期末考试安排

2020年1月7日9：00—10：30

班级	学号	考试地点
学位英语39班		中山院503
学位英语49班		东南院204
学位英语55班	193254—193863	中山院209
	193864—193893， 19D021—19D025	中山院210
学位英语61班		纪忠楼 Y214
学位英语70班		纪忠楼 Y409

Lead-in

Suppose you've just bought a household appliance that is new to you, how would you learn to use it?

INSTRUCTIONS

MANUALS

Writing Instructions & Manuals

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Defining Instructions

explain how to do something

explain how something happens

- Instructions are process descriptions written to help readers perform a specific task.

- Readers of a process description want to understand the process.
- Readers of instructions want a step-by-step guide to help them perform the process.
- Effective instructions are based on writing good descriptions.

Writing Process Descriptions

- What is description?
  - A detailed account giving the certain or salient characteristics, or features of a subject matter or something seen, heard, or otherwise experienced or known.
  - A verbal representation of a mental image of sth.

- Description of an object
- Description of a mechanism
- Description of a process

→ Technical description

- Four activities involved in writing technical descriptions:
  - naming,
  - definition,
  - description,
  - illustration.

- A technical description follows a basic three-step form:
  - **A definition**, followed by a list of the major components to be described, and an illustration.
  - **A section for each of the major components listed**, which defines the components in terms of their function and then describes the components in terms of their material, dimensions, texture, relationship to other components, the method of attachment (and any other description necessary), and lists all sub-components (which will also follow the basic 'define, describe, and illustrate' format).
  - **A description of one complete cycle of operation** (a process description, a functional or relational description that shows how all the parts described work together to produce the desired result).

Definition

- A technical description begins with a definition of the object or process to be described and a general breakdown of the components that will be detailed.
- The definition is usually followed by a list of the components and a brief note on the detailed description of each component.

Definition

A list of components

The digestive system is essentially a tube passing through the body from the mouth to the anus. It is responsible for the ingestion and processing of food into usable energy, which is taken up by the body's cells, and non-usable waste products, which are eliminated. The digestive system consists of the mouth, oesophagus, stomach, small and large intestines, the colon, and the anus. Each of these components is described in terms of its function and cellular makeup in the subsections that follow.

A brief note

Types of Definition

sentence definition

- formal definition—the most common form and the one given in dictionaries
  - It contains a *term* (that which is to be defined), a *category* to which the term belongs, and a set of *differentia* (a set of words that separate the term from those elements within the category in which the term is located).
- informal definition

parenthetical definition

  - It appears in brackets or parentheses ( ) or between commas (，) or dashes (—) in a sentence to help clarify a concept.
- extended definition
  - It is a form of technical description itself and may run to tens, hundreds, or even thousands of pages in length.

Read and Match

1. If you have ever played ‘twenty questions’ (the game in which the players try to guess the identity of an object in the mind of another player by asking questions to which the answer can only be yes or no), you will have a good grasp of categories.
2. The digestive system is essentially a tube passing through the body from the mouth to the anus. It is responsible for the ingestion and processing of food into useable energy, which is taken up by the body’s cells and non-useable waste products, which are eliminated.
3. Hypnoanalysis is a psychoanalytical technique in which hypnosis is used to elicit information from a patient’s unconscious mind.

A. Sentence definition

B. Parenthetical definition

C. Extended definition

Answers:

1. (B)
2. (C)
3. (A)

Description

- Description is the process of making an object, idea, or process known to someone who is unfamiliar with it.
- A description will use words and illustrations to outline the shape, the material, the purpose or function, and the relationship of one object, idea, or process to other objects, ideas, and/or processes.

➢ A description attempts to make the unknown familiar; therefore, it occasionally uses the light of the familiar to illuminate the darkness of the unfamiliar.

➢ It uses analogies, metaphors, or similes to get an idea across.

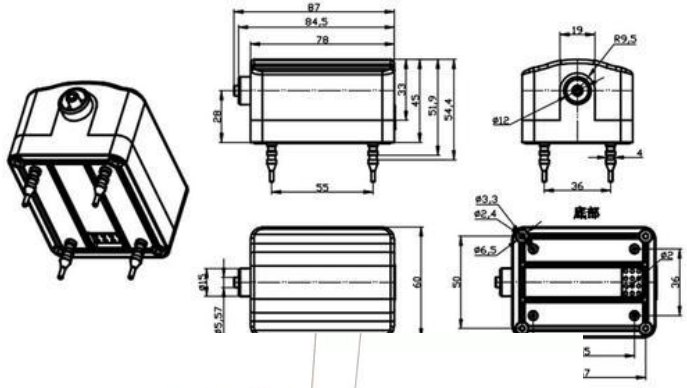
➢ It also relies on strategies of organization such as division and classification, comparison and contrast.

Illustration

- It has been said that a picture is worth a thousand words.
- In technical writing, it must be understood that a picture does not *replace* words; rather it *enhances* *the meaning* of the words.
  - Graphics are very useful as aids to transmit meaning, esp. when language is a barrier to understanding, but they are limited to describing something abstract.
  - Graphics are ideal for representing things that are complex. However, they do not define themselves; we have to label and describe each part of the graphic based on what we want to convey.

Types of Illustrations

- Photographs to show external surfaces
- Drawings to emphasize particular items on the surface
- Cutaways and exploded diagrams to show details beneath the surface.



Designing a Set of Instructions

- When designing a set of instructions, you need to consider a number of issues related to document design and page design.

① What are your readers' expectations?

- For instructions that accompany a simple, inexpensive product, readers will expect instructions written on the back of the package or, at most, printed in black and white on a small sheet of paper folded inside the package.

- For instructions that accompany an expensive consumer product, readers will expect a more sophisticated full-color document printed on high-quality paper.

② Do you need to create more than one set of instructions for different audiences?

- complex devices such as air-conditioners

- a set of instructions for electricians (who will install and maintain the device)
- a set of instructions for homeowners (who will operate the device)

- a paper-based document that can also be read easily on the Internet
- a brief video of the tasks you describe

③ What languages should you use?

- Instructions in two or more languages help to communicate better with more people and to avoid legal problems

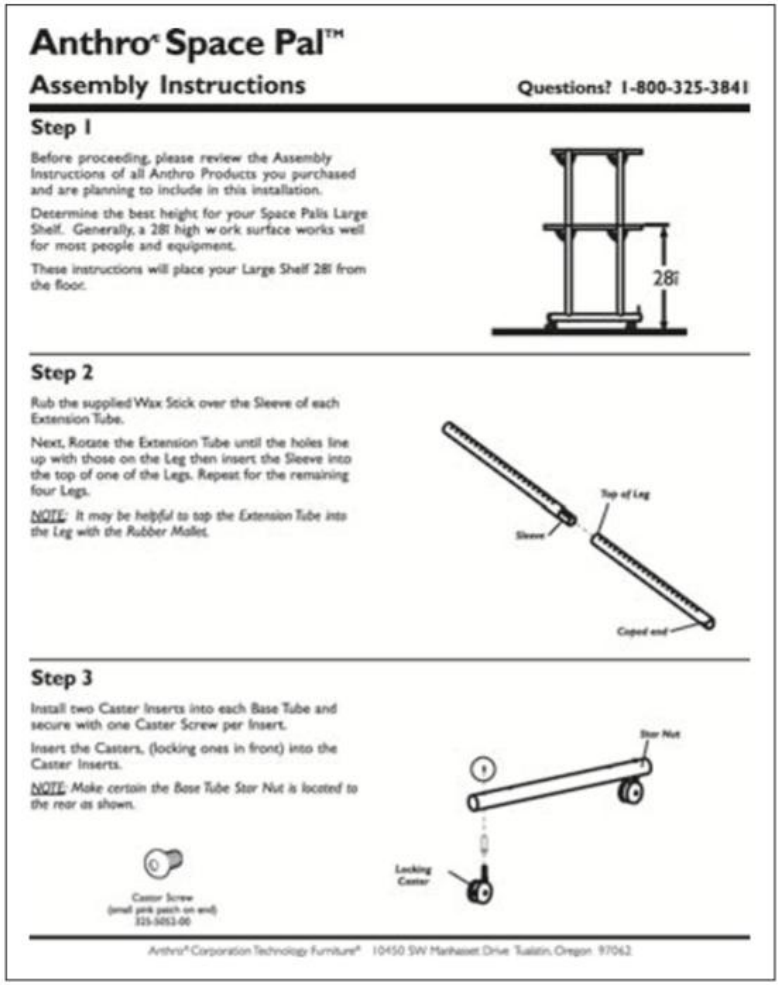
- **simultaneous design**
- One column presents the graphics, and each of the other columns presents all the information in one language.
- It is efficient as the graphics are presented only once.
- It won't work when there are more than two languages.

- **sequential design**
- all the information is presented in one language after another.
- It is easier for readers to use because they are not distracted by the text in other languages.
- The graphics have to be presented more than once, making the instructions longer.

④ Will the environment in which the instructions are read affect the document design?

- outdoors, →use a coated paper that can tolerate a little water
- in a small, enclosed area, →select a small size of paper and a binding that allows the reader to fold the pages over to save space
- with a lot of room, →create poster-size instructions that can be taped to the wall and that are easy to read from across the room

⑤ Will readers be intimidated by the information?

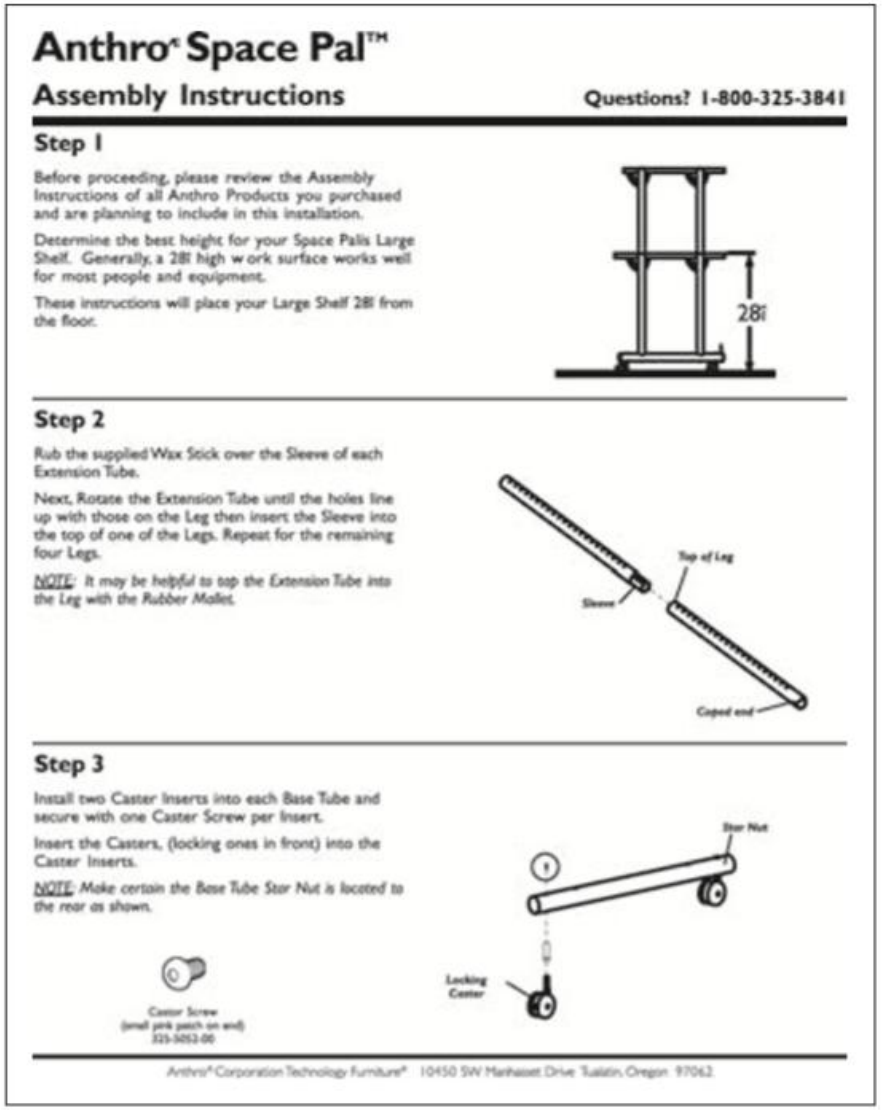


Which one do you think is clear and attractive?

- Cluttered design

  - The page is cluttered, containing far too much information.

  - The page is not chunked effectively. As a result, the reader's eyes don't know where to focus.



Anthro® Space Pal™

Assembly Instructions

Questions? 1-800-325-3841

Step 1

Before proceeding, please review the Assembly Instructions of all Anthro Products you purchased and are planning to include in this installation.

Determine the best height for your Space Pals Large Shelf. Generally, a 28" high work surface works well for most people and equipment.

These instructions will place your Large Shelf 28" from the floor.

28"

Step 2

Rub the supplied Wax Stick over the Sleeve of each Extension Tube.

Next, Rotate the Extension Tube until the holes line up with those on the Leg then insert the Sleeve into the top of one of the Legs. Repeat for the remaining four Legs.

NOTE: *It may be helpful to tap the Extension Tube into the Leg with the Rubber Mallet.*

Top of Leg

Sleeve

Capped end

Step 3

Install two Caster Inserts into each Base Tube and secure with one Caster Screw per Insert.

Insert the Casters, (locking ones in front) into the Caster Inserts.

NOTE: *Make certain the Base Tube Star Nut is located to the rear as shown.*

Star Nut

Locking Caster

Caster Screw
(small pink patch on end)
325-5052-00

Anthro® Corporation Technology Furniture® 10450 SW Manhasset Drive Tualatin, Oregon 97062

- Attractive design

  - The page is well designed, containing an appropriate amount of information presented in a simple two-column format.

  - White space and the horizontal rules are effectively used to separate the steps.

- To design pages that are clear and attractive, follow the two guidelines:

  ➢ Create an open, airy design

  - Don't squeeze too much information onto the page.
  - Build in space for wide margins and effective line spacing, use large type, and chunk the information effectively.

  ➢ Clearly relate the graphics to the text

  - Create a design that makes it clear which graphics go with each text passage.
  - (An easy and effective way is to use a two-column table, with the graphics in one column and the text in the other)
  - separate the text and graphics for one step from the text and graphics for the next step with a horizontal rule or extra line spacing.

Planning for Safety

If the subject we are writing about involves safety risks, our most important responsibility is to do everything we can to ensure our readers' safety.

- The best way to keep our readers safe is to be honest and write clearly.
- If the readers will encounter safety risks, explain what those risks are and how to minimize them.
- Protecting our readers' safety is
  - a question of rights
    - Readers have a right to the best information they can get.
  - a question of law
    - People who get hurt can sue the company that made the product or provided the service.

- When writing safety information, be clear and concise; avoid complicated sentences.

complicated

- It is required that safety glasses be worn when inside this laboratory.

simple

- You must wear safety glasses in this laboratory.
- Wear safety glasses in this laboratory.

- Sometimes a phrase works better than a sentence.
  - Safety Glasses Required.

Four most important signal words

What are the four important signal words that indicate the seriousness of the advice?

Note

- These three signal words are accompanied by symbols showing the color combinations endorsed by ANSI.

Signal Word	Explanation	Example
Danger 	*Danger* is used to alert readers about an immediate and serious hazard that will likely be fatal. Writers often use all-uppercase letters for danger statements.	DANGER: EXTREMELY HIGH VOLTAGE. STAND BACK.
Warning 	*Warning* is used to alert readers about the potential for serious injury or death or serious damage to equipment. Writers often use all-uppercase letters for warning statements.	WARNING: TO PREVENT SERIOUS INJURY TO YOUR ARMS AND HANDS, YOU MUST MAKE SURE THE ARM RESTRAINTS ARE IN PLACE BEFORE OPERATING THIS MACHINE.
Caution 	*Caution* is used to alert readers about the potential for anything from moderate injury to serious equipment damage or destruction.	Caution: Do not use nonrechargeable batteries in this charging unit; they could damage the charging unit.
Note	*Note* is used for a tip or suggestion to help readers carry out the procedure successfully.	Note: Two kinds of washers are provided—regular washers and locking washers. Be sure to use the locking washers here.

A typical safety label that incorporates both ANSI and ISO standards

- The yellow triangle is consistent with the ISO approach
- icons

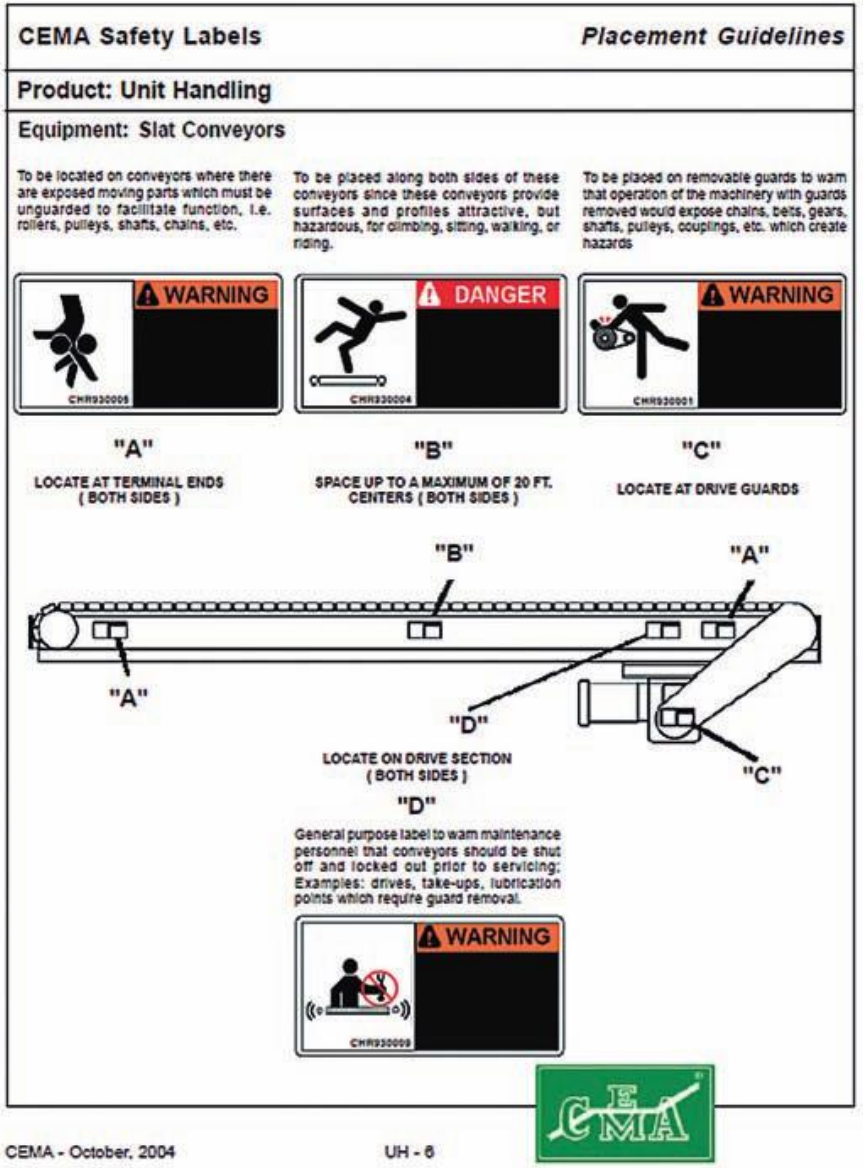
- The Danger signal word and the text are consistent with the ANSI approach
- words

- Whether the safety information is printed in a document or on machinery or equipment, it should be prominent and easy to read.

Best location for safety information

Where should the safety information be placed on machinery or equipment?

- It has no easy answer because you cannot control how your audience reads your document.
- Put safety information wherever you think the reader is likely to see it, and don't be afraid to repeat.
- A reasonable amount of repetition is effective.
- Don't repeat the same piece of advice in each of 20 steps, because readers will stop paying attention to it.



Drafting Effective Instructions

- Instructions can be brief (a small sheet of paper) or extensive (up to 20 pages or more).
- Regardless of the size of the project, most instructions are organized like process descriptions.
- The main difference: the conclusion of a set of instructions is not a summary but an explanation of how to make sure readers have followed the instructions correctly.
- Most sets of instructions contain four elements:
  - a title
  - a general introduction
  - step-by-step instructions
  - a conclusion

Drafting Titles

- A good title for instructions is simple and clear.

- Two common forms:
  - *How-to*: "How to install the J112 Shock Absorber"
  - *Gerund*: "Installing the J112 Shock Absorber"

- Avoid the noun string: "J112 Shock Absorber Installation Instructions"
  - It is awkward and difficult for readers to understand.

- Drafting General Introductions

  - The general introduction provides the preliminary information readers will need to follow in the instructions safely and easily.

  - Every set of instructions is unique and therefore calls for a different introduction.

  - Where appropriate, consider answering the following six questions:

1. Who should carry out this task?

- Sometimes you need to identify or describe the person or persons who are to carry out a task.

2. Why should the reader carry out this task?

- You don't need to explain why a backyard barbecue grill should be assembled. But you do need to explain the rationale for many tasks, such as changing radiator antifreeze in a car.

3. When should the reader carry out this task?

- Some tasks, such as rotating tires or planting crops, need to be performed at particular times or at particular intervals.

4. What safety measures or other concerns should the reader understand?

- In addition to the safety measures that apply to the whole task, mention any tips that will make the job easier.

5. What items will the reader need?

- List necessary tools, materials, and equipment so that readers will not have to interrupt their work to hunt for something.
- If you think readers might not be able to identify these items easily, include drawings next to the names.

6. How long will the task take?

- Consider stating how long the task will take readers with no experience, some experience, and a lot of experience.

- Drafting Step-by-Step Instructions

  - The heart of a set of instructions is the step-by-step information.

  - Follow the following six suggestions for writing steps that are easy to understand

1. Number the instructions.

  - For long, complex instructions, use two-level numbering.

```
1. ----------
   1.1 ----------
   1.2 ----------
2. ----------
   2.1----------
   2.2 ----------
```

  - If you need to present a long set of steps, group them logically into sets of steps, and begin each set with a clear heading.

2. Use the imperative mood (祈使语气).

- The imperative is more direct and economical than the indicative mood.
- Avoid the passive voice because it can be ambiguous.

3. Present the right amount of information in each step.

- Each step should define a single task the reader can carry out easily, without having to refer back to the instructions.

Read and Comment

Too much information

1. Mix one part cement with one part water, using the trowel. When the mixture is a thick consistency without any lumps bigger than a marble, place a strip of the mixture about 1” high and 1” wide along the face of the brick.

Too little information

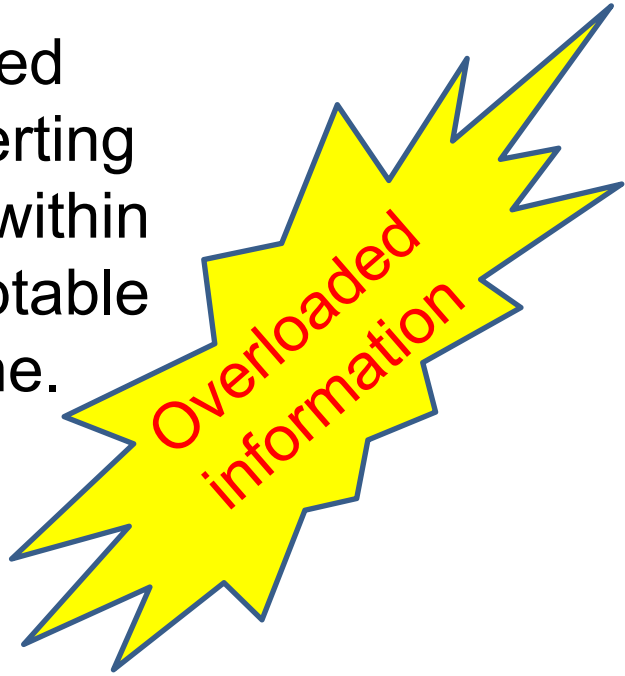
1. Pick up the trowel.

Right amount of information

1. Mix one part cement with one part water, using the trowel, until the mixture is a thick consistency without any lumps bigger than a marble.
2. Place a strip of the mixture about 1” high and 1” wide along the face of the brick.

Read, Comment and Revise

Start the engine and run it to idling speed while opening the radiator cap and inserting the measuring gauge until the red ball within the glass tube floats either to the acceptable green range or to the dangerous red line.



1. Start the engine and run the engine to idling speed
2. Open the radiator cap and insert the measuring gauge.
3. Determine whether the red ball within the glass tube floats to the acceptable green range or up to the dangerous red line.

4. Do not confuse steps and feedback statements.

- *A step* is an action that the reader is to perform.

eg. “Insert the disk in the drive.”

- *A feedback statement* describes an event that occurs in response to a step.

eg. “The system will now update your user information.”

- Do not make a feedback statement a numbered step.

- Present the feedback statement as part of the step to which it refers.

5. Include graphics.

- When appropriate, add a photograph or a drawing to show the reader what to do.

- Some activities do not need an illustration, but they might be clarified by charts or tables.

6. Do not omit articles (a, an, the) to save space.

- Omitting articles can make the instructions unclear and hard to read.

eg. “Locate midpoint and draw line”

- The reader cannot tell if “draw line” is a noun or a verb and its object.

Read and Revise

1. Press right arrow button to scroll through list of programs

- Press the right arrow button to scroll through a list of programs.

2. Select program you want to scan.

- Select the program you want to scan.

3. Place item to scan face down on scanner glass in upper left corner.

- Place an item to scan face down on the scanner glass in the upper left corner.

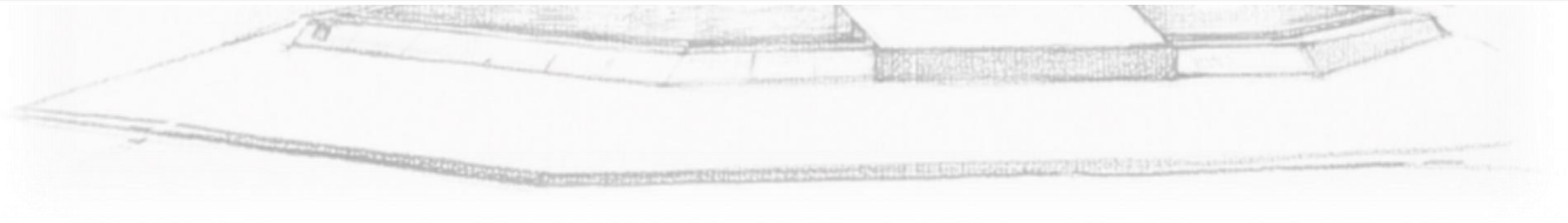
- Drafting Conclusions
  - Instructions often conclude
    - by stating that the reader has now completed the task
    - by describing what the reader should do next.

Now that you have placed the glass and applied the glazing compound, let it sit for at least five days so that the glazing can cure. Then, prime and paint the window.

  - Some conclusions end with *maintenance tips* or *a troubleshooting guide*.
    - A troubleshooting guide, usu. presented as a table, identifies common problems and explains how to solve them.

Excerpt from a Troubleshooting Guide

Problem	Cause	Correction
The mower does not start.	1. The mower is out of gas. 2. The gas is stale. 3. The spark plug wire is disconnected from the spark plug.	1. Fill the gas tank. 2. Drain the tank and refill it with fresh gas. 3. Connect the wire to the plug.
The mower loses power.	1. The grass is too high. 2. The air cleaner is dirty. 3. There is a buildup of grass, leaves, or trash in the underside of the mower housing.	1. Set the mower to a "higher cut" position. See page 10. 2. Replace the air cleaner. See page 11. 3. Disconnect the spark plug wire, attach it to the retainer post, and clean the underside of the mower housing. See page 8.



Revising, Editing, and Proofreading Instructions

- Revise, edit and proofread all the documents to make sure they are honest, clear, accurate, comprehensive, accessible, concise, professional in appearance, and correct.
- When you write instructions, you should be extra careful for two reasons:
  - Your readers rely on your instructions to carry out the task.
    - If they can't complete it or they do complete it, but the device doesn't work correctly, they'll be unhappy.
  - Your readers rely on you to help them complete the task safely.
    - To prevent injuries—and liability actions—build time into the budget to revise, edit, and proofread the instructions carefully.
- If possible, carry out usability testing on the instructions.

Writing Manuals

- There is no absolute distinction between a set of instructions and a manual.
  - The two share a main purpose: to explain how to carry out a task safely, effectively, and efficiently.
  - Both kinds of documents can include safety information.
  - A manual includes much of the same sort of information found in a set of instructions.
  - A set of instructions is typically shorter (1-20 pages) and more limited in its subject.
  - Manuals tend to be longer and more involved than instructions.
  - A manual is likely to include some sections not found in set of instructions.
  - A manual typically has a title page.
- The main difference between the two is that a manual has more elaborate front matter and back matter.

- **Front matter.**
  - The introduction, sometimes called a *preface*, often contains an *overview of the contents*, frequently in the form of a table, which explains the main contents of each section and chapter.
  - It also contains a *conventions* section, which explains the typography of the manual.
  - It also might include a *where to get help* section, referring readers to other sources of information, such as the company's Web site and customer-support center.
  - It might contain a section listing the *trademarks* of the company's own products and those of other companies.

- **Back matter.**
  - Manuals typically include
    - a set of *specifications* of the device or system,
    - a list of relevant government *safety regulations* and *industry standards* that the device or system supports,
    - *tips on maintenance and servicing* the device,
    - a *copyright page* listing bibliographic information about the manual,
    - an *index*.
  - Many manuals also include *glossaries* which define unfamiliar terminologies(technical terms).

Questions for review

- Are the instructions designed effectively, with adequate blank space and a clear relationship between the graphics and the accompanying text?
- Do the instructions have a clear title?
- Does the introduction to the set of instructions
  - state the purpose of the task?
  - describe safety measures or other concerns that readers should understand?
  - list necessary tools and materials?
- Are the step-by-step instructions
  - numbered?
  - expressed in the imperative mood?
  - simple and direct?
- Are appropriate graphics included?
- Does the conclusion
  - include any necessary follow-up advice?
  - include, if appropriate, a troubleshooting guide?

Thank You for Attention!