



QuikScan: Designing for Selective Reading and Better Retention

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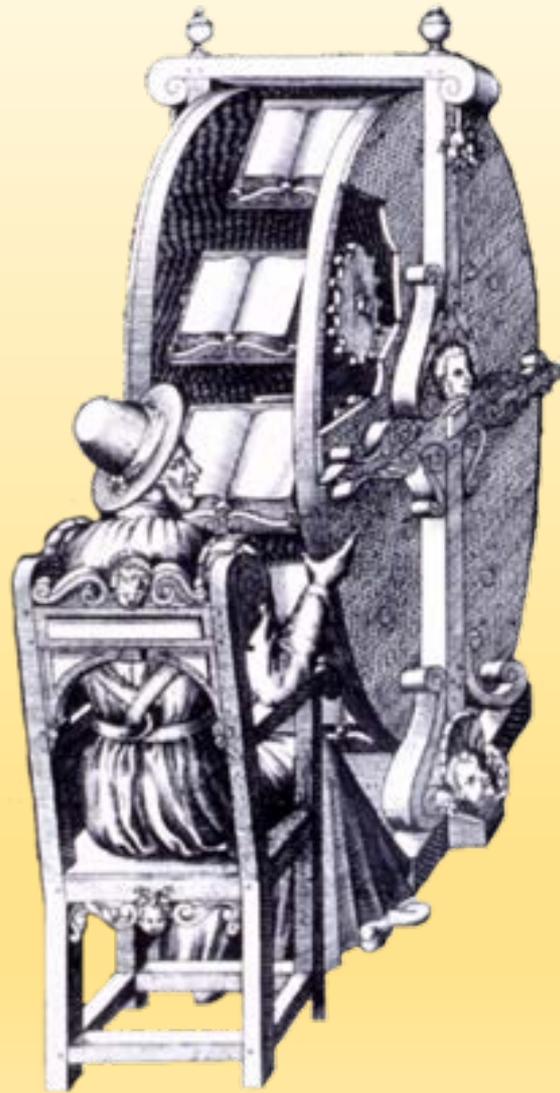
<http://quikscan.org>

<http://faculty.washington.edu/farkas>

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Tacoma Washington





Benefits of QuikScan (preview)

- Supports selective reading within a document—you choose the level of detail
- Improves retention
- When necessary, enables comprehension
- Readers like it.

So what IS QuikScan? **A communication strategy**

1. Multiple summaries are placed throughout document
2. Ideas in each summary are keyed to locations in text

Defining troubleshooting procedures

Sec 2

- 1} Standard procedures are task focused, assume a normally functioning system, and assume the user is consulting the procedure when she begins the task.
- 2} In contrast, TPs address a problem such as a bug, incompatibility, or component failure.
- 3} This distinction, however, needs some refinement. For example, sometimes the user's unfamiliarity with a normally functioning system is framed as a TP.
- 4} Sometimes a two-way dialog (phone support, forum, etc.) is better than KB content.

{ 1 Standard procedures are task-focused. They state a user goal ("Encrypting files") and provide the steps for achieving this goal [1]. They assume a normally functioning system and assume, not always correctly, that the user is consulting the procedure as she begins the task. { 2 In contrast, troubleshooting procedures articulate and try to solve a problem other than the user's lack of familiarity with the normal operation of the system. In most cases this problem is a bug, incompatibility, or component failure:

When I save SWF files, they save with meaningless file names and the file sizes are unusually large

EZGrab 3.0 freezes or closes unexpectedly

My computer no longer plays audio or produces any sound from the speakers or headset

{ 3 This distinction between troubleshooting procedures and standard procedures requires some refinement. First, some troubleshooting procedures (and other KB content) are written for situations in which the system is functioning normally. For example, a troubleshooting procedure may address an unexpected limitation of the product: A user cannot make something happen and thinks the product is malfunctioning, whereas the product was simply

In this step, the introductory clause states a symptom and the main clause states the resolution. This step, then, is a "mini" troubleshooting procedure.

{ 4 In certain instances, in particular when diagnosis is especially difficult, a preferred alternative to a troubleshooting procedure is a two-way dialog, perhaps via forum posts, email, live chat, or a telephone support call with the vendor's support technician. These dialogs, although "noisier" than carefully crafted KB content, also follow a diagnosis-resolution structure.

Developing troubleshooting procedures

Sec 3

- 1} The TP development process varies greatly according to such factors as the product, user assistance genre (KB, help, etc.), company, and problem.
- 2} This development effort is both (A) technical and (B) rhetorical.
- 3} It is best carried out by a range of professionals such as field reps, support technicians, developers, and writers.

Although generalizations are difficult given the size and diverse nature of the computer industry, a broad sketch of the development process provides necessary context for the analysis that follows. { 1 The development varies greatly according to such factors as the product or service, the user assistance genre (KB, help system, support bulletin, etc.), the company (size, budget, maturity of processes), the problem category and severity, and the range of users being served. One safe generalization is that when indications of a problem first reach a company, the problem must be analyzed, a plan must be devised for a troubleshooting procedure (and possibly other responses), and the content must be created and tested. { 2 This effort is in large part {A technical: For example, users who have upgraded to the newly released EZGrab 3.0—but not new purchasers of EZGrab 3.0—report that the product is saving damaged SWF files. It seems that the

Benefits: Enables efficient selective reading

1. For each section, you read either a summary or full text
2. Numbering system gives you “detail on demand”

Their magistrates (Bk2 Sec2)

- 1 Each year, every thirty families chooses a magistrate (Syphogrant/Philarch). Over ten such magistrates is a higher magistrage (Tranibore/Archphilarch).
- 2 The Syphogrants choose a prince in secret ballot. The prince serves for life but can be removed.
- 3 The Tranibors, with some Syphogrants, meet regularly with the Prince. They guard against hasty decisions and any secret meetings that might be held to enslave the people.

▲₁ Thirty families choose every year a magistrate, who was anciently called the Syphogrant, but is now called the Philarch; and over every ten Syphogrants, with the families subject to them, there is another magistrate, who was anciently called the Tranibore, but of late the Archphilarch. ▲₂ All the Syphogrants, who are in number two hundred, choose the Prince out of a list of four who are named by the people of the four divisions of the city; but they take an oath, before they proceed to an election, that they will choose him whom they think most fit for the office: they give him their voices secretly, so that it is not known for whom every one gives his suffrage. The Prince is for life, unless he is removed upon suspicion of some design to enslave the people. The Tranibors are new chosen every year, but yet they are, for the most part, continued; all their other magistrates are only annual.

▲₃ The Tranibors meet every third day, and oftener if necessary, and consult with the Prince either concerning the affairs of the State in general, or such private differences as may arise sometimes among the people, though that falls out but seldom. There are always two Syphogrants called into the council chamber, and these are changed every day. It is a fundamental rule of their government, that no conclusion can be made in anything that relates to the public till it has been first debated three days in their council. It is death for any to meet and consult concerning the State, unless it be either in their ordinary council, or in the assembly of the whole body of the people.

These things have been so provided among them that the Prince and the Tranibors may not conspire together to change the government and enslave the people; and therefore when anything of great importance is set on foot, it is sent to the Syphogrants, who, after they have communicated it to the



Benefits: Improved retention

- Dramatically improved retention when you read summaries and text
- No extra reading time due to more efficient processing

H. van der Meij & J. van der Meij (2011). Improving text recall with multiple summaries, *British Journal of Educational Psychology*.



Benefits: For difficult texts, QuikScan scaffolds comprehension

- Before you can retain, you need to comprehend
- When texts are difficult, readers get the top-level ideas from the summaries. This enables them to absorb the more detailed information.
- Also, the target numbers in the text show readers where each new idea starts.



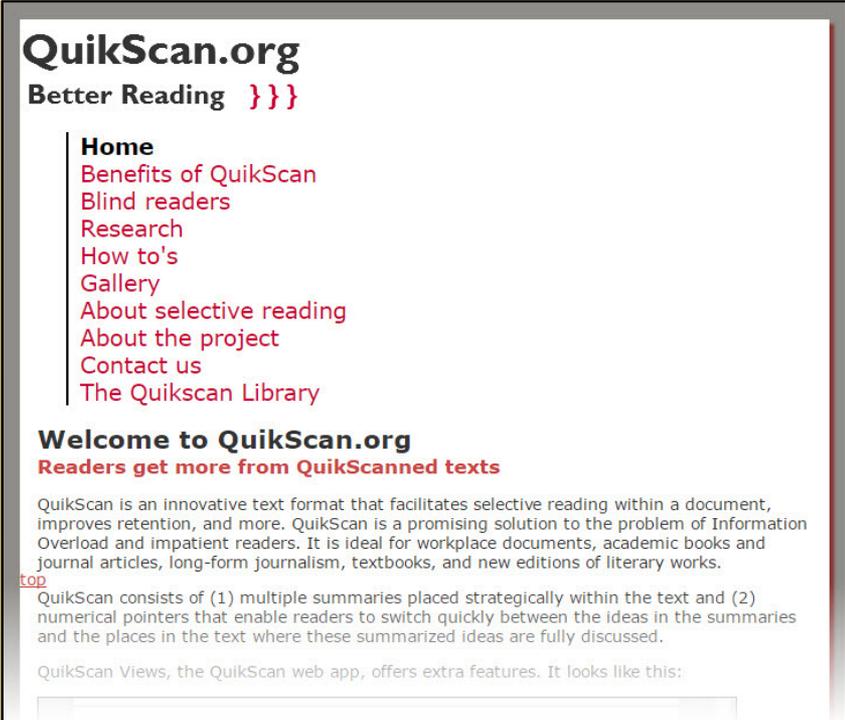
Benefits: Readers like it

- Most readers respond positively to QuikScan. Many are extremely enthusiastic.
- Focus group: Most respondents would pay 20% more for QuikScan versions.

Complete support content is available at QuikScan.org. Everything is free.

- We provide all kinds of how-to information
 - Instructions on writing the summaries, etc.
 - Instructions on the technical side
- Examples
- Labor-saving templates
- Research findings
- QuikScan Library

Everything is in the public domain. We all own QuikScan equally.



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Better Reading }}}

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Welcome to QuikScan.org
Readers get more from QuikScanned texts

QuikScan is an innovative text format that facilitates selective reading within a document, improves retention, and more. QuikScan is a promising solution to the problem of Information Overload and impatient readers. It is ideal for workplace documents, academic books and journal articles, long-form journalism, textbooks, and new editions of literary works.

[top](#)
QuikScan consists of (1) multiple summaries placed strategically within the text and (2) numerical pointers that enable readers to switch quickly between the ideas in the summaries and the places in the text where these summarized ideas are fully discussed.

QuikScan Views, the QuikScan web app, offers extra features. It looks like this:



Drawbacks

- You must write summaries
- Extra formatting effort (but the templates save a lot of time)
- Some visual clutter
- Content creators are uncomfortable with the idea that readers can read selectively. “I want them to read it all—and carefully.”



You can QuikScan in various media

- Print
- PDF
- Web app
- Basic HTML
- eBook



Print and PDF

- PDF adds hyperlinking

Annotated table of contents

Sections of the document

[The Future](#)

Although it is difficult to identify a funding niche, we have secured two grants, have drafted new proposals, and continue to explore sources of potential funding. Generous support has been provided by the Fred Hutchinson Cancer Research Center.

[Conclusion](#)

More public discussion is needed regarding the role and structure of coordinating centers. We have devised a research agenda and have begun conducting some of this research.

Introduction Sec 1

[Top ↑](#)

1. Collaborative epidemiologic research, while standard practice, is difficult, and can impose a heavy administrative burden on investigators.
2. A well-built coordinating center (CC) can reduce some of the overhead by managing the administrative aspects, facilitating collaborative activities, and empowering investigators to focus on the science—improving every stage of the study.
3. However, there is little published research and little in the way of “best practices” to guide the CC director.
4. The Asia Cohort Consortium Coordinating Center (ACC CC) is sharing our experience and plans future research on coordinating centers.

{1 The nature of epidemiologic research means it is more often done collaboratively than not. Collaborative research is understandably difficult and can add high overhead to a scientific project, yet scientists are being pushed to do more of it with little extra support. This additional overhead can slow down research, which means wasted money, lost opportunity, and frustration for scientists. Coordinating Centers (CCs) are one tool that can help offload some of the administrative burden from investigators.

{2 A well-built CC can ameliorate some of the overhead and offload some of the burden from researchers by managing the administrative aspects, facilitating collaborative activities, and

QuikScan web app (QuikScan Views)

- Most powerful form of QuikScan—lots of extra features
- Mobile friendly

↑ **Statistical and Data Management** Sec 6

- 1 A key goal is data harmonization so that data sets from independent cohorts can be combined and analyzed as one meta-cohort.
- 2 An experienced Common Data Elements (CDE) specialist analyzed the instruments used by several cohorts to establish a core set of questions for guiding research that will ultimately result in harmonized data sets.
- 3 At least one member of our statistical and data management team (SDMT) attends each general membership and working group meeting to guide the selection and definition of data sets.

SO ▲1 One of the overarching scientific goals of the ACC is to achieve data harmonization so that data sets from independent cohorts can be combined and analyzed as one meta-cohort. To assist with that goal, the CC utilizes. ▲2 a Common Data Elements (CDE) specialist who focuses on data harmonization. With an appropriate scientific background and extensive experience developing questionnaires and mapping questionnaire elements to data dictionaries, the CDE specialist has analyzed the instruments used by several participating ACC cohorts to establish a common, core set of questions that all groups are asking and that are important to the scientific questions the ACC is trying to answer. This is exceptionally challenging. We need to

FT ▲



QuikScan is flexible

- Book-length documents or shorter documents
- Multiple columns
- Many heading systems
- Lists, graphics and tables
- But not suitable for procedures

QuikScan.org
Better Reading))) 1 Minute Intro Credits QS Library

Welcome to this QuikScan Views edition of

Unto This Last

by John Ruskin
Four essays on economics and social justice published in 1860

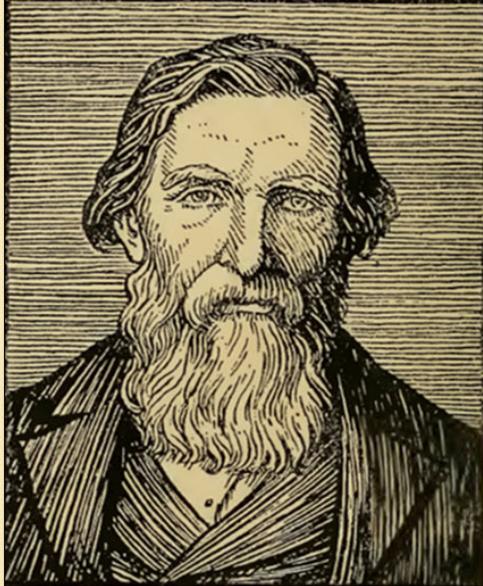


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Ch. 5. Ruskin's book preface
Appendices

John Ruskin (1819-1900) was one of the most remarkable voices of Victorian England. Having achieved acclaim as an art critic, Ruskin changed directions and by writing *Unto This Last*



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CONTENTS OF THE LIBRARY

Sir Thomas More, *Utopia*

500 years ago appeared More's vision of a society that far surpassed England or any nation in Europe. The Utopians elect their leaders, reject war, have abolished private property, live very well but without luxury, and seek after wisdom. This is a PDF implementation of the Classic QuikScan design.

John Ruskin, *Unto This Last*

This series of four short essays is a passionate and often satirically humorous call for social reform by one of the most forceful voices of Victorian England. *Unto This Last* stongly influenced Gandhi and Martin Luther King, and it is still read today by political progressives, students of Victorian literature, and historians studying social thought and economics. [Also available in PDF format.](#)

John Skelton, *Phillip Sparrow*

In this delightful poem, written a few generations before Shakespeare, a young woman is in church thinking sadly about her pet sparrow, recently "slain" by her cat. As her mind wanders from one thing to the next, Skelton shows us her emerging sexuality. Philip, it might be said, was her first boyfriend. (The actual woman depicted in the poem was not pleased.)

Barack Obama, "Statement on Cuba"

In this historic 15-minute speech, delivered on December 17, 2014, President Obama announced sweeping changes in the relationship between the United States and Cuba. [Also available in PDF format.](#)

Hans Christian Andersen, "The Little Mermaid"

Traditional folk motifs are infused with nineteenth century German romanticism, wild flights of fancy, deeply affecting spirituality, and moments of tragic despair. The extraordinary narration is both poignant and sly. This ain't Disney! For use in schools, the [ActiveReading](#) style of QuikScan is used here.

ABOUT THE LIBRARY AND QUIKSCAN



Opportunities as a QuikScanner?

- In-house documents
- Freelance work
- Self-publishing

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Any questions?

Comments?

