

UNIVERSITETET I OSLO

Det matematisk-naturvitenskapelige fakultet

Eksamen i: INF3280 – Test

Eksamensdag: anytime

Tid for eksamen: 4 hours

Oppgavesettet er på 4 sider

Vedlegg: Ingen

Lovlege hjelpemiddel: All written and printed

Please make sure that the exam paper is complete before starting answering the questions.

The percentages in this exam paper add up to 60. Assignment 4 counts 40%.

Task 1. Skills – 10%

Read the instructions in the text box below, which is copied from Google.com

How to share Google Docs

Share a doc or file from the Documents List

1. In your Documents List, check the box(es) next to the item(s) you'd like to share.
2. Click the **More** drop-down menu, and point your mouse to **Share...**
3. Select **Share....**
4. Type the email addresses of the people you want to share with. You can add a single person, [a mailing list](#), or choose from your contacts.
5. To the right of the list of names, choose 'Can view' or 'Can edit' from the drop-down menu.
 - 'Can view' means that they will only be able to view the file. We recommend this setting if you don't want people to be able to edit your file.
 - 'Can edit' means that they'll be able to edit and make changes to the file. By default, people who can edit your file will be able to share it with additional people. You can remove this option by clicking **Change** next to 'Editors will be allowed to add people...' before you click **Share & save**.
6. Click **Share & save**.

By default, everyone you share with will get an invitation email. If you'd rather not notify them, de-select the 'Notify people via email' checkbox. They'll have access to the item when they next sign in.

- a. Review the instructions according to the principles of sequence, recognisability, brevity and completeness.
- b. Do the instructions ensure that users gets feedback to reinforce learning?

If not, how can it be added?

Task 2. Documentation for understanding – 20%

Pick an IT concept which you are familiar with and which could be difficult to learn for some reason.

- a. Why could it be difficult to learn?
- b. Write a plain text and draw a graphical illustration, such that the combination of these presents the concept and addresses the difficulty.
- c. Explain how your presentation addresses the difficulty.
- d. Modify your presentation such that it fits a tool-tip help (balloon help).

Task 3. Levels of understanding – 10%

When requested to explain hyperlinks, we get the following responses:

Amy:

Hyperlinks combine two pages. When I click on it, it takes the other page into where I am.

Bertine:

It is a connection from one page to another. It consists of a web address and a text. Hyperlinks are like cross-references and items in my play-lists.

Cornelis:

I click Insert and then Hyperlink. Then I copy the address into the address field and click OK.

- a. At which levels of skills or understanding are Amy, Bertine and Cornelis?
- b. What would you tell them such that they could advance their understanding?

Task 4. Training – 10%

You are planning the training of an information system which is to be introduced in an organisation.

- a. Why is it important to include motivation for use in the training?
- b. In which ways can you include it?

Task 5. Problem solving – 10%

Read the conversations i-iii below between a user and a support person helping out. For each of the conversations, answer questions a-c.

- a. Which types of learning processes (basic and combined) did the user and the supporter go through?
- b. Did the supporter provide any explicit training for problem solving?
- c. How could the supporter have provided more training for problem solving?

i. Phone conversation – Average and Mean

Dave: Hi. I have a list of weights in my spread sheet, and I need the mean value. How can I find it?

Elton: Go to Insert Function. Can you see it?

Dave: Insert ... no ...

Elton: OK, you are probably using Excel 2007. Go to Formulas, and then Insert Function.

Dave: Formulas ... OK ... Insert Function, yes. ... But I don't find Mean

Elton: Is it Average which you need? It calculates the arithmetic mean.

Dave: Maybe. I see Average, so I'll try. Thanks.

ii. Co-located – Printer

Frida: Thanks for coming. I have tried to print several times today,

Glenn: OK, let me see.... All your jobs are in the local printer list. There is no connection to the network printer. ... Let's log out of the server ... And mount the printer. Can you enter your password there?

Glenn: So let's try again. I try printing this document. ... I can hear the printer starting up, and here in the printer queue I can see that your job is active. It is working now. Have a nice day!

iii. Co-located – Search

Ivan: Hilary, can you please look here. When I search for Hotel Excelsior, I end up in this travel agent. Do you know how I get to the hotel?

Hilary: I see, you picked the first choice amongst the hits. You see, these three hits on the top have a background colour, and there it is written Ads. So better try the first one below the ads.

Ivan: Aha. I didn't know that. This explains why I often get the wrong hits. Let's see the first one, ... Hotel Excelsior in Dubai. But I wanted Buenos Aires. Let me try with Hotel Excelsior Buenos Aires. Yeh, now it is on the top of the list. Let's see. ... But when I click on the hit, it takes me to a place called Hotel Bookings. I wanted the hotel.

Hilary: Go back again. ... See there, even if the title of the top hit is Hotel Excelsior Buenos Aires, the web address is hotel-bookings.com. That is an agent which just mimics your search terms. Look further down the list and see if you can find a web address containing Excelsior and ending with .com.ar . Then you will know that it is an Argentinian web site.

Ivan: Oh, so ar means Argentina. I didn't know that.