

Question Bank for Software Documentation



**Ahmad Sa'ed
Alawneh**



والعمر ماضٍ إنّما
يبقى صنيعُك والآثرُ

1- The Minimalist Approach in Tutorial design includes elements of a good storytelling, examples, table of commands, goals and objectives, summaries, describe scenario carefully and slowly.

- A) True
- B) False

Answer: B

2- What is the type of documentation that focuses on the descriptive of the program itself than of the user's application of the program and the motivation of the user of this documentation is to obtain information "about" the program.

- A) Tutorial documentation
- B) Procedural documentation
- C) Reference documentation
- D) None of the above

Answer: C

3- The order of tasks in a PowerPoint manual: "close a file, delete slide, add slide, save the file, open a file and finally create new file". This order of tasks follows Task-Oriented Organization.

- A) True
- B) False

Answer: B

4- Which of the following statement(s) is/are false?

- A) Elaborative Approach in Tutorial design used in getting started booklet
- B) Minimalist Approach in Tutorial design cuts writing time, less document length
- C) Minimalist Approach in Tutorial design used with complicated procedures, large system
- D) Elaborative Approach in Tutorial design good for users who like structure, good for first time users
- E) Elaborative approach in Tutorial design limits document writers to one or two scenarios, boring
- F) A + B
- G) A + C

Answer: G

5- _____ require tutorial documents, the intention of which is to teach basic functions and their applications.

- A) Novice Users
- B) Intermediate Users
- C) Advanced Users

D) None of the above

Answer: A

6- The process of task-orientated documentation requires that you analyze the user in his or her work environment to discover the activities within the software program and where the manual fits.

A) True

B) False

Answer: A

7- _____ consists of one-page or folder cards and booklets that explain how to start program and list of sampling of commands.

A) Guided Exploration

B) Quick Start

C) Guided Tour

D) Instructional Manual

Answer: B

8- The following are the Guidelines for interviewing programmers except:

A) Emphasize the teamwork and team responsibilities.

B) Ask the right questions.

C) Prove your technical ability to understand their explanations.

D) Use your interviewing skills: show up on time, long interview at least five hours, thanks them for their time.

Answer: D

9- Which of the following statements is/are true?

A) Complex tasks are repeatable tasks that are easily represented by conventional procedures.

B) Routine Tasks require the user to apply knowledge that is not easily codified in step by step procedure, it comes from years of experience.

C) Examples of Complex Tasks: Save a file, print a file, open a file

D) All of the above

E) None

Answer: None

10- _____ is associated with novice, beginner users, who want to learn the fundamentals of the program.

A) References Documentation

B) Procedural Documentation

C) Tutorial Documentation

D) None of the above

Answer: C

11- Reference documentation is written for:

- A) Novice Users
- B) Intermediate Users
- C) Advanced Users
- D) None of the above

Answer: C

12- The relationship between the writer and the user resembles that of a teacher and learner in.....

- A) Tutorial Documentation
- B) Procedural Documentation
- C) References Documentation
- D) None of the above

Answer: A

13- Guided Tour presents an overview of all the program main features and user actions features that informs the user as to the usefulness of the program in a low-interaction environment. It is for beginning and intermediate user.

- A) True
- B) False

Answer: A

14- The Task-Oriented Users resist computer use because they feel overloaded by information. Having too much information without the ability to understand its significance can cause information anxiety.

- A) True
- B) False

Answer: A

15- Which of the following is/are true?

- A) End use tasks: put the software to work such as open a file, search for a record, insert picture to a PowerPoint slide.
- B) Installation tasks: get the software setup right such as setting options, setting preferences, customizing.
- C) Configuration tasks: get the software onto the user's system. Getting the program from the distribution media, running and installation.
- D) All of the above

Answer: D

16- Which of the following statement(s) is/are false?

- A) Meetings, discussions, and interviews are used to get task information from programmers
- B) Programmers feel that what documentation writers do is important
- C) One of the difficulties in communicating with programmers to get task information, is that programmers moved to other project and they do not care about this one anymore.
- D) All of the above

Answer: B

17- Which of the following documentation types provides step-by-step instructions on how to perform a specific task within a program?

- A) Reference Documentation
- B) Tutorial Documentation
- C) Procedural Documentation
- D) Guided Tour

Answer: C

18- Which of the following users mainly rely on reference manuals to look up specific commands or error messages quickly?

- A) Novice Users
- B) Intermediate Users
- C) Advanced Users
- D) None of the above

Answer: C

19- The Elaborative Approach in tutorial design is best suited for:

- A) Complex software systems with expert users
- B) First-time users who prefer detailed explanations
- C) Quick learning sessions that save time
- D) Users who dislike structure and prefer exploration

Answer: B

20- A Quick Reference Card or Cheat Sheet usually belongs to which type of documentation?

- A) Reference Documentation
- B) Tutorial Documentation
- C) Task-Oriented Documentation
- D) Guided Exploration

Answer: A

21- In task-oriented documentation, analyzing the user's work environment helps the writer to:

- A) Increase the document's length and detail
- B) Discover what tasks the user actually performs
- C) Simplify programming code
- D) Avoid talking to the end user

Answer: B

22- Which of the following statements about the Minimalist Approach is true?

- A) It focuses on lengthy explanations and step-by-step details
- B) It reduces writing time and promotes active user discovery
- C) It is only suitable for children or beginners
- D) It avoids using examples or summaries

Answer: B