Job Aid Project: "How to use Bulk Download"

Statement of Problem:

This job aid is designed for staff who are using BB9. Thus, this job aid should be clear and provide all the steps needed for both type of users. It enables the staff to download all the grades at once for any assignment and shows howto save these grades either in the BB area or in the staff personal computer.

Audience:

Because the "Bulk download" is practical for the staff especially if they have large number of students, this job aid will be great help for them.

Type of Job aid:

This job aid "Bulk download" shows how to download all the students' grades through a procedural demonstration; it shows all the needed steps to accomplish that.

Rationale:

The job aid is appropriate to explain the "Bulk Download", simply because there are many options can be done through the process such as: the staff can choose whether to save the folder in his/her BB area or in his/her personal computer. Moreover, dealing with grades is a sensitive issue, therefore; the explanation will be much clear if the electronic job aid is used in this case. Besides, because of the time limit; the job aid is a good idea so that staff can refer to the job aid whenever they need it.

Why this job aid is ready to support performance:

This job aid is so essential for all staff at UNCW. First of all, this job aid will provide all detailed steps on how to bulk download grades from the grade center. No doubt that this job aid will reduce both of time and effort of the staff to know how to download all the students' grades and save them either in the BB9 or in their personal computers. Moreover, "Bulk download" is necessary for all staff at any time during the semester so they will definitely need to utilize their busy time to watch this two minutes tutorial on "how to download all students' grades in the grade center in BB9".

Design Principles:

1-Culture: this job aid is not designed for a particular culture, or a particular group, neither is designed to suit a particular time in the year.

2-Clarity: I tried to make the voice clear and sound able to the users, besides that I used the mouse direction as visual clarity of the job aid.

3-Content: the content is clear, simple and only includes the necessary information needed to explain the use of Bulk download.

4- Design principles:

*Contrast: I have highlighted the boxes where users need to click or open and I used orange frames to do that to make it more visible.

*Repetition: in both job aids I have repeated the colors such as using the orange to highlight boxes besides that I repeated the dark blue and the purple in the texts colors.

*Alignments: in the print job aid, the blue boxes are aligned in the same direction; the right to create ease for the eye to read the content of those boxes.

*Proximity: in the print job aid I have organized the pictures and texts with similar proximity between them.

*Layout design: the print design is in PDF so to make it easy to be printed in A4 size which is the common size in printing documents. Also the electronic job aid fits the standard size of a any PC.

5- Motion: in the electronic job aid, the slides movement is suitable for the users. The speed of each slide is enough to understand the content.

6- Organization: both tutorials- print and design- demonstrate the steps of how to download and save the grades. The tutorials showed all procedural steps to do the bulk download in the grade center.

7-Visuals: in both tutorials the pictures and the slides are clear enough for the users to follow. The print design includes all pictures of all needed steps of how to use bulk download. Also, the electronic job aid has all needed slides to explain the steps.

8- Motivation: In the print job aid, I tried to use an attractive picture of the goals of the tutorial. Also, in the electronic job aid, I used the introductory slide to attract the attention besides to provide the goals of the tutorial because if the tutorial gave good impression from the first slide then definitely the user will want to continue watching.

9- Practice Activities: I have provided both tutorials with goals to make the tutorial more practical for the user and easier to know the purpose of the tutorial.

10- Reading and vocabulary level:

In both tutorials the language is clear and easy as basic level, so the users whether they have technology background or not still able to use and understand the tutorials.

11-Sound and Sound Effect:

In the electronic job aid, the audio matches with the slides which is important to follow the steps correctly and understand the content.

12-Technical quality and usability:

Both tutorials are free of any complicated process on how to log in or how to use them. Besides that the steps are also explained in a simple way without using any unfamiliar techniques which might confuse the users.

13-Typography:

In both tutorials the size of the text, font type, or the colors used are clear and easy to read.

14- Special Features:

Timing is very important in designing job aids because they are supposed to be practical and easy to be used in short timing, so I have tried to include the most necessary steps needed which might be the most challenging. In the electronic job aid, it is challenging to have both the audio and visual brief and practical enough for the users.

15- Cognitive job aids:

Both tutorials includes the goals of the tutorials which is very important to guide the users and save their timing to ensure what they are looking for in the tutorial.

In Captivate: I have used many tools

*Preview (F4): I used F4 to view my whole project.
*Record: I used the record button to record the video.
*Audio: I used the audio to record my voice for the whole project and I did not record the audio slide by slide.
Timeline: I used the time line to monitor the duration and speed of each slide.
Texts: I have used the text especially at the introductory slide and concluding slide.