Name: Example – Stakeholder Engagement
Author: Emily Cooney

Client: Jacques Technologies
Purpose: To introduce the task of content review and approval for training site

[Excerpt from an email to all participants]

Dear All,

Here are Modules 1 and 2. Please join me in making them as effective as possible.

When reviewing these courses please keep the following in mind:

Assumptions

"To assume is to presume" – Jude Morgan

Does the content of this course make any assumptions of knowledge upon the reader?

My most recent example of assumption in documentation is when I was learning Moodle itself.

The Course Administration documentation started with an instruction along the lines of;

Go to *Course Administration* → *Users* → *Enrolled Users.*

What it failed to mention is that the Course Administration menu is only available after you have navigated to the course itself.

The Moodle documentation was assuming that the user was already viewing the Course they wished to add user to.

Therefore the instruction should have said;

Navigate to the course you wish to add users to

Go to *Course Administration* → *Users* → *Enrolled Users.*

Omissions

"The hardest thing to find is the thing that is missing" - Columbo.

When reviewing these modules, please ask yourself if the content is complete.

Is anything technical missing from a functionality perspective

Is anything missing from a technical perspective

Is anything missing from a design perspective

Verbosity

"So the writer who breeds more words than he needs, is making a chore for the reader who reads" - Dr Seuss

Keeping in mind that many members of our audience may have English as their second or even third language, we must be sure to use simple language and sentence structures.

For example; why say 'utilise' when 'use' will do?

At this point in time – now

Has the ability to – can

Other potentially confusing sentence structures;

"This means that …"

Many readers may assume that two things are being compared rather than a relationship being drawn between them.

"… this allows users to more easily configure …"

More easily than what? Readers may worry that they have missed the object being compared to when this is just a manner of speech.

Ambiguity

"There is no greater impediment to the advancement of knowledge than the ambiguity of words." – Thomas Reid

Is there anything in this module that could be misconstrued?

Project dates

Modules 1 and 2 are released for comment on Wed 30 Sep.

Feedback on Modules 1 and 2 expected by Friday 9 Sep

Expected input

1 hour/day until required content reviewed.

Feedback

We have a forum in Redmine called Training Platform. Please raise questions and issues there. Please also feel free to copy and paste troublesome passages so we can work on them together.

Please also answer the following;

- What did you learn that you didn't already know?
- Did this training teach you any more efficient ways to perform your existing processes?
- Did this training allow you to add value to your contribution to the company?
- Can we improve or condense any aspects?

Project releases and daily outcomes are managed by me. I look forward to your feedback.