words with precision. Choose words carefully, and use the same word to the same item. Is a tumor a "growth of cells" or simply "cells"? When decrease fiber-optic technology, don't suddenly switch and call it "high-speed cable."

use comparisons and examples. By comparing new information to ideas your radience already understands, you help build a bridge between people's current knowledge and the new ideas. For example, for a group of nonexperts, you could explain how earthquakes start in this manner:

Imagine an enormous block of gelatin with a vertical knife slit through the middle of its lower half. Giant hands are slowly pushing the right side forward and the left side back along the slit, creating a strain that eventually splits the block. (Earthquake hazard analysis, 1984, p. 8.)

Use an appropriate organizational sequence. For longer descriptions, choose the organizational pattern that is most consistent with your purpose. If you want to describe how something looks or what parts it has, use a spatial sequence: Describe the items as your audience will see them. If you want to describe how something works, use a functional sequence: Describe the workings (functions) of the device. And if you want to describe how something is assembled, use a chronological sequence (see "Brief Instructions" and "Procedures" in Chapter 11).

Checklist for Definitions and Descriptions

- Is the length of the definition or description suited to its audience and purpose?
- Is the expanded definition adequately developed for its audience?
- Are visuals used adequately and appropriately?
- Does the definition appear in the appropriate location?
- Are comparisons and examples used to enhance understanding?
- Are any details missing, needless, or confusing for this audience?
- Does the description follow the clearest possible sequence?
- Will the level of technicality connect with the audience?
- Is the language clear and concise?
- Is the terminology precise and consistent?

contents, appendixes, and an index. Like short reports (see Chapter 10), long reports present ideas and facts to interested parties, decision makers, and other audiences. Technical professionals rely on reports as a basis for making informed decisions on a range of matters, from the possible side effects of a new pain medication to the environmental risks posed by a certain gasoline additive.

Long reports are called for in situations where an audience needs detailed information, statistics, and background information—the whole story. For example, your team of engineers needs to make far-reaching decisions about the best site for a toxic waste containment field. You have several months to research and make a decision, so you have a consulting firm to report on all the relevant information. Their resulting product, a long report describing the geologic conditions of potential sites, might contain an appendix with detailed comparisons of topsoil, groundwater, and other conditions.

Audience and Purpose Analysis

Do your best to determine who will read the report. For instance, even if the report is addressed to team members, it may be sent on to other managers, the legal department, or sales and marketing. If you can learn about the actual audience members in advance, you can anticipate their various needs as you create the report. Before you start the report, be clear about its true purpose. For example, you may be under the impression that the report is intended simply to inform an audience. But after some initial research, you learn that your manager really wants you to recommend an action, not just state the facts. Recommending is different from informing, so it's important to understand the reason you are writing the report in the first place. For instance, the writers of the biodiesel report examd others making decisions whether or not to produce or use biodiesel. The pose of this report is "

Types of Long Reports

Causal. Causal reports are used in situations where you need to explain what caused something to happen. For example, medical researchers may need to explain why so many apparently healthy people have sudden heart attacks. Or you might need to anticipate the possible effects of a particular decision, say, the efects of a corporate merger on employee morale.

Comparative. Comparative reports are used when you need to rate similar items on the basis of specific criteria. For example, you may need to answer questions such as "Which type of security procedure—firewall or encryption—should we install in our company's computer system?"

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Types of Long Reports

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ntroduction

atternative fuel sources such as biodiesel can make a significant reduction in certain quality problems that will require actions to reduce sources of pollution. One major economic growth. The first issue is that major urban areas of the State have air pollution source is from exhaust emissions from cars and trucks. The use of exhaust emissions, thus reducing pollution and improving air quality. The State of Georgie faces two issues that may provide a unique opportunity for rural

prices have reduced farm incomes. Additionally, disposal of animal fat by-products crush quality peanuts have been at very low levels for the last four years. These low market prices for the many oilseeds produced. Prices for soybeans, cottonseed and and spent vegetable oils may become increasingly difficult in the future The second issue facing the State is depressed crop farm incomes due to low

providing another market for Georgia produced oilseeds while creating a value can be used by vehicles traversing the State, thus reducing air pollution and and other suitable feedstocks produced within the State into biodiesel. The new fuel will help create a market for farmers and certain feedstocks and help reduce the added market for primal fats and spent oils. The benefits of biodiosel go far beyond the clean burning nature of the product. Biodiesel is a renewable resource helping emount of waste oil, fat and grease being dumped into landfills and sewers reduce the economy's dependency on limited resources and imports. Also, biodiesel The opportunity for economic growth resides in the processing of these aliseeds

leasibility of producing biodiesel in Georgia. The purpose of this report is to provide decision makers with information on the

gin and significance, define or describe the problem or issue, and explain the reports so on). List working definitions, but if you have more than two or three, place definipurpose. Briefly identify your research methods (interviews, literature searches, and need long history lessons about the topic. In the introduction, identify the topic's ori tions in a glossary. Finally, briefly state your conclusion. Don't make readers wade The strength of such brevity can be seen in the introduction to the biodiesel rethrough the entire report to find out what you are recommending or advising port shown in Figure 12.5.

conclusion. Divide topics into subtopics, and use informative headings as aids to picture of the evidence, interpretations, and reasoning on which you will base your Body. The body describes and explains your findings. Present a clear and detailed navigation, as in the body section of the biodiesel report excerpted in Figure 12.6.

Potential Drawbacks to Biodiese

Biodiesel can be corrosive to rubber materials and liner materials. Biodiesel cannot petroleum prices, biodieset is mare costly to produce than biodiesel to be reduced in size to create a higher cylinder pressure. And, given current be stored in concrete lined tanks. In some cases, the fuel intake orifices may need

Georgia Diesel Demand

According to the Petroleum Marketing Monthly, published by the Energy Informa about 3.89% of the national annual demand. 2000. This included all diesels, low and high sulfur, auto and farm, amounting to tion Administration, 4.64 million gallons of diesel were sold per day in Georgia in

diesel used in the Metro Atlanta counties during 2000. use close to 18 million gallons of diesel per year. Map 1 illustrates the amount of used 1,521,957 gailons of diesel in 2000 statewide. These three institutions alone 6,644,070 gallons of diesel in 2000. Finally, the Georgia Department of Transportation (21 counties) amounted to 9,702,798 gallons used in 2000. MARTA estimates using are large users of diesel fuel. Demand from school districts in the metro Atlanta Several institutions that are influenced or controlled by the state government

The Biodiesel Production Process

to as "the methyl ester process". Essentially the process involves combining the called the base catalyzed esterification of the fat with methanol, typically referred established process. The most commonly used and most economical process is that is recycled back through the system. The primary product, methyl ester, is main products - methyl ester (biodiesel), glycerine, feed quality fat and methanol fatfoil with methanoi and sodium or polassium hydroxide. This process creates four The technology of converting vegetable oils and enimal fats into biodiesel is a well income from the process better known as biodiesel. The glycerine and fats can be sold to generate added

Source: From: "A Study on the Feasthility of Biodiesel Production in Georgia" by Professor George A. Body of the Biodiesel Report.

Shumaker, et al. February 3, 2003. Reprinted by permission of George A. Shumaker.

past, and situation. the body of your report will vary greatly, depending on the audience, topic, pur-

sparked the analysis. In the conclusion, you summarize, interpret, and recomthe conclusion is important because it answers the questions that originally mar conclusion presents a broad interpretation and suggests a course of action and Although you have interpreted evidence at each stage of your analysis, conclusion. As seen in the portion of the biodiesel report excerpted in Figure 12.7. spective on the whole document. Don't introduce new ideas, facts, or statistics in where appropriate. Your conclusion should provide a clear and consistent perthe conclusion.

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that could be utilized to produce biodiesel. These feedstocks vary significantly in conditions. Feedstock costs represent between 50 and 75 percent of the cost of price depending on supply and demand condition as well as market structural to success. A 15 million gallon biodiesel plant would require about 27% of the producing biodiesel, and thus a reliable source of low priced feedstocks is critical There exist a variety of potential feedstocks both in Georgia and nearby states vegetable and animal fats currently available within the state of Georgia. This state demand. A 20% blend will create 75 million gallons of 820 or roughly 20% of facility would produce 750 million gallons of 2% blend for approximately twice the

presents little technological risk. The production of biodiesel is a very efficient the Georgia diesel market. process, returning about 3.2 units of energy for each unit used in production. integrated into the existing petroloum distribution system from the handling. Biodiosel is thus an excellent renewable fuel source. Biodiesel can be very easily chemical, physical and performance perspectives The processing technology for producing bindiesel is well established and Lacking government mandates or subsidies, a toedstack cost of about 10

cents per pound or lass. given current diesel (ve) prices, is needed for biodiesel to be cost competitive.

Figure 12.7 Conclusion Section of the Biodiesel Report. Shumaker, et al. February 3, 2003. Reprinted by permission of George A. Shumaker. Source: From "A Study on the Feasibility of Biodievel Production in Georgia" by Professor George A.

Front Matter and End Matter in Long Reports A long document must be easily accessible and must accommodate users with transmittal, table of contents, and abstract or summary of the report's content. various interests. Preceding the report is front matter: the title page, letter of transmitted Following the report (as needed) is end matter: The glossary, appendixes, and list of sections. list of references cited can either provide supporting data or help users follow

technical sections. Users can refer to any of these supplements or skip them altogether, according to their needs.

such as analysis, proposal, feasibility, or progress (as in Figure 12.9). The title announces the report's purpose and subject by using descriptive words their affiliations or the name of the organization that commissioned the report, Title page. The title page gives the report title, the names of all authors, and

to a specific reader. This letter might Letter of transmittal. Many long reports include a letter of transmittal, addressed

- Acknowledge individuals and organizations that helped with the report
- Refer to sections of special interest
- Discuss limitations of your study or any problems in gathering data
- Offer personal (or off-the-record) observations Discuss possible follow-up investigations
- Urge the recipient to immediate action

If a report is being sent to numerous people who are variously qualified and bear various relationships to you, individual letters of transmittal may vary.

viding a table of contents. In designing your table, follow these guidelines: Table of contents. Help readers find the information they're looking for by pro-

- Number the front-matter (transmittal letter, abstract) pages with lowercase Include no headings in the table of contents not listed as headings or sub Number glossary, appendix, and endnote pages with arabic numerals, conroman numerals. (The title page, though not listed, is counted as page to headings in the report; the report may, however, contain subheadings no page of the report text. tinuing the page sequence of your report proper, in which page 1 is the first
- Phrase headings in the table of contents exactly as in the report.

listed in the table of contents.

- List beadings at various levels in varying type styles and indention.
- Use leader lines (.....) to connect headings to page numbers. Align rows of dots vertically, each above the other.

or integrated with it, list the tables and figures appearing in the report-List of tables and figures. On a separate page following the table of contents

interested only in the big picture, the entire report may not be relevant, so most huerested only in the him timested only in the Abstract or executive summary. Reports are often read by many people: re-

pur (longer). In this brief description, you explain the issue, describe how you recarched it, and state your conclusion. Busy readers can then flip through the log reports are commonly preceded by an abstract (short) or an executive sumdocument to locate sections of importance to them. In preparing your abstract, follow these suggestions:

Make sure your abstract stands alone in terms of meaning.

57 5

Write for a general audience. Readers of the abstract are likely to vary in expertise, perhaps more than those who read the report itself; therefore, translate all technical data.

Add no new information. Simply summarize the report

2

Present your information in the following sequence:

1. Identify the issue or need that led to the report.

Include a condensed conclusion and recommendations, if any, Offer the major findings from the body of the report.

of material or other documents that are relevant but will bog readers down if placed in the middle of the document itself. For example, if your report on the Appendixes. Add one or more appendixes to your report if you have large blocks utility company, you may wish to include this second report as an appendix. cost of electricity at your company refers to another report issued by the local terview questions and responses, maps, photographs, sample questionnaires and embarrassing news that belongs in the report proper. Title each appendix clearly: pendixes with needless information or use them unethically for burying bad or tabulated responses, texts of laws and regulations, and the like. Do not stuff apand refer readers to it at appropriate points in the report: "(see Appendix A)." "Appendix A: Projected Costs." Mention the appendix early in the introduction, Other items that belong in an appendix might include complex formulas, in-

See, for example, Appendixes A and B in this textbook.

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Glossary. Use a glossary if your report contains more than two or three technical terms that may not be understood by all audience members. Use standard delimitions in your glossary: Refer to company style guides or technical dictionaries. If fewer than five terms need defining, place them in the report introducglossary, announce its location: "(see the glossary at the end of this report)." tion as working definitions, or use footnote definitions. If you use a separate List of references. List each of your outside references in alphabetical order or

in the same numerical order as they are cited in the report proper. Not all reports have all of these supplements. For example, the biodiesel report (Figure 12.9) omits the letter of transmittal because this report was presented in person. And, in that report, the introduction (Figure 12.5) also functions as

panded definition of biodiesel, its uses and production. A long appendix conthe abstract. No glossary is needed because the opening pages present an expanded 4.0 sin

34.5

tom, in Figure 12.9). For examples of many of these supplements in a student-written report, see

"Peasibility Analysis of a Career in Technical Marketing," on the accompanying Web site, at www.ablongman.com/gurak.

Usability Considerations

Clearly identify the problem or goal. To address the true purpose of the same tion, you must carefully identify your goal. Begin by defining the main questions involved in the report and then outlining any subordinate questions. Your legisuse?" Create a goal statement, such as "The goal of this report is to examine and the state of Georgia?" Answering this question is the main goal of the report; lator, for example, might pose this question: "Will producing biodiesel benefit pages 276-281 for the complete Biodiesel report.) evaluate claims about the production of biodiesel in the state of Georgia." (See however, this question leads to others, such as "What are the drawbacks of biodiesel

the needs, interests, and technical expertise of your audience. A long history of Provide enough information but not too much. Any usable analysis must address the development of the pacemaker may be interesting to you but inappropriate ence, provide a glossary where readers can look up unfamiliar terms. If your reyou've gathered readers need in order to make a decision. Also, make sure your for your report. As you plan the report, find out how much of the information port is posted to a Web site, you can use hyperlinks for glossary terms technical terms are not too complex for your audience. If you have a mixed audi

sources, particularly for statistical data. Be careful when taking information from possible and, to the best of your ability, without bias. Use reputable information Provide accurate information. Make sure your information is as accurate a the Web; Web sites often sound credible but can be based on biased or inaccurate for a logging company, in reviewing test reports, you learned that one brand ample, that you were writing a report to recommend the best brand of chain saw fairly and provide valid conclusions based on your best research. Assume, for exmiormation (see Chapters 4 and 5). Also, make sure you interpret information ence for this brand. Bomarc, is easiest to operate but also has the fewest safety features. Both pieces of information should be included in the report, regardless of your personal prefer

and charts are helpful for comments, levels, and long-term forecasts. Tables useful for analyzing rights — C.H.

Use appropriate visuals. As discussed in Chapter 9, visual information can make complex statistics and

and charts are helpful for comparing data. Photographs and diagrams are an

oxellent way to show a component or special feature. Be sure your visual is the one featured in Figure 12.8. cample, the biodiesel report in Figure 12.9 makes good use of diagrams, such as placed near the accompanying text, and be careful not to overuse visuals. For

what each section contains. The heading "Data Analysis" does not really say much, use informative headings. Headings and subheadings in your report announce formative preview of the content of a section. whereas the heading "Physiological Effects and Health Risks" offers a clear, inin your report don't want to be bogged down with prose that is cumbersome, Write clearly and concisely. Even readers who need every bit of information long-winded, and hard to read. Keep your language crisp and clear. Use active

it is printed. voice whenever possible. Ask a colleague or editor to copyedit your report before Soybean Acreage, by County,

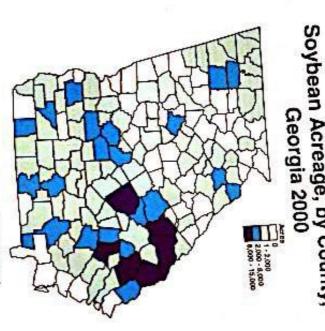


Figure 12.8 Visual from the Biodiesel Report. Source: Center for Agribusiness and Economic Development

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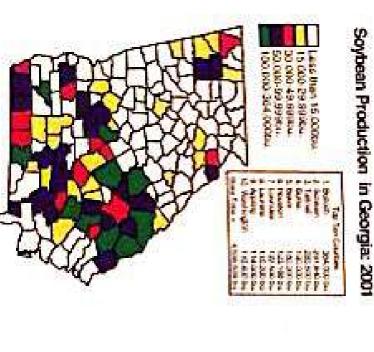
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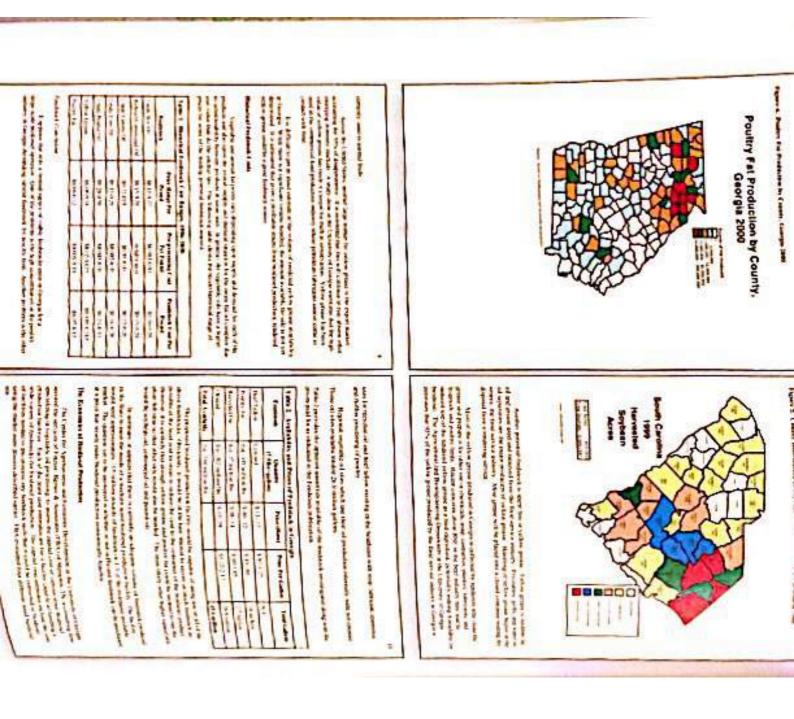
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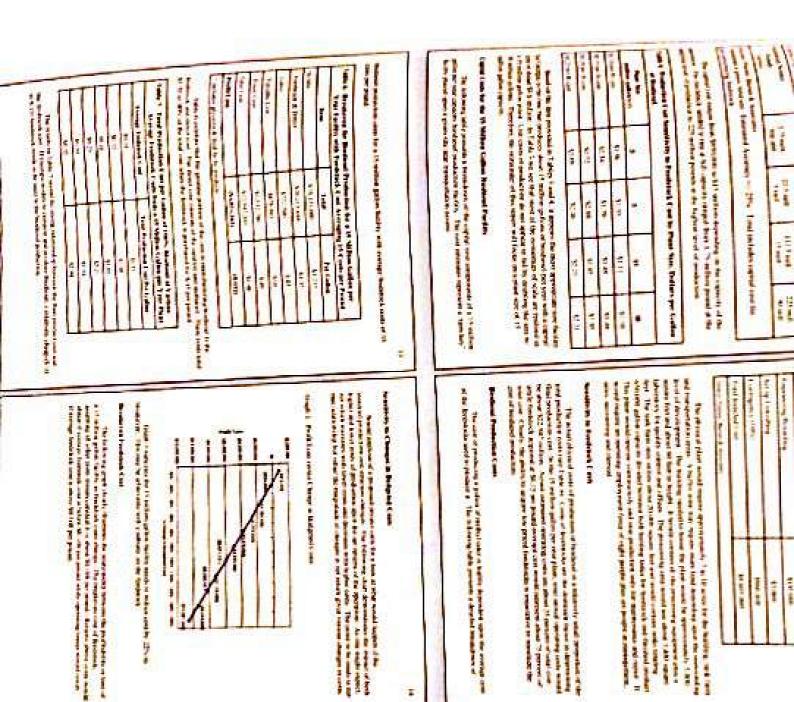
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The changes in the initial andicates chrochester) are labeled direct effects and the changes in the date industries and household operating are called indirect effects. The direct and indirect places are natured in give the total non-compact. Direct impacts are those at the plant. For some direct integrals in cases to total sales of the plant. Direct employment operate the number of people is obtained indirect impacts are those that exist due to the plant's because. The world include people such as chemical suppliers, citl refiners, feedstock makers and or both.

(heart server of the 13 million gallors plant to \$17.4 million assumity. This leads to observe on the Contract common of \$16.9 million. In solal, the occurring impact of sales of the past of the \$16.1 million. Functions solve well be greated at the plant. The operation of the past more mother 119 july to be developed in Georgia, thus total employment creation will be p112 july. State and local non-adaction tan revenues with increase by \$2 million per ten.

Teble 11.	Economic Impact on Sales, Employment and Revenue of a 15 Million Gallon	
(A. 10)	Biodirsel Plant in Georgia.	

	Direct	Indirect	Total
Sales Challenger	\$17,373.000	\$16,909.714	\$34,272,118
Emplorers	14	110	192
To Revenue	**	55	\$2 138,970

The jets creation is a one-time occurrence in that it indicates the total number of jobs.

The jets of the project. However, those jobs female year-after-year. The money flows indicated in the economic impact and the tax revenues are recurring evenus year-after-year. This project

has an economic inference of about 24 years, thus one can expect a total economic, impact over the twent's five year period of about \$455 million deflore. The total tax flows over the twenty five year period which be about \$12.75 million.

This study documed upon the 13 million gallon plans use as if you fail it was the study appropriately would be that it was the south of the fine million of the fine million property the property the DMTI AN weather to such of the fine million were that were explained.

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to Million Carlonn	\$79.518.000	-	\$4.761.222	

Conclusions

There exist a variety of potential feedblocks both in Georgia and tractive states that could be actioned to produce broadened. These feedblocks ware significantly in group depending on supply and demand conditions. I reduce consumption in the produce of the cost of producing machines. I reduce consumptions between 10 and 75 percent of the cost of producing broadened and those in reliable many of less proved feedblocks is critical to success. A 15 million gailion broadened plant would require about 27% of the vegetable and montal first convents available within the form of Georgia. The facility would produce 750 million gallions of 27% blend for approximately result to state decreased. A 20% blend will proute 15 million gallions of 800 or roughly 20% of the Georgia done in market.

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Lacking prominent mandates or solvadies, a feedback and of about 10 cents per pound or less, given current dissel fael prices, is needed for broduced to be cost competitive.

Figure 6. Cutton Acrongs by County, Georgia, 2008

Cotton Acreage, by County, Georgia 2000

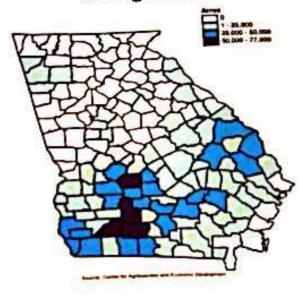


Figure 7. Peanut Acreege by County, Georgia 2000

Peanut Acreage, by County, Georgia 2000

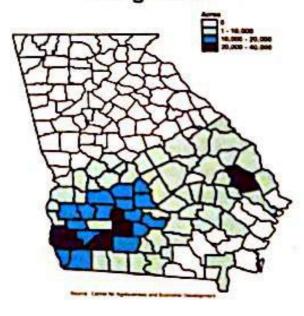


Figure 12.9 (Continued)

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Use action verbs. Especially when recommending a plan of action, use action verbs such as examine, evaluate, determine, or recommend. Avoid nominalizations: Don't use determination when you mean determine, for example.

Checklist for Long Reports

- Does the report grow from a clear audience and purpose analysis?
- Does the report address a clearly identified problem or goal?
- Is the report's length and information adequate and appropriate for the subject?
- Is the information accurate and unbiased?
- Is there enough information for readers to make an informed decision?
- Are all necessary components (including front and end matter) provided?
- Are visuals used whenever possible to aid communication?
- Are headings informative and adequate?
- Are action verbs used generously?
- Is the level of technicality appropriate for the intended audience?
- Is the language clear and concise?

Proposals

Proposals encourage an audience to take some form of direct action: to authorize a project, purchase a service or product, or otherwise support a specific plan for solving a problem. Although proposals often contain the same basic elements as reports, they have one specific purpose: to propose an action or series of actions. This purpose differs from more generic reports, which can be used for other purposes, as noted earlier. Proposals can be called for in a variety of situations: a request to fund a training program for new employees, a suggestion to change the curriculum in your English or biology department, a bid to the U.S. Defense Department on a missile contract. Depending on the situation, proposals may be short or long and may be written in the form of a report, a letter, or a memo.

Audience and Purpose Analysis

In science, business, industry, government, and education, proposals are written for any number of audiences: managers, executives, directors, clients, board members, or community leaders. Inside or outside the organization, these people review various proposals and then decide whether the plan is worthwhile, whether the project will materialize, and whether the service or product is useful. At the most general level, the purpose is to persuade your audience. More specifically, proposals often answer questions about the nature of the problem of