What You Can Learn By Watching Others Use Your Documentation

## Real Situations (video)

|  |  |
| --- | --- |
| **Behavior** | **Possible Solution** |
| Users don’t use help. | Move help into the user interface. |
| Users don’t believe in the help. | Continuously update help material. |
| Users are frustrated and impatient. | Focus on solutions. |

## Fabricated Situations (scheduled)

|  |  |
| --- | --- |
| **Behavior** | **Possible Solution** |
| Users disdain long manuals. | Provide one-page quick reference guides. |
| Users skim. | Use subheadings and boldface direct objects. |
| Users can’t find “obvious” things. | Include screenshots and images. |
| Users search for the “wrong” terms. | Make help searchable with the user’s vocabulary. |
| Users search one source only. | Consolidate your help under one search. |
| Users don’t understand your explanations. | Illustrate your ideas, even if they seem clear. |
| Users bounce and lose their place. | Keep tasks short. |