

Information Plan

RoboHelp Project

Coach Handbook
Student handbook

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Purpose of the Project

Because Cedarville University does not currently have either a coach or student athletic handbook, the senior TPC group is creating each handbook online for easy access and usability.

Purpose of the Documentation

We are planning and creating two handbooks online in RoboHelp. Creating a handbook for the coaches will eliminate excess time in figuring out athlete's (and other appropriate personnel's) questions as well as establish a standard measure. Creating a handbook for the students will allow prospective students to look at Cedarville's standards and allow current students to answer their own questions if/when their coach is not available.

Usability Goals for the Documentation

Coaches

- For coaches to achieve a thorough understanding of the rules and regulations of the CU Athletic Department
- For coaches to be able to authoritatively answer student questions pertaining to the rules and regulations of the CU Athletic Department
- For potential coaches to better learn about the CU Athletic Department
- For CU to have a written statement of the rules and regulations for liability purposes

Students

- For students to achieve a thorough understanding of the rules and regulations of the CU Athletic Department
- For potential students to better learn about the CU Athletic Department
- For CU to have a written statement of the rules and regulations for liability purposes
- For students to be able to answer their own questions about the rules and regulations of the CU Athletic Department

Product Description

The Senior TPC group is working together to create an online handbook; one each for the coaches and athletes of Cedarville University. The handbook will be available through the Cedarville student web page (possibly the athletics page) so that both students and coaches will have a measure to run by when questions arise. We will create a style guide, and then we will edit and link the text for better usability.

Audience Profile – Coaches and Athletes

Personal Characteristics

- **What is the user's gender?**
 - Male & Female
- **What is the user's age?**
 - Coaches: 35+
 - Athletes: 18-22

Subject-Matter Questions

- **What is the user's level of schooling?**
 - Coaches: College Graduate+
 - Athletes: Working on Bachelors
- **What degrees, if any, has the user obtained, and in what fields?**
 - Coaches: ESS, Sports Management
- **What is the user's experience in performing this or similar tasks?**
 - Usually by word of mouth, not by a "written" material
- **What is the user's prior knowledge of the product or system?**
 - Not much experience with Help systems
- **How did the user learn about this product or similar products?**
 - Has wanted it for a long time: we are speeding up the procrastination

Attitude Questions

- **What is the user's attitude toward learning the new product or process?**
 - Coaches: Very enthusiastic
 - Students: Moderately excited
- **Is the user motivated to learn the new product or system?**
 - Yes
- **In general is the user open to learning new behaviors and ideas?**
 - Yes
- **Does the user work alone on this product? Are there others in the user's environment using the same product?**
 - Most likely will look up info on their own
- **What is the impact of the new product or system on the user's job?**
 - Save time for coaches to discover answers
- **How much has the user been involved in the decision to purchase or develop the new product?**
 - They want it...writing the text

Language Questions

- **Does the user know the specialized terminology in the field associated with the product? To what extent?**
 - Yes, they know all terms that the coaches/athletes use

Tool-Use Questions

- **What is the user's reading level?**
 - College Graduate (thereabouts)

- **Does the user express a preference for text or graphics as a primary learning mode?**
 - Graphics as a visual aid; maybe graphs, pictures, etc.
- **What is the user's familiarity with using reference tools such as indexes, headers and footers, tables of contents, online-search systems?**
 - Yes

Cultural and Behavioral Questions

- **Do the users fall into a particular socioeconomic class in the culture that may affect performance with the product?**
 - Middle

Documentation Strategies and Concerns

Usability Research

We will be carefully testing this document to ensure ease of use for the coaches and students, especially since the point of using the RoboHelp format is for ease of use. We will conduct formal testing at the appropriate point in the process, and will periodically keep in contact with Pam Johnson to ensure the accuracy of the content.

We will send out evaluations in order to know how the documentation can be bettered, although our thorough audience analysis will help ensure that our documentation meets user needs upon first completion.

Revision process

We will periodically be in contact with Pam Johnson to ensure the accuracy of the content. We have scheduled in editing time of the documentation, both for style and for content. We do not anticipate having to make last-minute changes, since we have set a deadline for all the content to be delivered to us.

Production concerns

Because a few of us have had trouble with RoboHelp in the past, we must ensure that all of the program's features (including links) will work correctly. We must also ensure that we deliver the correct format of the document so that the customer can not only open it for viewing, but also make changes. The documentation will all be done in RoboHelp.

Training development

We do not anticipate a need for training, since the use of RoboHelp is fairly straightforward. Very minor training may possibly be needed to use features such as the index. However, if Pam Johnson wishes to alter the content, she will need to be trained on how to do that.

Translation

There is currently no need for translation, since both the coaches and the students are an English-speaking audience.

Document distribution

Hopefully, the documents will be offered through a link on the Athletics section of the Cedarville University website, and thus the need for distribution will not exist at this time. A print version of the handbook may be developed in the future, but this will not be a project we work on ourselves.

Possible Problems and Solutions

Problem	Likelihood	Impact	Solution
Pam Johnson does not give us the content in time	High-8	High-9	We will continue to remind Mrs. Johnson and adjust our schedule as necessary.
We experience problems with RoboHelp	Medium-5	High-8	We will ensure that Computer Services aids us in fixing RoboHelp and will map out as much as we can on paper in the meantime.
Inability to complete project by deadline	Low-2	Very High-10	Since we must complete this project in order to graduate, it is unlikely that we will not get it done in time. We may have to forgo some refinements or unnecessary content that it would have been nice to include.
Loss/Corruption of data	Low-2	Very High-10	We will make backups on several different computers and save our progress often
Team member loss/not completing required part	Low-3	High-7	We will put pressure on the delinquent member of the team and seek to work with her in

			completing the work, but if push comes to shove, pass out her responsibilities among the other members.
Graphics are incompatible	Medium-4	Medium-5	We will be sure to have many different pictures, so that if some graphics do not work out, we will have others to take their places. We will also enter the graphics in a timely manner so that if a chart does not work out, we will have time to fix it or get another file.

Task description/User-task matrix

- Coaches: Sack lunches, administrative flow chart, eligibility, forms
- Athletes: Eligibility, missing class, GPA, scholarships

Design implications

- Graphics: Good to take away text and make the topics easier to understand
- Pictures: Good to show facilities, teams to prospective students
- Paragraph format: Good to use bullets, expandable text to see big picture first
- Headings: Good when clear, concise for easy references
- Internet Links: to NAIA, CU Athletic Homepage, CU sports teams
- RoboHelp: so users can see it online and not have carry around extra papers

Media selection

- RoboHelp: 2 online athletic handbooks
- Production issues: If RoboHelp does not work, we will not be able to create or generate the files. If this happens, we will not have a project. We will distribute the handbook to Dr. Johnson on a CD as an electronic file. We will also suggest that the handbook be located online somewhere that users can access it easily.
- Format/tools: We are using RoboHelp to make the final product, but Microsoft Word to originally edit the text and possibly Adobe Photoshop or Illustrator to create or edit the graphics.

Client project/review team (audience analysis participants)

- Dr. Pam Johnson, Pete Reese, Ben Belleman
- Student Athletes – Jacob, Melinda, Kerri, Tim, Emily, Jordan, Alex, Grant

Writing project team

- Laura Castle
- Kat Powers,
- Karley Hood

Roles and responsibilities

- Dr. Pam Johnson – provides the text from the Athletic Department
- TPC – edits text, creates RoboHelp document for 2 online handbooks

Client's schedule

February 13 – Meeting with Dr. Johnson, Mr. Reese, Coach Belleman

February 17 – Meeting with 8 student athletes

February 20 – Information Plan due

February 20-March 3 – Work on RoboHelp template

February 22 – Do audience posters

March 1 – Text due from Dr. Johnson

March 3 – RoboHelp template done

March 6-13 – SPRING BREAK (edit/create links of text)

March 14-21 – Compile individual edits/links

March 22 – Prototype for Dr. Johnson at 8:30

March 22-April 5 – Cut/copy text into RoboHelp template

April 6-7 – TPC TRIP TO PITTSBURGH

April 10-13 – Edit, design in RoboHelp

April 13-21 – Finished copy for Dr. Johnson and reviews

April 14-17 – EASTER BREAK

April 24-28 – Final changes

April 28 – Final copy done, Evaluations

May 6 – GRADUATION!

Questions for the Coaches

1. Do you have experience working with online help?
2. What type of experience do you have with other handbooks?
3. How would you prefer to read this handbook?
4. Is having an online handbook something that you would want?
5. Are you willing to learn how to use this handbook?
6. How will your job be impacted by this handbook?
7. How will your students be impacted by this handbook?
8. Would graphics add to or deter from the quality of the handbook?
9. What does a good document look like to you?
10. What does a bad document look like to you?

Questions for the Athletes

1. Do you have experience working with online help?
2. What type of experience do you have with other handbooks?
3. How would you prefer to read this handbook?
4. Is having an online handbook something that you would want?
5. Are you willing to learn how to use this handbook?
6. How will your athletic involvement be impacted by this handbook?
7. How will your coaches be impacted by this handbook?
8. Would graphics add to or deter from the quality of the handbook?
9. What does a good document look like to you?
10. What does a bad document look like to you?

COACHES' HANDBOOK – ONLINE VERSION 2006

Program to install before making changes:

Start>All Programs>_CedarNet>Language & Literature>RoboHelp X5 – HTML

Program to install to view completed file:

Start>All Programs>_CedarNet>Exercise Sports Science>Coaches' Handbook Fix

File to change:

Coach Handbook\Handbook\Handbook.xpj

File to view changes/Post on the website:

Coach Handbook\Handbook.chm

Suggested book to learn RoboHelp:

Siegel, Kevin A. "Essentials of Macromedia RoboHelp HTML X5."
ISBN: 1891762982

Useful pages in that book:

Introduction	2
Edit a topic.....	16
Add a new topic	17
Generate a project	29
Insert Hyperlinks.....	73

Contact information for more help:

Sandi Harner
Tyler 104A
Ext. 7750
HARNERS@cedarville.edu

Other Notes:

- Changes to "Handbook.xpj" will only be in effect once the file is generated.
 - File>Generate Primary Layout (Microsoft HTML Help)...
 - This takes a few minutes.
- "Handbook.chm" is created (or re-saved) each time the file is generated.
- The website will need to be updated every time the file is updated. (?)
- Saving the document also takes a few minutes.
- After clicking on a hyperlink to a PDF, a pop-up box should appear; click "Open."



Coaches' Handbook

This handbook contains important information that each athletic coach at Cedarville University needs to succeed as both a coach and student mentor.

Use the links on the left to navigate through the handbook.

For more information, contact the [Athletic Director](#) .



Athletic Training

These are some highlights from the Athletic Training Program Operating Policies and Procedures Manual and are not intended to cover the scope of Athletic Training Policy and Procedure. Coaches should become familiar with the manual in its entirety.

[Athletic Training Manual PDF](#)

[General Policies](#)

[Medical Policies & Procedures](#)

[Transportation for Ill or Injured Athletes](#)

Athletic Training Room Rule Highlights

- Athletes are not to be in the athletic training room without supervision from the athletic training staff. If you have a key, NEVER loan it out to an athlete.
- The in-season sports have priority in utilizing all services of the athletic training room and staff. (However, if physically and practically possible, we want to make sure that all athletes receive the care needed regardless of the athlete's sport.)
- The athletic training room is not a self-help clinic. Athletes are not allowed to treat themselves. Treatments will be initiated and administered only by Certified Athletic Trainers or student athletic trainers under the direct visual supervision of an ACI.
- The athletes are not the help themselves to the supplies. If they need something they must ask.
- Use of the athletic training room is NOT an excuse for being late to practice. It is the athlete's responsibility to make sure he/she is on time for practice.
- Cleats or spiked shoes are NOT to be worn in the athletic training room.
- Eating or drinking in the athletic training room facility is not allowed unless permission is given by a Certified Athletic Trainer.
- All athletes are to shower prior to receiving treatment.
- The Athletic Training Facility is always to be accessed through the glass front door. The wooden door is for Athletic Training personnel to use.

[Back to General Policies Main Menu](#)

Rental Cars and Off-Campus Vans

- Although we have courtesy cars, anything over 500 miles round trip requires a rental car. Use the [Travel Request form](#) to do this. We have accounts set up with specific companies for rental vehicles. The Administrative Assistant will confirm with you what they have reserved.
- Fifteen-passenger vans cannot be rented for insurance reasons. Keep in mind that most rental car companies require that a person is 25 to drive a rented vehicle.
- Any time vehicles from off-campus are rented for school functions, the Administrative Assistant will contact Public Safety to make them aware of the rental.

[Back to Transportation Main Menu](#)

Appendix

1. Champions of Character (NAIA) <http://naia.collegesports.com/champions-character/>
2. NAIA Policy Handbook <http://naia.collegesports.com/member-services/pubs/>
3. NAIA Official Handbook PDF
http://graphics.fansonly.com/photos/schools/naia/genrel/auto_pdf/2005-06_Official_Handbook.pdf
4. [American Mideast Conference Sport Guidelines](#)
5. The NCCAA <http://www.thenccaa.org/>
6. Cedarville University Sport Overviews: current and historical, including records, honors of athletes and coaches <http://yellowjackets.cedarville.edu/>
7. STING Quarterly Athletic Publication
<http://yellowjackets.cedarville.edu/sting.htm>
8. Institutional Academic Calendar
<http://www.cedarville.edu/cf/calendar/viewacademic.cfm?acadyear=2006>
9. Hall of Fame Inductees
<http://yellowjackets.cedarville.edu/halloffame/index.htm>
10. Athletic Department Directory
<http://yellowjackets.cedarville.edu/staff/directory.htm>
11. Yellow Jacket Club Information
<http://yellowjackets.cedarville.edu/yjclub.htm>
12. Cedarville University Campus Map
<http://www.cedarville.edu/cf/tour/viewmap.cfm>
13. Soccer Field <http://yellowjackets.cedarville.edu/facilities/msofield.htm>
14. Volleyball Court <http://yellowjackets.cedarville.edu/facilities/vbhome.htm>
15. Basketball Court <http://yellowjackets.cedarville.edu/facilities/mbkhome.htm>
16. Outdoor Track & Field
<http://yellowjackets.cedarville.edu/facilities/wtrackhome.htm>
17. Indoor Track & Field
http://yellowjackets.cedarville.edu/facilities/wtrack_doden.htm
18. Tennis Courts <http://yellowjackets.cedarville.edu/facilities/wtehome.htm>
19. Golf Facilities <http://yellowjackets.cedarville.edu/2005-06/golf/golfactivities.htm>
20. Baseball Diamond <http://yellowjackets.cedarville.edu/facilities/basfield.htm>
21. Softball Diamond <http://yellowjackets.cedarville.edu/facilities/soffield.htm>
22. Sports Camps <http://yellowjackets.cedarville.edu/sportscamp>
23. [All Athletic Office Forms](#)