

**Question 1** (1 point) ✓ *Saved*

To avoid cluttering your instructions, use as few transitional phrases as possible.

☒ True

☐ False

**Question 2** (1 point) ✓ *Saved*

Be careful to avoid redundancies between the visual and verbal information in instructions.

☒ True

☐ False

**Question 3** (1 point) ✓ *Saved*

The audience for procedures is typically people who are not already familiar with the task.

☒ True

☐ False

**Question 4** (1 point) ✓ *Saved*

A usability evaluation is appropriate for instructions but not procedures.

☐ True

☒ False

**Question 5** (1 point) ✓ *Saved*

A common format for online instructions is a PDF file.

☒ True

☐ False

**Question 6** (1 point) ✓ *Saved*

Instructional brochures should contain both text and visuals.

☐ True

☒ False

**Question 7** (1 point) ✓ *Saved*

Introductions are unnecessary for instructions.

☒ True

☐ False

**Question 8** (1 point) ✓ *Saved*

Standard Operating Procedures help ensure that all work is done with the same accuracy and precision.

☒ True

☐ False

**Question 9** (1 point) ✓ *Saved*

For complex steps in instructions, the information rate should be slower.

☒ True

☐ False

**Question 10** (1 point) ✓ *Saved*

The steps in procedures must always be numbered.

☒ True

☐ False

**Question 11** (1 point) ✓ *Saved*

When choosing the phrasing of each step of instructions for a North American audience, use \_\_\_\_\_.

☐ varying phrasing

☒ imperative mood

☐ passive voice

☐ negative phrasing

**Question 12** (1 point) ✓ *Saved*

Which of the following is an effective strategy for delivering instructions online?

- ☐ Avoid PDF documents for online instructional guides.
- ☒ Link instructional videos from an official company Web site or social media feed.
- ☐ Write longer chunks of information for online help.
- ☐ Block users from commenting on or rating instructional videos.

**Question 13** (1 point) ✓ *Saved*

Which of the following is the most effectively written instruction step?

- ☐ Plug it in.
- ☐ After that, you should next empty the basket.
- ☐ The reader should shred no more than eight pieces of paper at any given time.
- ☒ Set the control switch to "auto."

**Question 14** (1 point) ✓ *Saved*

What is the *best* strategy for incorporating visuals into instructions?

- ☒ Illustrate difficult steps, especially for less-specialized readers.
- ☐ Illustrate all actions.
- ☐ Use a distant, overhead perspective for an activity or operation.
- ☐ Choose only one or two steps to illustrate.

**Question 15** (1 point) ✓ *Saved*

How can you develop the appropriate amount of detail in instructions?

- ☒ Focus on the task, not the product.
- ☐ Use only main steps, not substeps.
- ☐ Speed up the rate of information as steps become more complex or sensitive.
- ☐ Assume a highly technical audience when you are writing instructions for consumer products.

**Question 16** (1 point) ✓ *Saved*

The think-aloud evaluation approach to usability testing involves which of the following?

- ☐ asking participants to share what they think about a product
- ☐ coaching users on how they might use the product
- ☐ having at least eight people try out the instructions at once
- ☒ asking each participant to talk about what they are doing as they follow instructions

**Question 17** (1 point) ✓ *Saved*

Why would you want to develop procedures?

- ☐ to help employees individualize activities
- ☒ to coordinate practices so everyone does something the same way
- ☐ to ensure operating strategies that stay stable regardless of legislative changes
- ☐ to help a new employee learn how to do something

**Question 18** (1 point) ✓ *Saved*

Cautions in instructions are used to \_\_\_\_\_.

- ☒ prevent mistakes that could result in injury or equipment damage
- ☐ alert readers to potential hazards to life and limb
- ☐ identify an immediate hazard to life and limb
- ☐ clarify a point