



User Documentation for Technology Products

Self-paced Certificate Program – 100% Online – 5 Months to Complete – Begin Anytime

Course Overview

This is the third course in the Comprehensive Career Builder Certificate in Technical Writing. Students begin this course by studying task orientation, which is a critical component to writing good user-oriented documents. You will learn about writing styles common in user documentation (especially the passive voice). The course continues with the practice of writing two sets of instructions (the second of which you create and apply a template with customized character and paragraph styles). You will follow this project by creating a properly formatted standard operating procedure (SOP). As in the other courses, you will read and take quizzes on “Read Me First! A Style Guide for the Computer Industry” by Sun Technical Publications. The course of study concludes by teaching you how to study and analyze the design of user guides, and thus create a practical user guide of your own authorship.

Please note that this comprehensive course of study may be completed earlier than indicated dependent on arrangement between the instructor and student.

By the end of Course 3 - User Documentation for Technology Products, you will be able to:

- Conduct an effective task-orientation analysis, and develop a user document accordingly.
- Recognize and correct wordy, ambiguous passive-voice constructions.
- Write two sets of instructions, the second of which uses character and paragraph styles.
- Format reference information such as commands, subroutines, APIs.
- Format the text of a standard operating procedure (or write one of your own).
- Understand the common components of a user guide, and format the text and graphics of one.
- Write your own user guide on a technology product.

- Learn about the technical-documentation industry in Read Me First! (Sun Microsystems) and successfully take the quizzes.
- Create an online portfolio, and add items you've created in this course.

Assessment

The Comprehensive Career Builder Certificate in Technical Writing requires that the student engage in independent and self-paced study. The instructional developer of this program has been careful to provide a detailed method of study. Self-directed quizzes and short answer probe questions are created to give students a good sense of if they are on track with their learning objectives. These tasks are for student evaluation only.

In order to earn the official Comprehensive Career Builder Certificate in Technical Writing the student will be required to submit samples of completed work that will then be evaluated for accuracy and representative knowledge of the subject matter. More details regarding the process leading to the Comprehensive Career Builder Certificate in Technical Writing are described in detail in the course curriculum.

Required Text

- [The Insider's Guide to Technical Writing](#)
- [Microsoft Manual of Style \(4th Edition\)](#)
- [The Chicago Manual of Style, 16th Edition](#)
- [Read Me First! A Style Guide for the Computer Industry, Third Edition \(3rd Edition\)](#)

Course Extensions

This Certificate Course must be completed within the specified time period noted at the time of enrollment. Extension fees are applicable beyond the end date as follows: 1 month, \$149.00; 2 months, \$179.00; 3 months, \$199.00. Upon successful completion of this course, you may apply for a paper-based certificate from one of our Accredited University Partners. University certificate processing fees apply.