

JUN 22 2009

Course Change Request

Indiana University

IUPUI

Campus

Check Appropriate Boxes: Undergraduate credit  Graduate credit  Professional credit  96

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: Marge Rush 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: 3 or variable from: to Change to credit hours fixed at: 4 or variable from: to
11. Current lecture contact hours fixed at: or variable from: to Change to lecture contact hours fixed at: or variable from: to
12. Current non-lecture contact hours fixed at: or variable from: to Change to 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: Jackie Spalko 4/1/09 Curriculum Sub-Committee
Date 9/27/06

Department Chair/Division Director

Dean of Graduate School (when required)

Approved by: [Signature] Date 11-1-06

Dean: [Signature] Date 6/2/09
Chancellor/Vice-President

[Signature] 10/31/06
SLA Graduate Curriculum Comm. Chair 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.

## TCM 425 (3 cr.) / W532 (4 cr.) Managing Document Quality

Fall 2009

Mondays 6:00-8:40; ET 220

Marj Rush Hovde, PhD

274-0825

[mhovde@iupui.edu](mailto:mhovde@iupui.edu)

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**

*Writing Software Documentations: A Task-Oriented Approach*, 2<sup>nd</sup>. ed. Thomas T. Barker  
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
4. Usability Testing and Reviewer Report – 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
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*

**Usability Testing and Review Report** due.

Continue revising the publication.

Peer reviews of the publications

**Graduate Publication Plan** due

*December 8*

**Polished draft of publications** due. Finish Project Logs and Evaluation of the Group Memo.  
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.

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### **Supplemental sources to use for individual presentations**

#### *Books*

<b>Source</b>	<b>Author</b>	<b>Location</b>
<b>Human Factors for Technical Communicators</b>	Marlana Coe	
<b>Writing and Technique (Especially Ch. 2)</b>	David Dobrin	PE1404 .D63 1989
<b>Effective Documentation: What We Have Learned from Research</b>	Stephen Doheny-Farina	
<b>Designing Usable Electronic Text</b>	Andrew Dillon	QA76.9.T48 D55 1994

<b>Nimble Documentation: The Practical Guide for World-Class Organizations.</b>	Adrienne Escoe	(Bloomington – SPEA) TS156 .E78 1998
<b>Managing Your Documentation Projects</b>	JoAnn T. Hackos	T10 .H33 1994
<b>Guidelines for Developing Instructions</b>	Kay Inaba, Stuart O. Parsons, and Robert J. Smillie	T10.5 .I45 2004
<b>The Dynamics of Writing Review</b>	Susan M. Katz	HF 5718.3 K38 1998
<b>Managing Documentation Projects in an Imperfect World</b>	Gabriel Lanyi	T11 .L248 1994
<b>The Practice of Technical and Scientific Communication: Writing in Professional Contexts</b>	Eds. Jean A. Lutz and C. Gilbert Storms	T 11 .P73 1998
<b>Human Factors Methods for Design</b>	Christopher P. Nemeth	TA166 .N39 2004
<b>Dynamics of Document Design</b>	Karen Schriver	T11 .S377 1997
<b>Plans and Situated Actions: The Problem of Human-Machine Communication</b>	Lucille Suchman	T59.7 .S83 1987
<b>Decision Process Guidebook: How to Get Things Done</b>	US Bureau of Reclamation	<a href="http://www.usbr.gov/pmts/guidebook">http://www.usbr.gov/pmts/guidebook</a>
<b>Procedure Writing: Principles and Practices</b>	Douglas Weiriga	T11 .W54 1998
<b>Understanding Computers and Cognition: A New Foundation for Design</b>	Winograd and Flores	QA76 .W58 1987

*Articles*

de Jong, Menno, and Pieter van der Poort. "Towards a Usability Test Procedure for Technical Documents." In **Quality of Technical Documentation**. Michael Steehouder, Carel Jansen, Pieter van der Poort, and Ron Verheijen, Eds. 1994. pp. 230-238.

Duffy, Thomas, Theodore Post, and Gregory Smith. "Technical Manual Production: An Examination of Five Systems." **Written Communication** Vol. 4 #4. October 1987. P. 370-393.

- Harrison, Teresa and Mary Beth Debs. "Conceptualizing the Organizational Role of Technical Communicators: A Systems Approach." **Journal of Business and Technical Communication** Vol 2, #2. September 1988. P. 5-21.
- Hovde, Marjorie Rush. "Negotiating Organizational Constraints: Options for Technical Communicators." **Technostyle**. Vol. 18:1. (October 2002). pp. 61-94.
- Hovde, Marjorie Rush. "Research Tactics for Constructing Perceptions of Subject Matter in Organizational Contexts: An Ethnographic Study of Technical Communicators." **Technical Communication Quarterly**. 10:2 (2001): 175-211.
- Hovde, Marjorie Rush. "Tactics for Building Images of Audience in Organizational Contexts: An Ethnographic Study of Technical Communicators." **Journal of Business and Technical Communication**. 14:4 (2000): 395-444.
- Killingsworth, Jimmie and Betsy Jones. "Division of Labor or Integrated Teams: A Crux in the Management of Technical Communication?" **Technical Communication** Third Quarter, 1989. P. 210-220.
- Kliemann, Susan D. "The Complexity of Workplace Review." **Technical Communication** Fourth Quarter, 1991. p. 520-526.
- Kumpf, Eric P. "Visual Metadiscourse: Designing the Considerate Text." **Technical Communication Quarterly**. Vol. 9, #4. 2000. pp. 401-424.
- Meyers, Paul T. "Slaying the Hydra: Quality Management of the Multi-volume, Multi-subject, Multi-author, Multi-rhetorical Aim, Competitive Commercial Proposal." In **Quality of Technical Documentation**. Michael Steehouder, Carel Jansen, Pieter van der Poort, and Ron Verheijen, Eds. 1994. pp. 211-227.
- Salinas, Carlos. "Technical Rhetoricians and the Art of Configuring Images." **Technical Communication Quarterly**. Vol. 11, #2. 2002. pp. 165-183.
- Warren, Thomas L. "Issues in Internationalization of Documentation: Quality Control." In **Quality of Technical Documentation**. Michael Steehouder, Carel Jansen, Pieter van der Poort, and Ron Verheijen, Eds. 1994. pp.171-184.
- Wishbow, Nina. "Home Sweet Home: Where do Technical Communication Departments Belong?" **Journal of Computer Documentation** Vol. 23, #1. Feb. 1999.
- Wright, Patricia. "Quality or Usability? Quality Writing Provokes Quality Reading." In **Quality of Technical Documentation**. Michael Steehouder, Carel Jansen, Pieter van der Poort, and Ron Verheijen, Eds. 1994. p. 7-38.