

TECCOM 340 OVERVIEW

Welcome to Technical Communications (TECCOM 340): Developing Help Systems at American River College with Shannon Mendez for the Fall 2013 semester.

This document provides information to get you started. You'll find more details in the Syllabus once you're enrolled in the course.

Course Website

Once the semester begins, go to our course website in Desire2Learn (D2L) to complete the Online Orientation. To access our D2L website, go to <https://d2l.losrios.edu/>.

Course Catalog Description

This course emphasizes the design, development, and delivery of self-contained and Web-based help systems. It reviews task and audience analysis and introduces strategies for designing, writing, organizing, revising, and publishing help projects. In addition, it introduces industry-standard help development tools. This course is formerly known as ENGWR 353.

Learning Outcomes and Objectives

Upon completion of this course, you will be able to:

- describe the information and access needs of help system users and propose appropriate help system solutions for those users
- design a navigation system and linking strategy for help systems
- design templates and styles for help topics
- compose help topics in clear, grammatically correct English
- develop indexes for help systems
- assess help systems for ease of use, design, and effectiveness

Prerequisite

None.

Advisory

CISA 305 (Beginning Word Processing); Eligible for ENGRD 310 or ENGRD 312 and ENGWR 300; OR ESLR 340 and ESLW 340.

Required Materials

Textbook

You will need the following book for this course by the first week of class:



IS THE HELP HELPFUL?

Author	WEBER
Edition	04
Published Date	2004
ISBN	9781930919600

Website

You will also be reading the following free online resource:

- The Online Help Development Wiki: <http://developingonlinehelpsystems.wikispaces.com/>

Software

You will work with MS Word, Wordpress, and RoboHelp. I will explain how to access the free versions of these tools during the first week of the course. You may also want to use software from the Adobe Creative Suite. As a Technical Communications student, you have free access to these tools in the Business & Computer Science Computer Lab (Liberal Arts Rm. 152 916/484-8214).