

Cues for KnowSys Tutorial

Preview

Introduction This set (~Batch) of documents supports the KnowSys Tutorial on how to convert an existing unstructured document to a structured version.

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Cues Related to Guidelines

Introduction

Writers engage in two levels of the authoring process: they —

- usually create original documents.
- often improve existing documents authored by other writers.

Cues are available during both levels of authoring, using —

- recognition of fields in existing documents, *and*
 - recall of fields in yet-to-be-created original documents.
-

Basis for value of cues

Cues have value only when the worker —

- learns to link cues for one field with new instances of the same field,
 - recognizes or recalls a familiar field, *and*
 - actually links it to a new field while working.
-

Learning advice

Learners should jointly learn guidelines and their cues for application.

More...

More... Cues Related to Guidelines

Cues and guidelines

Cues and guidelines work together as input during the writing process. This table displays the relationship of cues and guidelines as task input to task process and task output.

Input	Process	Output
<ul style="list-style-type: none">• customer need for intelligible document• cues imbedded in unstructured text• guidelines for display	applying cued guidelines for displaying information	structured document

Example

This table displays one example of the relationship of *policy* cues and guidelines as task input to task process and task output.

Input	Process	Output
<ul style="list-style-type: none">• employee need for intelligible handbook• policy cues imbedded in draft of employee handbook• guidelines for displaying policy	applying cued guidelines for <i>displaying policy information</i>	<i>structured handbook of employee policy</i>

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Existing Document Before Being Analyzed

Introduction For your convenient reading, the document appears here without highlighted fields.

NOTICE TO ALL EMPLOYEES

Eight national holidays are observed each fiscal year, including New Year's Day, M.L. King's Birthday (Jan. 16), Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

All employees are entitled to one other holiday, at their own discretion: a floating holiday. Some employees like to have the day before or after a national holiday, like the Friday after Thanksgiving, but that's not required.

The Board secretary needs everyone's decision about when they want to have their personal floating holiday for the next fiscal year. Some employees were too late last year, and late-processing costs are estimated at \$30 per request. Employees should try to have their choices in the Board secretary's office on time this year. If this is done, any savings realized will be allocated to our favorite charity, Good Causes.

Requests received after the deadline will not be processed, and equivalent compensation will be made in lieu of the holiday. According to Board policy (Fiscal Planning 3.1.5.21), decisions must be made six weeks before the end of the fiscal year; notices must be sent two months before, and employee contracts are approved three months before.

The Board report for last month stated that the Board has determined the deadline to be Tuesday, May 15, by the end of the business day.

Written forms must be received by the Board secretary. Although e-mail may be used, voice mail, being difficult to process efficiently, is not acceptable. Employees must be sure to include their names and initials, as well their Social Security numbers, so their requests can be processed accurately. Prompt responses are appreciated.

Office of the Board Secretary: 5-1-2015 Approved: RMJ/JOJ

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“Before” Document Analyzed

Introduction Jay Jenre analyzed this “before” document for cues to acting and knowing fields, using color highlights.

Directions Click on highlighted text to reveal the related cues, suggested editing, and re-writes.

NOTICE TO ALL EMPLOYEES

Eight national holidays **are observed** each fiscal year, including New Year's Day, M.L. King's Birthday (Jan. 16), Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

All employees **are entitled** to one other holiday, at their own discretion: a floating holiday. Some employees like to have the day before or after a national holiday, like the Friday after Thanksgiving, but that's **not required**.

The Board secretary needs everyone's decision about when they want to have their personal floating holiday for the next fiscal year. Some employees **were too late last year, and late-processing costs are estimated at \$30 per request**. Employees should try to have their choices in the Board secretary's office on time this year. If this is done, **any savings realized will be allocated** to our favorite charity, Good Causes.

Requests received after the deadline will not be processed, and equivalent compensation will be made in lieu of the holiday. According to Board policy (Fiscal Planning 3.1.5.21), decisions must be made six weeks before the end of the fiscal year; notices must be sent two months before, and employee contracts are approved three months before.

The Board report for last month stated that the Board has determined the deadline to be Tuesday, May 15, by the end of the business day.

Written forms must be received by the Board secretary. **Although e-mail may be used, voice mail**, being difficult to process efficiently, **is not acceptable**. Employees must **be sure to include their names and initials**, as well their Social Security numbers, so their requests can be processed accurately. **Prompt responses are appreciated**.

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Cues in “before” Document

Introduction Each of the cues below relate to the “before” document.

Cue 1 Cue 1: use of all capital letters

Cue
Use of all capital letters at top suggests a tag for a ~Byte.
Tag content is inconsistent with basic purpose of the document.

Edit
Change all capital letters to bold style font in larger size than other text.
Use tag consistent with purpose of the document.

Re-write
Deadline for Decision about Floating Holiday Date

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Cue 2 Cue 2: principle

Cue
“... are observed ...” suggests facts generalized into a principle field.

Edit
Change “... are observed ...” from present tense, passive voice,
to present tense, active voice.

Re-write
“Employees observe eight national holiday each fiscal year.”

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More...

More... Cues in “before” Document

Cue 3

Cue 3: facts

Cue

- Capital initial letters on names suggest specific facts.
- Horizontal series of names, separated by commas, suggests a list.

Edit

Change series of three or more elements to a vertical list with a stem telling what order you are using, if any.

Re-write

“In fiscal calendar order, the eight national holidays are:

- July Fourth – Independence Day
- First Monday in September – Labor Day
- Fourth Thursday in November – Thanksgiving
- [and so on ...]”

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Cue 4

Cue 4: principles

Cue

- “... are entitled ...” suggests a policy or law – a principle field.
- “... not required ...” also suggests a policy or rule – a principle field.

Edit

Change passive voice to active voice, whenever you want workers to know who’s the responsible agent for carrying out a policy or law.

Re-write

“Each employee may choose any work day from the next year’s fiscal calendar as a floating holiday.

You need not choose a day immediately before or after an existing holiday.”

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More...

More... Cues in “before” Document

Cue 5

Cue 5: situation

Cue

- “... secretary needs everyone’s decision about ...” suggests an acting field rather than a knowing field.
- “... about when they want to ...” suggests a situation field.

Edit

- Tag the situation, and
- Separate the options from judging how to apply guidelines.

Re-write

“**Situation** Board policy and guidelines allow employees to decide about this situation:

- Total holidays are nine per employee per year.
- Each employee may choose any work day from the next year’s fiscal calendar as a floating holiday.
- You need not choose a day immediately before or after an existing holiday.”

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Cue 6

Cue 6: principle

Cue

- “... were too late last year, ... are estimated at \$30 per request.” suggests a cause and its effect – a principle field.

Edit

Tag effect(s) of situational decision, and list them as +/- consequences.

Re-write

“**Consequences** Here are the consequences of your decision – pro and con:
+ All work days will be compensated at
– Employees will lose the floating holiday
– Costs”

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More...

More... Cues in “before” Document

Cue 7

Cue 7: principle

Cue

“... any savings realized will be allocated ...”
suggests a cause and its effect – a principle field.

Edit

List this effect with group of +/- consequences.

Re-write

“**Consequences** Here are the consequences of your decision – pro and con:
+ All work days will be compensated at normal rates ...
+ If employees decide before May 15, then the savings realized will go to our favorite charity, Good Causes.”

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Cue 8

Cue 8: principle

Cue

“Requests received after the deadline will not be processed,”
and “... compensation will be made in lieu of ...”
suggest effects or consequences – a principle field.

Edit

Group effects together in the list of +/- consequences of decision about floating holiday. Use active voice rather than passive voice.

Re-write

+ Board will compensate all work days at normal rates.
– Employees will lose the floating holiday unless they”

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More...

More... Cues in “before” Document

Cue 9

Cue 9: process

Cue

- “... made six weeks before ...”,
 - “... sent two months before ...”, and
 - “... three months before ...”
- suggest phases over time – a process field.

Edit

Tag the planning process, and introduce list of phases with a stem.

Re-write

“**Process** Each fiscal year the Board’s planning process involves these phases:

1. Three months before end of fiscal year:
Board approves employee contracts
2. Two months before end of fiscal year:
Board secretary requests floating holiday date from each employee.
3. Six weeks before end of fiscal year: each ...”

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Cue 10

Cue 10: facts

Cue

- “... has determined ...” is past tense.
 - “... Tuesday, May 15 ...” is a specific date.
 - “... by the end of the business day.” is a specific time.
- These suggest fact fields.

Edit

State these facts in a separate ~Bit.

Tag the fact with specific information, not the word, “fact.”

Re-write

“**Decision deadline** The deadline for submitting your decision about your floating holiday is:
end-of-business day, Monday, May 15.”

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More...

More... Cues in “before” Document

Cue 11

Cue 11: principles

Cue

- “... must be received ...” suggests an assertive rule.
- “Written forms ...” and “Although e-mail may be used;” suggest a list of delivery rules.
- “... voice mail ... is not acceptable.” suggests an exception to the rules. These suggest principle fields.

Edit

- Separate the delivery rules from the action requested.
- Place exception and its reason near the list of rules.

Re-write

“Action requested

Please act promptly:

- ...
- Deliver form to the Board Secretary by –
 - US mail
 - e-mail, or
 - hand delivery.

Exception: Voice mail is unacceptable, because processing time is excessive.”

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Cue 12

Cue 12: principle, fact

Cue

“... be sure to include ... names ... initials ... numbers ...” suggests an assertive guideline – a principle field, about a series of facts – a fact field.

Edit

Separate the guideline from the action requested.

Re-write [not reproduced here – go to the Model document page, and scroll to the end to see the complete re-write.]

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More...

More... Cues in “before” Document

Cue 13

Cue 13: principle

Cue

“Prompt responses are appreciated.”
suggests a persuasive guideline –a principle field.

Edit

Separate the guideline from the action requested:
put the guideline in the stem, and bullet the actions.

Re-write

“**Action** Please act promptly.
requested • Choose ...
 • Copy”

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