# English 393, Spring 2015

**Writing Instructions: Thursday**

Today, you’ll finalize the specific set of directions for a specialized audience you began on Tuesday. Please read this handout carefully before you begin.

***Troubleshooting Guide***All Instructions should include a Troubleshooting Guide to tell the Audience what to do if something goes wrong during the process of following the steps. Think of where your Audience could get tripped up – and test to see what he or she does – and offer advice for fixing this.  These could be technical difficulties, confusion with website design, or rare/unanticipated results.

*Usability Testing*

1. Exchange instructions.
2. Take turns observing each other as you each test your personalized instructions.
   1. Partner A should observe as Partner B slowly follows the written instructions step by step.
   2. Partner A should take detailed notes on the Usability Test worksheet describing Partner B’s experience.
   3. Partner B, while testing the instructions, should ask questions and point out inconsistencies, clarity problems, and potential areas of confusion.
   4. Partner B should give copious feedback about every step, including preferences that would personalize the directions even more significantly.’
3. Once the instructions have been followed and significant notes have been taken, the Partners should reverse roles.

*Revision*

1. Revise your instructions, based on your audience’s input.
   1. Edit carefully for clarity.
   2. Check for consistency – indicators should be presented in a uniform format. (For example, if you underline to indicate links, always underline to indicate links.)
   3. Make sure that your graphics are clear.
2. Organize and save the following files, making sure that each one is clearly named; check that your name is clearly included and identified as the instructions writer within each document:
   1. Instructions
   2. Audience Profile Worksheet
   3. Usability Document Test
3. Submit your Instructions to ELMS.