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Dr. Kate Crane
Patterson Hall 211H
English Department
Cheney, WA 99004

Dear Dr. Crane,

I am providing you with my professional portfolio. I have chosen to present my portfolio in the form of a website that I coded from scratch. This allowed for the most creativity on my part, so I was able to give my website some personal flare.

After sorting through my previous projects, in both design and technical writing, I only provided the pieces that exhibited my best work. In this portfolio, I have added the research report, transmittal memo (x2), usability test plan, usability report, and most importantly the final redesigned manual. Although, some of these documents were written in a group, they all demonstrate my writing style and voice when it comes to technical writing and understanding of usability. Most importantly, they indicate that I have completed a thorough usability test and the resulting document. The research report is very beneficial since I wrote this particular document independently. It also displays my ability to conduct research of a user and to create an effective rationale following.


Finally, I have also provided examples of my personal document design foundation. In this case, this is my redesign of the Sustainability B.S. Capstone Manual. This manual displays my ability to complete an effective user based design. It is imperative to add to my portfolio, because it is related to the other provided documentation within my portfolio.

I have similarly added to my portfolio, a few other documentations that I completed in previous technical communication and design classes at Eastern Washington University. Any other documents were chosen for their individual effectiveness and ability to present my proficiency as a technical writer and graphic designer.

I have managed to meet the course outcomes during TCOM 305 (Usability & Document Design). I have learned effective means of document design; particularly, through the required readings for the course, where I learned topics such as the design principles C.R.A.P (Contrast, Repetition, Alignment, and Proximity). I also learned ways in which users would best experience a design. This can be displayed through the final document design for our project.

The transmittal memo, test plan, user research, and usability report all display my capability for understanding and researching representative users, and taking this information to implement a document that enhances user experience. The usability test has allowed me the foundation of conducting other testing in the future regarding the effectiveness of user design for other platforms and documents.


As with all my previous technical communication classes, this class allowed me to work productively within a group setting; working in a team is a vital part in technical



communication. Working with my group was a beneficial experience as we were able to bounce ideas off of each other on what would best fit the needs of our clients and by the end of the quarter we were able to provide an effective document. Presenting our final document to our clients was very rewarding and gave a feeling of what is to be expected once we join a real workforce. Our clients were very responsive and clear about their desires and goals for the manual.

At the conclusion of this class, I feel I have definitely gained valid experience for usability and document design. Out of all my technical communication classes, this one in particular gave me much documentation to assist in building my professional portfolio as I begin to look for a career post-graduation.

Sincerely,



Abigail Scarborough