

# Learnability in complex system : Design software tutorial experience

Help users learn design software more effectively through task-centric built-in tutorial

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## 1. Background

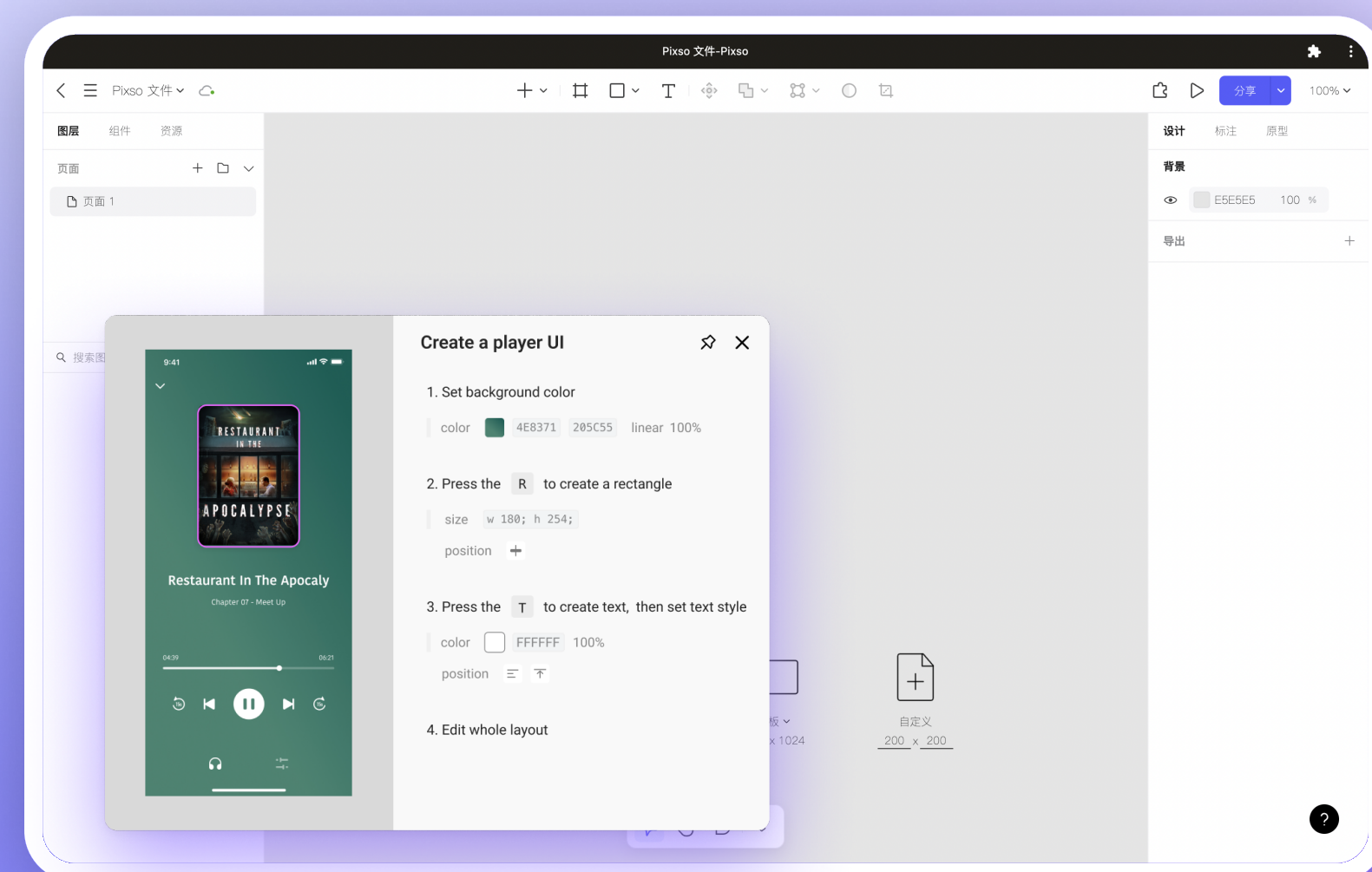
### • Current issues about software learnability

Low learnability

- Users had difficulty understanding the software's vocabulary
- Users don't know how to begin with the interface

## 2. Design

### • Task centric in-software tutorial



hi-fi prototype



low-fi prototype history

## 3. METHODS

### • Find opportunities for tutorial design



#### Desk research

- I selected three design softwares: JIKE design, Mastergo and Pixso. Then I used them to design a new interface. The purpose of this step is to familiarize myself with the software through real operation.

#### Focus group

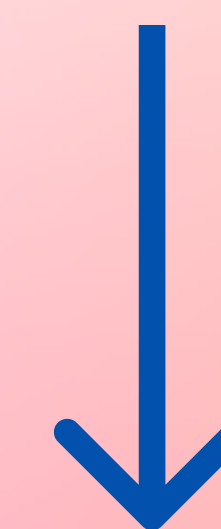
- Observe users using design software guides
- Collect data through questionnaires, and let users give quantitative and qualitative scores on the tutorials and experiences.

#### Interview

- Conduct one on one semi-structure interview
- Understand users' difficulties and their opinions on existing tutorials.

## 4. RESULT

Task centric tutorial  
+  
Learn in context



Better learning efficiency

## 5. FUTURE WORK

- Explore the scenarios where artificial intelligence can be used in design tools
- If a real-time communication platform can be directly installed in the design software, it may also help designers solve the problems of software use in time.