Reading Assignment for Wednesday, January 16

Everyone will read three articles for class

Background Reading for all


Class discussion

Article 2 - Everyone should read "A Good User’s Guide Means Fewer Support Calls and Lower Support Costs." As you read, make notes* about the strengths and weaknesses of what you have read.


Article 3 - One of these articles is contained in your packet. Be sure to read it and make notes* about the strengths and weakness.

- Illustrations in User Manuals: Preference and Effectiveness with Japanese and American Readers
- Learning How to Use a Cellular Phone: Comparison Between German and Chinese Users


* Your notes about the articles are for your use only. They do not need to be in a specific format.

See you Wednesday. Come prepared to participate!