New Course Request

Indiana University

Check Appropriate Boxes:
Undergraduate credit [✓] Graduate credit [ ] Professional credit [ ]

1. School/Division: School of Engineering and Technology
2. Academic Subject Code

3. Course Number: TCM 425 (must be cleared with University Enrollment Services)
4. Instructor: Hovde

5. Course Title: Managing Document Quality
   Recommended Abbreviation (Optional): Managing Document Quality
   Document Quality
   (Limited to 32 Characters including spaces)

6. First time this course is to be offered (Semester/Year): Fall 2007

7. Credit Hours: Fixed at _______ 3 _______ or Variable from _______ to _______

8. Is this course to be graded S-F (only)? Yes [ ] No [✓]

9. Is variable title approval being requested? Yes [ ] No [✓]

10. Course description (not to exceed 50 words) for Bulletin publication: This course examines and applies principles of creating technical publications in order to pursue quality management of the process. Students will create effective publications by identifying and intervening in crucial points in the documentation cycle – planning, researching, designing, drafting, reviewing, testing, and revising.

11. Lecture Contact Hours: Fixed at _______ 3 _______ or Variable from _______ to _______

12. Non-Lecture Contact Hours: Fixed at _______ or Variable from _______ to _______

13. Estimated enrollment: _______ 15 _______ of which _______ 0 _______ percent are expected to be graduate students.

14. Frequency of scheduling: annually [ ] Will this course be required for majors? no [ ]

15. Justification for new course: Covers an important ability not covered elsewhere in the curriculum at IUPUI

16. Are the necessary reading materials currently available in the appropriate library? Yes [ ]

17. Please append a complete outline of the proposed course, and indicate instructor (if known), textbooks, and other materials.

18. If this course overlaps with existing courses, please explain with which courses it overlaps and whether this overlap is necessary, desirable, or unimportant.

19. A copy of every new course proposal must be submitted to departments, schools, or divisions in which there may be overlap of the new 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.

Approved by:

[Signature]
Date 12/12/06

Submitted by:

Wanda Wolfe
Department Chairman/Division Director
Date 12/4/06

Dean
Date 12/12/06

Chancellor/Vice-President
Date [Blank]

University Enrollment Services
Date [Blank]

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.

UP 724 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.

Recommended Texts and Supplies

*Writing and Designing Manuals, 3rd edition*  Patricia A. Robinson, Ryn Etter
*Usability Testing and Research*  Carol M. Barnum
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. (Everyone can expect to spend a minimum of 6-9 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 – 5 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 for undergraduates, 10 points for graduate students
2. Presentation on a topic of interest to the class – 20 points
3. (Grad students only) Publication Quality Process Design – 10 points for graduate students.
Weekly Schedule (subject to change)

Planning for Quality


September 4. No class - Labor Day

September 11. Meet with client. Discuss the rationale behind planning. Discuss Robinson and Etter, Ch. 1, Barnum Ch. 4. Discuss Project Logs. Begin Project Plan.

September 18. Discuss handout on "Writing Processes" (Hovde). Discuss R&E Ch. 9, Barnum Appendix on teamwork. (p. 392). Introduction to Publisher. Continue Project Plan. Discuss graduate student Publication Quality Process Design assignment.

Analysis, Research, and Design

September 25. Project Plan due. Give a copy to client. Discuss User Task Analysis and Research. Discuss Barnum, Ch. 3; R&E Ch. 2. Discuss user-centered design processes. Discuss individual project.


October 9. Tentative design and contents due. Give a copy to client. Proposal for individual project due. Discuss sample manuals.

Document Creation

October 16. Begin filling in details of publication. Discuss and work on individual project. Sign up for dates of individual presentations.

October 23. Choosing and Designing Graphics - Discuss samples. R&E Ch. 5.

October 30. Managing and Supervising Manual Production. Review R&E Ch. 9. Individual Presentations begin. Discuss "Negotiating Organizational Constraints" (Hovde), "The Complexity of Workplace Review" (Kleimann), and "$3500 a Page" (Woods) articles.

Usability Evaluating, Reviewing, and Revising

November 6. Discuss Barnum Ch. 1 & 2.


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 near the cut-off points may be recorded as a plus or minus.
Resources for Managing Document Quality

**Books**

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<thead>
<tr>
<th>Title</th>
<th>Author(s)</th>
<th>Call Number</th>
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<tbody>
<tr>
<td>Human Factors for Technical Communicators</td>
<td>Marlena 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>
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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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<tr>
<td>Guidelines for Developing Instructions</td>
<td>Kay Inaba, Stuart O. Parsons, and Robert J. Smillie</td>
<td>T10.5 .I45 2004</td>
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<tr>
<td>The Dynamics of Writing Review</td>
<td>Susan M. Katz</td>
<td>HF 5718.3 K38 1998</td>
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<tr>
<td>Human Factors Methods for Design</td>
<td>Christopher P. Nemeth</td>
<td>TA166 .N39 2004</td>
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<tr>
<td>Plans and Situated Actions: The Problem of Human-Machine Communication</td>
<td>Lucille Suchman</td>
<td>T59.7 .S83 1987</td>
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Resources for Managing Document Quality 1/2
Articles


