Memorandum

To: Roland Nord

From: Jay D. Doe

Date: March 15, 2015

Re: Internet resources report for tech comm majors (Internet5_jdd.doc)

The purposes of this assignment are

- To develop my research and documentation skills
- To
- To

My major is technical communication, and my minor is computer science. I am particularly interested in documentation and usability.

Websites

The following four sections contain websites that should prove useful for technical communicators with special interests in documentation and usability:

- professional organizations
- industry (or academic) sites
- reference or resource sites
- sites pertaining specifically to documentation or usability

Professional organizations

I’ve located websites for the following professional organizations:


Industry sites

I’ve chosen to focus on usability industry sites. I’ve included two academic sites in addition to the industry sites:


Ergoworld provides an excellent set of links to HCI sites and resources.


Resource sites

I’ve used the following reference works and resources:

Computers and Internet > Dictionaries. 2006. Yahoo!


Mahemoff, Herbert. Usability labs around the world. 2004. Mahemoff


Resources for technical writers. 2005. Writers Write
Includes links to general resources, newsgroups and mailing lists, documentation styles, standards, and much more.


Sites on documentation or usability

I’ve chosen …


Because it is quite old, this paper presents interesting background information on the formation and development of usability labs. The article was originally published in Behaviour & Information Technology (vol. 13, nos. 1-2, January-April 1994), an issue devoted to usability, for which Nielsen was the editor.


Discussion lists and newsgroups

The following two sections contain …

Discussion lists

The following …


The Official TECHWR-L, the Internet forum for technical communicators.

UCS-Docs <listproc@listproc.bgsu.edu>
To subscribe, type the following on the subject line: subscribe ucs-docs

Newsgroups

The following …
Social media

The following four sections contain...

Blogs

The following...


Social networking sites

The following...


Twitter sites

The following...


Wikis

The following...

Whitepapers

I’ve located the following (6) white papers on documentation (single sourcing) and usability:


Search History

I consulted the following resources and conducted the following searches:

<table>
<thead>
<tr>
<th>Search engine or website</th>
<th>Search terms</th>
<th>Search results</th>
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<tbody>
<tr>
<td><a href="http://www.google.com">www.google.com</a></td>
<td>“technical communication” organizations</td>
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<td><a href="http://www.ewu.edu/x26407.xml">http://www.ewu.edu/x26407.xml</a></td>
<td>(tech comm orgs, links, &amp; resources)</td>
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<td><a href="http://www.google.com">www.google.com</a></td>
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<td></td>
<td>&quot;computer-human interaction&quot; organization</td>
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<td>usability labs</td>
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<td>“technical writing” resources</td>
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<td>documentation</td>
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<td>white papers</td>
<td></td>
</tr>
</tbody>
</table>

I used my personal bookmarks to locate several:

- industry and academic sites
- reference works
- sites of professional interest—the usability sites