

Syllabus
EDIT 575 Section 5T1: Adobe Tools (Captivate/RoboHelp)
(2 Credits) Spring 2009

DAYS / TIME / LOCATION	INSTRUCTOR: Wanda Mally
Online Jan 21 – Feb 13, 2009 (4 weeks)	Email Address: wmally@gmu.edu Phone Number: (207) 738-2414; (207) 738-2449 (FAX) Teleconference and Online Office Hours by Appointment Monday-Saturday. No office hours on Sundays.

Course Description

EDIT575 is an overview of Adobe RoboHelp 7 and Captivate 3. The two applications can be purchased separately or as the bundled “Technical Communications” package through Adobe. Both are used in the development of engaging e-Learning content and electronic technical documentation. Captivate (formerly RoboDemo) is used in the creation of software presentations, demos, and soft-skills tutorials with branching and incorporating multimedia files. Compiled Captivate projects generate shockwave Flash (.SWF) and HTML files that can be used over the web; as standalone applications on CD; or embedded into other applications. Technical writers and e-Learning content developers use RoboHelp to create electronic manuals, knowledge bases, application help, and job task-specific help, such as that found in electronic performance support systems (EPSS). RoboHelp accepts a variety of multimedia files, such as SWF files. That means you can add Captivate demos to a RoboHelp application. In this course you will look at each of these applications separately, but will bring them together in a final project consisting of a browser-based RoboHelp application with one or more embedded Captivate tutorials.

Students are encouraged to either purchase the software or download the latest trial versions from Adobe.com to evaluate them before making a purchase. **If you are using/evaluating the trial version of the software, you should wait until after the course starts then download it to ensure the trial version remains active through the end of the course.**

Delivery Format

All course activities for the semester will be held online. The course will be conducted using an asynchronous format consisting of the following:

- Instructor-provided materials
- Assigned readings & research using online help
- Hands-on activities & assignments
- A final project/presentation hosted online

Discussion board topics called “FAQs, Answers and Tips” have been set up to share all Captivate and RoboHelp questions and discoveries that we encounter during the course. Please feel free to access it to post and/or look up information.

Instructor office hours are available by appointment and can be conducted via telephone or via a Blackboard chat forum.

Course Objectives

Upon completing the course, students will be able to—

Use Captivate to:

- Create, edit and control slide objects using the timeline
- Create a tutorial that, at a minimum, incorporates the use of:
 - Visual effects and/or other techniques such as captions and highlights
 - Customized slide properties
 - Graphics
 - Audio
 - Branching
 - Interactivity
 - Graded assessment (quizzing)

Describe the purpose of each RoboHelp program then use RoboHelp to:

- Navigate the *RoboHelp HTML* workspace
- Explain the purpose of the different types of windows in a help application
- Perform the steps involved in planning and designing a help application
- Apply best practices for avoiding common problems associated with help systems
- Develop a help application that, at a minimum, includes:
 - A table of contents
 - Index
 - Search engine
 - Glossary
 - Breadcrumbs for navigation
 - Links
 - Link controls
 - Images
 - Multimedia files
 - Captivate files
- Edit or change a help application by performing steps such as:
 - Change the skin
 - Edit documents and text
- Generate help content that is Section 508 compliant
- Publish a help application to the Internet

Resources Required by Students

To successfully participate in the course, Students are required to have:

- Internet access
- A GMU student web site
- Access to Blackboard CE6 (Information on how to log in can be found at:
<http://www.irc.gmu.edu/ce6transition/studentquickguidece6.pdf>)

Required Software and Course Texts

- Students will be required to purchase or have access to **RoboHelp 7**.
- Students will be required to purchase or have access to **Captivate 3** or **Captivate 2**.
- Students will be required to use the online help that accompanies the software.
- You will also need Flash Player 7 (or later), web browser software and Acrobat Reader for viewing various lecture materials and demos.

Schedule of Topics

The following is a summary of the topics and activities covered in the course.

SEE COURSE CONTENT MENU IN BLACKBOARD FOR WEEKLY DETAILS.

Session	Dates	Topics / Activities / Assignments
1 Getting Started & Project Design	1/21-1/25	<ul style="list-style-type: none"> • Verify access to Blackboard and course content. • Student/Instructor intros (using Blackboard discussion tool). • Review RoboHelp and Captivate demos, examples, and instructions on accessing online documentation. • Review procedures on submitting assignments. • Submit a project topic to the instructor. • Complete Web Link readings (see Blackboard menu). • Begin work on your design treatment.
2 Project Design (Continues)	1/26-1/27	<ul style="list-style-type: none"> • Complete phase 1 assignment: Finish design treatment for final project (due 1/26). • Conduct design review with your team member; update your own work (1/27). • Set up your web site; use GMU email to send URL to team member and instructor.
3 Project Development	1/28-2/1	<ul style="list-style-type: none"> • RoboHelp: Print off and complete the Readings, Research, and Activities checklist in Blackboard. It includes instructions for the phase 2 assignment: Create project framework using RoboHelp and post to your web site (due 2/1).
4	2/2-2/3	<ul style="list-style-type: none"> • Conduct RoboHelp framework review with your team member. (See Blackboard for details.)
5 Project Development (Continues)	2/4-2/8	<ul style="list-style-type: none"> • Captivate: Print off and complete Readings, Research, and Activities checklists. They include instructions for the phase 3 assignment: Create tutorial that will be incorporated in your RoboHelp project (due 2/8).
6	2/9-2/10	<ul style="list-style-type: none"> • Conduct Captivate tutorial review with your team member. (See Blackboard for details.)
7 Project Development (Continues)	2/11	<ul style="list-style-type: none"> • Make sure your project is integrated and finalized. • Upload everything to your web site (due 2/11). (See Blackboard for details.)
8 Showcase	2/12-2/13	<ul style="list-style-type: none"> • Participate in the evaluation of your classmates' projects and provide feedback.
Course Wrap-up	2/13	<ul style="list-style-type: none"> • Closing Remarks; Course Evaluations.

Grading and Course Assignments

The following table is a schedule of the assignments and their point value towards your final grade. All assignments are due by 11:59 PM on the date specified. The design treatment, RoboHelp framework, and Captivate tutorial are due the day before each review is scheduled. **Late discussion postings, late assignments and/or projects, incomplete assignments and/or projects, and assignments and/or projects containing errors will receive zero to half credit.**

Assignment and Due Date	Assignment Description	Grading (Points)
Participation in online discussion first week of the course (Due 1/25)	Student / Instructor introductions will be held asynchronously. To receive 5 points for this activity, your participation in this discussion must occur no later than 1/25. Instructions for information that you must post are provided in the student/instructor intros discussion topic in Blackboard.	5
Design Treatment (Due 1/26)	At a minimum, this should be a Word or PDF document and include: <ul style="list-style-type: none"> • a description of the purpose of the application • brief description of the users • an outlined inventory of content topics and/or tasks that need to be documented (Identify which content/tasks will be covered using a Captivate tutorial) • limited glossary of terms & definitions • terms to include in an index Minimum length of the paper will likely be 3-4 pages. Post the paper to your team discussion area.	15
URL for your web site (Due 1/27)	Email your URL (via GMU email) to the instructor and your team member.	5
Participate in each design review with your team member (Feedback due 1/27, 2/3 and 2/10)	Make your own work available then conduct a comprehensive review of your team member's work following the milestone activities (development of the design treatment; development of the RoboHelp project framework; and development of the Captivate tutorial). Use the designated discussion board area to post your feedback no later than the due dates shown on the left. To receive credit in this area, you must also ensure <i>your</i> work is posted by 11:59 PM the night before each review is scheduled. After each review, ensure your work is updated to reflect all feedback, where necessary.	(5 points each) 15
RoboHelp application with Captivate tutorial(s) (Due 2/11)	At a minimum, the RoboHelp application should include at least— <ul style="list-style-type: none"> • 5 short, but complete help topics organized by into at least 2 categories accessible from a table of contents (5 points) • Glossary (5 points) • Index (5 points) • Search engine (5 points) • Breadcrumbs for navigation (5 points) • Links (in addition to the TOC) and/or link controls (5 points) • Images (5 points) • One or more Captivate tutorials with: <ul style="list-style-type: none"> ➤ Visual effects, such as highlights (5 points) ➤ Interactivity (5) ➤ Audio (5 points) 	50

Participation in the final Showcase (Review of your Classmates' Projects) (Due 2/12-2/13)	Your participation in the showcase will be graded based on your ability to provide constructive feedback per best practices reviewed earlier in the course and/or your own research. During this activity, you should review and comment on the work of 6 classmates who were not on your original team. A discussion area will be set up for each student so that you can post an introduction and link to your project. Your classmates will use that discussion blog to post their comments about your work. When reviewing your classmates' work, if you visit a blog where 6 others have already visited and commented, go to a different blog. All comments must be posted by 11:59 PM on 2/13 in order for you to receive credit for this activity.	10
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Using the following scale, the final grade is based on your performance out of the possible 100 points:

Grade	Points
A	100-90
B	89-80
C	79-70
F	69-0

Student Pointers from the Graduate School of Education

1. The IT program website is at: <http://it.gse.gmu.edu/>

Check this website periodically for course descriptions, program requirements, applications requirements, and other useful information.

2. Students may subscribe to the IT listserv. Instructions on how to subscribe can be found at: <http://it.gse.gmu.edu/itlist.htm> (or from the IT homepage, click on Resources and then on the IT listserv icon). The IT listserv keeps you informed about program announcements, special topics courses, job announcements, internships, etc.

3. Extended Studies students may transfer up to 12 credits to a graduate program. To transfer credits students must submit a formal graduate application. Check the IT website for information admission regarding requirements and procedures. On acceptance you should transfer your extended study courses into the graduate program by submitting the Transfer of Credit form at http://cehd.gmu.edu/assets/docs/forms/grad_transfer_credit_request.pdf

4. Students who will earn a graduate degree or certificate should submit an intent to graduate at the beginning of the semester in which they will fulfill their course requirements. Information about graduation processes can be found at: <http://registrar.gmu.edu/gif/index.html>

5. Students should direct advising questions to their advisor. Adjunct faculty are not responsible for advising students on programmatic issues.