

Washtenaw Community College Comprehensive Report

ENG 209 Technical Writing for Online Delivery Effective Term: Fall 2018

Course Cover

Division: Humanities, Social and Behavioral Sciences
Department: English/Writing
Discipline: English
Course Number: 209
Org Number: 11310
Full Course Title: Technical Writing for Online Delivery
Transcript Title: Tech Writing-Online Delivery
Is Consultation with other department(s) required: No
Publish in the Following: College Catalog , Time Schedule , Web Page
Reason for Submission: Course Change
Change Information:
Consultation with all departments affected by this course is required.
Course title
Course description
Pre-requisite, co-requisite, or enrollment restrictions
Outcomes/Assessment

Rationale: Name and pre-req changes to eliminate unnecessary course sequencing.

Proposed Start Semester: Fall 2018

Course Description: In this hands-on course, students explore the concepts and challenges of single sourcing and topic-based authoring. Building on writing and project management skills learned in the prerequisite course, students use industry standard software such as MadCap Flare and Adobe RoboHelp to create technical information that can be customized for online, and mobile device delivery. The title of this course was previously Technical Writing III.

Course Credit Hours

Variable hours: No

Credits: 3

Lecture Hours: Instructor: 45 **Student:** 45

Lab: Instructor: 0 **Student:** 0

Clinical: Instructor: 0 **Student:** 0

Total Contact Hours: Instructor: 45 **Student:** 45

Repeatable for Credit: NO

Grading Methods: Letter Grades

Audit

Are lectures, labs, or clinicals offered as separate sections?: NO (same sections)

College-Level Reading and Writing

College-level Reading & Writing

College-Level Math

No Level Required

Requisites

Prerequisite

ENG 107 minimum grade "C"

General Education

Request Course Transfer

Proposed For:

Central Michigan University
College for Creative Studies
Eastern Michigan University
Ferris State University
Grand Valley State University
Jackson Community College
Kendall School of Design (Ferris)
Lawrence Tech
Michigan State University
Oakland University
University of Detroit - Mercy
University of Michigan
Wayne State University
Western Michigan University

Student Learning Outcomes

1. Use basic and intermediate features of MadCap Flare and/or Adobe RoboHelp.

Assessment 1

Assessment Tool: Final exam
Assessment Date: Winter 2019
Assessment Cycle: Every Three Years
Course section(s)/other population: All sections
Number students to be assessed: All students enrolled
How the assessment will be scored: Final exam scoring guide
Standard of success to be used for this assessment: 75% of students will score 80% or better on the final exam
Who will score and analyze the data: ENG 209 instructor (data may be reviewed by another FT member of the ENG department)

2. Develop a detailed project plan that emphasizes audience and content analysis.

Assessment 1

Assessment Tool: Final portfolio (online)
Assessment Date: Winter 2019
Assessment Cycle: Every Three Years
Course section(s)/other population: All sections
Number students to be assessed: All students enrolled
How the assessment will be scored: Scoring rubric
Standard of success to be used for this assessment: 75% of students will have an average score of 2 of 3 or better
Who will score and analyze the data: ENG 209 instructor (data may be reviewed by another FT member of the ENG department)

3. Import, write, and revise technical content to be used in multiple outputs.

Assessment 1

Assessment Tool: Final portfolio (online)
Assessment Date: Winter 2019
Assessment Cycle: Every Three Years
Course section(s)/other population: All sections
Number students to be assessed: All students enrolled
How the assessment will be scored: Scoring rubric
Standard of success to be used for this assessment: 75% of students will score 2 of 3 or better
Who will score and analyze the data: ENG 209 instructor (data may be reviewed by another FT member of the ENG department)

4. Publish content to the student web space.

Assessment 1

Assessment Tool: Final portfolio (online)
Assessment Date: Winter 2019
Assessment Cycle: Every Three Years
Course section(s)/other population: All sections
Number students to be assessed: All students enrolled
How the assessment will be scored: Scoring rubric
Standard of success to be used for this assessment: 75% of students will have an average score of 2 of 3 or better
Who will score and analyze the data: ENG 209 instructor (data may be reviewed by another FT member of the ENG department)

Course Objectives

1. USE MADCAP FLARE AND/OR ROBOHELP

- > Use basic and intermediate features of MadCap Flare and Adobe RoboHelp.
- > Demonstrate the ability to do the following: create a project, import content, draft and revise topics for reuse, incorporate navigation and information access strategies (TOC, index, links, glossary), create and modify style sheets (CSS) and skins, incorporate graphics, employ single-sourcing features such as conditional tags and snippets, and create and test multiple outputs.

2. PLAN PROJECTS

- >Develop a project plan that emphasizes audience and content analysis.
- >The project plan will include at least the following: purpose statement, audience analysis, output option analysis, content outline and analysis, CSS design and skin selection(s), file naming and file management plan, estimate of hours to complete the project, and milestone schedule.
- >Throughout the project, the student will update the project schedule and report project status to the instructor.
- > At the end of the project, the student will write a project wrap-up report.

3. CREATE AND TEST CONTENT

- >Import and revise technical content to be used in multiple outputs.
- >Use conditions to include or exclude content from various outputs.
- >Modify and use external style sheets to control content layout and design.
- >Test content using simulators and/or actual devices (desktop, smart phone, tablet).

>The final content will be audience-focused, well-designed, easy to navigate, carefully tested, and clearly written.

4. PUBLISH CONTENT

>Collect and organize content for the portfolio.

>Prepare an electronic table of contents.

>Write a brief description of each artifact included in the portfolio.

>Publish the portfolio to the student web space.

New Resources for Course

MadCap corporation has agreed to give us a 15-week trial version of Flare to use each time the course is taught; there is no cost involved.

Course Textbooks/Resources

Textbooks

Manuals

Periodicals

Software

Equipment/Facilities

Level III classroom

Computer workstations/lab

<u>Reviewer</u>	<u>Action</u>	<u>Date</u>
Faculty Preparer: <i>Lisa Veasey</i>	<i>Faculty Preparer</i>	<i>Jan 25, 2018</i>
Department Chair/Area Director: <i>Carrie Krantz</i>	<i>Recommend Approval</i>	<i>Jan 26, 2018</i>
Dean: <i>Kristin Good</i>	<i>Recommend Approval</i>	<i>Jan 29, 2018</i>
Curriculum Committee Chair: <i>David Wooten</i>	<i>Recommend Approval</i>	<i>Feb 12, 2018</i>
Assessment Committee Chair: <i>Michelle Garey</i>	<i>Recommend Approval</i>	<i>Feb 26, 2018</i>
Vice President for Instruction: <i>Kimberly Hurns</i>	<i>Approve</i>	<i>Feb 28, 2018</i>