Explanation of Writing Samples

This document explains the background behind each writing I have included in my portfolio. I’m not able to include much of my work in my previous jobs, so most of the samples are from my experience as Graduate Assistant for the Office of Institutional Research at MSU. I was placed in charge of administering the Exit Exam that seniors were required to take. At the director’s request, I brought the exam from being administered in a paper format to an online format. When that was successful, I brought the exam from being proctored to unproctored. This process required a lot of research and documentation, which helped me begin my career as a technical writer.

# Command Center Documentation

This is the one documentation sample I’m able to include from my current position. A company created software for us called Command Center. This software helps track potential student dropouts and prevent them. The company was not able to create user documentation until after several months that our users would start using it.

I was tasked with creating user documentation for three different user groups that had different levels of access to the software. To start, I worked with our main developer who was working as the liaison and tester with the outside company. He gave me access, and showed how worked.

Next, I also attended training and demos given to our users. These trainings helped me see the tasks they would performing. The questions they asked also helped identify areas of the documentation I would need to focus on.

By this point, I was able to start on the actual user guides. I was familiar with the user interface and knew how to complete the most common tasks. I was also able to impersonate users, so I knew what each user group had access to. I had to ensure that the screenshots and tasks were correct for each user group.

After I had written a draft, the developer and a project manager served as my reviewers to ensure that the documents were accurate.

# Information Report

When I was a Graduate Assistant, my office was taking over administering the Exit Exam to seniors. I was tasked with researching the exam. What were the current processes in place? What would it take to change the exam from being paper-based and proctored to online and unproctored? All questions that the director wanted to know are included in the report, along with my findings at the time.

# Exit Exam Procedures

This guide covers how to create Exit Exam sections in Banner