ED 453 873   JC 010 429

TITLE   Middlesex Community College Software Technical Writing
               Program.
INSTITUTION   Middlesex Community Coll., Bedford, MA.
PUB DATE   2001-00-00
NOTE   7p.
PUB TYPE   Reports - Descriptive (141)
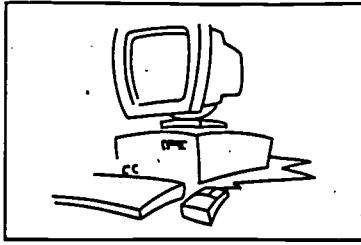EDRS PRICE   MF01/PC01 Plus Postage.
DESCRIPTORS   Community Colleges; Educational Innovation; *Job Skills;
               Program Evaluation; School Business Relationship; *Technical
               Writing; Two Year Colleges; *Vocational Education; *Work
               Experience Programs
IDENTIFIERS   *Middlesex Community College MA

ABSTRACT
               This document describes the Software Technical Writing
Program at Middlesex Community College (Massachusetts). The program is a
"hands-on" course designed to develop job-related skills in three major
areas: technical writing, software, and professional skills. The program was
originally designed in cooperation with the Massachusetts High Technology
Council and funded by the State Department of Occupational Education to
retrain adults to become systems software technical writers. This nationally
recognized program, which has maintained a near 100% placement rate, has
since become self-supporting. Industry and higher education forged a unique
partnership in the development of this model program, which has provided
training for people interested in gaining the skills necessary to research,
write, edit and design the manuals and documentation that accompany technical
products. Documentation managers from Data General, Digital Equipment
Corporation, and Wang Laboratories designed the original curriculum to
respond to the needs of industry. An Advisory Board of documentation managers
works closely with the college faculty and staff to maintain a focus on the
skills most valued in the industry today. Graduates of the program have the
opportunity to be hired as technical writers, marketing specialists, or
content developers. Applicants must have a bachelor's degree or equivalent
and 3 years of work experience. (JA)

The program is o "hands-on" course designed to develop job-related skills in 3 major oreos:

TECHNICAL WRITING
Writing and Editing
Planning of documentation
Production and design of major writing projects
Peer review
Online help

SOFTWARE
Assembly language
C
Operating systems
Data bases
Networking
Programming for the web

PROFESSIONAL SKILLS
Research
Interviewing
Negotiating
Time/stress management
Corporate organization
Teamwork

MIDDLESEX COMMUNITY COLLEGE

SOFTWARE TECHNICAL WRITING

• P R O G R A M •

The nationally recognized industry designed training program for people interested in gaining the skills necessary to research, write, edit and design the manuals and documentation that accompany technical products.

CAREER OPPORTUNITIES

The success of o compony's products is closely tied to the quolity ond occessibility of the informotion that supports those products ond services. Much of this informotion is in the form of documentotion, including paper ond online, which is produced by technicol writers. Middlesex Community College, with the support of industry experts, is offering you the opportunity to join the importont profession of softwore technicol writing.

Groduotes of the program may hove the opportunity to be hired os:
* Technical Writers
* Technicol Editors
* Morketing Speciolists
* Content Developer
* Informotion Developer

APPLICATION INFORMATION

Appliconts must hove:
* Bachelor's degree or equivolent
* Three yeors of work experience
* Demonstroted optitude for computer technology
* Well-developed writing skills
* Word processing and spreodsheet skills
* Bosic web seorching and novigation skills

Upon review of initial opplicotion, eligible condidotes will be notified of dotes for the optitude bottery. Selected condidotes who demonstrote optitude for the softwore technicol writing field, bosed on optitude bottery results ond opplicotion review, will be scheduled for on interview with the Progrom Monoger.

For opplicotion informotion, please view our website ot
http://coreertroining.middlesex.cc.mo.us/stwp or contact us ot 781-280-3663 or
career_training@middlesex.cc.mo.us

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8 MONTH INTENSIVE PROGRAM

- This intensive 8 month program in Software Technical Writing is designed for students with little or no computer experience. It has gained a national reputation for being one of the most successful training programs of its kind.
- Classes meet three evenings a week and ten Saturdays from September - May.

CORPORATE CONNECTION

The Software Technical Writing Program at Middlesex Community College has consistently achieved an excellent placement rate. Graduates of the program have been hired by over one-hundred companies in New England and throughout the country as technical writers, editors and trainers.

A partial list of employers includes:
Avid Technology, Banyan Systems, Cadence Design Systems, Compaq Computer Corp., Data General, EMC Corp., FTP Software, Hewlett Packard, IBM, Lotus, Nortel Networks, Progress Software, Stratus Computer, Sun Microsystems, Teradyne and Wang Laboratories.

COMPANY REPRESENTATIVES MAY:

- Call for information
- Request a presentation by the Program Manager
- Review student portfolios which include resumes, writing samples, original manuals and documented programs
- Interview current graduates

FOR MORE INFORMATION CONTACT:

Program Manager, Software Technical Writing Program
Middlesex Community College
591 Springs Road, Bedford, MA 01730-1197
(781) 280-3663 or (978) 656-3200, ext. 3663
career_training@middlesex.cc.ma.us
careertraining.middlesex.cc.ma.us/stwp

THE ADVISORY BOARD

Professionals in the high tech industry, who participate actively in the program, provide expert advice to ensure that the curriculum design responds to industry needs.

John Abbott Software Documentation Consultant	**Stan Doherty** Sun Microsystems
Michael Linnehan Nortel Networks	**Arlene Stith** Kewill Corporation
Chris Ebacher Astrai Point Communications	**Judy Tarutz** Independent Consultant
Susan Fields Tamker Compaq Computer Corporation	**Bud Samiljan** Avid Technology
Valerie Dwyer EMC Corporation	**Joanne Izbicki** Quintus Corporation
Kurt Staven Appian Communications, Inc.	

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HISTORY OF THE SOFTWARE TECHNICAL WRITING PROGRAM
1981 – 1999

The Software Technical Writing Program at Middlesex Community College was originally designed in cooperation with the Massachusetts High Technology Council and funded by the State Department of Occupational Education to retrain adults to become systems software technical writers. This nationally recognized program, which has maintained a near 100% placement rate, has since become self-supporting. The Program began in 1981 as a unique response to a State fiscal reform program which resulted in substantial numbers of teachers losing their jobs due to the impact of Proposition 2½. Industry and higher education forged a unique partnership in the development of this model program which has provided new careers for individuals and become a proven source of quality trained writers for industry. In May, 1983, Middlesex Community College's Technical Writing Program was nominated by the U.S. Department of Education for the "Secretary's Award for the Most Outstanding Vocational Program" of the year. The Software Technical Writing Program celebrated the graduation of its twentieth class in May of 1999.

Documentation managers from Data General, Digital Equipment Corporation and Wang Laboratories designed the original curriculum to respond to the needs of industry. The industry continues to support the program in a number of ways:

- Providing an Advisory Board of documentation managers who work closely with the college faculty and staff to insure focus on the skills most valued in the industry today. Companies that have participated on the Board include: Banyan Systems, Inc., Boston Technology, FTP Software Systems, Data General Corporation, Digital Equipment Corporation, ISIS Incorporated, EMC Corporation, Bay Networks, Shiva Corporation and Sun Microsystems, IBIS Communications, Avid Technology, Compaq Computer Systems, Fidelity Investments, Nortel Networks and Argon Networks.

- Several companies, including Digital Equipment Corporation, Data General Corporation, Wang, NEC, Prime, Analog Devices, Applicon, Codes, ComputerVision, Cullinet, Kaye Instruments, Raytheon, Lexidata, Masscomp/Concurrent, Nixdorf, Zayre and Apollo Systems Division/Hewlett Packard have donated thousands of dollars to reduce tuition costs and thousands more in equipment and teaching materials.

- Over 100 companies have hired our graduates including those represented on the Advisory Board.

- Several high technology companies provide speakers for the program and organize site visits to their facilities providing students with the opportunity to explore the corporate environment.

- Companies provide release time for faculty members.

The Software Technical Writing Program has gained a national and international reputation for quality and success. Howard Foley, President of the Massachusetts High Technology Council has stated, "Middlesex Community College's Technical Writing program has gained a national reputation for being one of the most successful training programs of its kind." Documentation managers from as far away as California have come in search of the graduates as prospective employees. A study group of computer professionals from Japan in search of a model Technical Writing Program attended a full day of seminars at Middlesex Community College. Articles highlighting the program have appeared in national magazines and newspapers including <u>Byte</u>, <u>Computerworld</u> and the <u>Boston Globe</u>. The program's success has encouraged companies to confidently approach the College with new ideas for retraining programs. Middlesex Community College will continue to seek out opportunities to form partnerships with industry in serving the needs of the community.

591 Springs Road, Bedford, MA 01730   (781) 280-3663   career_training@middlesex.cc.ma.us

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COMMUNITY COLLEGE

SOFTWARE TECHNICAL WRITING PROGRAM
CURRICULUM

Writing Module (200 hours)

Organizing and Communicating Information
Types of Documentation
Types of Editing
Information Groups
Documentation Plan
Research for Writing
Types of Audiences
Project Management
Parts of a Manual
Revision Process
Indexing Guidelines
Publishing Information

Software Module (200 hours)

Computer Architecture
Hardware Overview
Operating Systems – Unix
Data Representation
SPARC Assembly Language
Introduction to C Programming Language
C++ and JAVA
Networks and Network Protocols
The Internet and WWW
Database Management Systems

Professional Skills Module (20 Hours)

Time Management and Writer's Block
Managing Change and Stress
Communication Styles and Skills
What to Look for in Company
Résumé Writing and Interviewing Skills
Corporate Survival
Self-Employment and Consulting
Managing Your Career
Dealing with Conflict
Giving and Receiving Criticism

Hours Outside the Classroom

Approximately 20 hours per week

Hardware

IBM-compatible PCs, SPARC emulator

Applications and Operating Systems

FrameMaker, vi Editor, emacs Editor, UNIX
(ULTRIX), Windows Microsoft Office,
RoboHELP

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OVER 100 COMPANIES HAVE HIRED GRADUATES OF THE SOFTWARE TECHNICAL WRITING PROGRAM

AbInitio
Adage Incorporated
Amdahl Computer Corp/Sunnyvale, CA
Apollo Systems/Hewlett Packard
Applicon
Applied Expert Systems
Aspen Technology
Atex Incorporated
Avid Technology
Baird
Banyan Systems Incorporated
Bolt, Beranek & Newman
Boston Technology
Bruce Hall Company
Bull HN Information Systems Incorporated
Cadence Design Systems
Cambridge Associates
Centerline Computer
Cerner Incorporated
Charles River Data Systems
Codex
Commercial Union Insurance Company
Compaq Computer
Computer Corporation of America
Compugraphic
Computervision
Concord Computer Company
Concurrent Computer Company
Cortex Computer
Cullinet Software Incorporated
Cyborg Corporation
Data General Corporation
Data Tree
DB Telco
Decision Software
Digital Equipment Corporation
Dun & Bradstreet
EMC
Easel Computer
Elcam
Emulogics
Fidelity Investments
Foxboro Company
FTP Software Incorporated
GTE Sylvania Laboratories
Gulf Oil
Hewlett Packard
Horizon Technology Incorporated
IBM Corporation
Information Design Group Incorporated
Inforex
Interactive Computer Systems/NH
Interactive Systems Incorporated
pretive Data Systems

Intelco
Intellution Incorporated
Kaye Instruments
Kronos Cornputer
Laboratory Technology
Language Processors Incorporated
Lexidata
Manager Software
Meditech
Mercury Computer Company
Microcom
Multisystems Incorporated
NEC Information Systems Incorporated
Nixdorf Computer Corporation
Northeast Data Systems
Nynex
Octek
Open Vision Technologies
Oracle
Panametrics
Panasophic Systems Incorporated
Phoenix Software
Powersoft Corporation
Praxix Computer
Prime Computer
Progress Software
Racal Datacom
Raytheon Service Company
Resource Dynamics
Ross Computer
S & S Electronics
Saddlebrook Corporation
Scientific Atlanta Incorporated
Sequoia Systems
Siemens Allis Incorporated
Software.com
Stratus Computer
Sun Microsystems
Sybase
Teradyne
Travelers Insurance/Hartford, CT
Trellix
TRW
UIS
Unicom
Unisys Corporation
Valid Systems
VIA Systems Incorporated
Voice Information Associates
Wang Laboratories Incorporated
Xylogics
Xyvision Corporation
Zayre Corporation

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