



IT 385 Final Project Milestone Two Rubric

Complete the part of the training manual that trains users on basic 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 basic users should possess upon completion of the training.
2. Apply appropriate **formatting** that supports basic user skills and needs.
3. Create instructions for explaining **operation** of product or service for basic users.
4. Select and include appropriate visual representations or **graphics** to support basic user needs.

Guidelines for 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.

Instructor Feedback: This activity uses an integrated rubric in Blackboard. Students can view instructor feedback in the Grade Center. For more information, review [these instructions](#).

Critical Elements	Exemplary (100%)	Proficient (85%)	Needs Improvement (55%)	Not Evident (0%)	Value
Basic Training: Purpose	Meets “Proficient” criteria and connects the benefits of the new product for the end user	Describes the purpose of the training and describes the skills that basic users should possess upon completion of training	Describes the purpose of the training, but does not describe the skills that basic users should possess upon completion of training	Does not describe the purpose of the manual and does not describe the skills that basic users should possess	20
Basic Training: Formatting	Meets “Proficient” criteria and discusses why the format chosen is more appropriate to support basic user skills and needs than alternative formats	Applies formatting to the training artifact that is appropriate to support basic user skills and needs	Applies formatting that is somewhat appropriate to support basic user skills and needs, but may still be too technical or advanced in parts	Does not apply formatting suitable to the skills and needs of basic users (too technical or advanced)	20
Basic Training: Operation	Meets “Proficient” criteria, and instructions support ease of use of product	Creates comprehensive instructions for operation of product or service for basic users	Creates instructions for operation of product or service, but instructions lack detail or are not appropriate for basic users	Does not compose instructions for operation of product or service for basic users	20
Basic Training: Graphics	Meets “Proficient” criteria and visual representations complement training instructions to support ease of use at each step	Selects and employs appropriate visual representations that support basic user needs	Selects and employs visual representations, but representations are not appropriate for basic users	Does not select or employ visual representations	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	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	20
Total					100%