



ENGL 1033

Assignment 3: Process Instructions

This assignment consists of two parts: (1) a set of process instructions and (2) a proposed usability test. Process instructions tell a reader how to perform a task. A usability test is a way to determine whether those instructions are effective.

Process Instructions (Introduction):

Instructions consist of three parts: the introduction, the body, and the conclusion. In the introduction:

- explain the purpose of your instructions
- explain when (and how often) your instructions should be used
- rate the difficulty level of the task
- inform the reader how long the task will take
- alert the reader to any safety precautions they should take
 - I. **DANGER = Red** and is used to alert readers of an immediate and serious or fatal hazard
 - II. **WARNING = Orange** and is used to alert readers about the potential for serious injury, death, or damage to equipment
 - III. **CAUTION = Yellow** and is used to alert readers that there is a potential for moderate to serious injury or damage to equipment
 - IV. “Note” is used to offer a tip or a suggestion that may help the reader succeed in following the instructions
- inform the reader about any tools, materials, or equipment they will need, including safety equipment

Process Instructions (Body):

The body lists the steps of the process:

- provide steps in chronological order and number each step
- provide “sub-steps” for particularly complicated steps (1.1, 1.2, etc.)
- be concise with your steps; provide only enough information that the reader could perform the step without having to look back at the instructions
- consistently begin steps with a verb in the imperative mood (imperative mood gives a command; e.g., “Open the door”)
- match visuals and text horizontally and with prompts from the text such as “See Figure 1”; the visual should contain a label, such as “Figure 1,” and should include a brief caption underneath which explains what the visual shows
- offer feedback statements at the end of steps (feedback statements tell the reader what should happen if the step was successfully completed; e.g., “The camera should now power on”)
- avoid using transition words like “now,” “next,” “finally,” etc.; since your steps are numbered, these words are redundant
- be comprehensive; do not leave out any steps, even if they seem obvious to you



Note: If your instructions require repeating multiple steps, you do not have to list all of those steps again; instead, simply write, “Repeat Steps (x-y).”

Process Instructions (Conclusion):

In the conclusion:

- provide a cue that the task is complete
- provide waiting time, if applicable (e.g., if the reader must wait for a program to download)
- provide maintenance tips or a troubleshooting guide, if applicable
- provide contact information for further assistance (e.g., the phone number for customer service)

Proposed Usability Test:

In this document, explain how you could test your instructions. Usability tests determine whether instructions will be easy for members of the intended audience to use and understand. There are several types of usability tests, including:

- Comprehension test: after reading the instructions, participants take a quiz in which they must recall information about the instructions
- Protocol test: participants make comments aloud as they follow the instructions; the tester records these comments and uses them to revise the instructions
- Interview: after participants have completed the task, the tester asks them questions about how easy or difficult the instructions were to follow

Regardless of the type of usability test you propose for your instructions:

- explain why you chose that type of usability test
- identify whom you would recruit as test participants and why you would choose them
- explain how you would conduct your usability test (e.g., how many participants you would have, where the test would be held, how much time participants would be given)
- list the questions you would ask participants, if applicable
- identify difficulties you anticipate participants having and why; also, explain ways you could address those difficulties