

## Project Three Group Memo

For Project Three, we each documented the portions of the site that we had worked on for Project Two. In total, we created 26 documentation pages.

For navigation of the documentation, we decided as a team to have one main menu page with links to all the documentation articles. This page is accessible in the lefthand navigation to admins only. We divided the information by subjects (e.g. "Managing Users") and then by tasks (e.g. "Changing what information is collected at registration"). We believe this organization will be sufficient so that the client will not need to use a search function to find the help he needs. We also hope that listing specific tasks will fulfill the need mentioned in the Novick and Ward (2006) reading as "problem-oriented organization."

For the presentation of the information, we decided as a team to use subheadings and unordered/ordered lists as appropriate on each of the documentation pages. We tried to make each list item one clear, simple step, while avoiding what was mentioned in the Novick and Ward (2006) reading as "regurgitating what was already in the program." Still, knowing that sometimes Drupal's interface can be overwhelming and it's easy to miss things like pressing "Update" or "Save," we wanted to err on the side of giving too much direction rather than not enough. We included links to the relevant admin pages whenever possible so that the client can go directly to the page that is being referred to. We also included links to external documentation such as screencasts and documentation on Drupal.org that we had found helpful when setting up the site initially. To address the issue of advanced documentation raised by Novick and Ward (2006), we placed common tasks at the top of each documentation article and reserved information for advanced users (links to additional information on features or modules) for the end of the article. We had considered the use of screenshots, but since the documentation is in the Drupal site itself (rather than a separate document), we decided that the links would generally be sufficient. We also pointed users to documentation embedded in the module itself when appropriate.

When writing the training log documentation we debated how much detail to provide to the client. We wanted to make the documentation complete, but we went back and forth with the client making a lot of edits to the form, so we don't think he'll have to make changes to it in the future. Rather than overwhelm him with instructions we don't think he'll need, we decided to give instructions for simpler tasks like changing the order of the fields and renaming fields. If he decides to add a field, we warned that it was complicated and to refer to the development notes (linked to from the documentation main page) to see how a similar field was customized.

Our final documentation section includes information for performing critical site maintenance tasks as well as links to advanced information, while maintaining a balance between serving as a reference for novice users and providing a basis for further expansion of the site by future developers.