# Usability Survey for Technical Instructions

Adapted from *Strategies for Technical Communication in the Workplace*

1. Briefly describe why this document is used.
2. Evaluate the content

* Identify any irrelevant information
* Indicate any gaps in the information
* Indentify any information that seems inaccurate
* List other problems with the content

1. Evaluate the organization

* Identify anything that is out of order or hard to locate or follow
* List other problems with the organization

1. Evaluate the style

* Identify anything you misunderstood on first reading
* Identify anything you couldn’t understand at all
* Identify expressions that seem wordy, inexact, or too complex
* List other problems with the style

1. Evaluate the design

* Indicate any headings that are missing, confusing, or excessive.
* Indicate any material that should be designed as a list
* Give examples of material that might be clarified by a visual
* Give examples of misleading or overly complex visuals
* List other problems with design

1. Identify anything that seems misleading or that could create legal problems or cross-cultural misunderstanding
2. Please suggest other ways of making this document easier to use
3. Does this document follow the Assignment Five specifications?
4. Anything else?