

Text Appearance

There are several issues related to text

characteristics that can help ensure a Web site communicates effectively with users:

- Use familiar fonts that are at least 12-points;
- Use black text on plain, high-contrast backgrounds; and
- Use background colors to help users understand the grouping of related information.

Even though it is important to ensure visual consistency, steps should be taken to emphasize important text. Commonly used headings should be formatted consistently, and attention-attracting features, such as animation, should only be used when appropriate.

Guideline: When users are expected to rapidly read and understand prose text, use black text on a plain, high-contrast, non-patterned background.

Relative Importance:

12340

Strength of Evidence:

12345

Comments: Black text on a plain background elicited reliably faster reading performance than on a medium-textured background. When compared to reading light text on a dark background, people read black text on a white background up to thirty-two percent faster. In general, the greater the contrast between the text and background, the easier the text is to read.

Sources: Boyntoin and Bush, 1956; Bruce and Green, 1990; Cole and Jenkins, 1984; Evans, 1998; Goldsmith, 1987; Gould, et al., 1987a; Gould, et al., 1987b; Jenkins and Cole, 1982; Kosslyn, 1994; Muter and Maurutto, 1991; Muter, 1996; Scharff, Ahumada and Hill, 1999; Snyder, et al., 1990; Spencer, Reynolds and Coe, 1977a; Spencer, Reynolds and Coe, 1977b; Treisman, 1990; Williams, 2000.

Example:

The Intellectual Center

Fort Leavenworth Combined Arms Center Incoming Person

Web Reviews
on familydoctor.org

SARS: Keep Current and Don't Panic

By Howard and Judi Wolinsky

In recent weeks, we've all seen the news stories about SARS with images of people wearing masks on planes and in the streets of China. We've heard reports of American students and workers returning home from China. And earlier this month, President Bush issued an executive order putting SARS on a list of diseases for which quarantined (http://www.eo.gov/ncid/od/diseases/executive_order/eo-40-403.htm).

Overnight, SARS rose to the top of the Yahoo! Buzz Index and stayed there, taking turns with American Idol. Some panicky Internet sites reported that SARS was spreading. Internet rumors of SARS being

What does it all mean? Here's the deal: SARS is a pneumonia. It is a coronavirus, a common cold. Worldwide about 100 cases have been reported. As of this date, there have been

So, there's no need to panic, all you have to do is look in the

HEALTHMOON Wrong

Losing Weight and The Non Working Diet

CLICK HERE FOR YOUR FREE E-BOOKS COURTESY OF DECKSONN.COM

When we discover that we are heavier than we want to be, we have a natural inclination to eat less food. We eat a tiny amount of our dinner in the hope that if we eat less our body will burn off some of its fat. But that is not

An independent agency of the United States Government charged with monitoring and encouraging compliance with the Helsinki Final Act and other commitments of the 55 countries participating in the Organization for Security and Cooperation in Europe (OSCE).

overweight people different is the amount of fat that they eat. Thin people tend to eat less fat and more carbohydrates.

Losing weight is not something one can do overnight. A carefully planned weight loss program requires a lot of guidelines. Unfortunately, there's a lot of misinformation floating around and lots of desperate people are

11:2 Format Common Items Consistently

Guideline: Ensure that the format of common items is consistent from one page to another.

Comments: The formatting convention chosen should be familiar to users. For example, telephone numbers should be consistently punctuated (800-555-1212), and time records might be consistently punctuated with colons (HH:MM:SS).

Sources: Ahlstrom and Longo, 2001; Engel and Granda, 1975; Mayhew, 1992; Smith and Mosier, 1986; Tufte, 1983.

Relative Importance:

1 2 3 4 ○

Strength of Evidence:

1 2 ○ ○ ○

11:3 Use Mixed-Case for Prose Text

Guideline: When users must read a lot of information, use lower-case fonts and appropriate capitalization to ensure the fastest possible reading speed.

Comments: Using 'mixed-case' fonts for reading prose text means that most letters will be lowercase, with all letters that should be capitalized being in uppercase. Most users have had considerable experience reading lowercase letters and are therefore very proficient at it.

Sources: Larson, 2004.

Example:

This block of text is an example of displaying continuous (prose) text using mixed upper- and lowercase letters. It's not difficult to read. This is called sentence case.

THIS BLOCK OF TEXT IS AN EXAMPLE OF DISPLAYING CONTINUOUS (PROSE) TEXT USING ALL UPPERCASE LETTERS. IT'S MORE DIFFICULT TO READ. THIS IS NOT CALLED SENTENCE CASE.

Relative Importance:

1 2 3 4 ○

Strength of Evidence:

1 2 3 ○ ○

11:4 Ensure Visual Consistency

Relative Importance:



Strength of Evidence:



Guideline: Ensure visual consistency of Web site elements within and between Web pages.

Comments: Two studies found that the number of errors made using visually inconsistent displays is reliably higher than when using visually consistent displays. Visual consistency includes the size and spacing of characters; the colors used for labels, fonts and backgrounds; and the locations of labels, text and pictures. Earlier studies found that tasks performed on more consistent interfaces resulted in (1) a reduction in task completion times; (2) a reduction in errors; (3) an increase in user satisfaction; and (4) a reduction in learning time.

However, users tend to rapidly overcome some types of inconsistencies. For example, one study found that the use of different-sized widgets (such as pushbuttons, entry fields, or list boxes) does not negatively impact users' performance or preferences.

Sources: Adamson and Wallace, 1997; Adkisson, 2002; Badre, 2002; Card, Moran and Newell, 1983; Cockburn and Jones, 1996; Eberts and Schneider, 1985; Ehret, 2002; Grudin, 1989; Nielsen, 1999d; Osborn and Elliott, 2002; Ozok and Salvendy, 2000; Parush, Nadir and Shtub, 1998; Schneider and Shiffrin, 1977; Schneider, Dumais and Shiffrin, 1984; Tullis, 2001.

Example: An example of good visual consistency: Location and size of pictures, title bar, and font all contribute to visual consistency.



11:5 Use Bold Text Sparingly

Relative Importance:

123○○

Strength of Evidence:

123○○

Guideline: Use bold text only when it is important to draw the user's attention to a specific piece of information.

Comments: In the following example with the Field Identifiers bolded on the left, users spent about four times as long looking at the bold Field Identifiers than the non-bold Field Values. In the example on the right, participants spent more time looking at the bolded Field Values. In addition, the non-bold Field Values elicited better search accuracy rates than did the bold Field Values. In situations like this example, it is probably best to not use bold for either field identifiers or field values. In general, bold text should be used sparingly.

Sources: Joseph, Knott and Grier, 2002.

Example: The bottom example proves easier to read than either of the top two examples.

Field Identifiers	Field Values	Field Identifiers	Field Values
Previous Bill	\$33.84	Previous Bill	\$33.84
Previous Payment	\$32.75	Previous Payment	\$32.75
Balance	\$1.09	Balance	\$1.09
Current Charges	\$18.89	Current Charges	\$18.89
Total Billed	\$19.98	Total Billed	\$19.98
Penalty	\$4.53	Penalty	\$4.53
Amount Due	\$24.51	Amount Due	\$24.51

Field Identifiers	Field Values
Previous Bill	\$33.84
Previous Payment	\$32.75
Balance	\$1.09
Current Charges	\$18.89
Total Billed	\$19.98
Penalty	\$4.53
Amount Due	\$24.51

Guideline: Use attention-attracting features with caution and only when they are highly relevant.

Relative Importance:



Strength of Evidence:



Comments: Draw attention to specific parts of a Web page with the appropriate (but limited) use of moving or animated objects, size differential between items, images, brightly-colored items, and varying font characteristics.

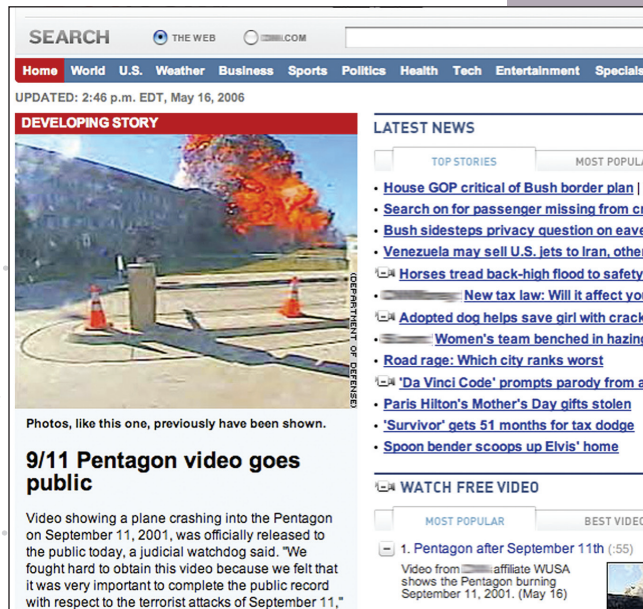
Not all features of a Web site will attract a user's attention equally. The following features are presented in order of the impact they have on users:

- Movement (e.g., animation or 'reveals') is the most effective attention-getting item. Research suggests that people cannot stop themselves from initially looking at moving items on a page. However, if the movement is not relevant or useful, it may annoy the user. If movement continues after attracting attention, it may distract from the information on the Web site.
- Larger objects, particularly images, will draw users' attention before smaller ones. Users fixate on larger items first, and for longer periods of time. However, users will tend to skip certain kinds of images that they believe to be ads or decoration.
- Users look at images for one or two seconds, and then look at the associated text caption. In many situations, reading a text caption to understand the meaning of an image is a last resort. Parts of images or text that have brighter colors seem to gain focus first.

Having some text and graphic items in brighter colors, and others in darker colors, helps users determine the relative importance of elements. Important attention-attracting font characteristics can include all uppercase, bolding, italics, underlining, and increased font size.

Sources: Campbell and Maglio, 1999; Evans, 1998; Faraday and Sutcliffe, 1997; Faraday, 2000; Faraday, 2001; Galitz, 2002; Hillstrom and Yantis, 1994; Lewis and Walker, 1989; McConkie and Zola, 1982; Nygren and Allard, 1996; Treisman, 1988; Williams, 2000.

Example:



11:7 Use Familiar Fonts

Guideline: Use a familiar font to achieve the best possible reading speed.

Relative Importance:

12300

Strength of Evidence:

12345

Comments: Research shows no reliable differences in reading speed or user preferences for twelve point Times New Roman or Georgia (serif fonts), or Arial, Helvetica, or Verdana (sans serif fonts).

Sources: Bernard and Mills, 2000; Bernard, Liao and Mills, 2001a; Bernard, et al., 2002; Bernard, et al., 2001; Boyarski, et al., 1998; Evans, 1998; Tullis, Boynton and Hersh, 1995; Williams, 2000.

Example: Using unfamiliar fonts may slow reading speeds.

Info New TV Scripts Film Scripts Film Transcripts Haku Writers Anime Links Cut Views Quiz Contest Trade Search Contact



11:8 Use at Least 12-Point Font

Guideline: Use at least a 12-point font (e.g., typeface) on all Web pages.

Relative Importance:

123○○

Strength of Evidence:

1234○

Comments: Research has shown that fonts smaller than 12 points elicit slower reading performance from users. For users over age 65, it may be better to use at least fourteen-point fonts. Never use less than nine-point font on a Web site.

Traditional paper-based font sizes do not translate well to Web site design. For instance, Windows Web browsers display type two to three points larger than the same font displayed on a Macintosh. User-defined browser settings may enlarge or shrink designer-defined font sizes. Defining text size using pixels will result in differently-sized characters depending upon the physical size of the monitor's pixels and its set resolution, and presents accessibility issues to those individuals who must specify large font settings.

Sources: Bailey, 2001; Bernard and Mills, 2000; Bernard, Liao and Mills, 2001a; Bernard, Liao and Mills, 2001b; Bernard, et al., 2002; Ellis and Kurniawan, 2000; Galitz, 2002; Ivory and Hearst, 2002; Tinker, 1963; Tullis, 2001; Tullis, Boynton and Hersh, 1995.

Example: Examples of cross-platform text-size differences generated on a variety of browsers and platforms by using HTML text in a one-cell table with a width of 100 pixels.

Macintosh
72dpi assumed

This passage shows the relative sizes of default (size=3) text on different computers using the browser's default (12-point) font setting

PC-Small
96dpi assumed

This passage shows the relative sizes of default (size=3) text on different computers using the browser's default (12-point) font settings

PC-Large
120dpi assumed

This passage shows the relative sizes of default (size=3) text on different computers

11:9 Color-Coding and Instructions

Relative Importance:



Strength of Evidence:



Guideline: When using color-coding on your Web site, be sure that the coding scheme can be quickly and easily understood.

Comments: One study found that participants were able to answer questions significantly faster when the interface was color-coded, but only when information about the color-coding was provided. When both color-coding and information about how to interpret the colors were provided, user performance improved by forty percent. Be sure that the information provided does not require the user to read and comprehend a lot of text to understand it.

Sources: Resnick and Fares, 2004; Wu and Yuan, 2003.

Example:

The key in the bottom left brings clarification to the highlighted sizes in this Men's General Sizing Guidelines.

Men's General Sizing Guidelines														
Height														
5' 3"	123 lbs	131 lbs	139 lbs	147 lbs	155 lbs	163 lbs	171 lbs	179 lbs	187 lbs					
5' 4"	125 lbs	133 lbs	141 lbs	149 lbs	157 lbs	165 lbs	173 lbs	181 lbs	189 lbs					
5' 5"	127 lbs	135 lbs	143 lbs	151 lbs	159 lbs	167 lbs	175 lbs	183 lbs	191 lbs					
5' 6"	129 lbs	137 lbs	145 lbs	153 lbs	161 lbs	169 lbs	177 lbs	185 lbs	193 lbs					
5' 7"	131 lbs	139 lbs	147 lbs	155 lbs	163 lbs	171 lbs	179 lbs	187 lbs	195 lbs					
5' 8"	133 lbs	141 lbs	149 lbs	157 lbs	165 lbs	173 lbs	181 lbs	189 lbs	197 lbs	213 lbs	229 lbs	245 lbs		
5' 9"	135 lbs	143 lbs	151 lbs	159 lbs	167 lbs	175 lbs	183 lbs	191 lbs	199 lbs	215 lbs	231 lbs	247 lbs		
5' 10"	137 lbs	125 lbs	153 lbs	161 lbs	169 lbs	177 lbs	185 lbs	193 lbs	201 lbs	217 lbs	233 lbs	249 lbs		
5' 11"					171 lbs	179 lbs	187 lbs	195 lbs	203 lbs	219 lbs	235 lbs	251 lbs	267 lbs	283 lbs
6' 0"					173 lbs	181 lbs	189 lbs	197 lbs	205 lbs	221 lbs	237 lbs	253 lbs	269 lbs	285 lbs
6' 1"					175 lbs	183 lbs	191 lbs	199 lbs	207 lbs	223 lbs	239 lbs	255 lbs	271 lbs	287 lbs
6' 2"					177 lbs	185 lbs	193 lbs	201 lbs	209 lbs	225 lbs	241 lbs	257 lbs	273 lbs	289 lbs
6' 3"							195 lbs	203 lbs	211 lbs	227 lbs	243 lbs	259 lbs	275 lbs	291 lbs
6' 4"							197 lbs	205 lbs	213 lbs	229 lbs	245 lbs	261 lbs	277 lbs	293 lbs
6' 5"							199 lbs	207 lbs	215 lbs	231 lbs	247 lbs	263 lbs	279 lbs	295 lbs
6' 6"							201 lbs	209 lbs	217 lbs	233 lbs	249 lbs	265 lbs	281 lbs	297 lbs
6' 7"							203 lbs	211 lbs	219 lbs	235 lbs	251 lbs	267 lbs	283 lbs	300 lbs

Women's General Sizing Guidelines							
S							
M							
L							
XL							
XXL							
Dress Size	2-4	4-6	8-10	12-14	16-18	20-22	24-26
Alpha Size	XS	SM	MED	LG	XL	XXL	XXXL
Numeric Size	32-34	34-36	38-40	42-44	46-48	50-52	54-56

See page xxii for detailed descriptions of the rating scales

11:10 Emphasize Importance

Guideline: Change the font characteristics to emphasize the importance of a word or short phrase.

Relative Importance:

12000

Strength of Evidence:

12345

Comments: Font characteristics that are different from the surrounding text will dominate those that are routine. Important font characteristics include bolding, italics, font style (serif vs. sans serif), font size (larger is better to gain attention), and case (upper vs. lower). When used well, text style can draw attention to important words.

The use of differing font characteristics has negative consequences as well—reading speed can decrease by almost twenty percent, and thus should be used sparingly in large blocks of prose. Do not use differing font characteristics to show emphasis for more than one or two words or a short phrase. Do not use underlining for emphasis because underlined words on the Web are generally considered to be links.

Sources: Bouma, 1980; Breland and Breland, 1944; DeRouvray and Couper, 2002; Evans, 1998; Faraday, 2000; Foster and Coles, 1977; Lichty, 1989; Marcus, 1992; Paterson and Tinker, 1940a; Poulton and Brown, 1968; Rehe, 1979; Spool, et al., 1997; Tinker and Paterson, 1928; Tinker, 1955; Tinker, 1963; Vartabedian, 1971; Williams, 2000.

Example: Limited use of bolding effectively emphasizes important topic categories.

DoD Sites

DoD on the World Wide Web  [Comment](#)

- [Air Force](#)
 - [Army](#)
 - [Budget](#)
 - [Business Opportunities](#)
 - [Civilian Job Opportunities](#)
 - [Coast Guard](#)
 - [Combined Federal Campaign](#)
 - [Dear Abby](#), Operation
 - [Defend America](#)
 - [DeploymentLINK](#)
 - [Enduring Freedom](#)
 - [Environment](#)
 - [Facts and Statistics](#)
 - [Family](#)
 - [Force Transformation](#)(03/27/2003)
 - [Guard and Reserve](#)
 - [Homeland Security](#)
 - [Iraq](#)
 - [Joint Chiefs of Staff](#)
 - [Korea](#)
 - [Marine Corps](#)
 - [Navy](#)
 - [Organization](#) of DoD
 - [Pay](#)
 - [Pentagon](#)
 - [Recruiting](#)
 - [Secretary of Defense](#)
 - [Terrorism and Terrorists](#)
 - [Tricare](#) (Military Health System)
 - [Unified Combatant Commands](#)
 - [Vaccines](#)
- NEW!**

11:11 Highlighting Information

Guideline: Do not use two (or more) different ways to highlight the same information on one page.

Relative Importance:



Strength of Evidence:



Comments: One study found that participants were able to complete tasks faster when the interface contained either color-coding or a form of ranking, but not both. The presence of both seemed to present too much information, and reduced the performance advantage by about half.

Sources: Bandos and Resnick, 2004; Resnick and Fares, 2004.

Example: "Which model has the smallest trunk?" Users were able to complete the focused tasks faster when the diagram contained either color-coding or ranking, but not both. It seems that the presence of both identifiers presented too much information and users had trouble identifying the information they needed.

Side-By-Side Car Comparison								
Mid-Size Luxury Sedans (8 Models)								
PRICING	Model 1	Model 2	Model 3	Model 4	Model 5	Model 6	Model 7	Model 8
Base Retail *	\$24,150 [P/R]	\$25,800 [P/R]	\$20,635 [P/R]	\$29,970 [P/R]	\$31,350 [P/R]	\$24,495 [P/R]	\$30,745 [P/R]	\$25,100 [P/R]
Base Invoice †	\$31,093 [P/R]	\$33,300 [P/R]	\$28,445 [P/R]	\$37,332 [P/R]	\$37,453 [P/R]	\$24,959 [P/R]	\$39,042 [P/R]	\$31,100 [P/R]
POWERTRAIN	Model 1	Model 2	Model 3	Model 4	Model 5	Model 6	Model 7	Model 8
Displacement	3.0 [P/R]	3.0 [P/R]	3.2 [P/R]	3.0 [P/R]	3.0 [P/R]	3.0 [P/R]	3.0 [P/R]	3.2 [P/R]
Compression Ratio	10.1 [P/R]	10.2 [P/R]	10.0 [P/R]	10.3 [P/R]	10.3 [P/R]	10.3 [P/R]	10.3 [P/R]	10.0 [P/R]
Valves Per Cylinder	5 [P/R]	4 [P/R]	4 [P/R]	4 [P/R]	4 [P/R]	4 [P/R]	4 [P/R]	5 [P/R]
Total Number Valves	30 [P/R]	24 [P/R]	24 [P/R]	24 [P/R]	24 [P/R]	24 [P/R]	24 [P/R]	28 [P/R]
Horsepower	220 @ 6700 RPM [P/R]	225 @ 5700 RPM [P/R]	220 @ 6000 RPM [P/R]	215 @ 5600 RPM [P/R]	215 @ 5600 RPM [P/R]	232 @ 6700 RPM [P/R]	215 @ 5600 RPM [P/R]	215 @ 5700 RPM [P/R]
Torque	221 @ 3200 RPM [P/R]	211 @ 3700 RPM [P/R]	220 @ 3400 RPM [P/R]	219 @ 3600 RPM [P/R]	218 @ 3800 RPM [P/R]	220 @ 4500 RPM [P/R]	222 @ 3500 RPM [P/R]	222 @ 3000 RPM [P/R]
EPA City	23 MPG [P/R]	-	19 MPG [P/R]	19 MPG [P/R]	19 MPG [P/R]	20 MPG [P/R]	-	20 MPG [P/R]
EPA Hwy	24 MPG [P/R]	-	24 MPG [P/R]	28 MPG [P/R]	28 MPG [P/R]	26 MPG [P/R]	-	24 MPG [P/R]
DIMENSIONS	Model 1	Model 2	Model 3	Model 4	Model 5	Model 6	Model 7	Model 8
Head Room, Front	38.4 in. [P/R]	38.4 in. [P/R]	38.5 in. [P/R]	37.5 in. [P/R]	39.1 in. [P/R]	40.4 in. [P/R]	39.2 in. [P/R]	38.9 in. [P/R]
Head Room, Rear	37.2 in. [P/R]	37.5 in. [P/R]	36.3 in. [P/R]	37.5 in. [P/R]	37.2 in. [P/R]	37.5 in. [P/R]	37.5 in. [P/R]	37.3 in. [P/R]
Leg Room, Front	41.3 in. [P/R]	41.4 in. [P/R]	42.4 in. [P/R]	42.4 in. [P/R]	42.7 in. [P/R]	42.9 in. [P/R]	42.3 in. [P/R]	41.7 in. [P/R]
Leg Room, Rear	24.2 in. [P/R]	24.6 in. [P/R]	37.0 in. [P/R]	34.4 in. [P/R]	35.1 in. [P/R]	37.4 in. [P/R]	35.1 in. [P/R]	35.0 in. [P/R]
Shoulder Room, Front	55.1 in. [P/R]	54.4 in. [P/R]	56.1 in. [P/R]	54.5 in. [P/R]	55.4 in. [P/R]	57.7 in. [P/R]	56.3 in. [P/R]	55.4 in. [P/R]
Shoulder Room, Rear	53.0 in. [P/R]	54.2 in. [P/R]	56.2 in. [P/R]	53.7 in. [P/R]	53.0 in. [P/R]	57.0 in. [P/R]	55.1 in. [P/R]	54.3 in. [P/R]
EPA Trunk or Cargo	12.4 cu ft. [P/R]	18.0 cu ft. [P/R]	12.8 cu ft. [P/R]	14.9 cu ft. [P/R]	14.0 cu ft. [P/R]	13.5 cu ft. [P/R]	14.1 cu ft. [P/R]	12.2 cu ft. [P/R]
WARRANTY	Model 1	Model 2	Model 3	Model 4	Model 5	Model 6	Model 7	Model 8
Powertrain	4 years or [P/R] 50000 miles	4 years or [P/R] 50000 miles	4 years or [P/R] 50000 miles	4 years or [P/R] 50000 miles	5 years or [P/R] 70000 miles	4 years or [P/R] 50000 miles	4 years or [P/R] 50000 miles	4 years or [P/R] 50000 miles
Corrosion/Rust Thru	12 years or [P/R] Unlimited miles	6 years or [P/R] Unlimited miles	6 years or [P/R] 100000 miles	6 years or [P/R] Unlimited miles	6 years or [P/R] Unlimited miles	7 years or [P/R] Unlimited miles	6 years or [P/R] Unlimited miles	-
SPECIFICATIONS	Model 1	Model 2	Model 3	Model 4	Model 5	Model 6	Model 7	Model 8
Wheel Base	109.3 in. [P/R]	107.3 in. [P/R]	112.4 in. [P/R]	104.7 in. [P/R]	109.3 in. [P/R]	114.5 in. [P/R]	105.3 in. [P/R]	106.9 in. [P/R]
Overall Length	179.0 in. [P/R]	179.0 in. [P/R]	190.1 in. [P/R]	183.9 in. [P/R]	179.1 in. [P/R]	193.9 in. [P/R]	182.5 in. [P/R]	178.2 in. [P/R]
Width	69.5 in. [P/R]	68.5 in. [P/R]	70.4 in. [P/R]	70.4 in. [P/R]	70.9 in. [P/R]	73.2 in. [P/R]	69.0 in. [P/R]	68.0 in. [P/R]
Height	56.2 in. [P/R]	55.7 in. [P/R]	56.7 in. [P/R]	56.0 in. [P/R]	55.5 in. [P/R]	56.1 in. [P/R]	56.8 in. [P/R]	55.1 in. [P/R]
Curb Weight	3462 lbs. [P/R]	3362 lbs. [P/R]	3509 lbs. [P/R]	3516 lbs. [P/R]	3285 lbs. [P/R]	3539 lbs. [P/R]	3195 lbs. [P/R]	3450 lbs. [P/R]
Turning Radius	16.4 [P/R]	14.4 [P/R]	-	35.7 [P/R]	35.4 [P/R]	30.1 [P/R]	-	35.3 [P/R]
Fuel Capacity	18.5 [P/R]	16.6 [P/R]	17.5 [P/R]	16.7 [P/R]	17.5 [P/R]	18.0 [P/R]	18.3 [P/R]	16.4 [P/R]

See page xxii for detailed descriptions of the rating scales
12340