

To: Georgia Tech OIT and LAWN services

From: Vishnu Rajeevan

Subject: [Memo] Improving instructions for connecting to GTWpa from an Ubuntu PC

I recently used the webpage located at <http://www.lawn.gatech.edu/help/gtwpa/lucid.html> to connect my Linux PC to the Georgia Tech wireless network. While the instructions and images were well done, the layout and overall look of the instructions page could be improved. People looking to use this site are attempting to utilize a new technology, or rapidly figure out what could be going wrong with their methods. Because of this, easily readable text and useful images make an instruction set effective. The images in the instruction list are very useful, however, the text used in the numbered list is quite small compared to the images. Also, the images break the spacing and sizing of the individual list elements.

One suggestion is to put the images and text side by side, showing each image next to its corresponding step. This allows the layout to keep an intuitive flow, instead of text being broken up by images of different sizes and shapes. Also, because the shapes of the pictures cannot be changed, putting them into a table structure could increase the organization of the page. This would let users easily discern which pictures correspond to which step of the instructions.

Secondly, the text itself is rather small. Even though the images do a good enough job of describing each step, the readers of the page will be looking at the text as well. The stark contrast between text size and image size doesn't help the user get the information they want out of the page. Once the text and images are put into a table format as previously mentioned, the text size can be increased to improve the instruction's readability. This allows users to easily locate their position in the instructions when they look back and forth from the instructions and their own PC.

However, disregarding the changes mentioned, the instructions' content is very good. The instructions accurately describe what a user should expect when attempting to utilize Georgia Tech's wireless networks on their Ubuntu PC. The verbose list is very useful for people new to Linux as well as seasoned users that may not have experience with the enterprise technologies that Georgia Tech offers. Even if the reader has confusion or more trouble, additional information has been included to continue the support for the reader. Doing this ensures that user frustration is kept at a minimum.

To increase the usability of the instructions, I have also included a video recording where I use the instructions given to connect to the network. The video has been recorded on my laptop where I run ArchLinux. Even though I am running a different Linux distribution, the connection process is the same as Ubuntu's, and the provided instructions did not have to be modified. I hope these suggestions can be taken and implemented, as they will make the well written instructions more effective.

video: <http://www.youtube.com/watch?v=x3MsigNzMwA>