

Exercises for Chapter 2

1. Does the Instruction sheet for novices (Figure 5) ensure that users get feedback to reinforce learning?

If not, how can it be added?

2. Find instruction videos on YouTube for
 - a. Insert a table of contents in a document
 - b. Insert pictures into documents
 - c. Insert graphs in spreadsheets
 - d. Create combination charts in spreadsheets
 - e. Create e-mail filters
 - f. Upload pictures to flickr

Assess the instruction video according to the principles of sequence, recognisability, brevity, completeness and feedback to reinforce learning.

3. From your experience, which computer operations do your friends, family or colleagues struggle with?
 - a. What is difficult in doing these operations?
 - b. Design an instruction sheet for the difficult part.