that IT proficient. Some individual might not know what Java 11 is or what the term home folder means. Link them to a JAVA 11 download page/tutorial. What is JSON file, what is GUI. * Too few FAQs, and like no contacts included if any user wants to ask questions regarding the product. * The headers (e.g. Features) and subpoints (e.g. Viewing help: help) should have a different font and colour to better differentiate them from each other. * I think its good that they included a command summary. |
| Room 5 (Haziq, Edward) | Room 6 (Isaac, Shyun Yin) |
| Included: Table of contents, quick start, features/list of functions, FAQ, Command summary  Reader-friendly: Very reader friendly. Good use of pictures, bolded statements, examples. FAQ could be longer, include any error messages. | What has been included: Content page, how to run the program, documentation of the features, FAQ, Command summary  How reader-friendly is it:  Features are quite well explained due to the screenshots. Instructions are brief and straight to the point making it easy to read.  Can have more categorisation for the features since now it is just one chunk of texts. Can include screenshots of the quick start setup to better guide the users,or add a more detailed set of instructions (e.g text or video). |
| Room 7 (Tianai, Wraine) | Room 8 (Daryl, Tuan) |
| * Brief introduction, Table of content, Features, FAQ, Command Summary * Subsection of Features can be of different colour * Link back to the content page or other sections * Perhaps give an example for each of the features | * Table of content * Installation guide * List of commands – the usage of each command is explained, and examples are given * Warnings for advanced users * FAQ * Command summary – maybe targeted at more advanced users   The guide is reader-friendly because they highlight keywords and give examples. But some commands have pictures, and some don’t so maybe the guide can be more consistent by providing pictures for each command. The flow of the user guide is easy to follow, starting with installation and basic commands before going in-depth into each command. The expected format for each command is also explained at the start so the user understands the syntax of the commands. |
| Room 9 (Jun Lim and Alan) | Room 10 Wei Li, Anvitha |
| 1. Quick set-up guide, list of features and details on how to use them, FAQ, upcoming features, glossary 2. Since the program is rather simple, many of the features are somewhat self-explanatory and thus the instructions are concise, making it rather reader friendly.  One area for improvement could be since this is a web-based user guide, more interactive elements could be introduced. For example, the table of contents should be turned into a floating menu on the side of the webpage, which follows him/her as they scroll through the user guide. Alternatively, a simple ‘return to top’ button to bring the user back to the table of contents will suffice too. | 1. Quick start section to see things it working quickly, detailed features section that shows the functions of each keyword, FAQ for commonly encountered issues by users, succinct command summary for users that already know abit to quickly look through 2. Very readable: the amount of content is very manageable. Sections are well defined upfront. The flow of the document is well though out also. For example, starting with “help” for the features section. Section and subsection are well defined with consistent visual style. 3. For improvements, in the features section there could be pictures that shows the output for all keyword commands as right now there are only a few keyword commands with illustrations. The FAQ section can be at the bottom, swapped with the command summary section since most FAQ sections are at the end of the document. Also the FAQ is only one question so perhaps more content can be added in there eg regarding troubleshooting. |

**Activity 3**

Let’s take a look at the user guides found on these two websites.

<https://support.apple.com/en-gb/guide/ipad/welcome/ipados>

<https://www.samsung.com/us/support/answer/ANS00077583/>

* In general, what content / structure is there?
* How reader-friendly is it? *(What’s good? What can be improved?)*
* What impression of the company and product do they convey?

Let’s meet at 1.20. **(UPDATED)**

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| Room 1 (Sharif, Anvitha, Aileen, Alan) | Room 2 (Daryl, Musfirah, Isaac, Shyun Yin) |
| * Content structure differences. Apple organises their user guides based on the software version, whereas Samsung organises their user guides based on the model of the device that you are using. * Apple’s interactive table of contents feels a bit too difficult to navigate around when we want to move from topic to topic. On the other hand, while Samsung’s user guide has more information, their user guide feels more conventional and cramped with information. * Apple’s products convey a ‘hassle-free, just works for you’, whereas Samsung conveys a ‘whatever you want the product to do, it can do it’. | * Instructions on how to use the ipad, how to get started/setting up. Further instructions on each feature, how to do specific stuff. Safety precautions. Security & privacy. * I think pretty reader-friendly. For difficult terminologies, users can hoveer over/click on that word to see what it means. They also use icons that you will see on the product sos users can follow through the instructions better. Included troubleshooting sections also whenever appropriate. For different models they have different instructions – for ipad its more interactive. But samsung need download. Samsung has more pictures/diagrams. * Apple gives off a classy and high tech vibe, more user-friendly and instructions are detailed and specific. Easier navigation with apple based on table of contents. * Samsung gives off a more traditional and classic vibe where it is a pdf of almost 200 pages. Navigation can be done through ctrl+f and through the hyperlinks. |
|  | Room 4 (Haziq, Edward, Braden) |
|  | * Table of contents, supported devices, features, settings, apps, legal information * Apple’s is more reader-friendly as it uses a general user guide for all its supported iPad products so it is much simpler for a user as they don’t need to find any specific user guide for each product unlike Samsung’s guides where each different phone product has its own user guide. * Apple’s has only a couple of links that branch out into other links, making it easier to navigate. Samsung’s document feels like an info dump and is too overwhelming * Apple gives an impression that their product is more user friendly and that they focus on user experience. Samsung’s document feels old fashioned |
| Room 5 (Jun Leong, Wraine, Hao Feng) | Room 6 (Tuan, Wei Li, Yu Zhong) |
| * Difference in structures. One is categorized using different web pages. The other is using a one big pdf document to display their user guide * (G) Both are sequential steps a user normally takes. (B) There may not be any short version of it. Some details may be better to know when the user bothers to explore, so putting those as part of the sequence may be unnecessary. * Samsung documentation can follow apple by making the link to table of contents always on screen * Apple has a search bar that may link to parts of the guide, but Samsung’s pdf is already separate from their website (search by keyword at best) * Apple’s documentation seems more colorful due to more icons used, Samsungx’s diagrams are usually black and white. * Samsung’s documentation focuses more on the completeness of features and detail explanations of its product (everything in a single PDF) while Apple’s UG is easier to access and navigate. | * Both user guide got table of content and the features that they want to explain * Apple is more reader friendly. It is interactive by having a popup and getting users to choose which section they are interested in to get information. Easy to navigate around. Apple also categorises information to different category. Samsung just gives you the entire pdf according to their phone type. Even though the visual style of the pdf document does not seem overly wordy at a glance, it is still an information overload * It gives the impression that Apple focuses a lot on customer experience when using their product. Samsung does not seem to focus as mcuh on customer experience. |
| Room 7 (Tai, Jun Lim, Emily) |  |
| Content page, instructions, safety warnings and disclaimers  Samsung’s user guide is easier to access/ navigate compared to Apple’s one which requires the user to expand the sections.  Apple’s user guide has related topics at the bottom of the page.  For user who wants to know the improvement made for the different iOS version can view them under "What’s new in iPadOS” while the Samsung user guide does not have any software updates  Apple – Kept their design simple and narrow, the information displayed is in many short parts. Company focuses on readability and ease of usage    Samsung – Have very detailed information in many small sub sections. Feels like a traditional user guide. Company focuses on getting an expertise on the product |  |

**Activity 4**

In your Project Groups, please discuss what you have learnt from this session.

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| **Grp** | **Key Takeaways from AB3, Samsung, Apple and our discussion** |
| 1 | * Structure: Provide the key expected content (content page, getting started, features) and other areas (FAQ, feature summary) for consideration * Importance of the user experience – easy to digest and navigate, the layout is important * Use of language – clear definition of target audience, know their level of expertise so that we use appropriate words/jargons. * Appropriate usage of graphics/diagrams/screenshots |
| 2 | * How to organize contents for user guides, what to provide in a user guide. * Provides screenshots with caution, and be consistent with it * When working in a company, the user guides can also influence the impressions that they want to impose on their customers/clients/the general public. Thus, it is important to consider the language, tone, and structure when writing the user guide. * Depending on the user target, readability of user guide is important. Decisions to include layman terms or technical jargons depends on user target of the user guide. |
| 3 | * Readability. It should be user centric. No assumptions. Everything must be defined. * Need to think about target user and hence how we structure the user guide overall * Use of language * Flow of user guide |
| 4 | * Need to include more icons to make it more readable * Need to have a good flow and easy accessibility * Include diagrams * Include a glossary for difficult terms * Include a summary of commands * Structure(such as accessibility and ease querying) and language heavily dependent on target audience |