Douglas College

COURSE INFORMATION

A: Division: INSTRUCTIONAL

Date: NOVEMBER, 1997

B: Faculty: LANGUAGE, LITERATURE & PERFORMING ARTS

New Course:

Revision of Course Information Form: X JANUARY, 1991

C: PRF... U 310 — Subject and Course Number

D: WRITING TECHNICAL MANUALS — Descriptive Title

E: 3 — Semester Credit

F: Calendar Description: This course provides students with an understanding of how technical manuals (such as computer and ... manuals, policy and procedure manuals) and training manuals are planned, written and produced. Beginning with an analysis of objectives and audience ... manual, and examines standard writing and formatting conventions.

Summary of Revisions ...

G: Type of Instruction: Hrs per Week

H: Course Prerequisites: ACCEPTANCE TO PROGRAM OR PERMISSION OF COORDINATOR

Lecture:	1 hrs
Laboratory:	3 hrs
Seminar:	hrs
Clinical Experience:	hrs
Field Experience:	hrs
Practicum:	hrs
Shop:	hrs
Studio:	hrs
Student Directed Learning:	hrs
Other (specify)	hrs
Total:	4 hrs

I: Course Corequisites
NONE

J: Course for which this Course is a Prerequisite
NONE

K: Maximum Class Size:
30

L: College Credit Transfer X

College Credit Non-Transfer

Non-Credit

M: Transfer Credit Requested Granted

Specify Course Equivalents or Unassigned Credit as appropriate:

UBC ARTS 2ND (3)

SFU

U.Vic:

Other: SEE B.C. TRANSFER GUIDE

Vice President

Course Designer(s)

Dean / Faculty Dean

Registrar

N: Textbooks and materials to be Purchased by Students

Texts may include:

Barnum, C. & Carliner, S. Techniques for Technical Communicators. MacMillan, 1993.

O. COURSE OBJECTIVES

Students will learn the methodologies of [illegible] understand and know when and how to use the special writing and formatting conventions of technical manuals.

P. COURSE CONTENT

1. Introduction to Writing Technical Manuals

The student will:

a) become familiar with the various types of technical materials produced by technical writers in the local marketplace

b) become familiar with the various companies employing technical writers

c) understand the differences between user reference and training materials

2. (1000) Planning and Organizing Manuals

The student will:

a) understand the differences between content-based and reader-based manuals

b) analyse the range of manuals required to support a product, such as a software program

c) conduct [illegible] understanding the reader's information needs

d) review and understand the common structures of technical manuals (linear, tree matrix

P. COURSE CONTENT - cont'd

w page-replacement manuals (modular manuals) are structured and

h) evaluate how formatted

Process

3. Technical Writing P

The student will:

nical writer in the product development

a) understand the role of the tech lifecycle

ubject-matter expert to obtain the information necessary to

h) interview a s

c) prepare a simple technical instruction
d) understand the role of outlines
e) evaluate and prepare an outline for a project style guide

e) examine the means of ensuring the technical accuracy of manuals, including review and approval cycles

f) examine the need for manual testing and the relationship with product testing

al Writing Style

4. Manu

The student wi

P. COURSE CONTENT - cont'd

5. Page Design and Production

The student will:

a) understand the role of page desi
b) review the page designs used in professionally prepared technical manuals
c) review the features and functions of word processing and desktop publishing
programs which have special relevance to the preparation of manua
d) review the different methods of bindin

6. Writing On-line Documents

The student will:

a) review the different types and uses of on-line
which is meant to be read from the compute
text databases, and hypertext systems
b) understand the limitations imposed by the co
differences from paper manual
c) evaluate and report back on th
data

7. Project Management

The student will:

a) understand the elements of project management (quality, scope,
schedule)
b) estimate the ti
c) prepare a detailed schedule of activities to produce a tec
d) become familiar with the professional aspects of technical writing
writing proposals and the standard terms and conditions of contracts

Q. METHOD OF INSTRUCTION

This course will be a combination of lectures, guest speakers, discussion
and projects. The emphasis will be on analysis of samples, and in-class and home exercises
learning by analysis reinforced with hands-on practice

COURSE EVALUATIONS

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Evaluation will be based on this general outline:

In-class projects	10%
In-class participation	10%
Evaluation of writing samples	20%
Final examination	30%
Manual project	30%
	100%