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Prof. Keller

ENGL 23401: Technical Report Writing

Quiz 6: Organizing Information for the User

* How do you think the first-time user would respond to these sixteen steps?
  + I think they might read them a couple of times before beginning; however, he might be confused about certain steps and things that are listed in the manual.
* What parts of the instructions do you think they would like? Dislike?
  + I think they might like the 7th, 8th, 9th, and 12th steps the most. Simply because they are easy to understand and quick to accomplish.
* Are there any steps that you don’t understand?
  + Step 10 and step 5
* What do you think makes them hard to understand?
  + It isn’t that they are hard to understand but something here is left unexplained, I don’t understand what they mean by crosswise pattern.
* If you are familiar with the process of changing a flat tire, assess these instructions to determine whether Porter has omitted any important steps.
  + I think he should have mentioned or included some tips about where the spare and tire iron and jack are in the car.
* Are there steps that you would leave out because you think they are unimportant?
  + I might have left out the retrieval statements and replacing statements simply because it is assumed that you will have to put away your jack and tire iron and flat iron.
* How might Porter reorganize this set of instructions to make it easier to follow?
  + I don’t think that any step organization could make this manual better. Instead, I think that removing steps and explaining some steps a bit more in-depth could help significantly. This manual treats the person like a robot, explaining every single step, which is unnecessary, humans can extrapolate information from a step.
* What document design changes could be made to make these instructions easier to understand and follow?
  + I think instead of having steps regarding “locating” items, the writer should include a “Required items” section. Additionally, I think pictures or graphics could be used to help illustrate the process that can be determined from words. Headings could be used to make each section clear, for ease of viewing.