

APA Style and Formatting

The Manuscript Page



This format applies to any page of text in the body of a paper.

5 spaces in between

Margins: All equal to one inch.

Technician Training 8

Manuscript Page Headers: Place the first two or three words of the title about five spaces to the left of the page number on every page.

to be an effective way to gather knowledge requirements, it results in the collection of irrelevant knowledge and misses much of the critical knowledge required for successful job performance.

□ The main problem with the KSA approach is that it does not create the conditions needed to elicit from the expert the knowledge used to solve troubleshooting problems (Murray, 2001). A simple demonstration using two conditions show why this is the case. In the first condition, an interviewer asks an expert to remain silent while doing a troubleshooting problem. When the expert has solved the problem, the expert is asked to describe what he or she was thinking during the exercise. Unless the exercise took very little time, the typical report is rather sketchy. "think out loud" while solving the problem.

Spacing: All text is double spaced throughout the document.

Indentation: New paragraphs are indented about one half inch.

□ In contrast to the first condition, the second condition yields a very detailed list of the knowledge used to reach a solution. In the first condition the expert literally has to describe the knowledge used to reach a solution. Most of the expert's troubleshooting knowledge is so closely tied to the first condition in which he can't remember the knowledge outside the condition. In this case the approach is inadequate for the design of troubleshooting training because it is too far removed from the actual task performance.

Left Justification: The text lines up on the left margin. The right hand side of the text does not line up with the right hand margin.