

Structure components

Content strategy proposal for remote
e-learning product

Ayaan Ali

Introduction

The following documentation is the Structure Component section of the Content Strategy proposal. This section contains the following elements of the strategy:

- Opening scenario
- Information model
- Information map

Opening scenario

The Resource Development department helps our company accomplish content integration and streamlined product implementation by providing descriptive and concise content that makes the educational policy clients feel fluent and empowered so they can implement the educational product in school districts or public libraries. ✓

Structure Components

Information Model

The following information model represents the major deliverables for technical content:

Genre	Education Portal	Course Modules	Knowledge Base	Online Help
Purpose	How to read and keep track of all academic reports	How to fulfill the requirements of each module before the quiz	24/7 product library for portal and modules	Live customer assistance for the portal and modules
Information Types	Procedure webpage Assessment checklist, Glossary, Reports map	Procedure, Conceptual page, Illustrations, Exercise checklist	Technical specifications, Procedures, web pages, Process outline page, Concept map	Access denied walkthrough Corrupted media file recovery,

The major deliverables for the content strategy of the e-learning product function as a product web. The purpose of the Education Portal content is to provide students and teachers with task-based procedural documentation that helps them view and source different academic progress reports. The purpose of the Course Modules content is to provide students with conceptual and procedural information that is specific to the

requirements of each module. Since the Knowledge Base is a 24/7 product library for the Portal and Modules, end-users can look for specific content (using the search bar) and view related content that may not have been easily accessible in the Portal or Modules. The Online Help content functions as an absolute last resort information package that addresses access clearances, file corruptions, and operational malfunctions. The greatest advantage offered by these deliverables is the level of scaffolding end-users experience. End-users of varying skill levels can navigate the documentation according to their needs without being alienated by a single source and format of documentation.

Information Mapping

The following map identifies the elements that belong in a Procedural Web Page deliverable:

Joy-con calibration

The Joy-cons are the hybrid controllers for the Nintendo Switch. Joy-con calibration is a crucial step in the troubleshooting process.

Updating the joy-cons

When joy-cons are not responsive, they may be due for an update.

Procedure

Important: You must fully charge the joy-cons before you begin this procedure.

1. To update the joy-cons, tap **systems settings**. The **controllers and sensors** item is displayed in the left column.
2. Tap the **controllers and sensors** item. The **update controllers** item is displayed in the right column.

Figure 1. System settings feature

3. To run the update on both joy-cons, tap the **update controllers** item.

Next: [Calibrating the control sticks](#)

Labels and Callouts:

- Main heading
- Heading description
- Gerund heading
- Procedure heading
- Important tag
- Procedure number list
- Image
- Image caption
- Procedure link

Since a major content deliverable of the company is the Knowledge Base, it is imperative to define the structure of the most complicated web page first. The information map above represents the first procedural documentation under a topic. The bulk of elements on this page are different level headings. When a web page has a variation of different level headings and images, end-users can easily scan and skim the content to find what they need. The use of numbered lists for procedural topics (along with the screenshot of the product) helps end-users complete the procedure with relative ease. The main formatting decision that helps end-users is the arrangement of white space and the distinctly stylized headings. Students or teachers with limited time can quickly scan through the headings and use the large product image as a reference to complete the procedure.