

A Whale of a Problem: Usability Studies of Web-based Delivery of Task Instructions

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The WWW has significantly contributed to an information explosion in the last decade. Information can be presented in a variety of ways and for a variety of purposes. But a question that has yet to be addressed is what type of presentation is best suited for a specific type of task.

In this presentation, I will review a series of experiments that we have conducted at Bowling Green State University concerning the delivery of instructions over the WWW for an inherently 3D construction task. We have used a variety of technologies (VRML, Flash, text, diagrams) and platforms (desktop computers, PDAs) in exploring some of the human-computer issues in this area. Our studies have compared the effectiveness of different combinations of presentation information (text vs. diagrams vs. 3D models), the efficacy of different technologies (VRML vs. Flash), and the impact of platform (desktop vs. handheld computers) in completing the construction task.