

Executive Summary

During the summer of 2003, I worked as a Technical Communications intern at ChoicePoint in Alpharetta, GA.

ChoicePoint is an “information” company whose biggest asset is its information. They have millions of pieces of data on people, businesses, and assets. The strategic goal of the company is to turn that data into “actionable intelligence”.

ChoicePoint uses its information to protect people and businesses. They offer pre-employment services such as drug screening; they also perform millions of criminal and civil background checks on individuals and businesses each year. They either possess or have access to millions of public records.

I was hired to rewrite two software manuals for a program used in ChoicePoint’s internal operations. I worked in Workplace Solutions at ChoicePoint under Julie Scott.

Karen Newman and Sharon Daly are the main administrators of the workers using the software program Public Records Order Management (PROM). PROM is an Oracle-Based software program that facilitates criminal and civil background checks for the company’s Court Research and Retrieval Group (CRRG).

The most recent PROM manual was over four years old, but extensive changes have been made to the system since then. There are new menus and options, and some things have even been removed. The manual also needed rewriting or editing because there were errors, inconsistencies, and redundancies. The manual was not intuitively structured.

I chose to rewrite two new manuals from scratch and use the old one as a reference. The original manual was around 200 pages long, but it was not in a logical order. In the end, I cut out over 100 pages of unnecessary material.

I worked with Karen Newman and Sharon Daly, the two PROM administrators and my SMEs, to develop the new manuals. Sharon trained me on the everyday user’s tasks in PROM, while Karen trained me on the administrative tasks in PROM.

I also worked on a project for one of ChoicePoint’s major clients. I worked with Julie Scott to prepare documents for presentation to the client and documents to record the steps in production. Many of these documents were written by a non-native English speaker.

ChoicePoint’s Training Department offers many distance learning courses on company information. I took 10 distance learning courses while I was at ChoicePoint.

My internship was an incredible experience. I accomplished so many goals in a short 12-week period. I achieved all of my major objectives and more. I made so many great connections that will be useful to me in the future.

Kati Watson

Date: August 29, 2003

To: Dr. Marjorie Davis

From: Kati Watson

Subject: Letter of Transmittal, Internship Final Work Report, Summer 2003

Dr. Davis and other TCO Faculty:

I proudly submit the final work report for my internship at ChoicePoint during the summer of 2003.

In this report you will find the following items:

- Executive Summary
- Description of the job I completed
- Recommendations to the TCO Department
- Excerpts from the deliverables I created
- Learning Objectives
- Gantt Chart
- Daily Internship Journal
- Weekly Reports to Manager
- Copy of Presentation
- Employer's Evaluation
- ChoicePoint Employee Evaluation

Please accept this as documentation of my work and learning experience at ChoicePoint as a Technical Communications Intern.

If you need more information on this report or the internship itself, please call me at (912) 222-4770, or email me at kvw44@hotmail.com.

Sincerely,

Kati Watson

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Mercer Box 72211
Macon, GA 31207
(478) 301-8231
kvw44@hotmail.com

Kati Watson
Final Work Report
Summer 2003

ChoicePoint

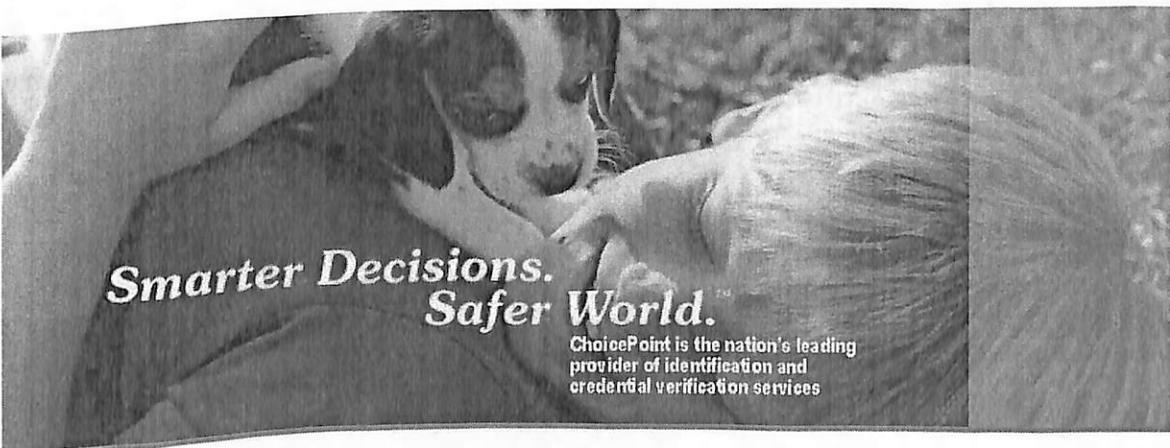
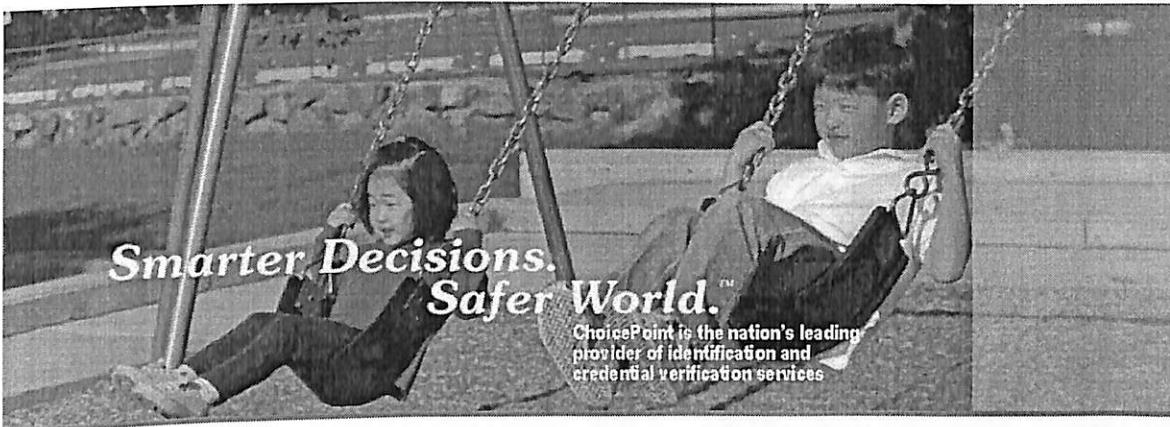


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Introduction

During the summer of 2003, I worked as a Technical Communications intern at ChoicePoint in Alpharetta, GA. ChoicePoint's vision, mission, and culture are three of the most important focuses to being a ChoicePoint associate.

The Vision

We strive to create a safer and more secure society through the responsible use of information.

The Mission

To build the most admired information company worldwide. Four planks to achieving the mission:

- To create the most valuable corporation in our industry
- To ensure we are one of the best places to work
- To be a demonstrated leader in social contribution
- To position us as a leader in the responsible use of information

The Culture

Team ChoicePoint is FOCUSed. FOCUS is an acronym that represents the following characteristics of the ChoicePoint culture:

Fun-loving
Open
Committed
Unselfish
Setting the standard

Company Background

This excerpt is found on ChoicePoint's corporate website, www.choicepoint.com: "For almost a century ChoicePoint has been a trusted source and leading provider of decision-making information that helps reduce fraud and mitigate risk.

ChoicePoint has grown from the nation's premier source of data to the insurance industry into the premier provider of decision-making intelligence to businesses and government. Through the identification, retrieval, storage, analysis and delivery of data, ChoicePoint serves the informational needs of businesses of all sizes, as well as federal, state and local government agencies.

ChoicePoint keeps abreast of the issues and trends in anticipation of what we believe to be a future opportunity of risk assessment information delivery. The Company strives to build and sustain long-term relationships through always understanding its customers' needs, while responding effectively with products and services that reflect changing industry concerns and dynamics. In addition, ChoicePoint strongly promotes the responsible use of information as a fundamental plank of its business model, including strict standards regarding the use and dissemination of personal information.

Headquartered outside of Atlanta, ChoicePoint employs approximately 3,500 people throughout its 52 locations in 26 states. ChoicePoint shares are traded on the New York Stock Exchange under the symbol CPS."

ChoicePoint's 2003 Annual Report describes the company's three major businesses: "ChoicePoint is a leading provider of identification and credential verification services to businesses, governments and individuals. Its operating units are divided into three reporting segments that reflect their primary customer base: Insurance Services, Business and Government Services and Marketing Services.

While the Company's solutions meet a wide variety of needs, all share a common process – they combine data and unique databases with technological expertise to analyze the data and add intelligence to it. As a result, customers can better assess risk and manage business relationships."

My Interpretation of "What ChoicePoint Does"

One of the things I noticed my first day on the job is that it is hard to describe what ChoicePoint does. I hope that I can paint a little picture here, according to my own personal experience at ChoicePoint.

ChoicePoint is an "information" company whose biggest asset is its information. They have millions of pieces of data on people, businesses, and assets. The strategic goal of the company is to turn that data into "actionable intelligence".

Information can be used to promote good, or it can be used to create evil. ChoicePoint chooses to use its information to protect people and businesses. They offer pre-employment services such as drug screening; they also perform millions of criminal and civil background checks on individuals and businesses each year. They either possess or have access to millions of public records.

Why was I hired?

To put it simply, I was hired to rewrite two software manuals for a program used in ChoicePoint's internal operations. I worked in the Workplace Solutions section of ChoicePoint under Julie Scott.

Karen Newman and Sharon Daly are the main administrators of the workers using the software program Public Records Order Management (PROM). PROM is an Oracle-Based software program that facilitates criminal and civil background checks for the company's Court Research and Retrieval Group (CRRG).

PROM is a major source of income for ChoicePoint. It has around 150 users on any given day. PROM fulfills about 20,000 record requests a day, which totals around 5-6 million record requests each year. PROM's biggest month was last October – 731,000 record requests were fulfilled in this month alone.

What did I do at ChoicePoint?

PROM Manuals

Unfortunately, the most recent PROM manual was over four years old, but extensive changes have been made to the system since then. There are new menus and options, and some things have even been removed. The manual also needed extensive rewriting or editing because there were many errors, inconsistencies, and redundancies. The manual was not intuitively structured!

The most frustrating part was that the manual combined both user and administrator tasks instead of separating them into two separate manuals or even into separate sections – this was one of the main complaints from PROM users. It was confusing for users looking for everyday tasks because they were mixed up in the administrative instructions. Regular users don't even have access to the administrative functions!

So, instead of extensive editing, I chose to rewrite two new manuals from scratch and use the old one as a reference. The original manual was around 200 pages long, but it was not in a logical order. In the end, I cut out over 100 pages of unnecessary material.

I worked with Karen Newman and Sharon Daly, the two PROM administrators and my SMEs, to develop the new manuals. Sharon trained me on the everyday user's tasks in PROM, while Karen trained me on the administrative tasks in PROM.

The User's Training Manual ended up being 76 pages and is now focused on the user's daily tasks. They are presented in a logical order – in the order that the steps would be completed in PROM. The Administrator's Guide ended up being 20 pages and is now focused on administrative maintenance functions only. This was a huge improvement from the previous 200-page, all-in-one manual.

Other Projects

I also worked on a project for one of ChoicePoint's major clients. I worked with Julie Scott to prepare documents for presentation to the client and documents to record the steps in production. I contributed to this project by formatting and editing 10-12 business requirements and design documents that ranged anywhere from 5-20 pages. Many of these documents were written by a non-native English speaker. While he is a wonderful writer, there were many common grammar errors in subject-verb agreement and tense.

ChoicePoint's Training Department offers many distance learning courses on company information. The orientation program requires that new employees take a certain number of these courses. I took 10 distance learning courses while I was at ChoicePoint. Their topics ranged anywhere from ChoicePoint communication policies to ChoicePoint's corporate giving program.

Analysis and Evaluation

Did I achieve my objectives?

My internship was an incredible experience. I accomplished so many goals in a short 12-week period. I achieved all of my major objectives and more. I made so many great connections that will be useful to me in the future.

I gained a better understanding of the corporate environment. I've decided that this is definitely the type of environment that I would like to work in, as opposed to a smaller business environment.

I learned to set realistic and attainable goals for myself. Because of deadlines, I was forced to learn to set realistic and attainable goals for myself. I improved my project management and time management skills.

I had a wonderful experience working with a manager and subject matter experts. I had never worked this closely with a SME until this summer. We became good friends and actually hung out outside of the office.

I strengthened my skills in document layout, writing, and editing. In addition, because I used Microsoft Word every day, I was able to learn some of the tricks of the software that I had not known before.

Did I achieve the TCO Department's objectives?

Yes! I completed a 12-week technical communication internship. I worked with a real company in a real live business setting with real live professionals. Most of all, I learned what it's like to have a "real" job in the "real" world. This is invaluable knowledge. I now feel better prepared to graduate, look for jobs, interview for jobs, and work at my job. Nothing would have taught me how to do these things like actually doing them did.

Did I achieve ChoicePoint's objectives?

Yes! I completed the User's Training Manual, the Administrator's Guide, many distance learning courses, and other unexpected projects. I got excellent feedback from my manager and SMEs on my performance on my deliverables. They were very pleased with the final product and very excited to put it to use.

Recommendations to the TCO Department

I would first like to recommend continuing to do a few things that I really appreciated from the TCO department. My internship experience was an exceptional one and would not have been possible without the help of the TCO faculty. My experience was strengthened because of the following actions.

Please continue to:

- Maintain close relationships with alumnae. They can help create jobs!
- Develop close relationships with TCO intern employers.
- Conduct site visits. (These pretty much define "personal attention".)
- Hold preparation meetings that include resume, portfolio, and interview tips.

These things being said, I would like to recommend the following things to the TCO Department:

- Require a business class, such as marketing or management, that discusses corporate company culture. This was a very important concept at ChoicePoint.
- Encourage students to look at larger companies instead of limiting themselves to smaller companies in smaller towns. Larger companies give you so many perspectives on the business world. Working at a company as large as ChoicePoint was a very humbling experience.
- Establish more company contacts for the students to pull from. For example, a TCO alumnus was extremely helpful in my search for an internship.

Portfolio

The PROM User's Training Manual

The following pages are excerpts from the PROM User's Training Manual.

The information being provided to you is considered confidential and/or a trade secret ("Confidential Information") by ChoicePoint. By receipt of this Confidential Information, you agree to keep such information strictly confidential and shall make use of such Confidential Information solely for the purpose for which it was disclosed and shall disclose such Confidential Information and/or Trade Secrets only to your employees or agents who have a need to know in order to accomplish the purposes for which such information was acquired. Upon termination or completion of such purpose, you agree to destroy or return all Confidential Information to ChoicePoint.

In the event of a breach of these provisions, ChoicePoint will pursue any available legal recourse.

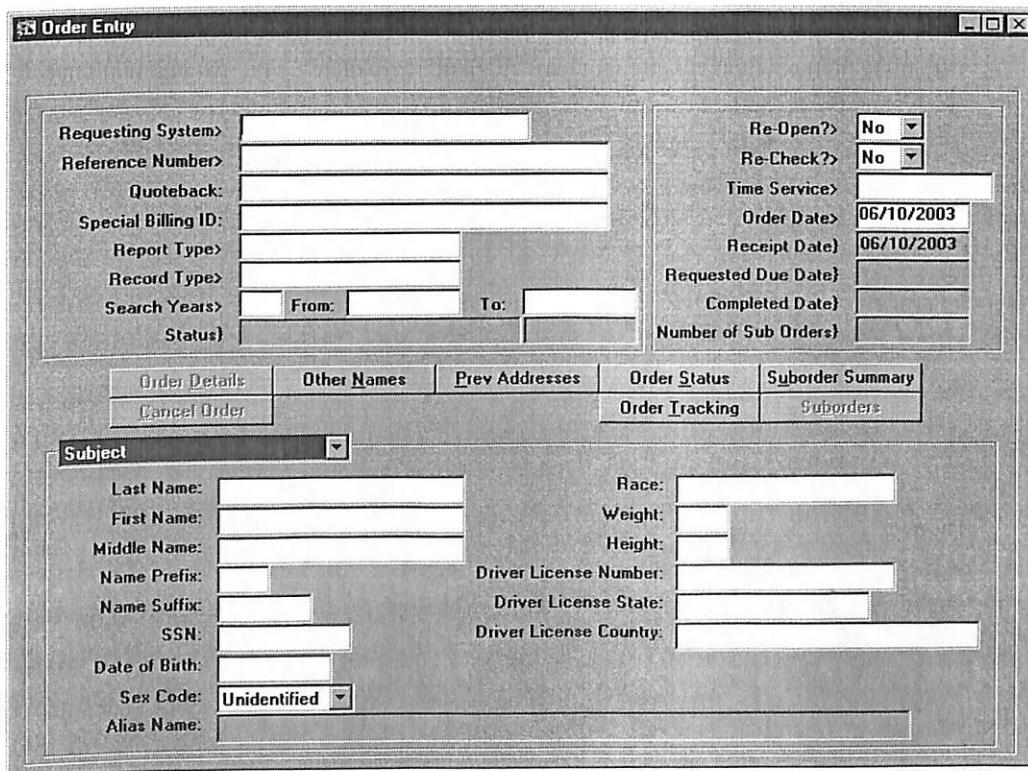
Entering Orders and Suborders

Most record requests are automatically entered into the PROM system by one of the ChoicePoint requesting systems. However, under some circumstances you will need to manually enter an order or suborder into PROM.

Entering an Order

To manually enter a record request into PROM:

1. From the menu bar, click on the **Order** menu and select **Order Entry**.
2. PROM will display the **Order Entry** screen. The **Order Entry** screen will automatically open displaying the order details and the **Order Details** button will be grayed out.



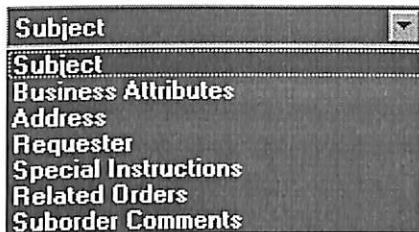
3. Fill in the fields in the top half of the screen. Fields containing a > symbol are required fields and must be filled in to continue. The following table describes the fields in the top half of the screen in the order that they appear:

Table 8: Order Entry Screen Fields

Field	Description
Requesting System	CP System that submitted the request; if manually entered, the only option is Public Records Order Management.
Reference Number	ID number from the requesting system; if manually entered, PROM will create the number when the request is saved.
Quoteback	Number the requesting office supplies to identify the case.
Special Billing ID	Number the requesting office supplies to identify the case.
Report Type	Subject type the request is for (Individual, Business, Combined, or Property).
Record Type	Record type the request is for (i.e. felony, misdemeanor).
Search Years	Number of years to be searched at the source. "From" is the beginning date, and "To" is the ending date.
Status*	Current status of the request (i.e. picked up, closed delivered) and the date the status was created.
Re-Open?	Is the request a re-opened case or an original request?
Re-Check?	Is the request a re-check case or an original request?
Time Service	Customer's required turnaround time.
Order Date*	Date the request is created in the requesting system.
Receipt Date*	Date the request is received by PROM.
Requested Due Date*	Date the request should be completed based on the requested Time Service.
Completed Date*	Date the request is closed delivered in PROM.
Number of Suborders*	Number of suborders created for the request.

* PROM will populate field automatically.

4. Select **Subject** from the drop-down menu in the lower portion of the screen.



5. Fill in the **Subject** fields with all information you have on the subject.

A screenshot of a data entry screen titled "Subject". The screen contains the following fields:

Last Name:	Doe	Race:	Unknown
First Name:	John	Weight:	220
Middle Name:	Smith	Height:	74
Name Prefix:	Mr	Driver License Number:	123-45-6789
Name Suffix:	Senior	Driver License State:	Georgia
SSN:	123-45-6789	Driver License Country:	United States of America
Date of Birth:	01/01/1971		
Sex Code:	Male		
Alias Name:			

❖ **Helpful Hint:**

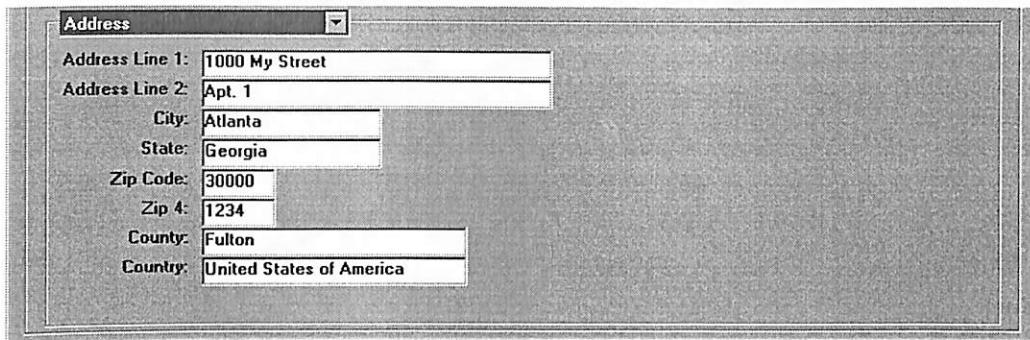
If the order report type is Individual or Combined, then these fields must be completed.

6. Select **Business Attributes** from the drop-down menu in the lower portion of the screen.
7. Fill in the **Business Attributes** fields with all information you have on the business.

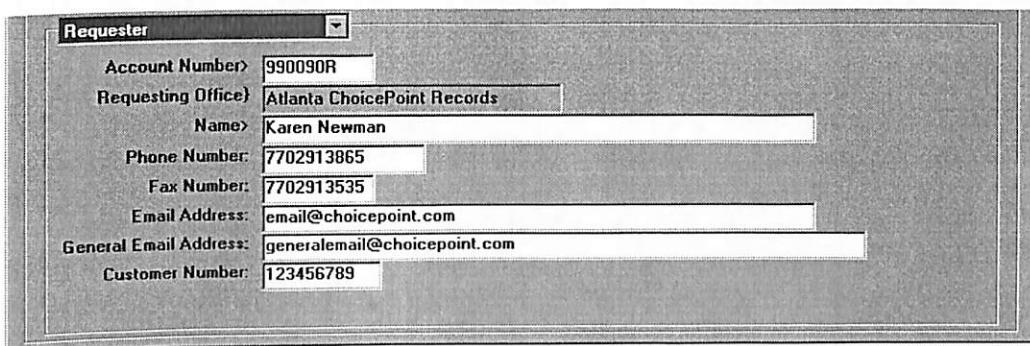
A screenshot of a data entry screen titled "Business Attributes". The screen contains the following fields:

Business Name:	The Company
DBA Name:	
Federal Tax ID:	123456789
State Tax ID:	123456780

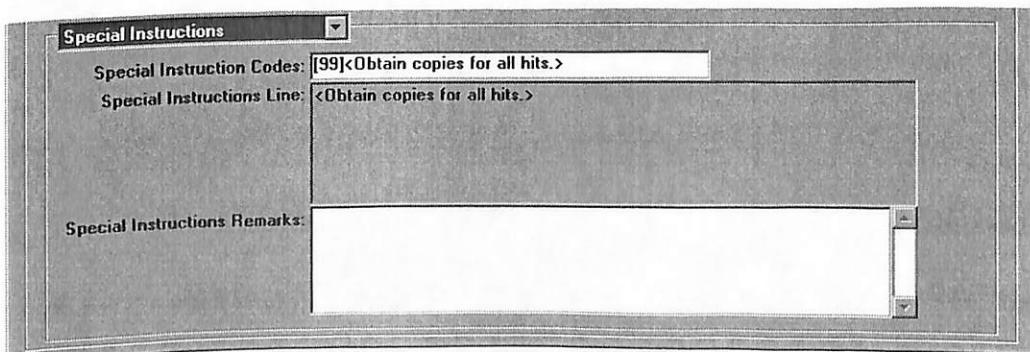
8. Select **Address** from the drop-down menu in the lower portion of the screen.
9. Fill in the **Address** fields with all information you have on the address.



10. Select **Requester** from the drop-down menu in the lower portion of the screen.
11. Fill in the **Requester** fields with all information you have on the requesting office.

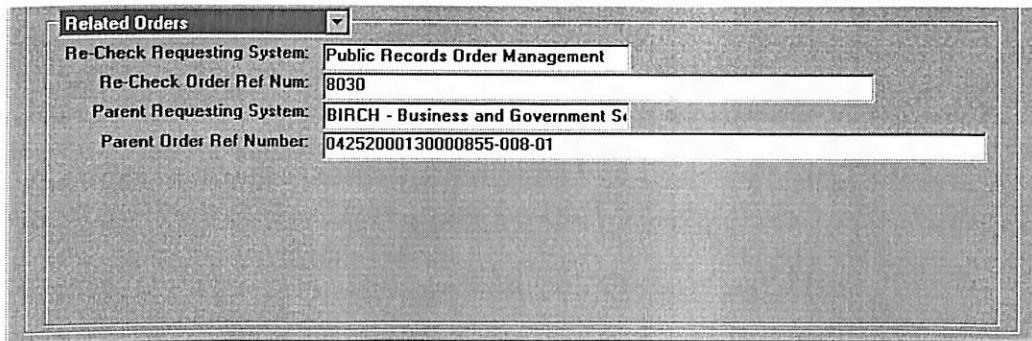


12. Select **Special Instructions** from the drop-down menu in the lower portion of the screen.
13. Fill in the **Special Instructions** field with additional instructions on the suborder. Select **Special Instruction Code** # 99, and enter special instructions that are as specific as possible in between the carats in <TEXT>. Do not type special characters in your instructions; only type letters, numbers, and dashes. Do not enter any information in the **Special Instructions Remarks** field; it will not transfer.



14. Select **Related Orders** from the drop-down menu in the lower portion of the screen.

15. Fill in the **Related Orders** fields with all information you have on related orders.



16. If there are suborders to your order, select **Suborder Comments** from the drop-down menu in the lower portion of the screen.

17. Fill in the **Suborder Comments** field with additional comments on the order.

Warning:

Do not ever click **Cancel Order** in this screen because it does not work properly. Instead of canceling the order, it will cancel all suborders and still be counted as an open record.

18. If you need to enter an alias or DBA name, click **Other Names**. Fill in the **Other Names** fields with any alias or DBA names for the subject.

19. If you need to enter a previous address, click **Prev Addresses**. Fill in the **Previous Addresses** fields with any previous addresses for the subject.

20. If you need information from the **Order Status**, **Order Tracking**, **Suborder Summary**, or **Suborders** screens, then click their respective buttons. PROM will display the new screen.

21. When you are finished entering the order, press **F10** on your keyboard to save the order.

22. If you performed the task correctly, the fields on the screen will become grayed out.

The PROM Administrator's Guide

The following pages are excerpts from the PROM Administrator's Guide.

The information being provided to you is considered confidential and/or a trade secret ("Confidential Information") by ChoicePoint. By receipt of this Confidential Information, you agree to keep such information strictly confidential and shall make use of such Confidential Information solely for the purpose for which it was disclosed and shall disclose such Confidential Information and/or Trade Secrets only to your employees or agents who have a need to know in order to accomplish the purposes for which such information was acquired. Upon termination or completion of such purpose, you agree to destroy or return all Confidential Information to ChoicePoint.

In the event of a breach of these provisions, ChoicePoint will pursue any available legal recourse.

The Maintenance Menu

The Maintenance Menu gives the administrators of PROM the ability to update many PROM options. Most of the maintenance screens in PROM require the same exact instructions; however, some have unique instructions and some should not be used.

Note: Before you make any administrative changes to the Result Maintenance Menu (found under the Maintenance Menu), be sure to verify that the changes will be compatible with the requesting system.

Only four of the 68 maintenance screens follow unique instructions. Instructions for the following four screens begin on page 5.

Source > Source View

Source > Sources

Supplier > Supplier Maintenance

Misc Maintenance > Record Type Splits

Nine of the 68 maintenance screens should not be used. It should not be necessary for you to access any of the following screens:

Order > Recheck Transaction > Recheck Supplier Transaction Summary

Order > Recheck Transaction > Recheck Transaction Summary

Source > Source Search Date

Supplier > Online Search Authentication

Misc Maintenance > IVR County Maintenance

Document Maintenance > Court Template Definition

Document Maintenance > Court Template Details

Document Maintenance > Court Template Parameters

Recheck Maintenance > Recheck Parameters Maintenance

General Maintenance Menu Instructions

The 55 remaining maintenance screens have the same general instructions. There are four main tasks you can perform in these maintenance screens; you can view, create, edit, and delete maintenance entries.

View Maintenance Entries

1. From the menu bar, click on the **Maintenance Menu** and select a maintenance screen to view.

2. Press the **F7** key.

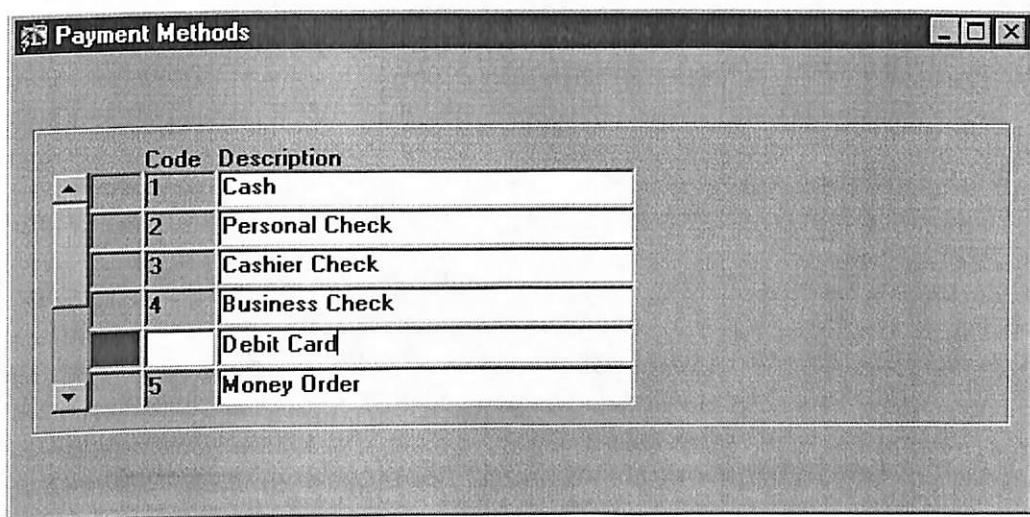
3. Press the **F8** key.

4. PROM will display all existing entries for the selected maintenance screen.

5. To view all entries, scroll by using your mouse or by pressing the **Up Arrow** and **Down Arrow** on your keyboard.

Create a New Maintenance Entry

1. From the menu bar, click on the **Maintenance Menu** and select a maintenance screen for which you want to add a new entry.
2. Press the **F7** key.
3. Press the **F8** key.
4. PROM will display all existing entries for the selected maintenance screen.
5. Press the **F6** key to display a blank field in which to add an entry.
6. Enter a new maintenance entry.



7. Press the **F10** key to save.

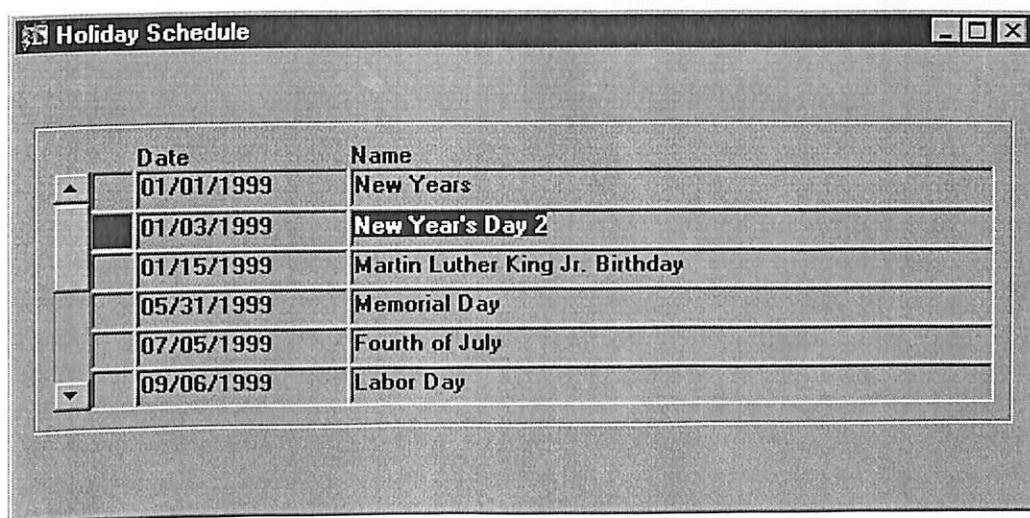
Edit a Maintenance Entry

1. From the menu bar, click on the **Maintenance Menu** and select a maintenance screen for which you want to add a new entry.
2. Press the **F7** key.
3. Press the **F8** key.
4. PROM will display all existing entries for the selected maintenance screen.
5. Select the entry to be edited.
6. Edit entry information as necessary.

7. Press the **F10** key to save.

Delete a Maintenance Entry

1. From the menu bar, click on the **Maintenance Menu** and select a maintenance screen to delete an entry from.
2. Press the **F7** key.
3. Press the **F8** key.
4. PROM will display all existing entries for the selected maintenance screen.
5. Select the entry to be deleted.



6. Press **Shift + F6** to delete the entry.
7. Press the **F10** key to save.

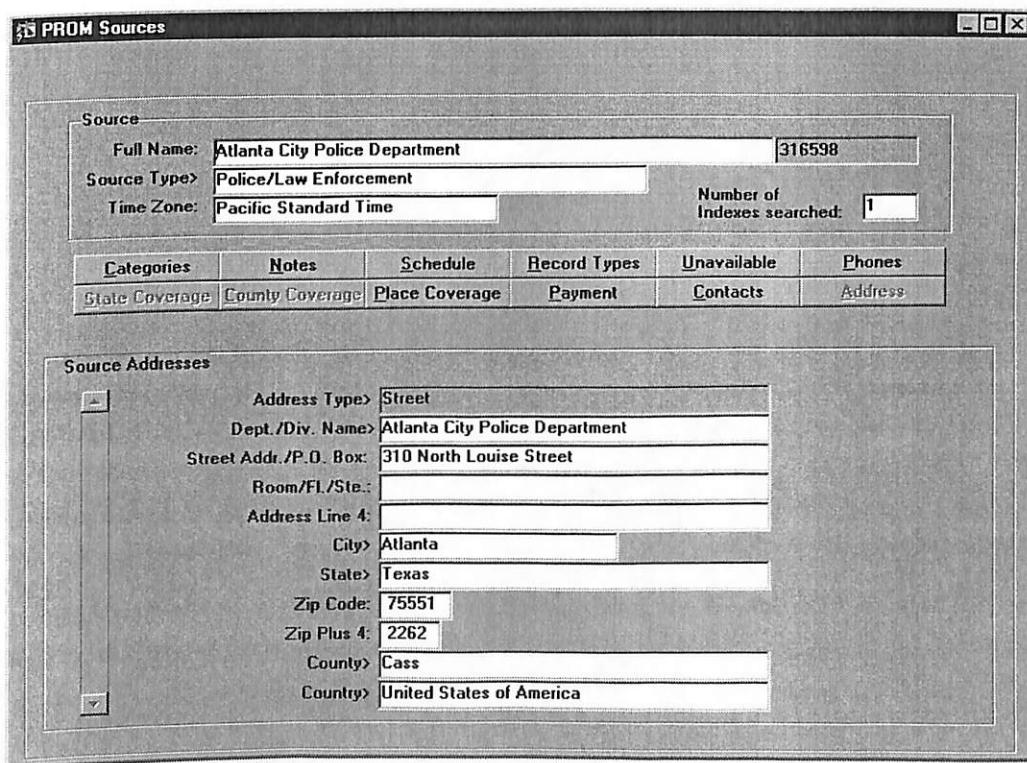
Unique Maintenance Menu Instructions

Four of the 68 maintenance screens follow unique sets of instructions.

Source > Sources

Sources are added and maintained in PROM. As an administrator, you may need to view and/or update source information. To view and/or update source information:

1. From the menu bar, click on the **Maintenance** menu, select **Source**, and then select **Sources**.
2. Enter and run a query.
3. Select a source to view.
4. You can view and edit source information by clicking the available buttons on the screen. Table 1 shows the **PROM Sources** screen buttons listed in alphabetical order with their corresponding descriptions.



5. View/update all necessary fields.
6. Press the **F10** key to save the changes.

Table 1: **PROM Sources** Screen Buttons

Button	Information
Address	Displays available addresses for the source.
Categories	Displays the following categories: source, district name, division name, place name, and IVR source.
Contacts	Displays specific contact person(s) for the source.
County Coverage	Displays county names covered by the source.
Notes	Displays and provides an area for notes on the source.
Payment	Displays payment types, along with a preference rating for each type, that a source will accept.
Phones	Displays available phone numbers for the source.
Place Coverage	Displays city names covered by the source.
Record Types	Displays record types and how they are searched, storage mediums, and standard access expenses.
Schedule	Displays operating hours for the source.
State Coverage	Displays state names covered by the source.
Unavailable	Displays planned closed days for the source.

Appendix A: Learning Objectives

Internship Learning Objectives

TCO 496

Mercer University
Department of Technical Communication
School of Engineering
Macon, GA 31207
FAX: 478.301.2241

Directions: Your internship is intended to focus on learning as well as on working. Working with your supervisor, develop 3-5 learning objectives (specific things you need to learn) for this term. Your Final Work Report will refer to these objectives as one measure of your accomplishments.

Student's Name & Permanent Address

Kati Watson
Mercer Box 72211
Macon, GA 31207

Company Name & Address

ChoicePoint, Inc.
1000 Alderman Drive
Alpharetta, GA 30005

Permanent Phone # and Current Phone #

(912) 222-4770

Supervisor's Name and Phone #

Julie Scott
(770) 752-3330

Dates of Internship

May 12, 2003 to August 8, 2003

Average Hours Worked Per Week

40

Rate of Pay, Fringe Benefits

\$17.00 per hour; paid holidays if two days before and after holiday are worked

Expected Graduation Date

May 2004

Job Title of Intern

Technical Communications Intern

Objectives

1. Gain a better understanding of the corporate environment.
2. Work under the supervision of a manager, and plan efficient meetings with my manager.
3. Learn to set realistic and attainable goals for myself and to work under the pressure of tight deadlines.
4. Gain stronger project management and time management skills.
5. Strengthen my skills in document layout, writing, and editing.
6. Develop skills in working with subject matter experts (SMEs) and end users.
7. Understand the process of creating a training manual and an administrator's guide.

Appendix B: Gantt Chart

Week	5/12 - 5/16	5/19 - 5/23	5/26 - 5/30	6/2 - 6/6	6/9 - 6/13	6/16 - 6/20	6/30 - 7/4	7/7 - 7/11	7/14 - 7/18	7/21 - 7/25	7/28 - 8/1	8/4 - 8/8
PROM Training												
Outline												
Glossary												
Index												
Style Sheet												
Document Templates												
User's Guide											Due 8/1	
Administrator's Guide												Due 8/8
Editing												
Breckinridge Visits												
Daily Journal												
Submit Journal							Due 6/20					Due 8/8
Learning Objectives		Due 5/23										
Gantt Chart		Due 5/23										

Appendix C: Internship Journal

WEEK ONE

Monday, May 12

My day actually began at 5:30 am, but my workday didn't begin until 8:00 am. I arrived at ChoicePoint at 7:55 am after the hour and ten minute drive to Alpharetta. When I first arrived I met with Laura Bradley, the HR specialist that recruited me. Along with two other new employees, I went through ChoicePoint orientation from 8-12 am.

First, we filled out the necessary paperwork for employment, including tax forms and security clearance forms. Second, the Director of Performance Development, Phil Stroud, met with us to discuss the company's background and history. Third, the Internal Communications Manager, Lucy King, met with us to discuss more of the company's culture and environment. Fourth, Moses Brown, who is in charge of the entire ChoicePoint campus and its environment, met with us to talk about safety measures and emergency procedures. Finally, one of the Training Developers, Andy, gave us a tour and challenged us with some ChoicePoint trivia, and a co-op student took our pictures for the bulletin board for new employees. Overall, the orientation session was extremely effective and a great way to start the first day! Everyone was very enthusiastic and very friendly. After orientation, my manager, Julie Scott, and I met for lunch in ChoicePoint's cafeteria. We talked about the job a little, but mostly just chatted about school and family and more. She's extremely friendly and very easy to talk to. She's also very excited about me interning with her department.

After lunch, Julie and I went and picked up some office supplies for my cubicle from a woman named Avis. She is in charge of maintaining the supply closet and was happy to get me all stocked up. Next, Julie gave me an overview of LotusNotes, the company's email program, and gave me a few minutes to get acquainted with it. It was very easy to catch on to since it is very similar to Microsoft Outlook. I also signed up for some distance learning courses that ChoicePoint offers in order to orient their employees even further. Julie and I also set up a weekly meeting for one-on-one sessions. She wants me to have at least an hour per week when I can come to her with my questions and my concerns and have her undivided attention. Next, Julie gave me the PROM Manual and told me to start looking at it and marking up anything I noticed. PROM is a computer program that helps ChoicePoint obtain trial records from courts throughout the United States. ChoicePoint has a wealth of information in its database; however, there are still records that are not available and must be located. So this program helps ChoicePoint find those records. Julie, along with Karen and Sharon, my user advocates, would like me to separate the existing manual into two different manuals. They want a user's guide and an administrator's guide because they feel like some of the information is useless to a user because it only applies to the administrator and vice versa.

After looking at the manual, I can see why they wanted it updated so badly. It hasn't been updated since 1997, and it has so many mistakes it looks like a worksheet example from Technical Editing class. So, I took out my red pen and started leafing through the

very thick notebook. I also wrote down my initial reactions to the manual on a legal pad sitting close by. Finally, before I left for the day, I had my picture taken for my security badge. Every hall at ChoicePoint requires security access, and without the badge, I can't go anywhere.

Tuesday, May 13

Traffic was much better today! I arrived 15 minutes early (which may end up being a record). From 8-12 I worked with Sharon, an administrator of PROM. She showed me the different screens, functions, and tools throughout the program. She also made the goal and the purpose of the software much more clear! After looking at the software for about 4 hours, I was a little overwhelmed at what lies ahead of me, but I am still confident that I can do a good job.

Next, I had my hour lunch break. I ate lunch with three other co-ops (all Georgia Techies). They were very nice and very easy to talk to. It was great to be able to sit with people in the same position as me, except for the fact that they had all known each other for a while because it was their second or third semester with ChoicePoint.

Finally, from 1-5, I looked at the old manual and a revised version that the Online CRRG division developed. They were very similar. After looking through these, I spent some time navigating through PROM in the Training version. I was able to carry out specific tasks that PROM requires, but because it was the Training version, it did not affect the live database. I tried to get a good feel for the different screens and functions, and I tried to record my initial reactions to the system because I know that after I get used to it I will not remember the things that I found confusing when I first looked at the program.

Before I begin writing, I really want to get some good style specifications done and get started on a much more thorough index. Overall, it was a good day, but a very very long day! ☺

Wednesday, May 14

Today was my day to sit at a different desk because I've been working in the cubicle of a woman who only works on Wednesdays. So, I am somewhat of a floater here at ChoicePoint, but the change of scenery was nice!

From 8-11:30 I spent over an hour trying to work out computer complications. Finally around 9:30 I was able to access PROM and began work. I spent some more time practicing, and Sharon gave me some realistic data to try and enter into the system.

At 11:30, I went to my gym orientation so I would have access to the facilities after work. It only took about 10 minutes so I was back in my cubicle by 11:40. I did some more practice until 12, when I took my lunch break. I met with two of the interns again to eat, and then spent some time outside getting a little fresh air.

After lunch I began working on indexing some of the key words and concepts in PROM. Then from 2-2:45, I had a Distance Learning class on my computer for Lotus Notes. It wasn't as informative as I had hoped though. Lotus Notes is not that complicated. After

the class, Kevin Tremble and I took a little walk next door to ChoicePoint's newest building. He needed to pick up some documents, and I hadn't seen the building yet, so I tagged along. It was very nice.

Finally, my day ended with more indexing. I ended up with about 4 pages of an index (twice the size of the existing index). I also found some information that was basically useless in the context of the manual, but was very useful for me in beginning to rewrite it. Overall, a good day – definitely better than yesterday.

Thursday, May 15

I visited the Breckinridge office today, which is in another part of Atlanta. They do the fieldwork and are the main users of PROM. I got to sit with four or five people over the course of the day and see how they use the program. Some of them worked with the online unit, and some of them worked with the field suppliers.

I have to say that today was my "light bulb" day. I think today was the day that I finally grasped the whole concept of the program. It was my best day so far. The administrator that I went with (Sharon) used to head up the Breckinridge office so everyone bombarded her with troubleshooting questions all day. It was really helpful to see the types of questions they were asking her so that I can be sure to address them in the manual.

I plan on scheduling more visits to Breckinridge as the manual progresses so that I can make sure that I covered everything and so I can run what I have by some of the users in a sort of makeshift usability test.

Friday, May 16

Today I started work on the Glossary for the manual. I figured it would be a good place to begin since I need to be able to define all of the terms before I can explain them to an audience. That took the majority of my day since it's a pretty extensive glossary.

I also began a document style sheet so that I can add to it as I go. I added the major things that I knew of and plan on making it much more extensive as the process goes on. I also compiled all of my notes from yesterday's trip to Breckinridge so that I wouldn't forget all of the useful things I had learned.

Overall, my first week went really well. The people have been wonderful so far and are really excited about the manual. I just hope that I can do a great job and help improve their training system. I must say this 8-5 thing is a little rough and I'm looking forward to some heavy sleeping this weekend! ☺

WEEK TWO

Monday, May 19

Today was such a productive day! Now that I know more about the program I feel much more capable of getting started writing. I started off the day by adding some more to my extensive glossary. Then I created a Gantt chart for the rest of the project so I could more accurately gauge my goals and my milestones.

Next, I added some formatting criteria to my style sheet and I created a document template in Word. I just customized the header and footer to specify copyright information and page numbers.

My next major task was creating a general outline for the project. The existing manual is not organized in the most efficient way. It is organized by the different screens in the program. So after talking with the two administrators, I decided to organize the new manual by task. It's more logical than the current system.

Finally, I created two pages of shortcuts to go in the first section of the manual. The first page includes keyboard shortcuts, and the second page includes toolbar shortcuts. Today has gone by pretty fast because I have kept myself really busy. I accomplished a large portion of the items on my Gantt chart for the week, so I may be a little ahead of schedule before the week is over!

Tuesday, May 20

Today has been a pretty productive day, much like yesterday. I started off the day adding to my glossary, which is now about 75% complete. I think I'll need to add more before it's finished though. Throughout the course of the day, I also updated my outline and style sheet as I thought of more things that I needed to include. After some thought, I changed my Gantt chart up a little bit because I had forgotten to provide time for editing. I worked on some screenshots today, as well as some shots of the toolbar buttons. I got to do some simple graphic editing in Paint, but I enjoyed it.

Finally, my biggest accomplishment of the day is the 5 pages of the manual that I wrote! I know it seems like so little, but I knocked out a whole Roman numeral on my outline today! I was pretty excited. And it isn't rough copy either – I tried to take a lot of time on each part so as not to confuse or mistake my instructions. I'm hoping that the rest of the document will flow this smoothly... Then I'll be well on my way to Manual #2! So, as of today, I'm way ahead of schedule. ☺

Wednesday, May 21

I started off the day editing my learning objectives for the internship because my One on One session with my manager, Julie Scott, was this morning at 9:30. We met for over an hour, and we talked about everything regarding the job. She talked about my performance objectives that ChoicePoint requires that we come up with. She has to rate my performance along the way and at the end. I also told her about my learning objectives and she asked for a copy. I also showed her my Gantt chart, my tentative outline, my style sheet, the five pages I wrote yesterday, my glossary, and my index. She was very impressed and thought that I was making good progress.

We also talked about a possible way to exceed the performance objectives so that I could achieve "distinguished performance" as ChoicePoint calls it. We thought that maybe I could come up with supplementary references such as laminated tables, or I suggested that I do a flip book of important tables and figures. She seemed to like that idea. We

talked about other things, too – like if I had everything I needed and if my SMEs and end users were working with me. They are, of course!

She also asked my if I could do a weekly report for her every Wednesday afternoon that consists of what I've accomplished this week and what I plan to accomplish next week. So I spent part of my morning and my afternoon fixing things that we had talked about during the meeting, and I spent part of it developing a template for my weekly report and completing the report for the past week.

After that I spent some time brainstorming the possible tables and figures that could be included in the flip book. I thought of about 4 – 2 of which I have already designed. It's a possibility.

The day went pretty well. I'm glad that Julie and I are going to have meetings every week because it helps to have a manager's feedback, and it will help to keep me on track. I have a meeting with the other interns in the morning, and I have two distance learning classes tomorrow, so my day should be pretty busy!

Thursday, May 22

I had a pretty busy morning today. I got here at 8 and began to work on a few things, but I had a meeting at 9 with the other interns and one of the company's officers. We discussed improvements to the internship program, future meetings, and Bridging the Gap, a program dedicated to forming relationships between interns and the CEO and other officers. It was a pretty interesting meeting. Most of the other students here are co-ops, so they've been here for a few semesters. One of the co-ops ran the meeting. I didn't really understand a lot of what was going on, but I was the only "new" intern at the meeting – some of the others didn't come.

After the meeting I had two distance learning courses to take. The first was on Employee Communications at ChoicePoint. It focused on the importance of open and active communication within the company. The next class was on Economic Value Added (EVA). This course focused on each employee's ability to affect the bottom line of the company. It was pretty interesting, especially since I'm so interested in accounting, finance, and business.

After lunch I worked on one of the sections of the manual and wrote over 3 pages, but I had to do a little reorganizing so it took a while. I picked some symbols for "Helpful Hints", "Time-Saving Tips", and "Warnings" that will be scattered throughout the manual. I also brainstormed some more ideas for the flipbook that Julie and I discussed in our meeting on Wednesday.

I had to update my outline and my style sheet today, which is expected. I think that will become a daily ritual as the document develops more fully and I find more items to add to the style sheet. So, that's the end of my day...

Friday, May 23

I started out this morning where I left off yesterday afternoon. I finished up one of the introduction sections and made sure the 10 pages I have so far were all following the same format for headings. I was having a few consistency problems with my outline. But, I got that all squared away. I wrote a couple more pages that went along with stuff from yesterday, and I've almost completed another part of the introduction section.

I also worked on the flipbook a little. I created a third table, this one for System Status Codes, to go in the flipbook. I also worked on some screen shots for one of the sections, but I had trouble making them fit the page. I'll have to keep working with that.

Finally, I worked on a flow chart for the flipbook and the introduction. The flow chart explains the entire process of PROM. There was one in the old manual, but it was poorly designed and difficult to read. Well, now I'm off to my hometown to celebrate Memorial Day Weekend! ☺

WEEK THREE**Monday, May 26**

I had a paid vacation day today for Memorial Day!

Tuesday, May 27

Today I wrote another section of the User's Guide. This section was on running reports in PROM and all of the different types of reports. First, I wrote the instructions on running a report. Then I made a table that included all of the different types of reports that the users have available to them. They have limited access to reports since administrators have more use for running them. The table includes the name of the report and the purpose of the report – how it is used and why it is helpful.

Then I had to do a little investigating with Sharon (one of my SMEs) to find out the purposes of the reports. I had a general idea, but I wanted to make sure that I included all of the important points. I decided to add this table to my flipbook of tables. I think that this is going to turn out well because it will be such a quick and dirty reference for newer users to keep at their desks.

Wednesday, May 28

I had my weekly meeting with Julie today. This one didn't last as long as last week because the only thing that we talked about this time was what I had done and what I had left to do. I showed her all of my completed documents, and she seems really pleased with my progress and what I have done so far. I think the final product is going to be really good. Next I worked on adding some screen shots to the instructions I wrote on querying and reports. The instructions are much easier to follow if there are just a few pictures to refer to.

Next I had Orientation Phase II from 12-2. They provided lunch and we discussed the learning opportunities at ChoicePoint and the opportunities for interns. Lastly, I wrote

another section of the manual on Picking Up Orders. I'm slowly but surely making it through my outline, and I continue to add more bullets to the outline everyday. It's getting longer and longer and longer.

Thursday, May 29

First thing this morning, I completed the Reports table that I started on Tuesday. Both of my SMEs (Karen and Sharon) looked over it and approved the information. I added the completed table to the manual and the flipbook. I'm learning more and more as I go along that I tend to edit things over and over every day until I get exactly what I want. My document evolves throughout the day and then starts over again in the morning when I have new ideas. But, it is only getting better – and longer for that matter.

Next I had a Distance Learning session on ChoicePoint Diversity. It was pretty good. I spent the rest of the day writing a section on Closing Orders. I wrote the Entering Clear Results in the Closing Orders section. There were two methods to Entering Clear Results, so I wrote instructions for each of those methods. I'm making more progress, but I'm beginning to hit a few "writer's block" roadblocks. Most of the sections I have left to write are the more difficult tasks in PROM. I have to come up with some sort of strategy on how to deal with these difficult sections.

Friday, May 30

Today has been a super long day. I started off the day writing the introduction section to PROM that basically describes the overall idea of the system. I got part of that done, but that is a larger task than I expected because it's hard to put into concise words the workings of the whole system. I also created the Table of Contents for the manual. And I started working on the Index. Instead of doing a manual index where I attempt to find all of the important words and where they are located, I decided to use the Word index tool. I had to go through the document and place index entries on every word that I wanted to include in the index. Then, I found that I had marked way to many arbitrary words and had to go back and delete a bunch of them. Then, I experimented with the different indexing options in Word. I think I'll just continue to place index entries on important words as I write the document. That way when I need to do the index, all I'll have to do is create it and do a little editing.

Next, I wanted to include a flowchart I did on the PROM System Workflow process in the introduction. I copied and pasted it into the intro, but I had to make it smaller to make it fit on the page with some additional text. But, when I tried to print it, all of the text within the flowchart was blank! Word is driving me nutso! Anyway, I'll deal with that on Monday because it is time for me to go home!!! ☺

WEEK FOUR

Monday, June 2

Today I finished the introduction section of the user's guide. I ended up changing my outline around again...of course...seems to be a daily occurrence now. But, I think the beginning sections are pretty set now. They're now in a pretty logical format. I also added more of the index entries for the index.

I have always had trouble writing documents that were divided into sections and had different headers or footers. Well, today I had an epiphany. Instead of having 15 different Word documents for all of those class projects, I should be using Section Breaks! They allow you to change the headers and footers yet still continue page numbering if necessary. Genius! Maybe not an epiphany for some, but for me it was. So, after I figured out the whole section break thing, I changed my headers up a little bit to reflect the section of the manual they are in. For example, there is a preface, an introduction, an index, etc.

Tuesday, June 3

Today I wrote a section called Viewing Source Information. This section instructs the user on how to look up information on a source (any entity that houses court records). I've been trying to write the more difficult sections since that's sort of all I have left on the User's Guide portion of the project. I also worked on some more indexing. I haven't really felt well today. I've been a little sluggish for some reason. I took a short lunch so I could leave work a little bit earlier.

Wednesday, June 4

I started off the day by working on some screenshots that I needed to add to the "Picking Up Orders" and "Closing Orders" sections. Next, I wrote a section on Reassigning Orders to different suppliers. This section was a little difficult to write, but not too bad. As the material gets more and more difficult to explain I've found that it takes me longer to write about it. Next I added screenshots to this section.

On a different note, Kevin Tremble came by my desk to say hi today. He said he was working on a promotional brochure for the Technical Communications Management Group here at ChoicePoint. He said he would have it completed by lunchtime and wanted to know if I'd give him some feedback on it. Of course I was happy to do so. So when he emailed it to me, I spent a little while examining it from a design perspective as well as an editing perspective. I wrote down all of my constructive criticisms and emailed those to him. He said that I gave him the exact kind of feedback that he'd wanted and seemed pleased that I'd taken the time to help him out. But it was actually a fun little break from writing to do some peer review that I seem to be pretty experienced at (thanks to good ole' TCO classes).

Next, I had to complete my weekly report, which is due at the end of every Wednesday, for Julie. We were supposed to have our weekly meeting this morning, but she worked from home this morning so we will be doing it tomorrow morning. Finally, I did more indexing, of course...

Thursday, June 5

This morning I started off preparing for my meeting with Julie. But when the meeting time came, she was swamped with a project plan that was due by 11 am, so I just gave her a quick run through of what's been going on this week and where things stood. She

was pleased and relieved that I was still doing well and didn't really need her assistance on this specific morning.

Next, I went to writing again...by writing an additional portion of the section I wrote yesterday. I wrote about Reassigning Orders yesterday, and today I wrote about Mass Reassignment, which a newer feature of PROM. There is nothing in the old manual that mentions Mass Reassignment because there hasn't been a new manual since they added new features.

I showed Sharon (SME) the stuff I've written in the past two days and she said it was great. She added one word to the text, but other than that she seems to be pleased with the work I've done. Then she and I went to lunch in the cafeteria together.

After lunch I wrote two more sections, which were related to the last two sections I wrote. I copied and pasted some of it because the instructions are very similar, but I still had to change a lot. My main goal for copying and pasting was to maintain some consistency in directions that were fairly similar. I ended up writing about 6 pages today, which is really good. That's about twice as much as I normally write on a given day.

Friday, June 6

Today Sharon and I met to discuss the last few sections of the manual. The last few sections were a little unclear to me, and I had to make sure that I was writing about the right stuff.

So first off, I finished the final part of the big section I've been working on the last couple of days. I wrote the Checking Assigned Orders section and was able to cross off the whole Assigning Orders section today! Woohoo.

After lunch, I wrote the Maintaining Supplier Information section. This was one of the ones that I sort of had writer's block about. I tried to write it last week, but I got stuck because I didn't really know what to explain. But, after meeting with Sharon earlier, I clarified what the users would need to know and it was much easier to write. As of today, I only have three more sections to write, and I have two more weeks to write them. So I think I'm still moving right along as scheduled (as long as things keep moving this smoothly). I'm off for the weekend.

WEEK FIVE

Monday, June 9

Today was extremely productive. I started and finished a three-part section today. It was five pages long when I finished. It's one of the really important sections for the field offices, but it's not a section that the online offices will even read. Oh, well. That's what I did all day long.

It seems to be getting easier and easier for me to write this way. I'm getting used to my own formatting and Word is giving me fewer problems. I don't know if the problems are actually fewer, but I know that I'm getting more used to them. I'm also mastering this

whole consistency thing. I know that I have some editing to do, but for the most part I know that my writing is fairly consistent. I have two more major sections to write, and I still have two weeks left on my Gantt chart. Looks like I'll be finishing up Project 1 a little early after all!

Tuesday, June 10

Today was another productive day. I wrote a section today that's pretty important. It's on entering orders into PROM. That's probably one of the major parts of the book in my opinion. It's also one of the more difficult tasks to complete in PROM.

To make it easier for the user to understand, I made sure to use plenty of screenshots that sort of portray the tasks that are being completed. However, I don't think that the screenshots are mandatory to understand the written instructions; they are just a valuable supplement.

I also created an informative table that defines all of the fields that have to be filled in to enter a suborder. Sharon made a suggestion that it should inform the user of the fields that they are supposed to fill in and the fields that PROM will automatically fill in. I think this should help to increase understanding of the difficult task.

Wednesday, June 11

I was supposed to have a meeting with Julie this morning, but it was cancelled because she came into work later in the day. Today I worked on the glossary. Because I wrote most of the definitions when I first began, I went through and made sure that they were correct. My perception of the program has changed just a little in the past few weeks as I've learned more and more about it. I wanted to make sure that all of the definitions were complete and accurate. I also worked on the indexing again. This has been a more time consuming task than I'd first imagined. But, I know that when I work on the Administrator's Guide, I'll know a better way to go about it. Indexing should be done as you go along. As I write, I will create index entries, instead of trying to go in halfway through and add the index entries.

Thursday, June 12

Today I tried to start on the section on entering a suborder. However, I got a little writer's block and had to try another section. So, after looking at the old manual, I found something that I thought was pretty informative. It was a section on defining a suborder that really explains the purpose of creating a suborder and the different circumstances under which you'd make one. Because suborders have been one of the harder concepts for me to understand, I wanted to make sure that I explained them well to the user. So, I took the section from the old manual, spiced it up a bit, and added it to the text. I also wrote a section on duplicating an order in PROM. This was also in the old manual and seemed to be pretty useful in some situations. So, I thought that I would include that, too.

I'm learning that as much planning as I've done, I still sort of plan as I go along. I add things and I delete things and I edit things. So it seems to me that my outline is not really

a plan at all, but instead a constant work in progress. And it will probably continue to be that way until I print the final copy of the manual.

Friday, June 13

Thank goodness it's Friday. I'm ready for the weekend! Well, today I removed the writer's block for the section I tried to write yesterday. I was finally able, with Sharon's help, to put into words what I've been thinking and visualizing. Sometimes that's a pretty difficult task. I also tried to focus on the formatting today. I changed all the headers to display the name of the section. I also reformatted the table of contents to show the separation of sections in the manual according to the heading levels in my document template.

Finally, I tried to finish up the flipbook I've been working on that has all of the important tables in the manual. My manager thinks it will be a good quick reference tool for user's to post at their desks or keep close by to look at. It's kind of like a cheat sheet for beginners. It's looking pretty good. I have one more section to finish next week, and then I'll move on to editing.

WEEK SIX

Monday, June 16

Well, I started the final section today. I got a large portion of it done. It was one of the most difficult sections to start and write because it is one of the more complicated tasks in PROM. But, I reorganized it from my original plan so it would be more logical and less repetitive. I also worked on some more formatting (a daily task with Microsoft Word).

I started working on the Glossary again, too. I wrote most of it in the beginning of the process and I had to go back through and add some words that I felt were necessary and take out some words that I felt were not necessary. I got a lot of work done today, and I think I will definitely finish up tomorrow because I only have one more subsection to write, the glossary to finish, and the index to finish.

Tuesday, June 17

I finished the User's Guide today!!! Woohoo! I'm so excited. It's so great to see the total package now. Of course I have some editing to do...and my SMEs will be looking through it as well. We plan on going through it together and making sure that all of the instructions are clear and accurate. But other than that, I'm pretty much finished.

The week after next (I'm off next week for a conference I'm going to) we'll be taking the manual to Breckinridge (the Atlanta field office) to test it out on some users. While we probably think it's great, if it doesn't help out the end user then it needs some improvement. I'm looking forward to any constructive criticism I can receive from the visit. Tomorrow I'll start the editing process. It will probably be mostly content editing, not copyediting.

Wednesday, June 18

Editing begins...I'm not so much concerned with copyediting because I've caught most of my errors as I've written it, and Sharon has been reading each section as I write it. My main editing concern is consistency. I want to make sure that I'm using the same phrase every time to specify an action. I want to make sure that everything that's supposed to be bold is bold and vice versa.

Sharon has the completed document and is reading it to check for confusing instructions, incorrect instructions, and overall correctness and completeness. I think a lot of the editing will come from her comments and suggestions. Karen also has to review the manual, but I have not sent it to her yet. I'll probably make the changes from Sharon before I send it to her. She will probably find more errors, too. She may see things that Sharon and I have missed, or she may correct things that both Sharon and I did incorrectly.

Thursday, June 19

Sharon gave me back her edited copy today. She said that everything looked good. She helped me to reword one particularly confusing paragraph. But, other than that, I'll just have to see what Karen thinks about it. I went through the document and started to notice some inconsistencies. I marked up the paper copy of the document as best I could according to the inconsistencies I was noticing. Most of the inconsistencies are in wording and boldface type, so I began to fix those. The whole day was spent marking up the copy and correcting as I went.

Friday, June 20

I had Phase III Orientation today. It lasted the entire workday, so I didn't get to work on any of the manual today. Orientation III consisted of all new employees (not just interns) hired in the last 2-3 months. In orientation we played a version of ChoicePoint jeopardy with the training department. We were then told that we would have to come up with our own new product idea for the company. We were separated into four groups of about 6-8 people. Then, we had some speakers from different areas of the company come to talk about the things we should consider when developing a product. They were from Finance, ChoicePoint Cares, Marketing, and Technology.

We spent about 3 hours developing a product and a PowerPoint presentation to present it to the training department and all of our previous speakers. Our group came up with a number of great ideas, but decided to develop a database product to bring all medical records together. Well, it was a good idea until we presented it. And apparently, the new privacy laws of HIPA (sp?) prohibit most of our idea. Oh, well...it was just a little embarrassing, but not too bad. The rest of the day was spent in a silent auction where we got to bid on ChoicePoint gift items such as shirts, sports bottles, and calendars. We bought them with Choice Bucks that we accumulated throughout the day through activities and jeopardy.

Monday, June 23 – Friday, June 27

I did not work this week due to the conference that I attended in Houston, TX.

WEEK SEVEN**Monday, June 30**

Well, I spent the last week in Houston, Texas, which was a great break from the daily grind of work. I feel refreshed and ready to get to work again.

I was a little surprised when I got to work today because I already got my edits back from Karen, the main administrator of PROM. I sort of expected her to take a little longer reading through the manual. However, I don't think she read the whole thing...I think she skimmed parts of it. Oh, well. She left a comment on a sticky note for me to add instructions on a button I'd never heard of. I almost panicked when I found the button on one of the main screens in PROM and found that the whole screen looked different. It had been updated in the one week I was gone! But, it turned out that that was the only thing that was changed. So, all I would have to do is add some instructions for the button and redo a few of the screen shots in the manual. So, I went ahead and got those button instructions written. I also went through and changed all of the things she had corrected. She also made a request for the manual to state "press the button" instead of "hit the button". So I proceeded to change every appropriate instance of "hit" to "press". I'm so glad that Microsoft thought of the find and replace function, or I would have been frustrated, to say the least.

I spent the rest of the day performing more copyediting of my hard copy. I used the find function in Word to make sure that all of the words on my style sheet were consistent throughout the document.

Tuesday, July 1

Today I changed all of the screenshots that were wrong because of the newly updated form in PROM. There weren't that many, but sometimes Word doesn't like to cooperate...as most of us know.

I also worked on some formatting issues today. Again, Word and I don't get along sometimes, so we have to fight it out, and usually I eventually win.

I remembered today that I would have to do a little research to find out the official ChoicePoint copyright phrase that should go at the footer of each page. I placed the phrase from the old manual in the new one, just so I wouldn't forget to include copyright information, but it wasn't entirely correct according to Julie, so I'll have to track down the correct one before I give the final copy to her.

Wednesday, July 2

I finally finished copyediting the entire document today. That took a lot longer than I expected, but I didn't want to miss anything, so I took my time.

Then, I used my edits, as well as the ones that I got from Karen and Sharon, to make the final changes to the document. It's looking pretty good about now!

Julie was on vacation this week so we did not have our meeting this morning. However, she did email me before she left for vacation and told me she was ready to review the training manual whenever I was ready. So, as soon as I get the official copyright information from the Legal Department, I'll print it out for her (with fingers crossed that she will approve).

Thursday, July 3

I had a meeting with Karen (the main administrator of PROM) today from 9-10. We went through the administrator's tasks very quickly. I was pleased to find out that most of the administrator's tasks follow the same exact instructions, just in separate screens. That means it shouldn't take me too long to write it since a lot of the text will be reused many times. I have a general outline in my head, and I'll probably start to lay it out next week when I return from the 4th of July break.

I also updated my style sheet today according to the last and final edits I performed yesterday. I wanted to make sure that everything I was consistent with in the User's Guide would be consistent in the Administrator's Guide.

I was told to contact Andy Gilmore (in the Training department) about the copyright information, so I emailed him and asked if he knew the correct tag line for ChoicePoint. He said he didn't, but he thought that he should, so he told me he would contact Legal and let me know as soon as he found out. He emailed me later in the day, so I went and changed all of the tag lines for each section of the manual.

I think it's about ready to go to Julie now. So, I ran the spellchecker one more time and printed Julie's copy. Then I sealed it up in a manila envelope, placed it on her desk, and hoped for the best!

Friday, July 4

I had a paid vacation day today for Independence Day!

WEEK EIGHT**Monday, July 7**

Today I began the outline for the Administrator's Guide. The outline will be significantly longer, but the guide should be significantly shorter than the user's training manual.

Many of the administrative screens require the exact same instructions, so I began navigating the program and deciding which screens could be included under one generic set of instructions.

Tuesday, July 8

Today I began writing the generic set of instructions for the PROM screens that function the same way. There are around 40-50 screens that use the exact same instructions, so it would not be logical to repeat these 40-50 times.

I also began writing the instructions for the remaining sections of the manual. Some of these will be for screens that were included in the user's guide, so I should be able to reuse some of those (with a little editing).

Wednesday, July 9

I continued to work on the outline, the administrative screen instructions, and the order and organization of the administrative screen instructions today.

I completed Weekly Report #6 for Julie today.

Finally, I developed an Administrator's Guide template that is very similar to the User's Training Manual template.

Thursday, July 10

I got the manual back from Julie today. She was so pleased with the manual. She left a sticky note on it that said:

"Well, hot dog! Kati, I think this looks great. I'm very pleased and I know Sharon and Karen are, too. I've made a few notes that we can go over if you can't figure out what I mean. Congratulations – awesome job. – Julie"

I was so excited that she approved of my work! She made a few minor suggestions, but nothing major. She had a few questions, too, but that was about it. She told me that my work totally exceeded her expectations and that it was just as good, if not better, than work done by someone with a degree. Whew...what a relief!

So, I went ahead and made the changes that she suggested, which were mainly formatting suggestions. I had to move the Table of Contents to the very front of the manual (which I'm not quite sure why I had it after the Preface anyway), and Word and I got in another fight. Word likes to put page numbers where page numbers are not needed, and it likes to take away page numbers where page numbers are needed. I seriously spent about 45 minutes just trying to force Word to put the page numbers where I wanted them...what a headache.

Next came the debate between me, Julie, and Karen over whether or not the manual is proprietary or not and whether or not I will be able to use it in my internship folder and /or portfolio. So, in order to find that out, I had to print a copy for Karen to send to Legal so they could tell me which pieces, if any, I could use outside of the company.

Friday, July 11

I began the actual writing of the administrator's guide today. I began writing earlier in the week, but today I actually got some full instructions completed for some screens.

I had a bit of a computer problem today that took a long time to fix. I was forbidden access to the server that holds PROM for some reason. Seeing how this is vital to my success in writing the PROM manual, this was somewhat frustrating! Oh, well, after a while we figured it all out.

WEEK NINE**Monday, July 14**

Today I worked on the basic layout of the whole document.

I also created 4 sets of instructions for the Maintenance View. I created view, create, edit, and delete instructions. I submitted them to Karen for the okay.

Then I started working on the reports table. It will be the same reports table from the User's Guide, but it will have many additions. I submitted this table to Karen for help on the purposes of some of the reports. Since she uses the reports I want to know why each is used.

Finally, I worked on headers, section breaks, and page numbers.

Tuesday, July 15

Today Sharon and I went to Breckinridge to sit in on the first training class using the new manual. I was so disappointed though because the guy that taught the class never even referred to the manual. He just got up there and talked.

At first I felt like my work was going unappreciated and was worried that people still were not going to use the manual. However, Sharon and I talked to the manager and she agreed that this was not what she was expecting from the instructor. So hopefully they will develop some better training.

Wednesday, July 16

Dr. Davis visited today! I had a meeting this morning with Julie to prepare for our meeting with Dr. Davis. When Dr. Davis arrived at ChoicePoint she got checked in at the security desk. I took her to meet Laura Bradley, the HR rep for the students at ChoicePoint program. She got a good look at the manual and we talked in depth about my visit to Breckinridge yesterday. Later on that day we had a meeting with Julie, and then Gwen joined us later. We discussed the possibility of finding someone for the fall internship that ChoicePoint is offering.

Thursday, July 17

Today I submitted the instructions for 68 maintenance screens to Karen so that she could take a look at them and see if I was on the right page. She told me she'd have them back to me as soon as I got back from San Francisco.

Next I went through my outline and revised so that it included the maintenance screens that were in PROM, but that didn't work so they wouldn't be included in the manual. I added them to the outline with a strikethrough so that I could include a section in the manual on PROM screens that could not be used at all.

I left work early today to make it to the airport for my 6:00 flight to San Francisco.

Friday, July 18

No work – San Francisco.

WEEK TEN

Monday, July 21

No work – San Francisco

Tuesday, July 22

Today I got back the documents from Karen that I gave her to review and add comments and suggestions to. I plan on adding her comments to my document tomorrow.

Julie asked me to help her out with another big project she is working on. She had three documents that needed to be laid out in the same exact format, but they were currently all different. She also needed them to be copyedited. So, I spent most of my day formatting these three documents. Then I printed hard copies and copy edited them. It was pretty nice to have a little change in scenery in the documents that I'm working on. Plus, it was kind of cool to be a part of another big project!

Wednesday, July 23

I started off the morning by adding all of my edits from yesterday afternoon to the documents. I emailed all three of them to Julie around 9:30. She's supposed to have 12 copies of a big binder made by tomorrow at noon. She told me that she may have some more editing for me to do.

I edited some documents for a ChoicePoint client and continued to work on the Administrator's Guide.

Thursday, July 24

Between the work I did yesterday and today, I edited and formatted 8 documents for a ChoicePoint client. They consisted of design documents and business requirements. We had to have them all finished by noon today because Julie had a big meeting with the client. We had to print 12 copies of each document and place them in 12 three-ring binders for different people that would be attending the meeting. It was stressful because we were running on little time, but it was kinda fun to work against a tight deadline. I always seem to work better under pressure.

Friday, July 25

Today I worked on the Reports section of the Administrator's Guide. I took the reports section from the User's Guide and added a bunch to it. Since the administrator's have access to more reports, this section is longer in the Administrator's Guide.

I also worked on the Maintenance section, which is actually the majority of the whole guide. Most of the administrative tasks are Maintenance tasks.

This afternoon we had a Presentation Preparation Meeting with Laura Bradley and some of the other interns so that we could prepare for our presentation to the CEO and other executives.

WEEK ELEVEN**Monday, July 28**

I continued to do work on the Administrator's Guide today. Everyday I seem to change my outline just a little. I think that writing a manual is kinda like painting a picture – you never really know when your are finished. You could just keep adding and adding things forever it seems.

I also began working on my presentation that I will be giving next week. I'm a little nervous about it, but we have practice this week so that we can get used to the room and speaking to the other interns.

Tuesday, July 29

Of course, I worked on the Administrator's Guide today. I wrote four sections today: Order Interface Errors, Sources, Source View, and Supplier Maintenance. Pieces of these were already in the User's Training Manual, so it was useful for me to pull information from it. However, writing to an administrator is completely different than writing to a regular user. They have completely different levels of knowledge about the program.

Tonight, I am going to a Braves Game at Turner Field with the other interns. ChoicePoint gave us all two tickets so we could bring a friend along with us. It should be lots of fun.

Wednesday, July 30

I had my weekly meeting with Julie this morning, and I submitted my weekly report to her that lists my progress on all of my tasks.

I also continued to write and rewrite the Administrator's Guide (since I'm a bit of a perfectionist).

I had a working lunch with Derek Smith, the CEO, to discuss the Bridging the Gap program that ChoicePoint interns have been trying to create over the last few semesters. They want to create a relationship between executives and interns in the Atlanta area by hosting dinners with speakers, and developing mentoring programs. I didn't say a word the whole meeting – I was just in awe of all of Derek's great ideas! No wonder he's the CEO of such a huge company! ☺

Thursday, July 31

Today I began working on the final section of the Administrator's Guide – Admin: Security to Role Maintenance. This section will discuss all the levels of security access that a user may have and how an administrator can change those access rights.

This is one of the more interesting sections in the manual because it relates to so many different parts of the program.

Friday, August 1

Today I finished up the Admin: Security to Role Maintenance section of the Manual. This means I am almost done!

This afternoon I worked on some editing and finalizing of the index and table of contents.

Then, later on we had Presentation rehearsal from 2-4. We gave our presentations to the other interns and got feedback on the quality of our presentation. I guess the HR people didn't want us to embarrass them when they called all of the big dogs into the room. ☺

WEEK TWELVE

Monday, August 4

Administrator's Guide Complete! I submitted it to Karen for edits and approval.

I also began working on formatting and editing of business requirements and design documents for a major ChoicePoint client project.

Tuesday, August 5

Karen returned the Administrator's Guide to me with a few minor edits. I made those changes and submitted the final document to Karen, Sharon, and Julie.

I completed a Hardware Requirements Spec Sheet for a PC and Scanner for a major ChoicePoint client project today. I also did some formatting and editing of more business requirements and design documents.

I made my presentation to the CEO and other executives and associates today. It went really well! The CEO asked me how ChoicePoint's documentation was doing. I basically told him that it needed lots of help. ☺

Wednesday, August 6

I continued to format and edit documents for the major ChoicePoint client project.

Then I had an end of the semester meeting with Laura Bradley, which was basically an exit interview.

Thursday, August 7

I continued to format and edit documents for the major ChoicePoint client project.

Julie took me to lunch since tomorrow is my last day. ☺

Friday, August 8

I completed the formatting and editing of the documents for the major ChoicePoint client project.

Today was my last day! ☺ I am very sad, but am glad that I have completed my internship now!

Appendix D: Weekly Reports

Weekly Report #1 – 5/21/2003

	This week I...	Next week I will...
PROM Training	<ul style="list-style-type: none"> Trained w/ Sharon Daly Practiced on my own Visited Breckinridge 	<ul style="list-style-type: none"> Continue practicing on my own and training w/ Sharon Daly
Outline	<ul style="list-style-type: none"> Completed a tentative outline for the User's Guide 	<ul style="list-style-type: none"> Add more detail to it as I write more pages of the User's Guide
Glossary	<ul style="list-style-type: none"> Wrote about 75% of the User's Guide Glossary 	<ul style="list-style-type: none"> Add to it...
Index	<ul style="list-style-type: none"> Created a list of keywords (no page numbers yet) 	<ul style="list-style-type: none"> Add more keywords...
Style Sheet	<ul style="list-style-type: none"> Started a style sheet and added formatting guidelines to it 	<ul style="list-style-type: none"> Add to it...
Document Templates	<ul style="list-style-type: none"> Created a standard document layout for consistency 	<ul style="list-style-type: none"> Use the template for writing the User's Guide
User's Guide	<ul style="list-style-type: none"> Wrote 5 pages w/ screenshots and the glossary and index 	<ul style="list-style-type: none"> Write at least 15 pages (goal for the week)
Administrator's Guide	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> No activity yet
Editing	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> No activity yet
Breckinridge Visits	<ul style="list-style-type: none"> Sat w/ end users and team leaders while they performed PROM tasks 	<ul style="list-style-type: none"> Visit again in a few weeks...

Weekly Report #2 – 5/28/2003

	This week I...	Next week I will...
PROM Training	<ul style="list-style-type: none"> Continued practicing on my own and training w/ Sharon Daly 	<ul style="list-style-type: none"> Continue practicing
Outline	<ul style="list-style-type: none"> Added more detail to it as I wrote more pages of the User's Guide 	<ul style="list-style-type: none"> Add even more detail
Glossary	<ul style="list-style-type: none"> Added more definitions 	<ul style="list-style-type: none"> Add more definitions
Index	<ul style="list-style-type: none"> Added more keywords 	<ul style="list-style-type: none"> Add more keywords
Style Sheet	<ul style="list-style-type: none"> Added to it 	<ul style="list-style-type: none"> Add to it
Document Templates	<ul style="list-style-type: none"> Used the template for writing the User's Guide and Flipbook 	<ul style="list-style-type: none"> Use the template for writing the User's Guide and Flipbook
User's Guide	<ul style="list-style-type: none"> Wrote 11 pages Wrote 5 pages of flipbook 	<ul style="list-style-type: none"> Write at least 6 of the sections on the outline Add tables to flipbook
Administrator's Guide	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> No activity yet
Editing	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> No activity yet
Breckinridge Visits	<ul style="list-style-type: none"> Planned to visit again in a few weeks 	<ul style="list-style-type: none"> Plan for a visit in the next two weeks

Weekly Report #3 – 6/4/2003

	This week I...	Next week I will...
PROM Training	<ul style="list-style-type: none"> Continued practicing on my own and training w/ Sharon Daly 	<ul style="list-style-type: none"> Continue practicing
Outline	<ul style="list-style-type: none"> Added more detail to it as I wrote more pages of the User's Guide 	<ul style="list-style-type: none"> Add even more detail
Glossary	<ul style="list-style-type: none"> Added more definitions 	<ul style="list-style-type: none"> Add more definitions
Index	<ul style="list-style-type: none"> Added more keywords 	<ul style="list-style-type: none"> Add more keywords
Style Sheet	<ul style="list-style-type: none"> Added to it 	<ul style="list-style-type: none"> Add to it
Document Templates	<ul style="list-style-type: none"> Used the template for writing the User's Guide and Flipbook 	<ul style="list-style-type: none"> Use the template for writing the User's Guide and Flipbook
User's Guide	<ul style="list-style-type: none"> Wrote 11 pages Wrote 5 pages of flipbook 	<ul style="list-style-type: none"> Write at least 6 of the sections on the outline Add tables to flipbook
Administrator's Guide	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> No activity yet
Editing	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> No activity yet
Breckinridge Visits	<ul style="list-style-type: none"> Planned to visit again in a few weeks 	<ul style="list-style-type: none"> Plan for a visit in the next two weeks

Weekly Report #4 – 6/11/2003

	This week I...	Next week I will...
PROM Training	<ul style="list-style-type: none"> Continued practicing on my own and training w/ Sharon Daly 	<ul style="list-style-type: none"> Continue practicing
Outline	<ul style="list-style-type: none"> Added more detail to it as I wrote more pages of the User's Guide 	<ul style="list-style-type: none"> Complete the Outline for the User's Guide
Glossary	<ul style="list-style-type: none"> Added more definitions 	<ul style="list-style-type: none"> Complete the Glossary for the User's Guide
Index	<ul style="list-style-type: none"> Created more index entries as I wrote more text 	<ul style="list-style-type: none"> Complete the Index for the User's Guide
Style Sheet	<ul style="list-style-type: none"> Added to it 	<ul style="list-style-type: none"> Add to it
Document Templates	<ul style="list-style-type: none"> Used the template for writing the User's Guide and Flipbook 	<ul style="list-style-type: none"> Use the template for writing the User's Guide and Flipbook
User's Guide	<ul style="list-style-type: none"> Wrote all but one of the longer remaining sections 	<ul style="list-style-type: none"> Write the last section of the User's Guide; complete the Flipbook
Administrator's Guide	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> No activity yet
Editing	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> Begin editing the user's guide
Breckinridge Visits	<ul style="list-style-type: none"> Planned to visit when the rough draft of the User's Guide is complete 	<ul style="list-style-type: none"> Will plan a visit when the rough draft of the User's Guide is complete

Weekly Report #5 – 6/18/2003

	This week I...	Next week I will...
PROM Training	<ul style="list-style-type: none"> Continued practicing on my own and training w/ Sharon Daly 	<ul style="list-style-type: none"> Begin learning administrative tasks with Karen Newman
Outline	<ul style="list-style-type: none"> Completed the Outline for the User's Guide 	<ul style="list-style-type: none"> Begin an Outline for the Administrator's Guide
Glossary	<ul style="list-style-type: none"> Completed the Glossary for the User's Guide 	<ul style="list-style-type: none"> Begin a Glossary for the Administrator's Guide
Index	<ul style="list-style-type: none"> Completed the index for the User's Guide 	<ul style="list-style-type: none"> Begin an Index for the Administrator's Guide
Style Sheet	<ul style="list-style-type: none"> Added to it 	<ul style="list-style-type: none"> Use it to edit the User's Guide and apply it to the Administrator's Guide
Document Templates	<ul style="list-style-type: none"> Used the template for finishing the User's Guide and Flipbook 	<ul style="list-style-type: none"> Use them to write the Administrator's Guide
User's Guide	<ul style="list-style-type: none"> Wrote the last sections of the User's Guide; writing is now complete 	<ul style="list-style-type: none"> Edit the User's Guide
Administrator's Guide	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> Begin learning Administrative tasks
Editing	<ul style="list-style-type: none"> Began to edit the User's Guide 	<ul style="list-style-type: none"> Complete editing of the User's Guide
Breckinridge Visits	<ul style="list-style-type: none"> Sharon and I tried to plan a visit for this week – didn't work out – will visit next week 	<ul style="list-style-type: none"> Visit Breckinridge with PROM Manual to get feedback from end users

Weekly Report #6 – 7/9/03

	This week I...	Next week I will...
PROM Training	<ul style="list-style-type: none"> Trained w/ Karen Newman to learn administrative tasks 	<ul style="list-style-type: none"> Continue to practice on my own
Outline	<ul style="list-style-type: none"> Developed a tentative outline for the Administrator's Guide 	<ul style="list-style-type: none"> Continue to develop the outline
Glossary	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> Begin a Glossary for the Administrator's Guide
Index	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> Begin an Index for the Administrator's Guide
Style Sheet	<ul style="list-style-type: none"> Added to it 	<ul style="list-style-type: none"> Apply it to the Administrator's Guide
Document Templates	<ul style="list-style-type: none"> No activity yet; will use same templates for both guides 	<ul style="list-style-type: none"> Use them to write the Administrator's Guide
User's Guide	<ul style="list-style-type: none"> Completed comprehensive and copyediting; submitted to Julie Scott 	<ul style="list-style-type: none"> Receive feedback from Julie Scott
Administrator's Guide	<ul style="list-style-type: none"> Met w/ Karen Newman; developed a document outline 	<ul style="list-style-type: none"> Begin writing
Editing	<ul style="list-style-type: none"> Edited User's Guide 	<ul style="list-style-type: none"> No editing activity planned
Breckinridge Visits	<ul style="list-style-type: none"> Made plans to visit Breckinridge for training on 7/15/03 	<ul style="list-style-type: none"> Visit Breckinridge on 7/15 to get feedback from end users going through training

Weekly Report #7 – 7/16/03

	This week I...	Next week I will...
PROM Training	<ul style="list-style-type: none"> Practiced administrative tasks 	<ul style="list-style-type: none"> Continue to practice
Outline	<ul style="list-style-type: none"> Further developed outline for the Admin. Guide 	<ul style="list-style-type: none"> Continue to develop the outline
Glossary	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> Begin a Glossary for the Admin. Guide
Index	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> Begin an Index for the Admin. Guide
Style Sheet	<ul style="list-style-type: none"> Applied it to Admin. Guide 	<ul style="list-style-type: none"> Apply it to the Admin. Guide
Document Templates	<ul style="list-style-type: none"> Modeled templates for Admin. Guide after User's Guide 	<ul style="list-style-type: none"> Use them to write the Admin. Guide
User's Guide	<ul style="list-style-type: none"> Received feedback from Julie Scott; updated according to her suggestions 	<ul style="list-style-type: none"> No activity planned, but potential for further editing
Administrator's Guide	<ul style="list-style-type: none"> Began writing Admin. Guide; consulted Karen Newman on processes 	<ul style="list-style-type: none"> Continue writing
Editing	<ul style="list-style-type: none"> No activity 	<ul style="list-style-type: none"> No activity planned, but potential for further editing of User's Guide
Breckinridge Visits	<ul style="list-style-type: none"> Visited Breckinridge for PROM training session on 7/15 	<ul style="list-style-type: none"> No activity planned

Weekly Report #8 – 7/24/03

	This week I...	Next week I will...
PROM Training	<ul style="list-style-type: none"> Practiced administrative tasks 	<ul style="list-style-type: none"> Continue to practice
Outline	<ul style="list-style-type: none"> Completed outline for Admin. Guide 	<ul style="list-style-type: none"> Edit outline as needed
Glossary	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> Begin a Glossary for the Admin. Guide
Index	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> Begin an Index for the Admin. Guide
Style Sheet	<ul style="list-style-type: none"> Applied it to Admin. Guide 	<ul style="list-style-type: none"> Apply it to the Admin. Guide
Document Templates	<ul style="list-style-type: none"> Used templates to write Admin. Guide 	<ul style="list-style-type: none"> Use templates to write the Admin. Guide
User's Guide	<ul style="list-style-type: none"> No activity 	<ul style="list-style-type: none"> No activity planned, but potential for further editing
Administrator's Guide	<ul style="list-style-type: none"> Wrote most of the Maintenance Section of the Admin. Guide 	<ul style="list-style-type: none"> Continue writing
Editing	<ul style="list-style-type: none"> No activity 	<ul style="list-style-type: none"> No activity planned, but potential for further editing of User's Guide
Breckinridge Visits	<ul style="list-style-type: none"> Visited Breckinridge for PROM training session on 7/15 	<ul style="list-style-type: none"> No activity planned
Misc Activities	<ul style="list-style-type: none"> Helped Julie format and edit Home Depot documents for notebooks 	<ul style="list-style-type: none"> No activity planned

Weekly Report #9 – 7/30/03

	This week I...	Next week I will...
PROM Training	<ul style="list-style-type: none"> Practiced administrative tasks 	<ul style="list-style-type: none"> Continue to practice
Outline	<ul style="list-style-type: none"> Edited outline as needed 	<ul style="list-style-type: none"> Edit outline as needed
Glossary	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> Begin a Glossary for the Admin. Guide
Index	<ul style="list-style-type: none"> No activity yet 	<ul style="list-style-type: none"> Begin an Index for the Admin. Guide
Style Sheet	<ul style="list-style-type: none"> Applied it to Admin. Guide 	<ul style="list-style-type: none"> Apply it to the Admin. Guide
Document Templates	<ul style="list-style-type: none"> Used templates to write Admin. Guide 	<ul style="list-style-type: none"> Use templates to write the Admin. Guide
User's Guide	<ul style="list-style-type: none"> No activity 	<ul style="list-style-type: none"> No activity planned, but potential for further editing
Administrator's Guide	<ul style="list-style-type: none"> Wrote sections; only two remain unwritten 	<ul style="list-style-type: none"> Write last two sections, index, and glossary
Editing	<ul style="list-style-type: none"> No activity 	<ul style="list-style-type: none"> Edit Admin. Guide (goal set for EOB Friday)
Breckinridge Visits	<ul style="list-style-type: none"> No activity 	<ul style="list-style-type: none"> No activity planned
Misc Activities	<ul style="list-style-type: none"> Helped Julie format and edit Home Depot documents for notebooks 	<ul style="list-style-type: none"> Help Julie format more Home Depot business requirements and design documents

Weekly Report #10 – 8/06/03

	This week I...	Next week I will...
PROM Training	<ul style="list-style-type: none"> Completed Training 	<ul style="list-style-type: none"> Not be here ☺
Outline	<ul style="list-style-type: none"> Completed Outline 	<ul style="list-style-type: none"> Not be here ☺
Glossary	<ul style="list-style-type: none"> Decided not to include a glossary for the Admin. Guide 	<ul style="list-style-type: none"> Not be here ☺
Index	<ul style="list-style-type: none"> Completed index for Admin. Guide, but then had to remove it due to technical difficulties 	<ul style="list-style-type: none"> Not be here ☺
Style Sheet	<ul style="list-style-type: none"> Used it to complete the Admin. Guide 	<ul style="list-style-type: none"> Not be here ☺
Document Templates	<ul style="list-style-type: none"> Used templates to complete Admin. Guide 	<ul style="list-style-type: none"> Not be here ☺
User's Guide	<ul style="list-style-type: none"> No activity 	<ul style="list-style-type: none"> Not be here ☺
Administrator's Guide	<ul style="list-style-type: none"> Completed Admin. Guide; submitted to Karen Newman for additions/corrections 	<ul style="list-style-type: none"> Not be here ☺
Editing	<ul style="list-style-type: none"> Edit according to Karen Newman's additions/corrections 	<ul style="list-style-type: none"> Not be here ☺
Breckinridge Visits	<ul style="list-style-type: none"> No activity 	<ul style="list-style-type: none"> Not be here ☺
Misc Activities	<ul style="list-style-type: none"> Helped Julie create, format, and edit more Home Depot docs 	<ul style="list-style-type: none"> Not be here ☺

Appendix E: Presentation

ChoicePoint

Kati Watson

Technical
Communication
Intern

What is ChoicePoint?

- **The Vision:** *We strive to create a safer and more secure society through the responsible use of information.*
- **The Mission:** *To build the most admired information company worldwide.*
- **The Culture**
 - Fun-loving**
 - Open**
 - Committed**
 - Unselfish**
 - Setting the standard**

What does ChoicePoint do?

- Information Company
 - Millions of public records in databases
 - Protect people by proving that you are who you say you are
 - Criminal and Civil Background Checks
 - Drug Screening
 - DNA Testing
 - Insurance Fraud
 - Other public records services

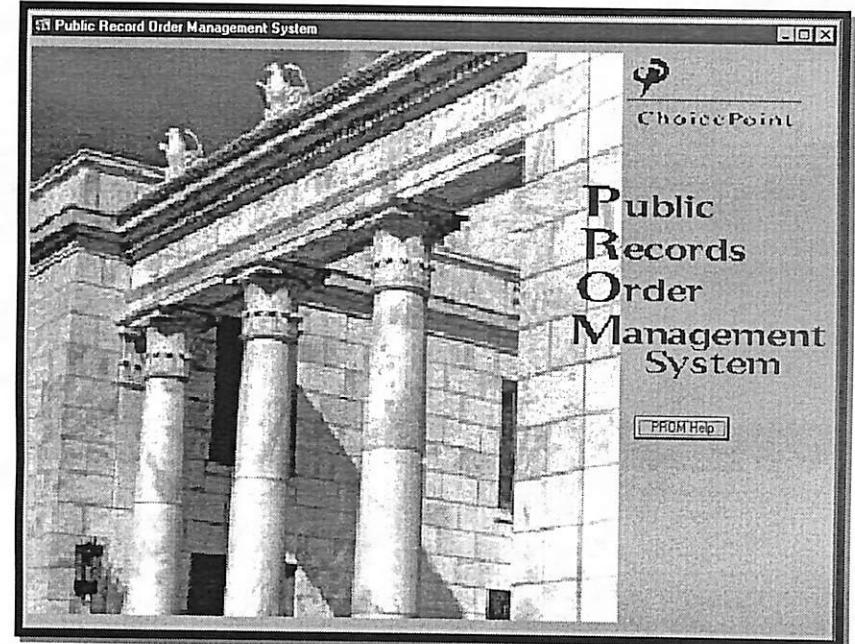
What did I do at ChoicePoint?

- Workplace Solutions Division
- Worked in the Court Research & Retrieval Group (CRRG)
- Worked with PROM (Public Records Order Management)
 - Oracle-Based software program
 - Facilitates criminal and non-criminal court records searches
 - Individuals or businesses
 - Pre-employment services or business and government division



What does PROM do?

- Has around 150 users
- Fulfils about 20,000 record requests a day
- Fulfils 5-6 million record requests each year
- Biggest month was last October
 - Fulfilled 731,000 record requests



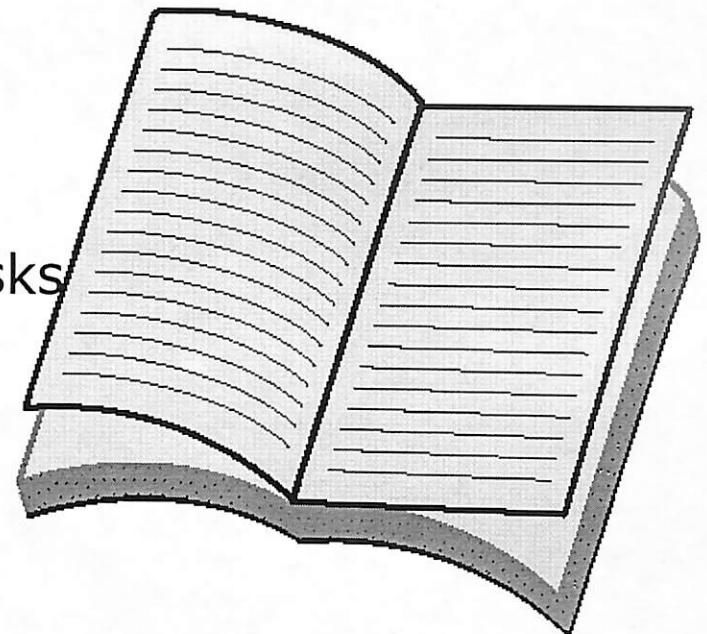
What was the problem?

- The Most Recent PROM Manual:
 - was over 4 years old, but extensive changes had been made to the system since then
 - combined user and administrative tasks instead of separating them
 - needed extensive editing or rewriting
 - was over 200 pages long



What did I do to fix it?

- Observed end users performing their daily tasks
- Worked with Karen Newman and Sharon Daly to write:
 - User's Training Manual
 - 76 Pages
 - Focused on user's daily tasks
 - Administrator's Guide
 - 20 Pages
 - Focused on administrative maintenance



What else did I do?

- ChoicePoint Client Project
 - Worked with Julie Scott to prepare:
 - Documents for presentation to the client
 - Documents to record steps in production
 - Writer of documents was a non-native English speaker
 - Formatting and technical editing for:
 - Business requirements
 - Design documents

What did I get out of it?

- Completed 10 distance learning courses
- Served on a Bridging the Gap committee and met with the CEO
- Presented to executives in the company, including the CEO
- Got free tickets to a Braves game, Alabama, Christina Aguilera and Justin Timberlake
- Free gym access in the building

What did I Learn@ChoicePoint?

- Gained a better understanding of the corporate environment
- Learned to set realistic and attainable goals for myself
- Developed skills working with a manager and subject matter experts
- Strengthened skills in document layout, writing, and editing



What I brought to the table...

- Fresh outlook on an old problem
- Skills
 - writing
 - editing
 - document layout
 - graphic design
 - usability testing
- An enthusiastic attitude about writing and editing



Where does a TCO graduate fit at ChoicePoint?

- Anywhere!
 - Training Department
 - Instructional Designers
 - Multimedia Producers
 - Marketing Department
 - Graphic Designers
 - Technical Communications Group
 - Technical Writers and Editors
 - Technology Group
 - Programmers

Are there any questions?

Appendix F: Employer's Evaluation



Department of
Technical Communication
Mercer University

Employer's Evaluation of Co-op / Intern Student:

Kati Watson
ChoicePoint

To the Employer / Supervisor:

Please complete an evaluation form for each student. Feel free to make a copy for your files.

This form should be completed by the individual(s) in the best position to evaluate the student's training, work, and attitude. Also, subsequent discussion between that person and the student to elaborate on the evaluation can be most beneficial to the student's personal and career development. If you think it appropriate, you may copy the form and have more than one person submit evaluations.

If it is not possible for you to discuss this evaluation with the student, we request that the internship supervisor be permitted to show the evaluation to the student.

The student is always interested in learning the work supervisor's assessment of job performance and welcomes constructive criticism. Your observation will assist the student in future employment endeavors, as well as help us in fine-tuning our BS degree program. As you check off the ratings below, there is room to the right to provide additional comments.

You are encouraged, on the student's behalf, to complete and return this evaluation in a timely manner. Please realize that the student's grade is pending the University's receipt of a completed employer's evaluation.

Your assistance and support of Mercer's Technical Communication program is sincerely appreciated.

Please Return Complete Evaluation Form(s) By: 20 August 2003

Return To:

Dr. Marjorie T. Davis
Mercer University School of Engineering
Department of Technical Communication
1400 Coleman Avenue
Macon, Georgia 31207

davis_mt@mercer.edu
478-301-2356 (voice)
478-301-2241 (Fax)

1. Demonstrated Interest in Work

- High Interest in job. Very enthusiastic
- More than average amount of interest and enthusiasm for job.
- Satisfactory amount of interest and enthusiasm for job.
- Interest inconsistent. Occasionally enthusiastic.
- Little interest or enthusiasm for job.

2. Initiative

- Self-starter. Asks for new jobs. Looks for work to do.
- Acts voluntarily in most matters.
- Acts voluntarily in routine matters.
- Relies on others. Must be told frequently what to do.
- Usually waits to be told what to do next.

3. Organization and Planning

- Does an excellent job of planning and organizing work.
- Usually organizes work well.
- Does normal amount of planning and organizing.
- More often than not, fails to organize and plan work effectively.
- Consistently fails to organize and plan work effectively.

4. Ability to Learn

- Exceptionally quick.
- Quick to learn.
- Average.
- Slow to learn.
- Very slow to learn.

5. Quality of Work

- Very thorough in performing work. Errors very few, if any.
- Usually thorough. Good work. Few errors.
- Work usually passes review. Has normal amount of errors.
- More than average number of errors for a trainee.
- Work usually done in careless manner. Makes errors often.

6. Quantity of Work

- Highly productive in comparison to other students.
- More than expected in comparison to other students.
- Expected amount of productivity for students.
- Less than expected in comparison with other students.
- Very low in comparison with other students.

7. Knowledge of Modern Tools & Processes

- Highly knowledgeable in comparison to other students.
- More knowledge than expected in comparison to other students.
- Expected amount of knowledge for students.
- Less than expected in comparison with other students.
- Very low in comparison with other students.

8. Judgment

- Exceptionally good. Decisions based on thorough analysis.
- Uses good common sense. Usually makes good decisions.
- Judgment usually good in routine situations.
- Judgment often undependable.
- Poor judgment. Jumps to conclusions.

9. Dependability

- Can always be depended upon in any situation.
- Can usually be depended upon in most situations.
- Can be depended upon in routine situations.
- Somewhat unreliable; needs above average checking.
- Unreliable.

10. Interactions with Others

- Always works in harmony with others. A team player.
- Congenial and helpful. Works well with associates.
- Relations with others normally harmonious.
- Difficult to work with at times. Sometimes antagonizes.
- Frequently quarrelsome and causes friction.

11. Creativity

- Usually innovative. Seeks new/better ways of doing things.
- Frequently suggests new ideas; imaginative.
- Average amount of imagination/new ideas.
- Occasionally comes up with a new idea.
- Rarely has a new idea; is not very imaginative.

12. Communication Skills/Written Expression

- Excellent. One of the best I've seen.
- Very good. Stronger than most.
- Average. About what I would expect.
- Below Average. Needs work in some areas.
- Poor. Unacceptable.

13. Communication Skills/Oral Expression

- Excellent. One of the best I've seen.
- Very good. Stronger than most.
- Average. About what I would expect.
- Below Average. Needs work in some areas.
- Poor. Unacceptable.

14. Attendance

- Excellent
- Very good
- Average
- Below Average
- Poor

15. Punctuality

- Excellent
- Very good
- Average
- Below Average
- Poor

16. Grooming, Professional Appearance, Demeanor:

- Appropriate
- Inappropriate

17. Acceptance of Criticism and Suggestions

- Appreciative or willing
- Resentful or reluctant

18. Learning Objectives

The student reviewed his or her learning objectives for the current work term with you.

- Yes
- No

19. Major strengths I observed in this intern:

1. Logical approach, well organized
2. Open to learning and suggestions
3. Positive attitude and eagerness

20. Areas for improvement for this intern:

1. Confidence in abilities - this will come with time and experience
- 2.
- 3.

Overall Performance Rating:

- | | | | |
|----------------|-----------------------------|---------------------------------------|-----------------------------|
| Outstanding | <input type="checkbox"/> A+ | <input checked="" type="checkbox"/> A | <input type="checkbox"/> A- |
| Very Good | <input type="checkbox"/> B+ | <input type="checkbox"/> B | <input type="checkbox"/> B- |
| Satisfactory | <input type="checkbox"/> C+ | <input type="checkbox"/> C | <input type="checkbox"/> C- |
| Marginal | <input type="checkbox"/> D+ | <input type="checkbox"/> D | <input type="checkbox"/> D- |
| Unsatisfactory | <input type="checkbox"/> | | |

Evaluation Review

This evaluation has been discussed with the student.

- Yes
- No

If additional employment were available, would you wish to have this student return to work?

- Yes
- No

I wish I had a job to offer her!

Comments on Overall Performance—The Technical Communication Department considers employers' feedback very carefully, since we regard it as a measure of how well we are preparing young graduates to enter the workforce. Our goal is to prepare them to begin immediately to make contributions to companies. If you noticed any gaps in knowledge, skills, or performance in this student's preparation, we would be most appreciative if you could describe what you felt was lacking. Also, we would appreciate hearing what you found to be a significant strength, especially if you have had the opportunity to work with interns from other schools. You may respond on the back of this form, or in a separate letter.

Thank you for creating a work-learning opportunity for this technical communication intern!

Marjorie T. Davis

Julie S. Scott

Evaluator's Name

(print or type above line)

Sr. Operations Business Analyst

Title/Department

8/1/03

Date

Julie S. Scott

Signature

Employment Coordinator

(print or type above line)

Title/Department

Date

Signature

ChoicePoint

1000 Alderman Drive Alpharetta, GA 30005 770-752-3330

Company name, address, phone number, and other contact information

julie.Scott@Choicpoint.com

Please return this completed form directly to Dr. Davis via one of these methods:

E-MAIL: davis_mt@mercer.edu

FAX: 478-301-2241, ATTN: Dr. Davis

POST : Dr. Marjorie T. Davis
Mercer University
Department of Technical Communication
1400 Coleman Ave.
Macon, GA 31207

Appendix G: ChoicePoint Employer's Evaluation

Performance Evaluation



Employee Name: Kati Watson	Dept: WPS Operations
Job Title: Technical Writing Intern	Evaluation Period
Length of time in current position: 13 weeks	From: May, 2003 To: August, 2003
Date of Evaluation: August 5, 2003	SSN: 255-61-5026

SECTION 1A - PERFORMANCE OBJECTIVES

At the start of the planning period, list key "Performance Objectives" derived from responsibilities. At the end of the evaluation period list the "Specific Results" and include a rating using the "Rating Chart." Remember to send out the "Job Effectiveness Feedback" form two weeks ahead of time to allow input into this evaluation.

1. Agreed-upon Objectives/Goals for the next evaluation period:
Complete the PROM User's Guide by August 1, 2003.

Coaching/Feedback:

Kati performed a complete rewrite instead of the originally intended edit of the existing manual. She worked closely with the SMEs and took trips to Breckinridge to understand the users and the work environment.

Specific Results/Degree of Accomplishment:

Complete 7/3/2003. Completed ahead of schedule. Owners of the manual are very happy. Kati also created a flipbook-type Quick Reference Guide. This guide allows experienced users some quick hints to performing daily tasks.

Rating:
EP

2. Agreed-upon Objectives/Goals for the next evaluation period:

Complete the PROM System Administrators Guide by August 8, 2003.

Coaching/Feedback:

The Administrator's Guide is written at a higher technical level than the user's guide. This allowed Kati to stretch her technical writing ability.

Specific Results/Degree of Accomplishment:

Completed 8/4/03.

Rating:
FS

SECTION 1B - LEARNING OBJECTIVES: Learning or training objectives designed to improve job skills or job knowledge.

1. Agreed-upon Learning Objective for the next evaluation period:
Complete 2 Distance Learning courses by August 1, 2003.

Coaching/Feedback:

Specific Results/Degree of Accomplishment:
Kati completed 10 courses by 7/29.

Rating:
EP

SECTION 2 - COACHING AND FEEDBACK SESSIONS: Record each session.

This must be done at least once a year. Indicate any changes made in Performance Objectives (Section 1A). Use "Coaching Worksheet" (form 26125B) for this discussion.

SECTION 3A - PERFORMANCE ELEMENTS: Key job skill sets or behaviors important to succeed in a given job. A suggested list is attached to select from.

List appropriate "Performance Elements" applying to the position being rated.	At the end of evaluation period write comments and specific examples to discuss with employee during the evaluation meeting. Comments from the "Job Effectiveness Feedback" form should be included, if it was used.
1. Planning and Organization	Kati demonstrated excellent planning and organization skills. She effectively used an outline to plan her work and keep me statused on her progress.
2. Productivity	Kati was able to assist with a customer project and still meet her deadlines for her assigned work. She is a self-starter and a real team player.
3. Communication	Kati's written communication is excellent and her oral communication is superb. She is not afraid to ask questions to learn and she uses what she's learned to make her work better.
4. Time Management	This was one of Kati's personal objectives. She learned time management skills in order to meet her deadlines.

SECTION 3B: SUMMARY

Strengths and Competencies:

Kati has a real eagerness to learn. She met all of her personal learning objectives for the internship. Kati is very accepting of challenges and works to overcome obstacles.

Opportunities for Improvement:

Kati will develop more confidence in her abilities with time and experience.

Summary Comments:

Kati has been a big contributor to the PROM system during her internship. The manuals she completed will be used for years to come in training new users and new administrators.

SECTION 4: OVERALL PERFORMANCE RATING

DP (✓) EP FS MP UN

DP = Distinguished Performance, EP = Exceptional Performance, FS = Fully Successful,

MP = Marginal Performance, UN = Unsatisfactory Performance

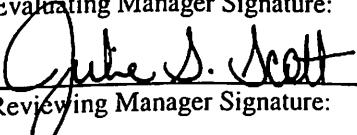
SECTION 5: SIGNATURES CONFIRMING REVIEW AND DISCUSSION

Both employee and managers should sign and date the completed Evaluation Report at the end of the evaluation period. The supervising manager reviews the evaluating manager's rating before signing the final rating. This form should be attached to the salary increase form at the appropriate time for correct processing.

Evaluating Manager (Print name):

Julie S. Scott

Evaluating Manager Signature:



Date:

8/5/03

Reviewing Manager Signature:

Employee Signature

Date

Kate Watson

8/5/03

Please note: Employee Signature indicates a review and discussion of this form and does not necessarily imply concurrence. If employee wishes, comments may be attached.