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Multiple Choice Quiz

This quiz reviews some of the topics in this chapter. The answer choices are randomized, so the quiz will be different every time you take it. For each question, select the button next to the answer you believe is correct. When you are done, click on **Submit for Grade** in order to see how well you did.

- 1 . Your textbook defines a procedure as
 - A. A sequence of steps required to complete a task
 - B. A sequence of events leading to a product or result
 - C. A ritualistic performance due to lack of deeper technical knowledge
 - D. Both A and B
 - E. Both B and C

- 2 . An audience expects this from a set of instructions
 - A. How does it work?
 - B. Why do I do it?
 - C. What could go wrong?
 - D. Both A and B
 - E. Both B and C

- 3 . Instructional documents can take the following form(s)
 - A. Quick reference cards or laminates
 - B. Dilbert-esque three-ring binder manuals updated frequently
 - C. Online technical support
 - D. A CD-ROM with hyperlinked tutorials
 - E. All of the above

- 4 . Examples the textbook gives that can lead to legal liability in instructions include
 - A. Failure to use ambiguous language
 - B. Failure to warn against possible misuse of the product
 - C. Failure to use proper illustrations