

DOMAIN 438 - TECHNICAL WRITING

Competency 438.1.2: Audience Analysis - The graduate conducts an audience analysis to determine effective and persuasive communication strategies.

Competency 438.1.3: Technical Writing Genres - The graduate develops technical communications that integrate the required and implied specifications of an appropriate technical communication genre.

Competency 438.1.4: Document Design Principles - The graduate develops technical communications that accurately incorporate relevant document design principles.

Introduction:

This task is an opportunity to experience technical information through a non-technical lens as a way to empathize with your non-technical users.

You will start by finding an IT process document on a topic you are unfamiliar with that is intended to convey technical information relating to computers. You will then use that document for the purpose of learning about the topic. Then, having used it yourself, you will critique the effectiveness of the document. If the document is long, you may want to choose a manageable, self-contained section (up to 5 pages). Keep in mind that you must be able to submit the document with your task.

Task:

- A. Submit a copy of the IT process document that you chose.
- B. Critique the IT process document that you chose by doing the following:
 - 1. Discuss the document's intended audience.
 - 2. Discuss the genre conventions that are used in the document.
 - a. Explain how the technical writing principles used contribute to the effectiveness of the document.
 - 3. Evaluate the effectiveness of the document's design based on the following:
 - Structure
 - Design elements (e.g., typeface, type size, color)
 - Illustrative components (e.g., visual aids)
 - 4. Discuss design elements in the document that are appropriate for print.
 - 5. Analyze how effective the organization of the document is for online access.
 - 6. Explain improvements that you would implement to improve the document's effectiveness for the intended audience.
- C. When you use sources, include all in-text citations and references in APA format.

Note: When bulleted points are present in the task prompt, the level of detail or support called for in the rubric refers to those bulleted points.

Note: For definitions of terms commonly used in the rubric, see the Rubric Terms web link included in the Evaluation Procedures section.

Note: When using sources to support ideas and elements in a paper or project, the submission MUST include APA formatted in-text citations with a corresponding reference list for any direct quotes or paraphrasing. It is not necessary to list sources that were consulted if they have not been quoted or paraphrased in the text of the paper or project.

Note: No more than a combined total of 30% of a submission can be directly quoted or closely paraphrased from sources, even if cited correctly. For tips on using APA style, please refer to the APA Handout web link included in the General Instructions section.

Web Links:

1. [MCT Task 1 Rubric link opens in new window](#)