Course Change Request

Indian University

IUPUI Campus

Check Appropriate Boxes:
- Undergraduate credit
- Graduate credit
- Professional credit

1. School/Division
   Graduate/SLA, ENGLISH
2. Academic Subject Code
   ENG-W
3. Current Course Number
   532
4. Current Credit Hours
   3
5. Current Title
   Managing Document Quality

6. Effective Semester/Year for changes listed below:
   Fall 2007
7. Instructor: Margaret Hovde

Type of Change Requested (Check appropriate boxes and indicate changes)

☐ 8. Change course number to: ____________________________ (must be cleared with University Enrollment Services)

☐ 9. Current course title: ____________________________

   Change to: ____________________________
   Recommended abbreviation (optional) ____________________________
   (Limited to 32 Characters including spaces)

☐ 10. Current credit hours fixed at: __________ or variable from: ____________________________ to ____________________________

☐ 11. Current lecture contact hours fixed at: ____________________________ or variable from: ____________________________ to ____________________________

☐ 12. Current non-lecture contact hours fixed at: ____________________________ or variable from: ____________________________ to ____________________________

☐ 13. Is this course currently graded with S-F (only) grades? Yes ____ No ____

   Change to S-F (only) grading? Yes ____ No ____

☐ 14. Does this course presently have variable title approval? Yes ____ No ____

   Is variable title approval being requested? Yes ____ No ____

☐ 15. Is this course being discontinued? For all campuses ______ or for this campus only ______

☐ 16. Current course description

   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________

   Change course description to (not to exceed 50 words)

   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________

17. Justification for change __reflects level of work more accurately (see attached)

(Use additional paper if necessary)

18. Are the necessary reading materials currently available in the appropriate library? _____ Yes _____

19. A copy of every new course proposal must be submitted to departments, schools, or divisions in which there may be overlap of this course with existing courses or areas of strong concern, with instructions that they send comments directly to the originating Curriculum Committee. Please append a list of departments, schools, or divisions thus consulted.

Submitted by: ____________________________ Date 9/27/06

Department Chair: ____________________________ Division Director: ____________________________

Dean of Graduate School (when required) ____________________________ Date 10/31/06

SLA Graduate Curriculum Comm. Chair: ____________________________ Date 11/1/06

Approved by: ____________________________ Date ______

Dean: ____________________________ Date ______

Chancellor/Vice-President: ____________________________ Date ______

University Enrollment Services: ____________________________ Date ______

After School/Division approval, forward the last copy (without attachments) to University Enrollment Services for initial processing, and the remaining four copies and attachments to the Campus Chancellor or Vice-President.

UPS 725

University Enrollment Services Final—White; Chancellor/Vice-President—Blue; School/Division—Yellow; Department/Division—Pink; University Enrollment Services Advance—White
Effective technical publications don’t just happen; they require thoughtful planning and oversight by people familiar with factors that make a publication effective and with a process that can aid in making a publication useful for intended readers.

In this course, we will examine and apply principles of creating a technical document from start to finish. Collaborating in groups, we will explore and practice publication quality management issues such as: planning, researching audience and content, designing the publication, drafting, obtaining reviews, conducting user testing, and negotiating within organizational cultures.

As a result of our work in this course, we will identify points in the document cycle in workplaces that are crucial for ensuring document quality and propose controls or interventions at these points that will favor the production and timely release of accurate and usable documents that are appropriate for their purposes and audiences.

Educational Objectives

Students who take this course will improve their abilities in the following areas:

- Understanding theories of processes that are likely to yield effective publications
- Collaborating with group members in creating and managing a publication process
- Working with a client to create appropriately designed publications
- Managing reviewing and testing processes to assess the effectiveness of publications

Recommended Texts and Supplies

At least two means of storing files electronically

Course Assignments

You will conduct most of the project work in the course as a group. The major project will be a procedural manual. At various points within the course, you will create deliverables relating to this project. In addition to group work, you will also complete individual projects, as described below. Those taking the course for graduate credit will need to provide leadership for group projects and prepare a more extensive individual report. (You can expect to spend a minimum of 8-12 hours outside of class per week on this course.)

*Group Project Deliverables* (see dates below)
1. Planning Memo – 10 points
2. Tentative Contents and Layout – 5 points
3. Usability Testing Plan – 10 points
5. Polished Draft – 30 points (10 points from the client)

*Individual Projects* (see dates below)

1. Project log, process evaluation memo, and class participation – 20 points
2. Presentation on a topic of interest to the class – 20 points

*Planning for Quality*

_August 25_
Introduction to the course and central principles. What is Document Quality?
Introduction to course projects. Form groups. Begin generating questions for clients.

_September 1_
_No class – Labor Day_

_September 8_
Meet with clients
Discuss the rationale behind planning. Discuss Ch. 1 Understanding User Task
Orientation and Ch. 6 Planning and Writing Your Documents. Discuss Hovde on Writing
Processes. (Handout on Oncourse.) Begin Project Plan.
Discuss Project Logs.

_September 15_
Discuss Ch. 5 Analyzing Your Users. Discuss user-centered design processes.
Introduction to Publisher.
Continue writing the Project Plan.
Discuss collaborative writing processes.
Discuss graduate student Publication Quality Process Design assignment.

*Analysis, Research, and Design*

_September 22_
**Project Plan due.** Give a copy to the client.
Discuss Hovde articles on research (handouts on Oncourse). Discuss and conduct
research as needed.
Discuss Ch. 2 Writing to Teach – Tutorials and Ch. 3 Writing to Guide – Procedures.
Discuss individual project assignment.

_September 29_
Discuss document design principles and structuring the manual. Discuss Ch. 10
Designing for Task Orientation and Ch. 11 Laying Out Pages and Screens. Discuss
sample manuals. Work on publication design.
**Proposal** for Document Quality Process Design assignment due (grad students only).

_October 6_
**Tentative design and contents due.** Give a copy to the client for feedback.
Proposal for individual project due.
Discuss international issues in managing document quality.
Group work on drafting the manuals.
Logs collected for review

Document Creation

October 13
Review Ch. 6 Planning and Writing Your Documents. Begin filling in details of the publication.
Discuss and work on the individual project. Sign up for the dates of individual presentations.

October 20
Discuss Ch. 13 Using Graphics Effectively. Discuss samples.
Continue work on group publications.

October 27
Discuss Managing and Supervising Manual Production. Discuss “Negotiating Organizational Constraints” (Hovde—handout on Oncourse), “The Complexity of Workplace Review” (Kleimann—handout on Oncourse), and “$3500 a Page” (Woods—handout on Oncourse).
Individual Presentations begin.

Usability Testing, Reviewing, and Revising

November 3
Discuss Ch. 8 Conducting Usability Tests. Begin designing a usability test.
Continue Individual Presentations.
Logs collected for review

November 10
Continue Individual Presentations.
Discuss Ch. 7 Getting Useful Reviews. Solicit reviews from the client.
Continue to plan a usability test for the publication.

November 17
Usability Testing Plan due.
Continue Individual Presentations.
Discuss Ch. 9 Editing and Fine Tuning

November 24
Carry out Usability Testing. Begin work on the testing and review report.
Graduate student Document Quality Process Design presentations and reports.
Discuss Ch. 12 Getting the Language Right

December 1
Continue revising the publication.
Peer reviews of the publications
Graduate Publication Plan due

W532 credit hour increase
Show and Tell with clients?
Wrap-up of the course.

Grading

Grades will be based on a 100 point total with letter grades according to a 10-point scale. In other words, 90-100 is an A, etc. Grades close to the cutoff may be recorded as a + or a -. Grades will be made available throughout the semester on Oncourse.

Adaptive Educational Services

If you have special challenges or disabilities that may affect your classroom performance, Adaptive Educational Services (AES) can provide accommodations. You may register with AES by calling 274-3241. Their web site is http://life.iupui.edu/aes/index.asp if you need more information.

Academic Integrity

Professional ethics require that you give others appropriate credit for their work. Therefore, you need to cite your sources of information in commonly approved ways. I will help you determine suitable ways to give credit to the sources of your ideas and information. If you present a document or any section of a document as your work when it is not, you will receive an F for the document, and/or you may be referred for disciplinary action. For more details, see: http://www.iupui.edu/code/

Technical Writing Center

If you would like individualized help with your writing for this course or another project, you can meet with a tutor in the TCM Writing Center in ET 232. You can schedule an appointment at https://www.et.iupui.edu/TCMScheduling/ or you can drop in to see if a tutor is available.

Supplemental sources to use for individual presentations

Books

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<thead>
<tr>
<th>Source</th>
<th>Author</th>
<th>Location</th>
</tr>
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<tbody>
<tr>
<td>Human Factors for Technical Communicators</td>
<td>Mariana Coe</td>
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<tr>
<td>Writing and Technique (Especially Ch. 2)</td>
<td>David Dobrin</td>
<td>PE1404.D63 1989</td>
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<tr>
<td>Effective Documentation: What We Have Learned from Research</td>
<td>Stephen Doheny-Farina</td>
<td></td>
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<tr>
<td>Designing Usable Electronic Text</td>
<td>Andrew Dillon</td>
<td>QA76.9.T48 D55 1994</td>
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Nimble Documentation: The Practical Guide for World-Class Organizations
Adreienne Escoe
(Bloomington – SPEA) TS156 .E78 1998

Managing Your Documentation Projects
JoAnn T. Hackos
T10 .H33 1994

Guidelines for Developing Instructions
Kay Inaba, Stuart O. Parsons, and Robert J. Smilie
T10.5 .I45 2004

The Dynamics of Writing Review
Susan M. Katz
HF 5718.3 K38 1998

Managing Documentation Projects in an Imperfect World
Gabriel Lanyi
T11 .L248 1994

The Practice of Technical and Scientific Communication: Writing in Professional Contexts
Eds. Jean A. Lutz and C. Gilbert Storms
T 11 .P73 1998

Human Factors Methods for Design
Christopher P. Nemeth
TA166 .N39 2004

Dynamics of Document Design
Karen Schrifer

Plans and Situated Actions: The Problem of Human-Machine Communication
Lucille Suchman
T59.7 .S83 1987

Decision Process Guidebook: How to Get Things Done
US Bureau of Reclamation
http://www.usbr.gov/pntrs/guidebook

Procedure Writing: Principles and Practices
Douglas Weiriga

Understanding Computers and Cognition: A New Foundation for Design
Winograd and Flores
QA76 .W58 1987

Articles


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