



(I created the following feedback in response to a mock situation for a course assignment at the University of North Texas. The dean's name is fictional. For additional writing examples, please see my online portfolio: TracyCSummers.com)

(Internal Communication)

To: Dean Jason Myers, College of Music

From: Tracy Summers

Subject: Edits for the College of Music Employee Guide

Thank you for allowing me to review and edit your Employee Guide. I am honored to help your department because this document is such an important reference tool for your employees. This message includes a short overview about the edited version, as well as some feedback about the edits I suggest.

I have attached two files to this email:

- COM_Employee Guide_edits: An **edited version** of the Employee Guide with Track Changes and Comments enabled
- COM_Employee Guide_original: The **original version** of the Employee Guide

When you open the edited version, you will notice this document appears different from the original version. First, I converted the document from a PDF format into Microsoft Word. (After you accept the changes and you are ready to upload the document, you can convert it back into a PDF format.) Second, I used the Track Changes and Comments tools (in Microsoft Word) to capture the edits and to communicate some feedback/questions for you. The Track Changes feature tracked every edit that I made in the document. These edits are displayed as colored/strikethrough text. Lastly, you have the option of viewing the document with the edits visible or hidden. When the edits are visible, you will notice boxes listed on the side of the document (in addition to the edited text). You can accept all edits at once or you can accept/reject each edit. To hide the edits, switch from "Final: Show Markup" to "Final." (Click the **Review** tab at the top of the toolbar within the Word document. Use the dropdown box to change the view to "Final.")

In the below sections, I briefly explain some of the edits I made to the Employee Guide. Per your request, I added a few edits that make this Employee Guide look similar to the College of Music Faculty Handbook, which was updated last year.

Writing Style

The Employee Guide has a wealth of information your employees need throughout their employment. I adjusted the wording to make the content easy to scan and understand.

- **Conciseness:** I adjusted the content to avoid wordiness within sentences. Most employees will have a purpose when they review the document. Using concise sentences helps them understand content and quickly find the information they need.
- **Cohesion:** I specifically sought ways to make this document cohesive. Throughout the document, I adjusted content so that terminology was consistent. To avoid any gaps in information, I added definitions to acronyms. Within paragraphs, I adjusted sentences to incorporate an old/new pattern. Within walls of text, I added bulleted information and organized the content in these lists to create a pattern. For example, some of the original paragraphs provided a phone number. In the edited version, I added that sentence as a bullet to the end of the bulleted list. This pattern shows employees they can find phone numbers at the end of a bulleted list.

Document Layout

As mentioned previously, I adjusted the document to make it look similar to the Faculty Handbook. I made further adjustments to the content's organization to make the document consistent.

- **Consistent Design:** To make this document look similar to the other document, I adjusted the cover, added a border to the pages, and used the same typeface for headings (Arial Black).
- **Consistent Organization:** I added a placeholder section to introduce the document. This introduction is found in the Faculty Handbook. More importantly, the introduction will help readers (your employees) understand the purpose of the document and what they can expect to find in it. Also, I incorporated bulleted information to mirror the other document. Within the bulleted list, I organized the content consistency. For example, when a phone number was included, that sentence was always the last bullet. Certain sentences were started the same way too: "For questions, employees can call . . ."

Summary

I enjoyed reviewing and updating your Employee Guide. The content was interesting, and I feel certain your employees will find this document helpful. Please let me know if you have any questions. I look forward to hearing from you.

Sincerely,

/ts