**IT 385 Final Project Milestone Three Rubric**

Complete the part of the training manual that trains users on more advanced skills of the new email program. This will include the following:

1. Describe the **purpose** of the training. Be sure to describe the skills that intermediate-level users should possess upon completion of the training.
2. Apply appropriate **formatting** that supports intermediate-level user needs.
3. Create instructions for explaining **operation** of product or service for intermediate-level users.
4. Select and include appropriate visual representations or **graphics** to support intermediate user needs.

**Requirements of submission:** Milestone assignments must follow these formatting guidelines: double spacing, 12-point Times New Roman font, one-inch margins, and discipline-appropriate citations. Page length requirements: 3–4 pages.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Critical Elements** | | **Exemplary** | **Proficient** | **Needs Improvement** | **Not Evident** | **Value** |
| **Intermediate Training:**  **Purpose** | | Meets “Proficient” criteria and connects the benefits of the new product for the end user  (18-20) | Describes the purpose of the training and describes the skills that intermediate users should possess upon completion of training  (16-17) | Describes the purpose of the training, but does not describe the skills that intermediate users should possess upon completion of training  (14-15) | Does not describe the purpose of the manual and does not describe the skills that intermediate users should possess  (0-13) | 20 |
| **Intermediate Training:**  **Operation** | | Meets “Proficient” criteria, and instructions support ease of use of product  (18-20) | Creates comprehensive instructions for operation of product or service for intermediate users  (16-17) | Creates instructions for operation of product or service, but directions lack detail or are not appropriate for intermediate users  (14-15) | Does not compose instructions for operation of product or service for intermediate users  (0-13) | 20 |
| **Intermediate Training:**  **Formatting** | | Meets “Proficient” criteria and discusses why the format chosen is more appropriate to support intermediate user skills and needs than alternative formats  (18-20) | Applies formatting to the training artifact that is appropriate to support intermediate user skills and needs  (16-17) | Applies formatting that is somewhat appropriate to support intermediate user needs, but may still be too technical or advanced in parts or too basic in parts  (14-15) | Does not apply formatting suitable to the needs of intermediate users (too technical or advanced or too basic)  (0-13) | 20 |
| **Intermediate Training:**  **Graphics** | | Meets “Proficient” criteria, and visual representations complement training instructions to support ease of use at each step  (18-20) | Selects and employs appropriate visual representations that support intermediate user needs  (16-17) | Selects and employs visual representations, but representations are not appropriate for intermediate users  (14-15) | Does not select or employ visual representations  (0-13) | 20 |
| **Articulation of Response** | Submission is free of errors related to citations, grammar, spelling, syntax, and organization and is presented in a professional and easy-to-read format  (18-20) | | Submission has no major errors related to citations, grammar, spelling, syntax, or organization  (16-17) | Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas  (14-15) | Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas  (0-13) | 20 |
| **Earned Total**  **Comments:** | | | | | | **100%** |