# Activity sheet 1.9: Writing and following instructions

*Learning outcome A: Understand interface design for individuals and organisations*

*A3: Design principles*

You work as a Digital Information Technology assistant at a local college. The college has recently employed a new administration assistant, Jason Kemp. Jason will need to use calendar software to create appointments as part of his work duties.

Jason uses social media and text messaging on his smartphone but does not have a calendar app and has never created appointments. The college computers have two programs installed that could be used to create appointments: Microsoft Outlook (Windows PCs) and Calendar (Apple computers).

Write a set of instructions that will enable Jason to create an appointment using one of the above calendar programs. Try to make the instructions as straightforward as possible. Ideally they should take into account Jason’s lack of experience in using calendar software.

1. Write your instructions in the space below.

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1. Pair up with another learner. Give your instructions to your partner. Ask them to use your instructions to create an appointment.
2. Use your partner’s instructions to create an appointment. After you have done this, give   
   some feedback to your partner about their instructions. Use the following prompts to give   
   your feedback.
   1. How easy was it to follow the instructions?
   2. Were the instructions appropriate for Jason to use?
   3. Were any important instructions missed out?
   4. Did any of the instructions use technical terms that Jason would not understand?
   5. How did the use of language and the amount of information help you?
   6. Do you have any other suggestions for improvement?

Take it further

Choose a set of instructions for a program that you find difficult to read or understand.

Rewrite the instructions so that they are suitable for a novice user.