Project Description for Arc EEG Quick Start Guide

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Project Overview

For ENG 209, Technical Writing for Online Delivery, at Washtenaw Community College, I designed this final project, which was required to have at least two unique audiences and at least 30 topics. I used MadCap Flare to make two HTML5 outputs to display my technical writing skills and proficiency with the software. My project was a Quick Start Guide to introduce Cadwell's Arc EEG Software's basic functions to users looking to record and review routine EEGs. It addressed both the Technicians recording the test and the Reviewers (either Doctors or Readers) reading the EEGs. My goal was to help those experienced with EEGs transition to using Arc quickly and easily, so they could continue to give patients high quality diagnostic EEGs.

Phase 1: Planning

I thoroughly outlined the content, feature, design, and goals of the project. For both Technicians and Reviewers, I made sure to address their particular concerns and use of the software. I also estimated how much time it would take, how I would organize and save the project, and made a schedule for the development of all of the phases. By planning extensively, I made it easier for myself to meet deadlines and streamlined the creation of the project.

Phase 2: Writing Content

When writing the content I started with the most technical complex topics first, the options bar and the channel menu. This was about half the project and required grouping smaller features to make topics of reasonable length. These also included the majority of the differences between the two audiences, so I had to make sure details were added and differentiated for each. Once I accomplished a majority of those topics, I began to fill in the process topics such as opening, closing, and commenting. Finally, once I finished solidifying the scope of the project, I created the overview topics to connect all the content together.

Phase 3: Adding Features

The major features of the project included:

- ✓ Navigation – To make the content as easy to find and get to as possible I included multiple ways to navigate.

- Table of Contents: This included all of the topics, organized chronologically and clockwise around the main record/review screen.
- Images Maps: For the major record/review screen and menus, I included screenshots that could be clicked on to find information on their features and options.
- Links: At the end of each topic, I included links back to major topics, the overview topic, and for technicians, a quick walk-through link for applicable topics.

✓ Graphics – I included many different partial and total screenshots of different features and menus so that the users could easily see what I was referring to in the text. I minimized some within pup-up thumbnails to keep them out of the way, but mostly, I kept them full sized for ease of use.

✓ Conditional tags – I set conditional tags for Technicians and Reviewers, so I could create two outputs which would only include information relevant to the specific audience. I tagged topics, paragraphs, graphics, or specific words depending on what was necessary.

Phase 4: Design

Working from the side navigation default within MadCap Flare, I designed a skin based on the colors and design of the official Arc logo from Cadwell. I thinned out the top and side bars to try and give more room for the main content window. I also chose font and heading colors to match the skin and logo. I tried to create a cohesive design for the whole project so that it looked professional and user friendly.

Phase 5: Testing Targets

In this phase, I exchanged my project with a classmate. I prepared by publishing my project to WCC's student space. I went through the project myself first to look for broken links, conditional tag mistakes, and to test features. Once it looked good, I send feedback forms to my partner and we exchanged feedback. Then I carefully took their feedback, tweaking the design and content to polish the project to perfection.

Phase 6: Publishing Outputs

Once the project was completed, I created this project description and a wrap-up memo to aid in review and reflection on this project and my skills. I added everything in a portfolio, uploaded, and linked the final version to the student space on WCC:

Technician's Quick Start Guide

Reviewers Quick Start Guide

Please feel free to review these versions and the rest of the documentation in this portfolio, including:

- ✓ Project Description
- ✓ Project Plan
- ✓ Project Schedule
- ✓ Project Wrap-Up