After completing the four sets of questions, choose one and create an XML schema that promotes a structured article.

<http://support.apple.com/en-us/HT5569>

1. What kind of content is being presented? (conceptual, task based, reference material)

Task based

1. What specific user question is being answered?   
   How do I connect my Apple mobile device to a Wi-Fi network?
2. Is there enough context for this to be a topic-based article?

Yes

1. Is the scope limited enough?

Yes

1. If the article does not adhere to topic-based characteristics, how would you break the article apart so it does adhere to the principles?

<http://support.apple.com/en-us/HT4863>

1. What kind of content is being presented? (conceptual, task based, reference material)

Conceptual

1. What specific user question is being answered?

What is my mailbox size and what are the message sending limits?

1. Is there enough context for this to be a topic-based article?

Yes

1. Is the scope limited enough?   
   Yes
2. If the article does not adhere to topic-based characteristics, how would you break the article apart so it does adhere to the principles?

<http://www.microsoft.com/surface/en-us/support/getting-started/get-to-know-windows>

1. What kind of content is being presented? (conceptual, task based, reference material)

Conceptual

1. What specific user question is being answered?

What has changed in Windows 10?

1. Is there enough context for this to be a topic-based article?

Yes

1. Is the scope limited enough?

Yes

1. If the article does not adhere to topic-based characteristics, how would you break the article apart so it does adhere to the principles?

<http://www.microsoft.com/surface/en-us/support/email-and-communication/mail>

1. What kind of content is being presented? (conceptual, task based, reference material)

Task based and conceptual

1. What specific user question is being answered?

How do I set up and use my email on Surface?

1. Is there enough context for this to be a topic-based article?

No

1. Is the scope limited enough?

No

1. If the article does not adhere to topic-based characteristics, how would you break the article apart so it does adhere to the principles?

The article is too broad and contains an unclear overarching type. I would break the article into two distinct sections: Mail App and Outlook 2013. Each of these sections would then detail the information about setting up, changing, and using email. The headings are not clear in all instances, so I would change the format of the headings to improve hierarchy. I would change the article by using fewer words and “if” statements. Also, images would be more valuable than descriptions.