

INF3280 - Development of IT competence in organisations

Guidelines for the external examiner 2015

Task 1

1a.

Android

These are instructions on how to create and delete shortcuts, such that the criteria apply.

Motivation/purpose: Given in the first sentence.

Sequence: OK, since there is a numbered sequence without branching or exceptions.

Recognisability: There are two screenshots. However, it is difficult to see how these relate to the written instructions.

Brevity: The instructions are short.

Completeness: Difficult to know without trying.

Feedback: Not obvious what the end result of the create operation should look like.

Mac OS

Also instructions

Purpose in first sentence.

Sequence: The first line under Create has unnecessary complicated sequencing, including AND and OR. The latter seems like an alternative of the second step.

The second option is has a clearer sequence.

Find: Also AND and OR. Could be clearer

Recognisability: No screenshots, but the instructions refer mainly to keys, which are probably recognisable for a user with some experience on Mac.

Brevity: The first sentence under the second section “Find the original item for an alias” is mainly a repetition of this heading.

Completeness: Difficult to know without trying.

Feedback: Not obvious what the end result of the create operation should look like.

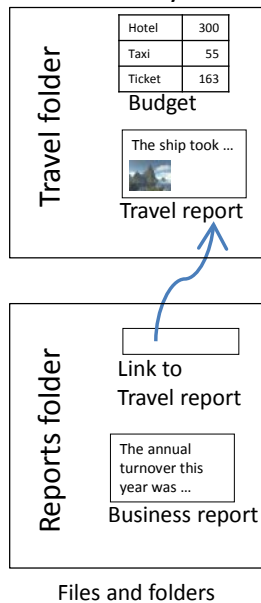
1b.

Lola thinks that the e-mail system sent the target file

Lola thinks that Edwin can access the target file on her computer through the shortcut.

1c

Shortcuts link files in the file system

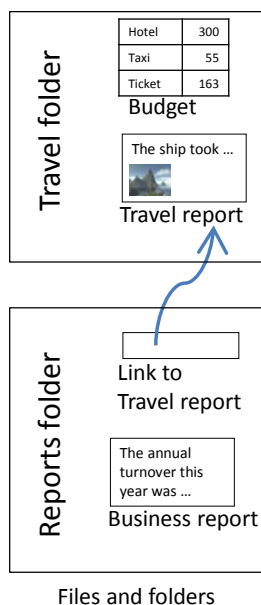


1d. A shortcut is a link to a file that can be moved to a different folder, thus providing access to this file from anywhere in the file system

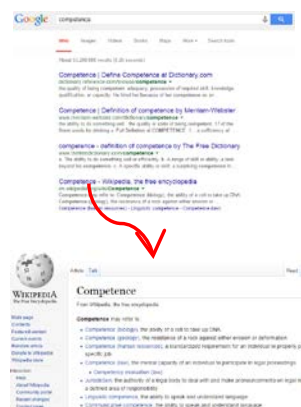
1e. We assume that most users learn browsing the internet before they organise their file system or make cross references in a document. Learning a new concept is easier if you can relate it to one you already know. Thus teaching (if necessary) hyperlinks goes first, and thereafter shortcuts and cross references. There is no obvious reason for teaching shortcuts before cross references or the other way around. The trainer might have to ask the trainees.

1f.

Shortcuts link files in the file system

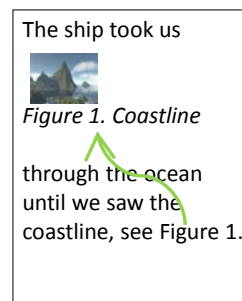


Hyperlinks link files from inside one document or web page to another one



Pages on web servers

Cross references link text with document elements inside a document



Inside files

1g.

Pick the correct alternative

- a. Cross references are links to movable elements in a document, and shortcuts are links to programs.
- b. Shortcuts are links to files in the file system of user, and hyperlinks refer to external documents or web pages.
- c. Hyperlinks can refer to any file on the world wide web, and cross references constitute the table of contents in a document.

Task 2

2a.

Facilitate:

- Practical exercises through imitation.
- Classmates from the same department, such that they can discuss amongst themselves after the training.
- Users watch colleagues demonstrating the system.
 - This may boost their self-efficacy, since the demonstrations are done by someone which they may conceive as at their own level.
 - This may also unveil misunderstandings and erroneous use which the trainer can address.

Inhibit:

- No motivation for the usefulness of the system.
- No training material to bring back to work.
- No teaching of concepts and principles.
- No discussions amongst the participants.
- No problem solving exercises.

2b.

The system can log user activity for counting how many users use how many system operations during a period of regular system use after the training.