

Hi Class-

Again, you did very well with the quiz. The grades broke down as follows:

100%	45
94%	35
87%	16
80%	13
74%	6
67%	1

See you next Monday for Quiz 4--

LCC 3400

Quiz: # 3: The Formal, Analytical Report  
(50 minutes)

Part 1:

Context

You have been hired to analyze the effectiveness of a new online card catalog system used by small universities. You have been asked to examine and evaluate the new way that patrons input their search information into a computer terminal, access the information they need, and download their material. The new online system seems to be an improvement compared to the earlier system, but without the analysis, you won't be sure. Other library administration is concerned with costs.

1. An audience of library management officials' major interest is
  - a. that patrons can access information easily without needing extra assistance
  - b. difficulties of system updates
  - c. updates and operation costs

The best choices are A or B. The question explicitly states that other library administration is concerned with costs.

2. A audience of library students' major interest is
  - a. that patrons can access information easily without needing extra assistance
  - b. difficulties of system updates
  - c. updates and operation costs

The best choice is A. Students will be concerned with what affects their own interests, which is their ease of accessing information.

3. The report includes an executive summary that contains a
- detailed description of the new system, its affect on patron usage, and a solution for low patron usage in the past
  - brief description of the new system, a brief accounting of the analytical method used, and a report of the effects of the new system
  - description of the method for research, comparison of this method with others, detailed report of the analysis, conclusions and recommendations

The best choice is B. Both A and C include detailed descriptions and reports. The executive summary should contain only brief accountings of the report.

#### Part 2:

##### Context

You gathered a great deal of information for your report and are making a first effort to organize it for presentation. Your first question is what material to include in the introduction. You are considering including the following categories: (1) past problems in handling patron requests and how the new system provides a solution, (2) different methods for handling past problems (3) brief description of your assessment methodology (4) an overall assessment of the new system, (5) patron use levels, (6) staff reaction, (7) changes in levels of patron requests as a result of new system, (8) description of the analysis, its need, and overall results

4. Which of the following selections is **most** appropriate within your introduction?
- 2, 4, 5
  - 3, 6, 7
  - 1, 3, 8

The best choice is C. An accounting of staff reaction (in B) and methods for handling past problems (in A) are not important or appropriate for an introduction.

5. The methodology section of your report should include 1) a description of your methodology, 2) a summary of your assessment of the new system, 3) a detailed report on patron use, 4) rationale for using your chosen methodology. Among possible others, which of the following selections are most appropriate for your methodology section?
- 1, 2
  - 1, 4
  - 1, 3

The best choice is B. Both answers 2 and 4 would be more appropriate to the discussion section of the report.

6. The results and discussion section should include
- a. 2, 3,
  - b. 1, 3
  - c. 2, 4

The best choice is A. The description and rationale for choosing the methodology belong in the methodology section rather than in results and discussion.

7. Omitted.

8. Which of the following elements will lead you to decide the scope of your study? (1) the time allowed, (2) the funds available, (3) your expertise, (4) the constraints imposed by management, (5) availability of data
- a. 1, 2, 3
  - b. 1, 2, 3, 4
  - c. 1, 2, 3, 4, 5

The best choice is C. These are not elements that you present in the document, but those that you consider when making decisions about how to develop it. All of these issues will mold your choices.

9. Which of the following will you depend on for research information? (1) previous company studies on the same or related topics, (2) articles published in trade or professional presses, (3) interviews with specialists, (4) polls of users, (5) interviews with workers and managers
- a. all of the above
  - b. 3, 4, 5
  - c. 1, 2, 3

The best choice is A. Again, the more information you access, the more informed you'll be for developing the report. Not all this information must be reported, but it is helpful to consider all sources of information.

Part 4:  
Context

You have completed your study and have written the assessment which forms the major part of the report. Now you must complete the final parts of the report.

10. You must meet audience expectations for presenting the results of your assessment. You will create
- a. separate "Conclusions" and "Recommendations" sections.

- b. a single section called “Conclusions and Recommendations.”
- c. a section called “Results of the Study” and another called “Conclusions and Recommendations”

All three choices, A, B, or C could be appropriate in this instance. Formal reports follow a general framework for providing required sets of information, but a document developer has leeway for how to arrange the material.

11. You have used a number of in-house and published articles in your report. You should include them as
- a. references in detailed footnotes in the body
  - b. detailed information in the body, repeated in the bibliography
  - c. short references in the body and detailed information in a bibliography as an appendix

The best choice is C. Where too much detail in the body of a report can slow the reading process, it is helpful to provide more detailed information in bibliographies or appendices.

12. A study like this often has appendices. What is the best choice for what should be included?
- a. photos of the new system
  - b lists of statistical data resulting from the analysis
  - c. copies of articles you depended on for developing the report

The best choice is B. Readers will be most interested in reviewing more detailed statistical data since this pertains most closely to the goals of the report.

Part 5:  
Context

When reports are completed, they are accompanied by letters of transmittal, (cover letters or memos), indicating what the reader can expect from the enclosed report.

13. You have to include with your report a letter (or memo) of transmittal. Choose one aspect that your it must include.
- a. the schedule that you followed to complete the report.
  - b. information for contacting the report writers.
  - c. the cost of producing the report.

The best choice is B. Recipients of reports must always be provided with contact information so that they can ask questions for clarification, if necessary.

14. The main purpose of an analytical report is to
- a. provide results and recommendations derived from a critical study of information regarding your topic
  - b. propose actions in relation to the completed study
  - c. report on the history and development of the subject of your study

The correct choice is A.

15. Your report is 58 pages long, includes 18 graphs and charts, and includes a specialized vocabulary not used by your target audience. You include a table of contents,
- a. a glossary of terms, and a table of figures.
  - b. and a glossary of terms.
  - c. and a table of figures.

The best choice is A. You should include all information necessary to make your report understandable and easy to navigate.