UG/DG Peer Review

TAKE CONTROL

Make this session work for you

Learning outcomes

By the end of the lesson, you will have

- examined the essential aspects of your project manual
- reviewed the project manual written by two other teams using the checklists
- revised your own project manual based on the feedback received from other teams

This peer-review exercise is a test of your ability to:

- Demonstrate that you know the principles of writing good reader-focused and user-friendly technical documentation
- Provide constructive, concise, accurate and tactful feedback to a peer/colleague

TODAY: Peer review

1.   Sit in your project teams.

2.   Download **9.2 UG and DG checklists for peer review.docx**

3.   Each team will review another team's UG/DG.

Review process

1.   15 mins – Individually, review the UG/DG links given to you, using the checklists.

2.   30 mins – Discuss your views with your team. Then, as a team, formulate the feedback to be written into the forms.

   • You'll need to email these forms to the writers, and submit a copy to the LumiNUS for participation marks (dependent on quality of review).

   • Remember to practise good interpersonal communication skills when writing feedback!

Conferencing

1.   10 mins - Read the reviews emailed to you.

2.   20 mins - Meet with your reviewers to clarify.

Basic must-haves

1. Intro – product description, about this guide/purpose, how to use this guide (eg icon keys, etc.)
   - Description – app name, category, target users, what app does
2. Preface to each section
3. Language customized to app, not generic language of AB3/4 (if you've morphed the app)
   - eg "persons", instead of "students" or "managers", etc.
4. Mark-ups for commands/features
5. Figures/charts/tables
   - can info be better displayed in a table (eg command summary)?, text before figures, label and reference in text
6. Consistent formatting
   - especially between new and old features, and between features introduced by different team members
7. Labelled UI (if applicable)
   - eg where is command box, what is index?, what does each panel display?, etc.

Benchmark

- UG – regular non-IT target user
- DG – fellow developer who is unfamiliar with your project

Giving feedback

- **S**ituation
  - In Section 1.2...

- **B**ehaviour
  - you have included a list of icons that will be used in the User Guide, and explained what they mean.

- **I**mpact
  - We thought this is helpful for the reader who may be unfamiliar with these symbols.

- **S**ituation
  - In Section 3.1...

- **B**ehaviour
  - the instruction heading states "To add a person", but your app is about managing cinema movie lists.

- **I**mpact
  - This may be confusing for the reader, who expects to add *movies*, instead of *people*. / I found this confusing because...

- **S**uggestion
  - Perhaps change the instruction to "To add a new movie." This applies to all the other instructions that mention "person" when they're actually referring to "movie".

Giving feedback

- Be specific
  - DON'T: The intro was really good.
  - DO: In the intro (S), you provided a labelled UI screenshot (B) to help readers understand… (I).

- Comment on action/result, not person
  - DON'T: You're confusing the reader.
  - DO: The second paragraph in section … is confusing/may cause confusion because …

- Make constructive suggestions
  - DON'T: You should make it more reader-friendly.
  - DO: How about using mark-ups to denote command words, so that the reader can identify them easily?

- Provide suggestions, not instruction
  - DON'T: You should…
  - DO: How about…?, Would you consider…?, Perhaps…?, Would it help to…?

When giving feedback…

1. Focus on helping, motivating, encouraging, NOT correcting, NOT fault-finding
   - Comment on positives and areas for enhancement

2. Offer thoughts/impressions and suggestions, not judgment
   - I'm thinking…, This part seems confusing/inconsistent to me…, I got the impression that…, I got confused when/with…, …was difficult for me to read because…

3. Offer suggestions
   - How about…, Would you consider…
   - Use the third person or passive: It would be helpful to/if there was…, xxx may be useful to show how…, inserting a … may make the … easier to understand…, … has not been included

4. Tone of voice -> sound thoughtful, helpful, politely curious, sincere
   - NOT judgy

What to do next?

1. Peer reviewers - Submit the UG/DG peer review form your group has completed to LumiNUS by the end of today.
2. Prepare for software demo consultations.
3. Revise your UG/DG (based on today's peer reviews and tutor feedback).
4. Apply what you know about technical writing learned from writing and revising your UGDG to writing your PPP.
5. Submit final UG/DG and PPP to CS2101 and CS2103T/CS2113T on 15 Nov.

* CS2101 DG peer review to be conducted in Week 11 Session 1.

Rules of conduct for consultation sessions

- Conferencing/consultation sessions are NOT teaching sessions.
  - Do not wait for me to tell you what to do.

- YOU are responsible for getting the most out of these sessions.
  - YOU ask the questions.
  - YOU clarify your doubts.
  - Come prepared with your materials and questions.
  - Maximize the short meeting time.

LIFE IS:
WHAT HAPPENS TO ME
WHAT I MAKE HAPPEN

You are always responsible for how you act, no matter how you feel. Remember, that.