

Human Computer Interface Design

Chapter 10 – User Documentation and Support

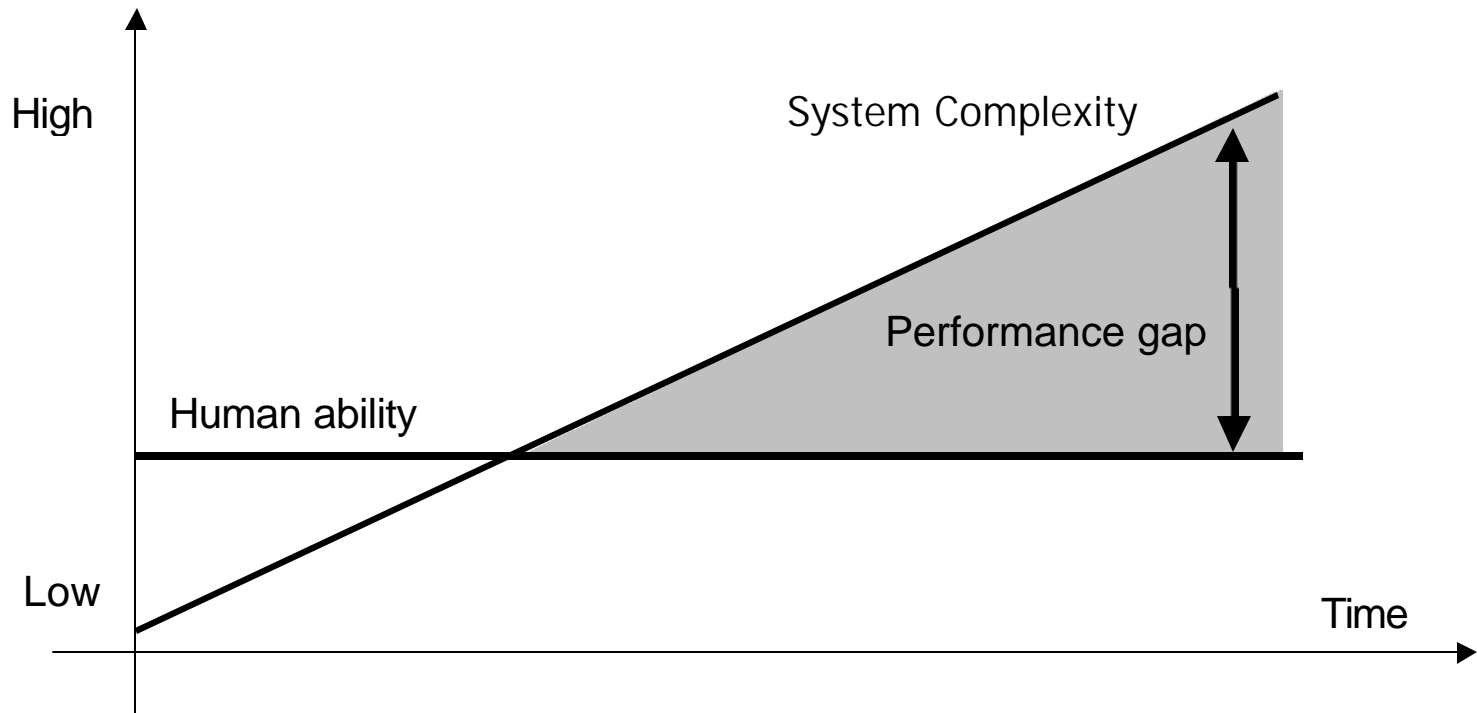
Objective

Users need ideal systems, which can be used without reading manuals, or following instructions. For different reasons (system complexity, user ability, usability problems), this objective is hard to achieve. We always need to develop and integrate as part of the system, different tools that can support and assist users. This lecture discusses and compares different user support tools.

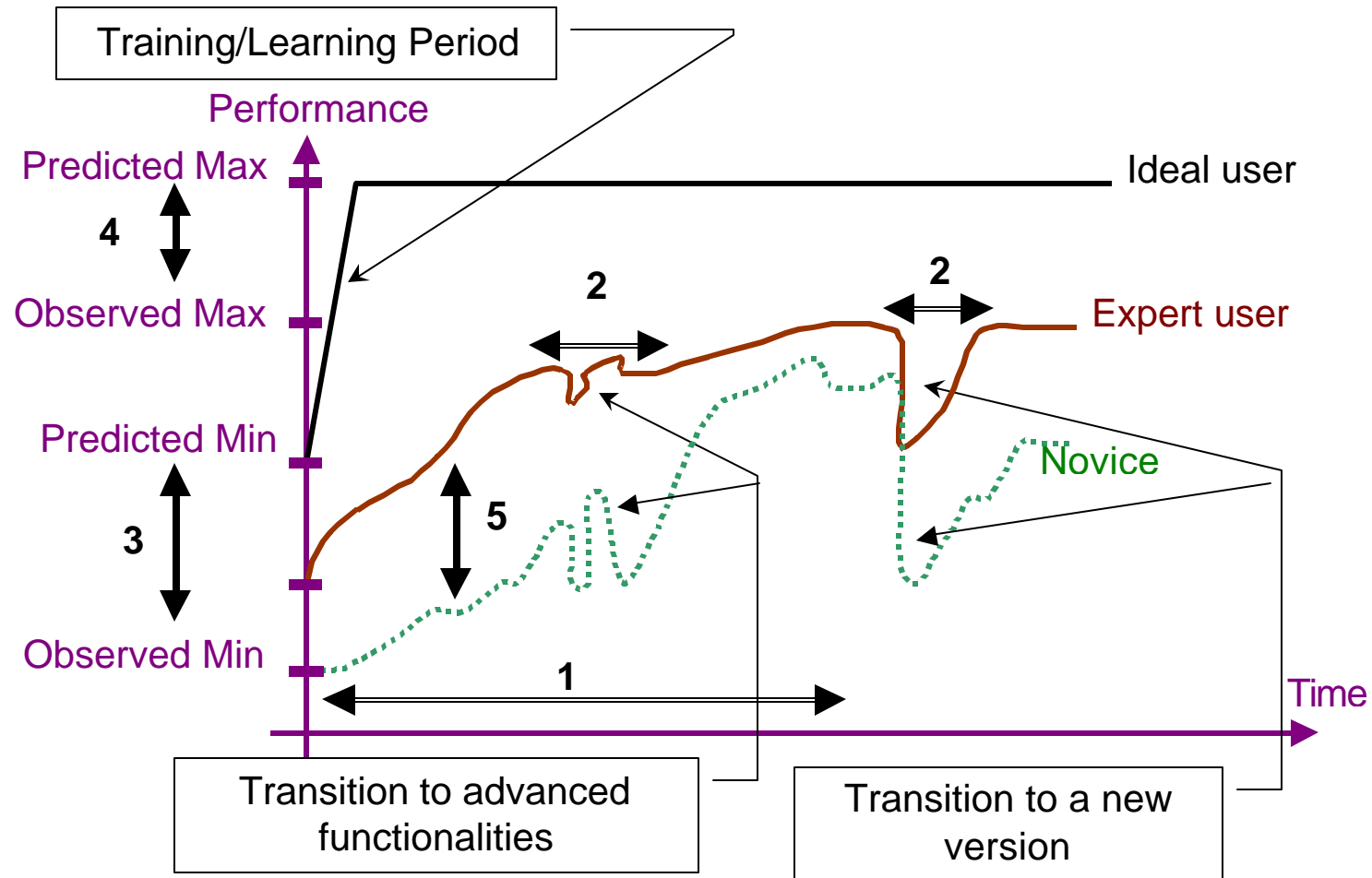
Outlines

- 1- User performance/learning curve and needs for support
- 2- Users documentation, tutorials, tutors, simulations, demonstrations
- 3- Online help systems, coaches, advisors, wizards and electronic performance support systems (EPSS)
- 4- Task-sensitive UI, intelligent UI, adaptable and auto-adaptable UI

System complexity versus human ability



Predicted versus observed human performance

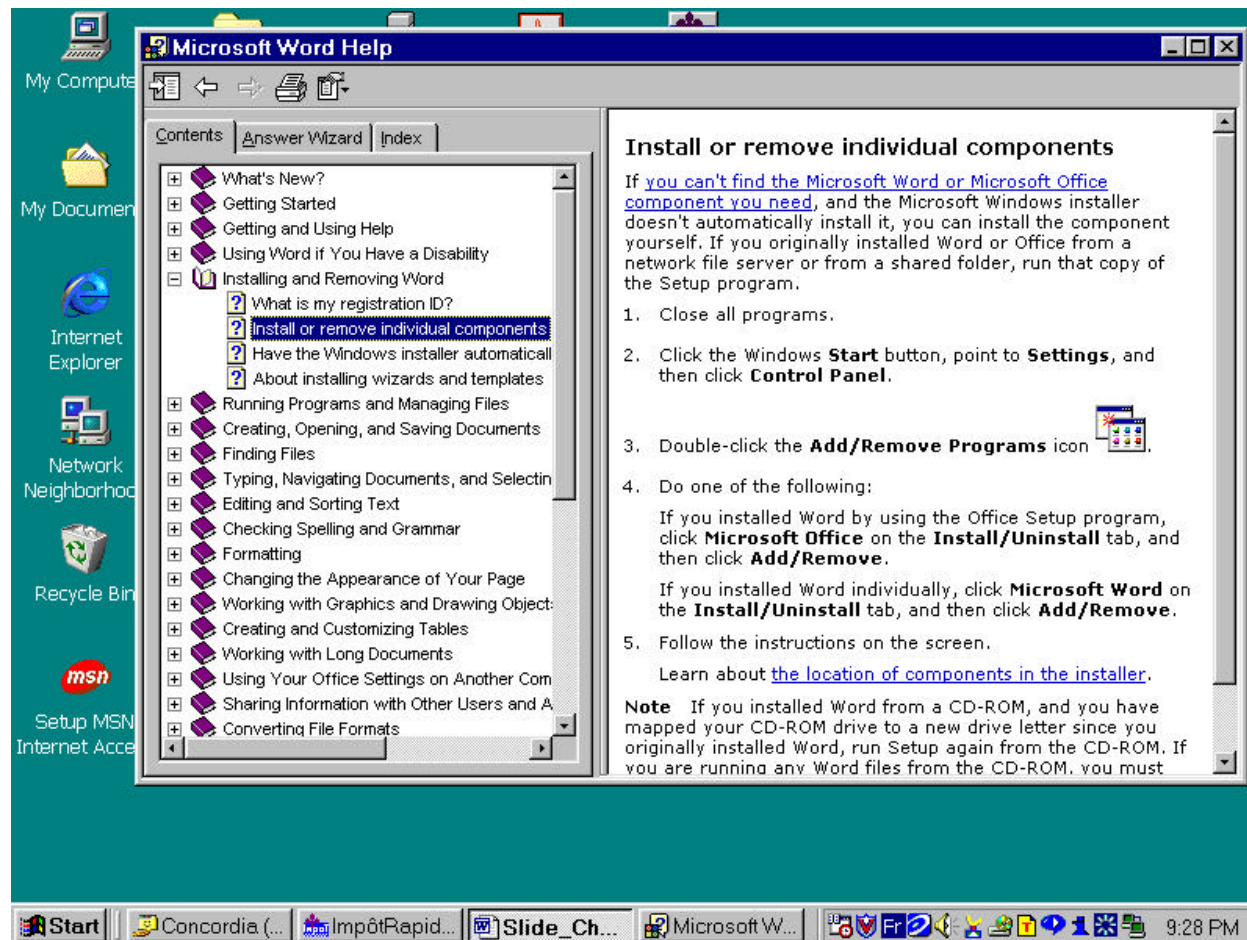


Performance/learning challenges

- 1- Minimizing the initial training/learning period. Ideally, we expect the user can start without any training and/or support.
- 2- Minimizing the transition period to advanced functionalities and/or to new versions of the system. Ideally, we expect the user can do his/her task with the same level of performance as he/she did before the transition.
- 3- Minimizing the period that is needed for a novice, when he/she starts using the system, to do his/her tasks as the ideal user does. Ideally, we expect the novice can understand the system functionalities and structure from its visual appearance without any support.
- 4- Minimizing the period that is needed for an expert to do his/her task as the ideal user does. Ideally, we expect the expert user can understand and use the system's advanced functionalities as the ideal user does.
- 5- Minimizing the period needed by a novice user to become an expert user. Ideally, we expect a novice user can do his/her task with the same performance as an expert user does, without having the knowledge/skills of expert user.

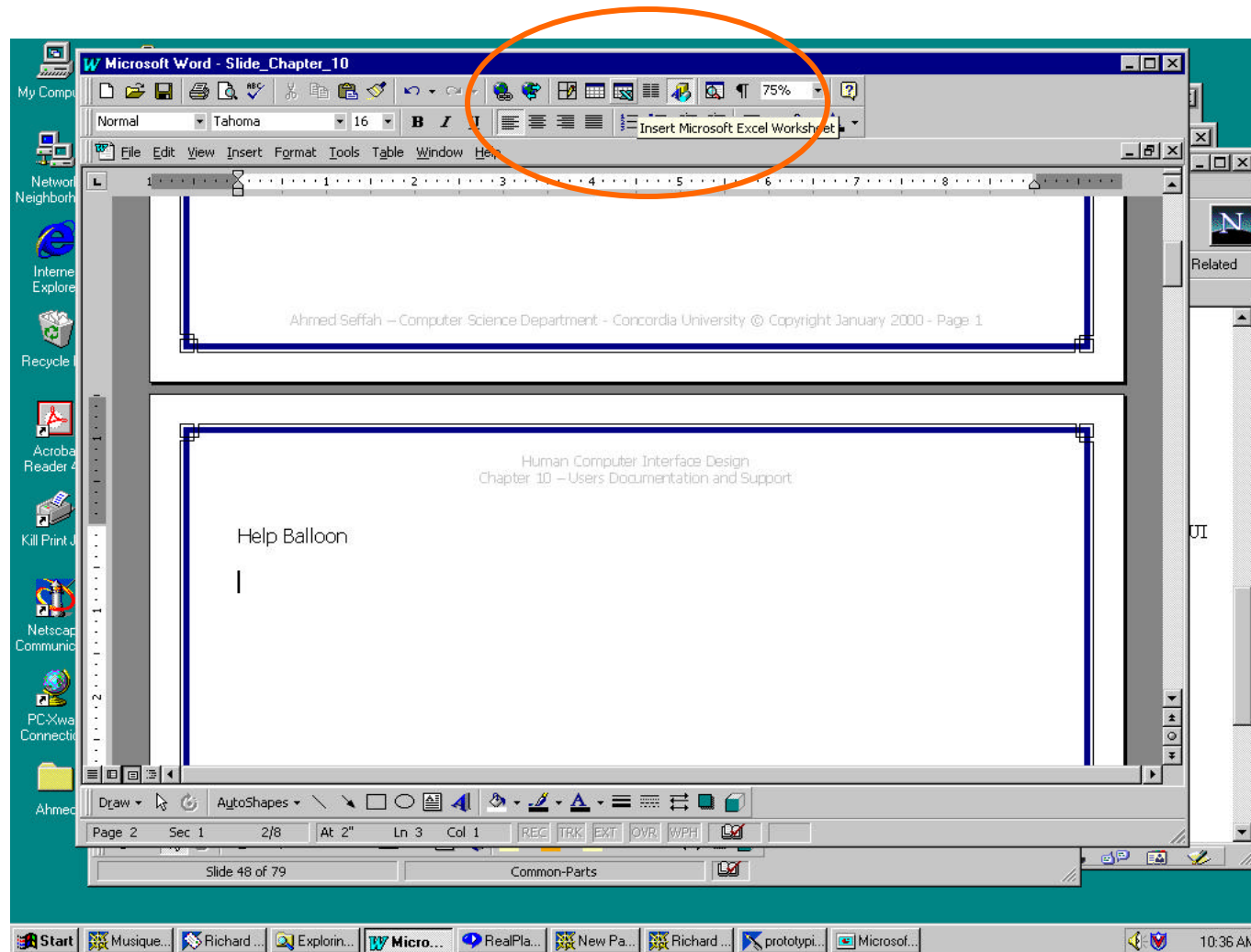
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Online help system (Three main services: Browse, Search, Index)

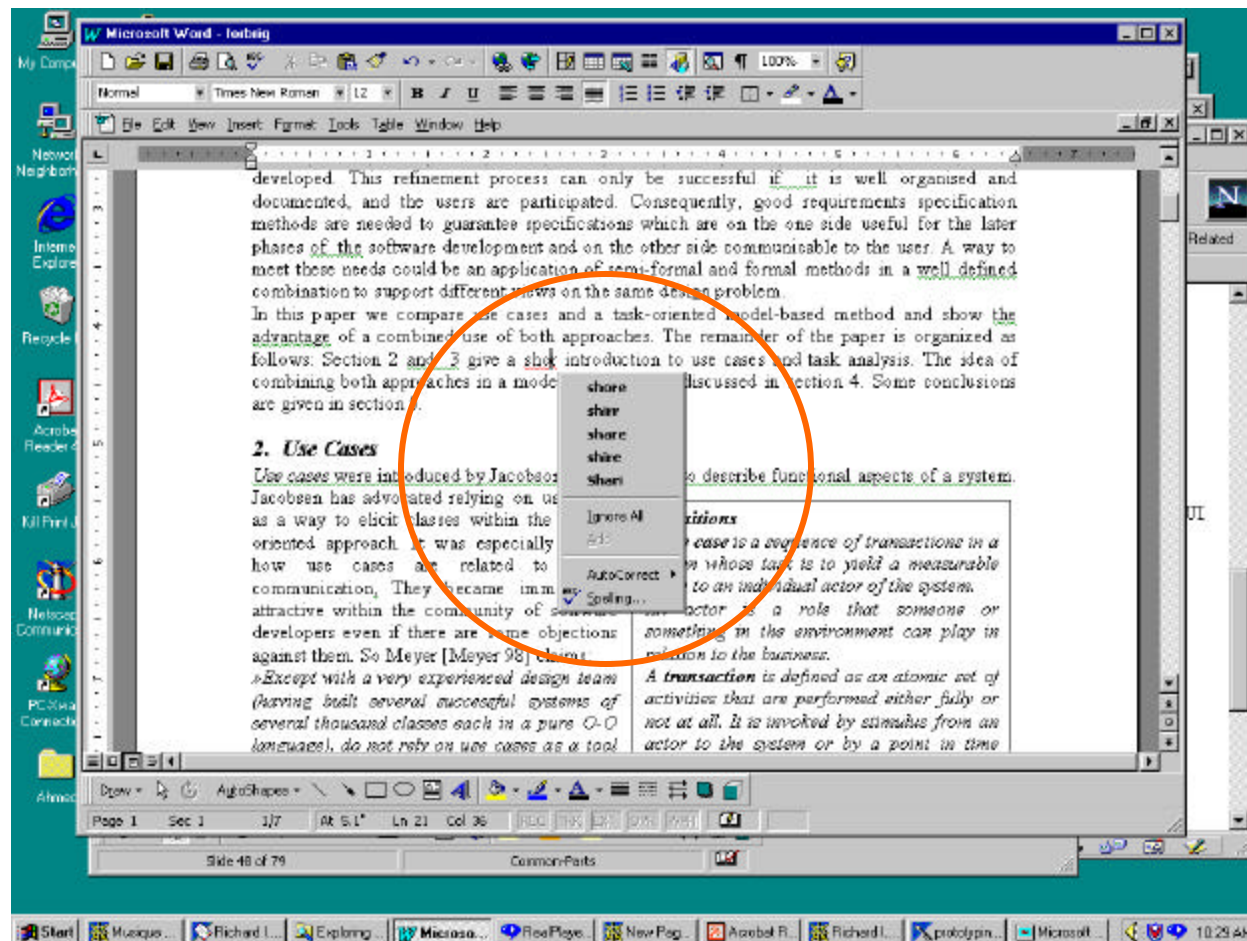


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Help balloon: What this feature in Office Help



Contextualized pop up menu: what can I do?



Tutors (Interactive tutorials, task scenario-based demonstrations, simulations etc.)

Exception Processing Tutor

Processing an Exception
involves identifying the most likely reason a store did not meet its goal for a product area. In this example we examine the drop in revenue for convenience products for 2 stores.

Select the Tutor mode you prefer, then press Play.

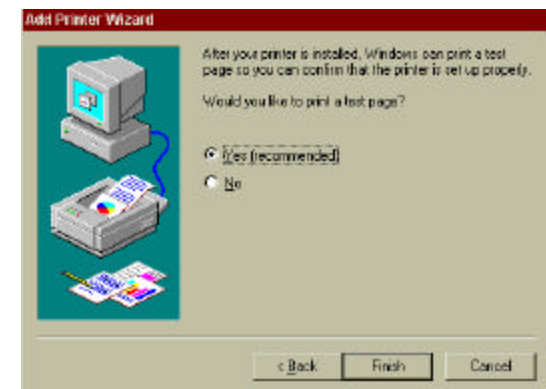
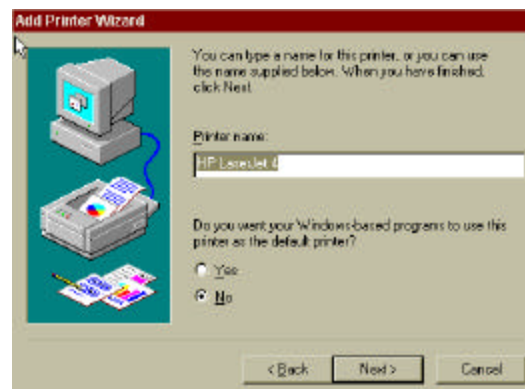
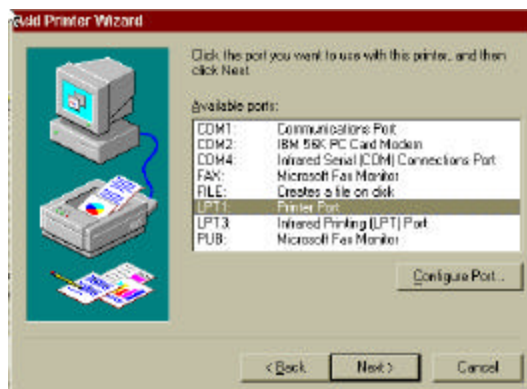
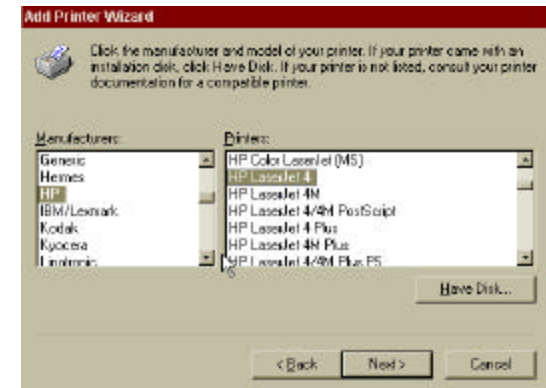
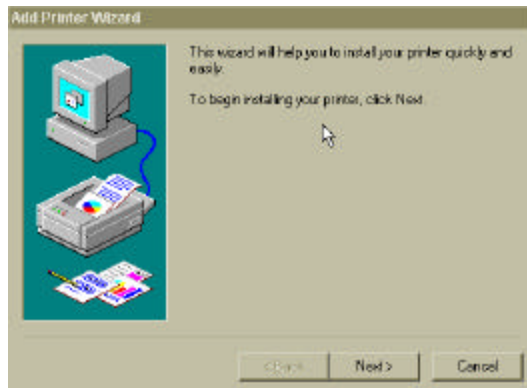
☒ Demo ☐ Practice

Back Stop Play Next

Monthly Revenue		
Stores	Convenience Product Revenue\$	Exception?
1078 Bay Ridge	\$1378	No
1111 Forest Dr.	\$ 943	Yes
345 Riva Rd.	\$ 1011	No
Rt. 2-Arnold	\$ 997	Yes

Cancel Done

Electronic performance support system: Windows 95 Printer Wizard



Coach

Dimensional Weight Coach

About Dimensional Weight...
Dimensional weight is a pricing procedure that is used to calculate rates based on package size.
Determine the dimensions of the package and enter these in the Length, Height, and Width fields.

Photo
Length: Measure the longest size.

Photo
Width: Measure Edge to edge of 1 side.

Photo
Height: Measure height of package.

Length: X Width: X Height: = Dim Wt.

Tutor

Help

Done

Advisor

COPD Oxygen Protocol Advisor

Respond to questions to review guidelines.

Is patient a Priority 1? ☒ Yes ☐ No

Is patient demonstrating shock or severe respiratory distress? ☒ Yes ☐ No

Is patient showing signs of hypoxia? ☒ Yes ☐ No

Advice:

Administer oxygen of 50%-100% via appropriate face mask until medical consultation can be obtained.

AND

Closely monitor for decreasing level of consciousness AND/OR increased respiratory distress

Help Coach Why? Done

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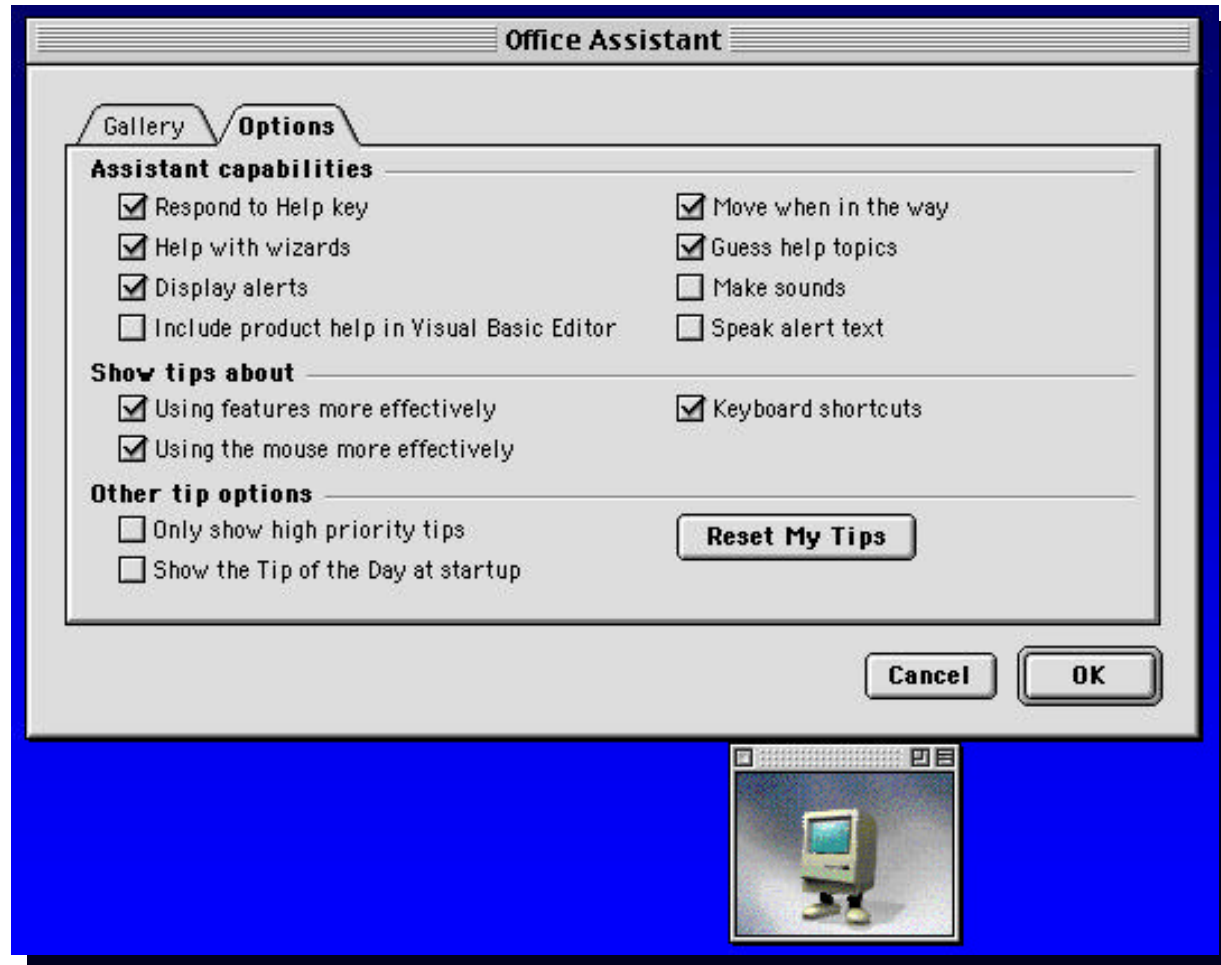
Task-sensitive user interface: QuickBooks (business management tool)



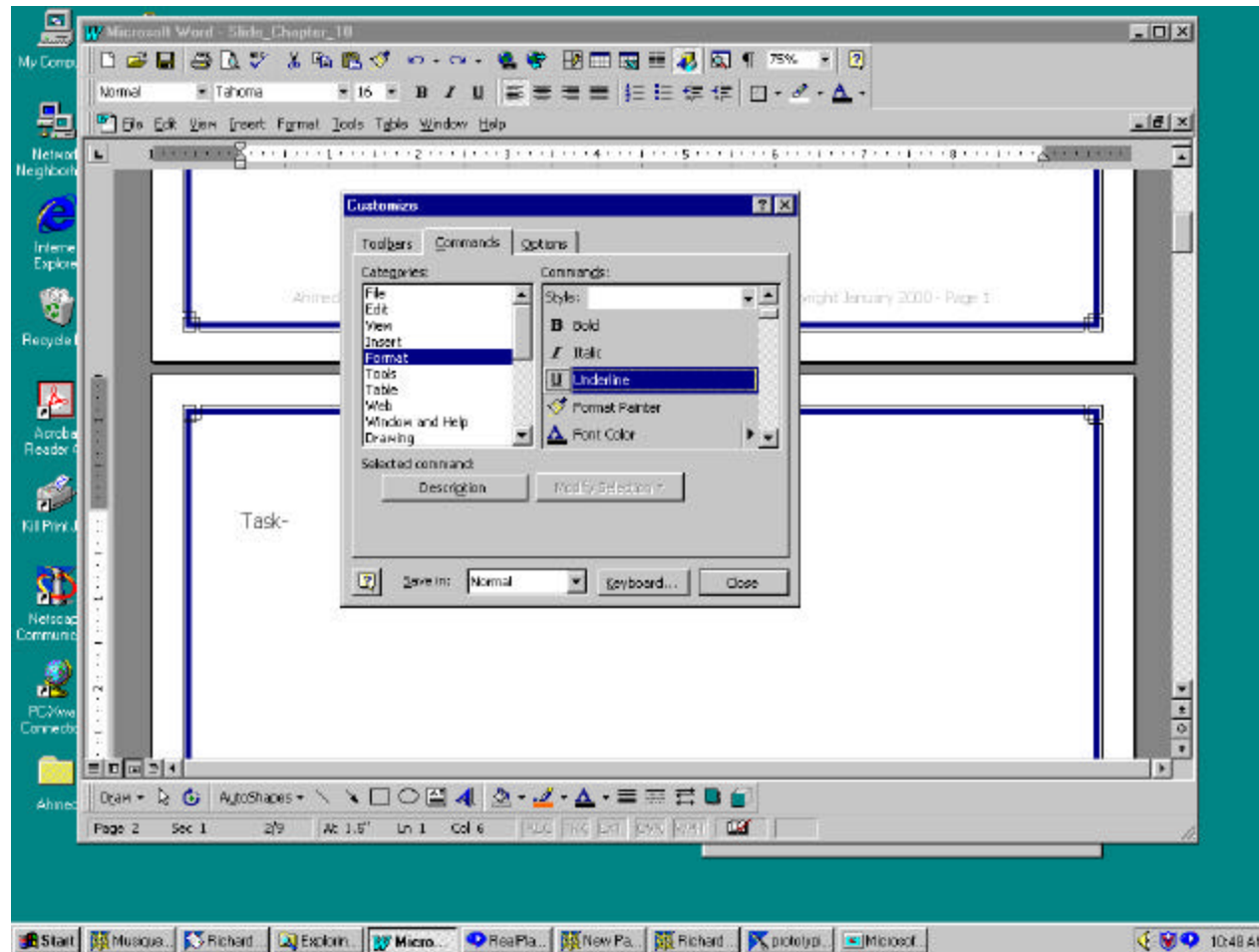
Task-sensitive user interface: QuickBooks (business management tool)



Adaptable UI: Office assistant customization (attributes that control how the system works)



Adaptable UI: configuration of UI (look and feels, visible/hidden functionalities)



Case study: EasyStep system in QuickTax (Quicken)

ImpôtRapide 1999 - [T1 Générale - Seffah]

Echier Édition Données Formulaires Outils Préférences Fenêtre Aide

1 Début 2 Importer 3 Entrevue 4 Révision 5 Classement

Sujet de l'entrevue : ☒ Identification Aide Quitter Précédent Suivant

SYSTÈME EasyStep

Cochez cette case si votre conjoint est un travailleur indépendant. Pour ce faire, cliquez sur la case ou appuyez sur la barre d'espace. Cliquez sur SUIVANT lorsque vous aurez terminé.

Province : État civil au 31 décembre 1999 : **1. Marié**

Code postal : NAS de votre conjoint :

Province de résidence le 31 décembre 1999 : **Québec** Nom de votre conjoint :

Province de travail indépendant : Cochez ici si votre conjoint était travailleur indépendant en 1999 : ☒

Si le statut de résidence a changé en 1999 : N'inscrivez rien ici

Date d'entrée : ou de départ :

Élections Canada

Autorisez-vous l'Agence des douanes et du revenu du Canada (anciennement Revenu Canada) à communiquer à Élections Canada vos nom, adresse et date de naissance pour mettre à jour

Case study: EasyStep System in QuickTax (Quicken) (Complex EPSS)

Slide_Chapter_10 - ImpôtRapide 1999 - [T1 Générale - Seffah]

Eichier Édition Données Formulaires Outils Préférences Fenêtre Aide

1 Début 2 Importer 3 Entrevue 4 Révision 5 Classement

Sujet de l'entrevue : Profil

SYSTÈME EasyStep

Sélectionnez les cases pertinentes à votre situation (1999) :

- ☒ J'étais un employé
- ☐ J'ai fait des investissements
- ☐ J'avais une entreprise
- ☐ J'avais des revenus de pension
- ☐ J'étais un étudiant
- ☐ J'avais des immeubles

Province : Quebec

Code postal : H3S 1X6

Province de résidence le 31 décembre 1999 : Québec

Province de travail indépendant :

Si le statut de résidence a changé en 1999 :

Date d'entrée : ou de départ :

État civil au 31 décembre 1999 : 1. Marié

NAS de votre conjoint : 280 103 425

Nom de votre conjoint : Meynard Isabelle

Cochez ici si votre conjoint était travailleur indépendant en 1999 : 1

N'inscrivez rien ici

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Case study: Office Assistant (Tips, Advisor)

