INF1005H - Information Workshop Description

Users helping users: software learning, video tutorials design, and the wisdom of the crowd

Section 0107, Thursdays from 1-4pm (week of January 9, 2017 to week of February 13, 2017)

Instructor: Aviv Shachak

Despite advances in user interfaces, software help, and user manuals, software users still often need help learning new software applications or performing unfamiliar tasks using them. Video tutorials are becoming a common way of providing training and assistance for software users. In this workshop students will review current research on, and learn the best practices of designing video tutorials for software application. They will then explore video tutorials produced by software vendors as well as tutorials posted on social media (YouTube) by software user in an attempt to identify additional best practices and elements of effective design. Finally, they will apply this knowledge in the design of a software video tutorial of their own.