

Instructional Product Development

Final Project Report

Erin Cunia
IDE 716
Jerry Klein, Professor
May 3, 2005


<p>Erin Cunia  Final Report</p>	<p>Project Name: TRAC QuickStart Guide</p>	<p>Project Manager/Team: Erin Cunia</p>
--	--	---

Table of Contents

Introduction..... 2

Product 3

Conclusion 4

Introduction

The Transactional Records Access Clearinghouse (TRAC) was founded in 1989. It is an independent research group associated with Syracuse University’s School of Management and the School of Public Communications. Its founders, Susan Long and David Burnham, have pioneered data research of the federal government using the Freedom of Information Act (FOIA) to obtain statistical information from the various government agencies. They have provided this data through their website, <http://trac.syr.edu>.

Through the years the website has evolved into 2 areas, a public access area and a subscription area. The public access site is pretty easy to follow providing several topical *layers* in which the user can access reports and graphs illustrating the data. The subscription area is somewhat more complicated for the user. TRAC had several *help* sections, a *Quickstart Guide*, and a *Guided Tour* available for user training. They would also provide individualized training to the subscription users on a case-by-case basis.

I was hired in the fall of 2004 to develop a more comprehensive program that would instruct the user on the use of the public and subscription sites. The staff of TRAC are not satisfied with the existing help sections. The help sections are outdated and under-used.

Product

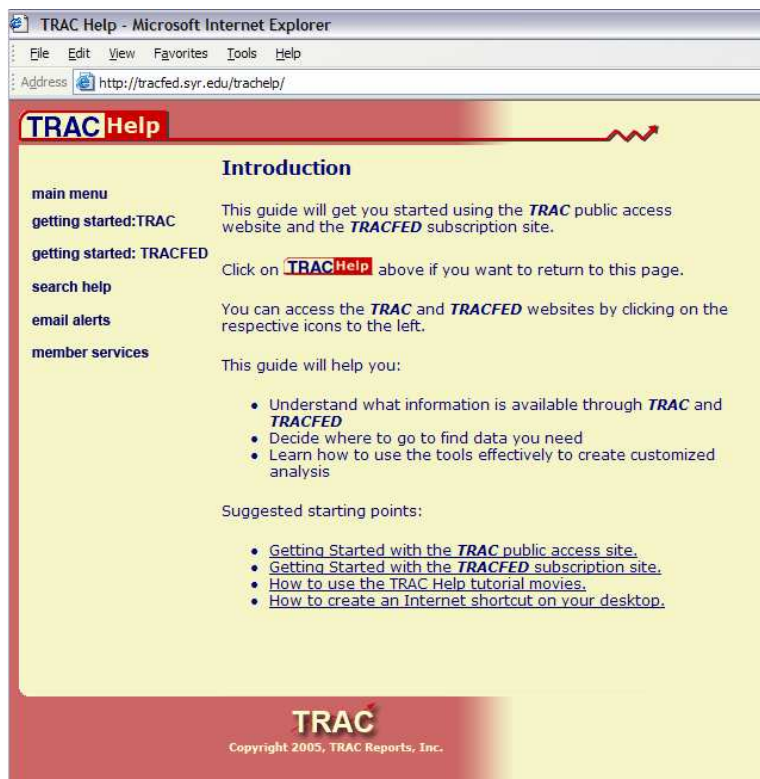
The first stage of the project went into production in February 2005. The URL for this part of the product is <http://tracfed.syr.edu/trachelp/>.

The second stage of the project is still in development. This stage will include some changes to the first part as well. Feedback from the client has resulted in changes to the menu and how the content is structured. This more detailed feedback has just started to be provided in the month of May following the release of the first part of the project in February.

Screen Shots

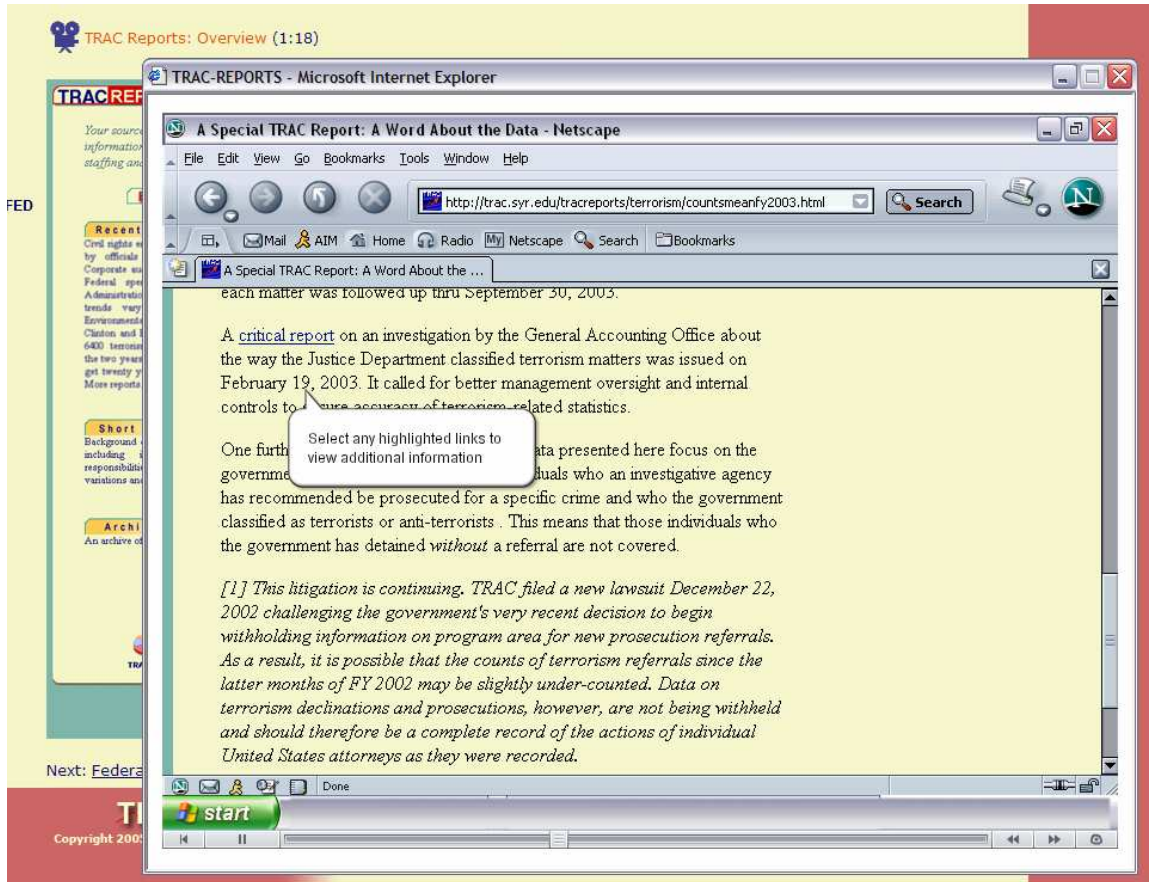
TRAC Help

The main content is being provided on the web using HTML pages.



Instructional Movies

Instructional movies were made using a product called Viewlet Builder.



Conclusion

This project will continue through the summer. I hope to put the second stage into production in mid-June. At that time I can complete some evaluation surveys of the users to finish up the project. “What a long strange trip it’s been.” (Grateful Dead, 1977)

Prepared by: Erin Cunia	Date: 3-May-05	Approved by: Professor Jerry Klein	Date:
----------------------------	-------------------	---------------------------------------	-------