

English 2090 Technical Writing

Instructions - Usability Testing/Peer Review Unit

ASSIGNMENT: Creating an Instruction Set, How-to documents
(Teams) 500 points (300 instructions/200 usability)

Your Task: Read: Instructions, Ch10 See User Testing handouts/links.

Write your own or revise an existing set (@ 15 steps) and then User Test one another's instruction sets. (Avg. 6-8 pages with illustrations)

Deliverables (what you turn in to me):

- ☐ Final draft of instructions
- ☐ Original set if you are revising an existing set
- ☐ Usability/Revision handout you created for your testers, users
- ☐ Usability, peer review report memo (1pg) written to me based on your tests done with peers
- ☐ Combine these files into one zip file and be sure to name and identify them properly

Evaluation Criteria: what I will look for in the instruction sets:

Do the instructions contain the following elements?

Introduction/background information

- ☐ Specific and precise title
- ☐ Clear user target audience identified in the introduction
- ☐ Clear statement of results once user completes the set
- ☐ One T. Definition incorporated into the instruction set
- ☐ One T. Description incorporated into the instruction set
- ☐ A list of parts, tools, and conditions required to do the set
- ☐ Any safety measures, tips cautions explicitly stated

Instruction steps (@15 Steps)

- ☐ Safety measures, tips cautions explicitly stated
- ☐ State Safety measures, tips, cautions *before* their step
- ☐ Sequentially ordered steps, use of numbered steps *not* bulleted
- ☐ Imperative phrasing, steps voiced as commands
 - (Verb + command, for example: read the directions before assembly)
- ☐ One action per step
- ☐ Chunk instructions for easy reading and use (apply headings/subheadings)

Graphics, illustrations, pictures

- ☐ Visuals are clear and easy to see
- ☐ Visuals are properly cited for both original and borrowed images
- ☐ The relationship between the visual and text is clear. Visuals are referenced in the text and serve a clear purpose: stage setting, contrast, repetition, alignment, and proximity.

Document Design

- ☐ Consistent, conscious choices are made for design (layout-portrait/landscape, typeface, fonts, white space, boxes, lines, arrows, lists, icons, illustrations).
- ☐ Balance of attractiveness and ease of use
- ☐ Deliberate, Coherent design elements from page to page-use of repetition
- ☐ Instructions are error free, proofread with no spelling, mechanical or grammatical errors.

Instructions Unit- Usability Testing & Peer Review

Read and download Ifixit style guide http://www.dozuki.com/Tech_Writing

Read: Ch 10 Instructions and Usability handouts/links.

Create your own, specific user test document to test your instruction set for your peer review. 200 Points per team

Informal Testing: ask other people to assess where they stumble or find it difficult to understand your instruction set's meaning.

Formal Testing: done with sample readers and measures depth of understanding with your document.

Perform the following using complete sentences; expand upon any yes or no responses. Create a one page User Test centered on these four points below.

Can your peers/users:

- 1) **Can they find it?** Called Read and Locate tests. Can users locate important parts of the document and how quickly can they? (Often these are videotaped and timed assessments).
- 2) **Can they understand it?** Do users retain important concepts and remember key terms? (Check to have the users complete a summary of the process).
- 3) **Can they do it?** Run a performance test. Can your user actually perform the task? (This may have to be role-played in the classroom environment).
- 4) **Is it safe?** You must reduce risk and make your process safe. Have you provided the necessary warnings and cautions to determine if user noticed and understood these features?

Instructions Rubric

Author/Team: _____ **SCORE:** _____

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Skill	Highly Competent	Competent	Needs Work	Comments
Introduction/background information				
Specific and precise title	☐	☐	☐	
Clear user target audience identified in the introduction	☐	☐	☐	
Clear statement of results once user completes the set	☐	☐	☐	
One T. Definition incorporated into the instruction set	☐	☐	☐	
One T. Description incorporated into the instruction set	☐	☐	☐	
A list of parts, tools, and conditions required to do the set	☐	☐	☐	
Explicit safety measures, tips and cautions	☐	☐	☐	
Instruction steps	☐	☐	☐	
State Safety measures, tips, cautions <i>before</i> their step	☐	☐	☐	
Sequentially ordered steps, use of numbered steps <i>not</i> bulleted	☐	☐	☐	
Imperative phrasing, steps voiced as commands (Verb + command: Read the directions before assembly)	☐	☐	☐	
One action per step	☐	☐	☐	
Chunk instructions for easy reading and use (apply headings/subheadings)	☐	☐	☐	
Graphics, illustrations, pictures				
Visuals are clear and easy to see	☐	☐	☐	
Visuals are properly cited (APA/IEEE) for both original and borrowed images	☐	☐	☐	
The relationship between the visual and text is clear. Visuals are referenced in the text and serve a clear purpose: stage setting, contrast, repetition, alignment, and proximity.	☐	☐	☐	

Skill	Highly Competent	Competent	Needs Work	Comments
Document Design				
Consistent, conscious choices are made for design (layout-portrait/landscape, typeface, fonts, white space, boxes, lines, arrows, lists, icons, illustrations).	☐	☐	☐	
Balance of attractiveness and ease of use	☐	☐	☐	
Deliberate, Coherent design elements from page to page-use of repetition	☐	☐	☐	
Instructions are error free, proofread with no spelling, mechanical or grammatical errors.	☐	☐	☐	
Peer Review/User memo				
Usability/Revision handout you created for your testers,	☐	☐	☐	
Usability, peer review report memo (1pg) written to me based on your tests done with peers	☐	☐	☐	