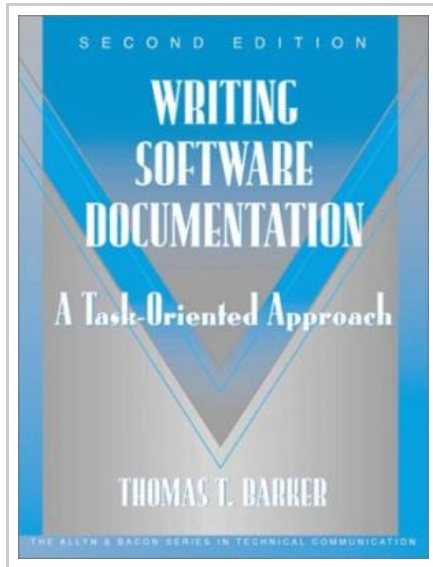




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Writing Software Documentation: A Task-Oriented Approach (Part of the Allyn & Bacon Series in Technical Communication) (2nd Edition)

By Barker, Thomas T.

Longman, 2002. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Each chapter begins with "Examples," and "Guidelines," and concludes "Glossary," "Checklist," and "Practice/Problem Solving" .1. Understanding Task Orientation. 1. Emphasize Problem-Solving. 2. Provide Task-Oriented Organization. 3. Encourage User Control of Information. 4. Orient Pages Semantically. 5. Facilitate Both Routine and Complex Tasks. 6. Design for Users. 7. Facilitate Communication Tasks. 8. Conducting Usability Tests. 9. Support Cognitive Processing. Discussion. The Principles of Software Documentation. A Definition of Task Orientation. The Theory Behind Task Orientation. Tutorial Documentation. Procedural Documentation. Reference Documentation. The Processes of Software Documentation. 1. The Forms of Software Documentation. 2. Writing to Teach Tutorials. 1. Identify User Actions You Need to Support. 2. State Objectives as Real-World Performance. 3. Choose the Right Type of Tutorial. 4. Present Skills in a Logical, Cumulative Structure. 5. Offer Highly Specific Instructions. 6. Give Practice and Feedback at Each Skill Level. 7. Test Your Tutorial. Discussion. Designing Tutorials. Tutorial Users Need Special Care. The Elaborative Approach. The Minimalist Approach. 3. Writing to Guide Procedures. 1. Relate the Task to Meaningful Workplace Activities. 2.

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