Designing and Writing Procedures

Slides to support teaching from the chapter "Designing and Writing Procedures"

in

Teaching Professional and Technical Communication: A Practicum in a Book

edited by Tracy Bridgeford, University of Utah Press, 2018.

Procedures explain how to *do* something
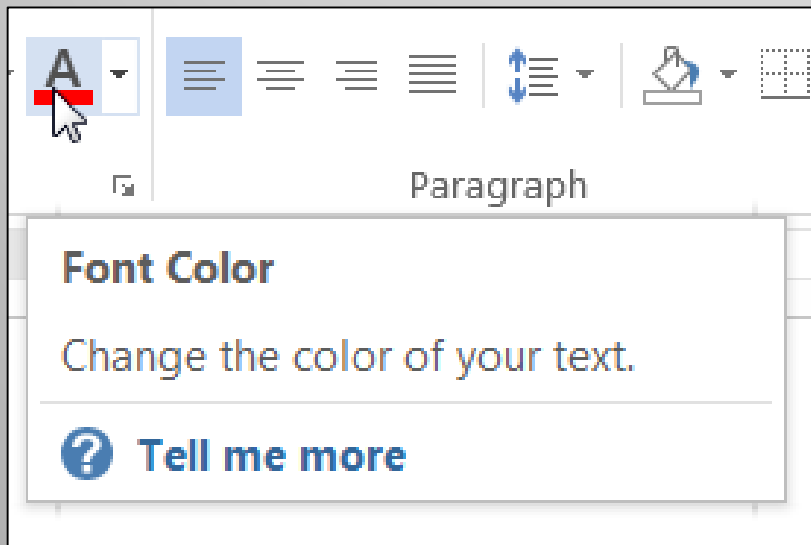
Also called "instructions"

Similar to procedures:

- Process descriptions
- Product demos
- Functional descriptions (for instance "tool tips")

Functional descriptions

Functional descriptions tell you what a UI element is for. But they don't explicitly tell you what to do.

Tool tip

Valve labeled "Pressure release"

Preview: Components of procedures

Standard procedures consist of a

1. Title

2. Introduction (optional)

3. Steps

4. Feedback statements (optional)

5. Notes (optional)

Import Your Music

The Tuner Music Importer helps you add your personal music collection to your music library on the Tuner website, so you can play it from all of your connected Tuner Music devices.

1. Go to your music library from a web browser on the computer you want to import music from.
2. Click **Upload your music** in the left menu. If prompted to install the Tuner Music Importer, follow the on-screen instructions.
3. Once you've opened or installed the Tuner Music Importer, click **Start Scan** to automatically scan your iTunes and Windows Media Player libraries for songs to import. You can also click **Browse manually** to choose files on your computer to find music. This process may take some time to complete.
4. After the Tuner Music Importer has located your music, click **Import all** to add the entire selection to your music library. Or, click **Select Music** to choose which songs you'd like to add.

Note:

- You can import up to 250 songs to your music library for free. With a Tuner Music subscription, you can import up to 250,000 songs. To learn more, go to Change Your Tuner Music Subscription. Tuner Digital Music purchases do not count towards library limits.

Topic title

Introductory paragraph

Steps

Feedback statement

Note

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What about graphics? What about video?

Graphics show users what you're referring to—where something is and what it looks like.

How to identify knotweed

Resize corner Status bar

Video is especially good at showing actions and movement

How to remove knotweed by herbicide injection

Procedure exercise: Part 1
Writing a procedure for Lego construction

1. Keep your Lego brick object hidden from the other team in your group.

2. Spend 10 minutes writing a procedure that will enable your audience, the other team, to replicate your object. Visuals cannot be used.

3. Exchange procedures. Then, working for 10 minutes, try to replicate the other team's object.

4. Reveal the objects. Discuss the differences in the procedures and how well each procedure worked.

Tips for writing your procedure

- Think about the points of the compass, alignment, corners, and offsetting a Lego brick one position from the edge.

- Use techniques such as a limited amount of redundancy to prevent errors.

Procedure exercise: Part 2
Space invaders are attacking Earth. We can stop them with Legos!

The space invaders are afraid of *another* race of aliens who fly around in a wide variety of Lego-like space craft.

Our only hope is to create billions of small objects resembling these space craft. Each Earth dwelling needs one to ward off the invaders.

Revise your procedure

- Make clear that color doesn't matter. Any color Legos will do.

- Should the Legos be glued together?

Use whatever components you need.

1. Title
2. Introduction
3. Steps
4. Feedback
5. Notes

Title

Make it long enough to explain the purpose of the procedure. A good guideline is 5 to 8 words.

Automating your work

Using macros

Automate your work with macros

How to use our built-in macros

How to save time by automating your work with our built-in macros

Introduction (if needed)

One or two paragraphs that elaborate on the title

"Is this really what I want to do?"

State anything the user should know before starting to carry out the procedure (or deciding not to)
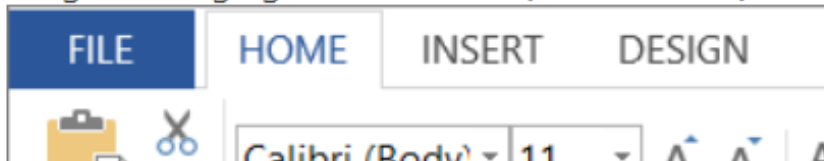
A further explanation of the purpose

A graphic would be helpful

Create a hanging indent

With a hanging indent, the second and all the following lines of a paragraph are indented more than the first. The fastest way to add a hanging indent is to use the ruler.

1. Select the text where you want to add a hanging indent.

2. Click **View** and then select the **Ruler** checkbox to Show rulers.

3. Drag the hanging indent marker (shown below) to the right. It's the lower triangle on the ruler.

FILE	HOME	INSERT	DESIGN

Calibri (Body)   11

Pointing out consequences

Saving as text (.txt)
When you save a file in text format, the file size decreases greatly, and you will be able to open the file in a wide range of applications. **Caution:** All your formatting will be lost.

Pointing out pre-requisites

Sealing a case

When you seal a case, the contents of the file can no longer be changed in any way. A case can only be sealed if the Enable Sealing option was chosen when the case was created.

Steps

Steps are the central component of procedures. They tell the user to do something—and how.

Press the **On** button.

On the **Home** tab, in the **Styles** group, click . . . .

Special steps

Some steps show an option:

If you prefer a crispy-crust pizza, do not use a baking sheet and bake the pizza at 375 degrees.

Other steps explain a condition that must be dealt with:

If you are in the Transactions view, switch to the Report view.

If the System Load indicator shows high activity, launch a subsystem before proceeding further.

Feedback statements

Feedback statements are sometimes added to steps. They describe explicitly the result of carrying out a step. They can give the user confidence and help prevent errors.

Tap any note in your document. Blue boxes appear around all the notes.

Notes and tips

Notes and tips include all kinds of useful information. They can appear anywhere in a procedure. Use sparingly.

Tip: Make sure you click on the tip of the triangle.

Sports video exercise

- A celebrity athlete who demonstrates how to serve a tennis ball, hit a golf ball, etc.

- On-screen host for the intro and conclusion

- Off-screen narrator who explains action in detail

- Videographer
  - Fingers simulate a camera lens. Moves toward action for close-ups. Stiffens fingers for "freeze." Rolls fingers slowly for slow motion.

- Director

Everyone contributes to the script