

Copilot

Yes, the attached document includes both primary and secondary research. Here are examples of each:

Primary Research:

1. Usability Errors Identification:

- The team conducted primary research by searching through the original VPN Installation & Setup Documentation to find usability errors. This involved directly analyzing the source document for issues such as poor header use, improper whitespace, and convoluted lists.

2. Readability Metrics Calculation:

- The team performed primary research by calculating readability scores for the original document using tools like the Flesch Reading Ease score and other readability metrics.

Secondary Research:

1. Technical Writing Guidelines:

- The team used secondary sources to support their findings and recommendations. For example, they referenced the “Open Technical Communication” textbook by David McMurrey and Cassandra Race for best practices on headers.

2. CRAP Guidelines:

- The team referred to Lewis University’s documentation on CRAP (Contrast, Repetition, Alignment, Proximity) guidelines to evaluate and improve the document’s design.

3. Listing Guidelines:

- They cited an article from Linn-Benton Community College on how to implement listing in technical writing, which helped them identify and correct issues with the original document’s lists.

4. Visuals Usage:

- The team referenced the book “Technical Writing at LBCC” and an article by Suzan Last titled “When and Why to Use Graphics and Visuals” to analyze and improve the use of visuals in the document.

These examples show that the report integrates both primary and secondary research to identify issues and provide well-supported recommendations. If you need further assistance, feel free to ask!