



# Step 9

## Provide Effective Feedback and Guidance and Assistance





# Topic

**Provide  
Effective  
Feedback**

**Guidance and  
Assistance**

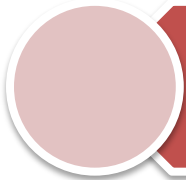


# Provide Effective Feedback

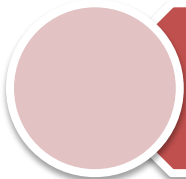
- feedback topics are discussed :



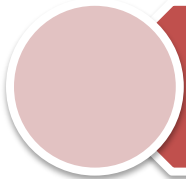
Acceptable response times.



Dealing with time delays.



Blinking for attention.



The use of sound.



# Response times

- The Fact Findings :

Waktu respon optimum tergantung pada tugas

Kepuasan dengan waktu respon adalah fungsi yang diharapkan

Ketidakpuasan dengan waktu respon adalah fungsi dari ketidakpastian seseorang karena penundaan

Orang akan mengubah kebiasaan kerja agar sesuai dengan waktu respon

Penundaan secara Konstan lebih baik dari pada penundaan secara bervariasi

Waktu respon yang sangat cepat atau lambat dapat menyebabkan gejala stres



# Web Page Download Times

- Peserta tes diberi waktu respon dengan hasil sebagai berikut :
  - High (Good): Up to 5 seconds
  - Average: From 6 to 10 seconds
  - Low (Poor): Over 10 seconds

## Other studies have found the following:

- Longer delay times are tolerated by :
  - Novice users, Older users, People not experienced with high bandwidth connections, New visitors to a site, people performing important tasks, People performing successful tasks, Better content
- Situs yang sangat lambat dapat menyebabkan orang untuk percaya bahwa mereka membuat kesalahan



# Web Page Download Times

## Guideline:

- Waktu download maksimum harus sekitar 10 detik..
  - Gunakan penyajian gambar tambahan atau progresif.
- Gambar harus :
  - Small
  - Lean (Low bit depth, resolution, use of fewer colors, and so forth).
  - Reusable.
  - Contain pixel height and width dimensions in a tag.
- Use thumbnail images to preview larger images.
- Use simple background images



# Dealing with Time Delays

- Button click acknowledgement:
  - Acknowledge all button clicks by visual or aural feedback within one-tenth of a second.
- Waits of up to 10 seconds:
  - If an operation takes 10 seconds or less to complete, present a “busy” signal until the operation is complete.
- Display, for example, an animated hourglass pointer.
- Waits of 10 seconds to 1 minute:
  - If an operation takes longer than 10 seconds to complete, display
  - A rolling barber’s pole or other large animated object.
  - Additionally, a progress indicator, percent complete message, or elapsed time message.



# Dealing with Time Delays

- Waits over 1 minute:
  - Present an estimate of the length of the wait.
  - Display a progress indicator, percent complete message, or elapsed time message.
- Long, invisible operations:
  - When an operation not visible to the user is completed, present an acknowledgement that it is completed.
    - A message Or An auditory tone.
- ■ Progress indicator:
  - Along rectangular bar that is initially empty but filled as the operation proceeds.
    - Dynamically fill the bar.
    - Fill it with a color or shade of gray.
    - Fill it from left to right or bottom to top





# Dealing with Time Delays



**Figure 9.1:** Processing progress indicator.

- Percent complete message: Useful if a progress indicator takes too long to update
- Elapsed time message: A message that shows the amount of elapsed time
- Web page downloads



# Blinking for Attention

- Attract attention by flashing an indicator when an application is inactive but must display a message to the user.
- To provide an additional message indication, also provide an auditory signal (one or two beeps).
- Display the message



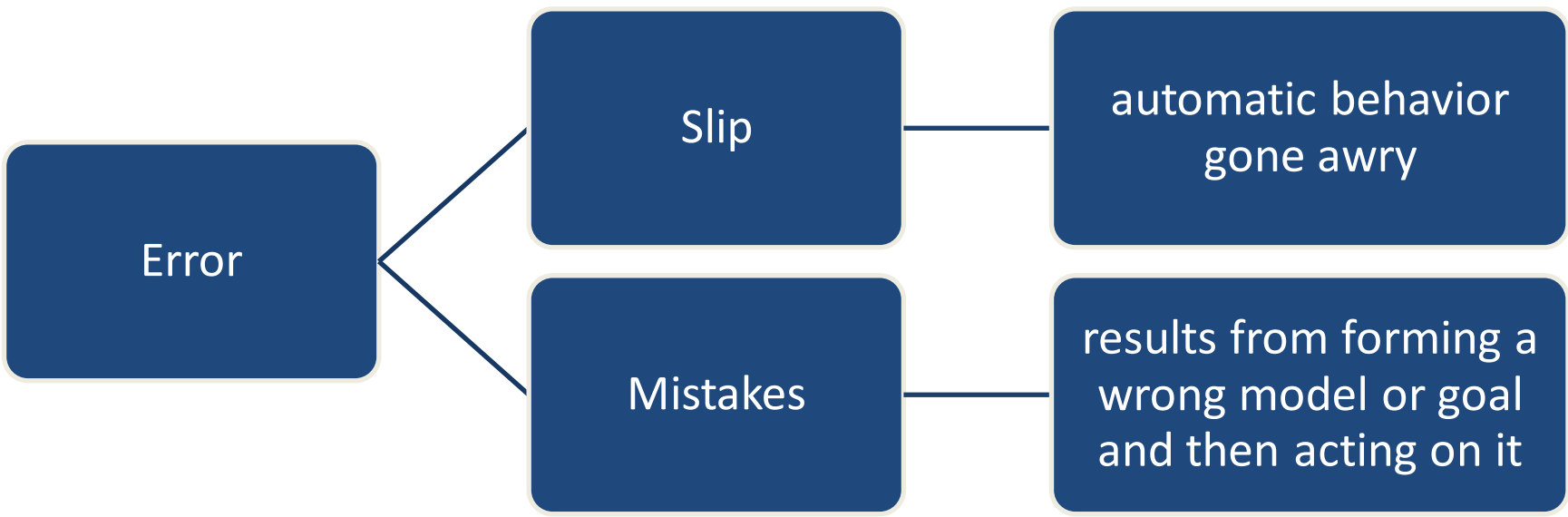
# Use of Sound

- Always use in conjunction with a visual indication.
- Use no more than six different tones.
- Do not use : Jingles or tunes or Loud signals.
- Use tones consistently.
- Provide signal frequencies between 500 and 1,000 Hz.
- Allow the user to adjust the volume or turn the sound off altogether.
- Test the sounds with users over extended trial periods.
- Use sounds sparingly



# Guidance and Assistance

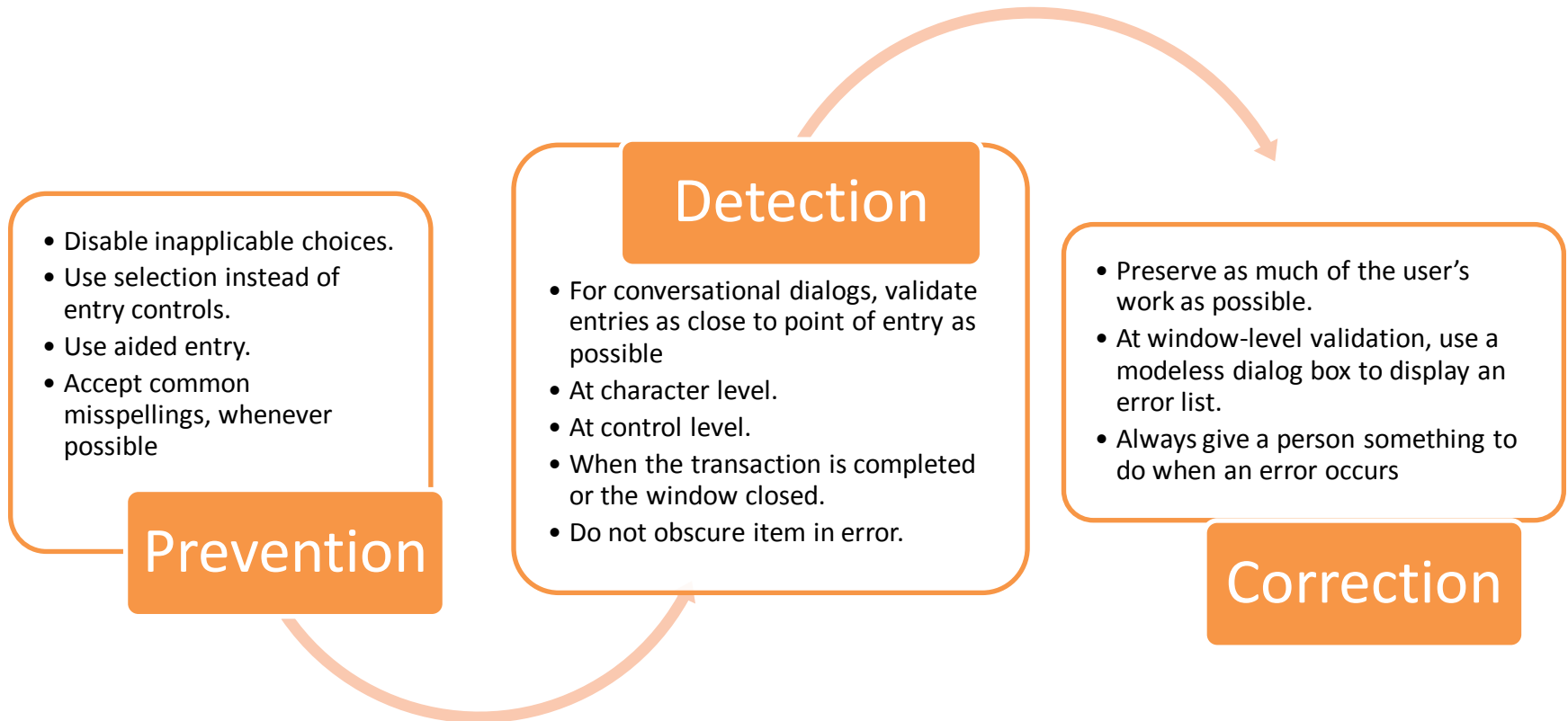
## Preventing(Pencegahan) Error



**Everyone makes mistakes, so every mistake should be fixable**



# Problem Management





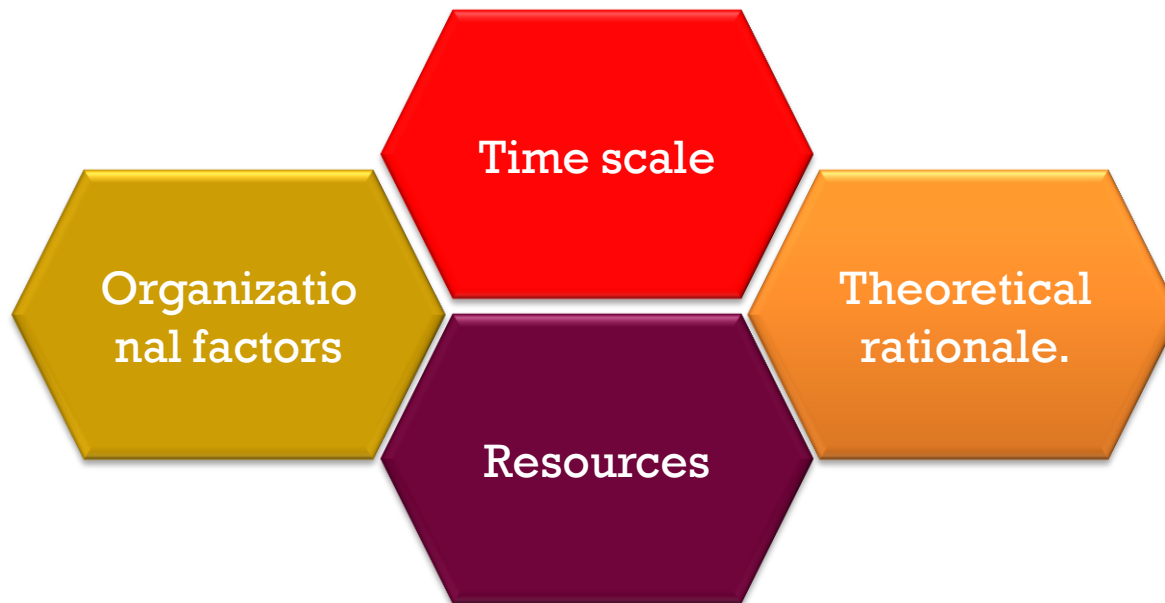
# Providing Guidance and Assistance

- Guidance can describe in
  - the form of the system's hard copy,
  - online documentation,
  - computer-based training,
  - instructional or prompting messages, and
  - system messages,
- Useful guidance and assistance answers the following questions:
  - What is this?
  - What does it do?
  - How do I make it do it?
  - What is its role in the overall scheme of things?



# Problems with Documentation

- factors contribute to bad design





# How Users Interact with Documentation

three broad stages through which a reader interacts with documentation :

finding information that is relevant



understanding what the documentation says



applying that understanding to the current task to solve the problem





# How Users Interact with Documentation

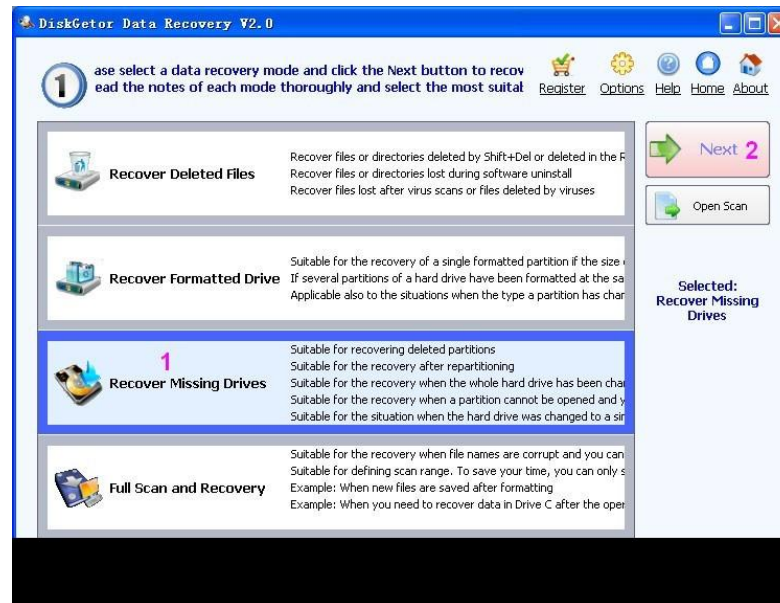
- principles :





# Instructions or Prompting

- placed within the body of a screen
- Prompting is provided to assist a person in providing what is necessary to complete a screen
- Guidelines for writing instructions and prompts are covered in Step 8.





# Help Facility

## Help Facility Guidelines

- Kind:
- Training:
- Availability:
- Structure:
- Interaction:
- Location:
- Content:
- Style:
- Consistency:
- Title:





# Contextual Help

Provides information within the context of a task being performed

## ***Help Command Button***

### ■ Description:

— A command button.

### ■ Purpose:

— To provide an overview of, summary assistance for, or explanatory information about the purpose or contents of a window being displayed.

### ■ Design guidelines:

— Present Help in a secondary window or dialog box.



# Contextual Help

## ***Status Bar Message***

- ■ Description:
  - An abbreviated, context-sensitive message related to the screen item with the focus.
  - Appears in window's status bar when the primary mouse button is pressed over an item (or keyboard focus is achieved).
- ■ Purpose:
  - — To provide explanatory information about the object with the focus.



# Contextual Help

## *ToolTip*

- Description:
  - A small pop-up window that appears adjacent to control.
  - Presented when the pointer remains over a control a short period of time.
- Purpose:
  - Use to display the name of a control when the control has no text label.
- Design guidelines:
  - Make application-specific ToolTips consistent with system-supplied ToolTips.
  - Use system color setting for ToolTips above to distinguish them.



# Contextual Help

## ***What's This? Command***

- Description:
  - A command located on the Help drop-down menu on a primary window.
  - A button on the title bar of a secondary window.
  - A command on a pop-up menu for a specific object.
  - A button on a toolbar.
- Purpose:
  - Use to provide contextual information about any screen object.
- Design guidelines:
  - — Phrase to answer the question “What is this?”
  - — Indicate the action associated with the item.
  - — Begin the description with a verb.



# Task-Oriented Help

## Description:

- A primary window typically accessed through the Help Topics browser.
- Includes a set of command buttons at the top; Purpose:
- To describe the procedural steps for carrying out a task.
- Focuses on how to do something.

## Design guidelines:

- Provide one procedure to complete a task, the simplest and most common.
- Provide an explanation of the task's goals and organizational structure at the start.
- Divide procedural instructions into small steps.
- Present each step in the order to be executed.





# Reference Help

## Description:

- An online reference book.
- Typically accessed through a
  - Command in a Help drop-down menu.
  - Toolbar button.

## Purpose:

- To present reference Help information, either

## Design guidelines:

- Provide a consistent presentation style, following all previously presented guidelines.
- Include a combination of contextual Help, and task-oriented Help, as necessary.
- Include text, graphics, animation, video, and audio effects,



# Wizards

## Description:

- Serangkaian halaman presentasi ditampilkan dalam jendela sekunder. — Termasuk : Controls to collect input, Navigation command buttons.
- Biasanya melalui pengaksesan.

## Purpose:

- Untuk melakukan serangkaian langkah yang kompleks.
- Untuk melakukan tugas yang membutuhkan membuat beberapa keputusan penting.
- Untuk memasukkan data penting dan untuk digunakan ketika biaya kesalahan yang tinggi. .
- Untuk melakukan tugas yang jarang dicapai.



# Hints or Tips

## Description:

- Sebuah tombol perintah berlabel Petunjuk atau Tips.

## Purpose:

- Untuk menghasilkan beberapa kontekstual penting, tetapi spesifik, informasi dari item yang berhubungan dilayar

## Design guidelines:

- Menghasilkan panduan hanya pada dua atau tiga poin penting
- Tempatkan tombol pada tempat panduan .
- Tulis secara singkat dan jelas.