

## **Job Aid Project**

### Statement of Problem

Provide effective and available procedural information for university community for newly implemented blogging software. These steps should detail root level functions in the program, such as logging in, posting and changing presentation options.

### Audience Analysis

All faculty, staff and students will have access to this software so the job aid should be usable by all three groups. The end user's basic computer competency is assumed therefore the job aid should not be technically complicated.

### Job Aid Type

This is a job aid for a procedure and provides step-by-step procedural information.

### Rationale

A job aid is appropriate in this case because of three basic factors. The first is that some aspects of blogging may be infrequently performed, such as changing presentation options. Other functions, such as posting and logging in, will be performed routinely. Also, the actions required are complex and involve multiple steps which makes a job aid ideal for the procedure. Lastly, providing training to the entire faculty, staff and student body at UNCW would be extremely time consuming and require a great deal of resources to complete. Having a job aid in place greatly reduces this need.

The format of the job aid is procedural in nature and makes sense because it details steps that are to be completed in order. Also, only one path can be taken, as the user must log in before

performing the other actions (posting, changing presentation). Finally, the procedures detailed do not require any complex decisions to be made on the end user's part, so step by step instructions are ideal.

-Why job aid is ready to support performance

In summary, this job aid is ready to support end user performance with UNCW's new blogging software. In terms of training, it is cost effective and will greatly reduce training time (ideally to a minimum). As well, this job aid can be used as on-the-job training. It will enable end users to complete their job in a timely manner and give them confidence to complete the task as they will not need to rely on memory so the amount of error should be drastically reduced. Lastly, the job aid should provide enough details about the procedure to reduce the number of calls and e-mails to the University's help desk which means that the implementation of the software will consume fewer resources.

## Principles

### Design Principles

Contrast – overview screens display action being completed with background faded out,

makes text appear over software in background

Repetition – each screen maintains a similar format as there are only 3 basic layouts

Involved (title screens, instruction screens, demo screens)

Alignment – all title/instruction screens are centered and bubbles are close to areas

where actions take place in animation

Proximity – text bubbles point to areas where actions are being performed

Layout Design – fits 800x600 screens, standard size

Motion – timing of slides is enough to allow users to read instruction, properly paced

Navigational Helps – main menu allows users to jump to specific sections or watch entire

Organization – steps sequenced so that they stack on top of each other; later actions

require former actions

Visuals – actual screenshots and animations of software in use, shows content being discussed

Special Features – ADA/Section 508 compliant; all visuals have a text alternate for screen

reading software

Realism – mimics software verbatim; gives user real world experience

Visuals – on-screen text tells action before it is performed by animation

Clarity – steps described in plain text and sequential order