NMD317. Elliot Chandler (Wallace). Transcribed from paper version (filled out on 2017 Jan. 26) on 2017 Feb. 02. Can you tell I was feeling a bit irascible when I wrote this lot? 😸 (document is on two pages)

Assignment: Examining Audience & Purpose

Find three pieces of business or technical documentation and identify the characteristics listed in this chart. You may do this exercise in class or be asked to turn this worksheet in to your instructor.

(I did this w/ Cole Tapley)

	Document 1	↪Document 2	Document 3
Document Name	UTS #10: Unicode Collation Algorithm (rev. 34)	Dollar General job application — online — used by classmate	UMaine IT Web site for FirstClass
Purpose What is the purpose of this document? What other purpose might it serve?	To tell implementers how to avoid confusing users by getting sorting/searching/comparison wrong	Assess applicant's suitability for the job	Tell people about FirstClass groupware
Audience(s) Who is supposed to read this document? Who else might read it?	Software implementers	Ppl interested in job — also involves interactive use of the doc, since it is to be filled out	FirstClass users
Genre What kind of document is this? Reference, instructions, white paper; report; flyer?	Reference	form	Instructions
Images Does this item include images? How are the images used?	Lots of tables, but no images.	logo	Yes, decorative
Use of color How does this document use color?	Mainly for color-coding tables; also for styling hyperlinks	plain (IMO, color is not really necessary on this type of doc)	Some, but decorative only (non-semantic) (except for link highlighting)

Effectiveness Is this document effective? Why? Why not?	Generally: if the user has the patience & is not intimidated by it. Also needs a bit of rereading…	Worked out for user — got called for interview. Not frustrating. Some stuff couldn't figure out, but got through it. Was effective in getting applicant workplace experience.	No, it's a frustrating catastrophic failure. I have a tremendous amount of vitriol for this lot. It doesn't give any information I care about. All it has is marketing stuff about how awesome the thing is, & info about using it that is only the simplest, most basic info., & has little use to most ppl familiar with basic computer functions. No documentation of the protocols used is provided, and no information on what libre-software clients are available, because there aren't any. So, I'll have to figure out the protocol on my own, without any protocol spec at all. That a publicly funded university would use, never mind encourage the use of this undocumented steaming pile is beyond appalling. RMS is rolling in their grave, & they aren't even dead yet.

Re. Doc #2: I haven't seen this doc, but asked classmate about what it was like. This <u>does</u>, however, hold relevance for me, since it informs me more about the range of quality & usability of job application forms out there. I usually have found job application forms alright, but don't like the surveys that they have afterwards. Given that it's online, I have to wonder how good the accessibility actually is (if it's WAI/ARIA standards-compliant, requires javascript that screen readers wouldn't like, etc.) — would this have possible liability issues under the ADA for the hiring business?