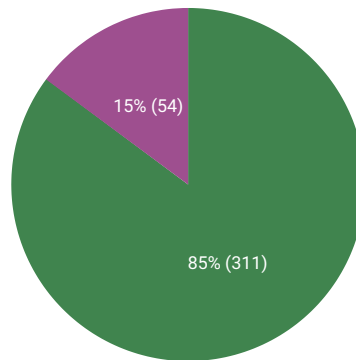


Analyze

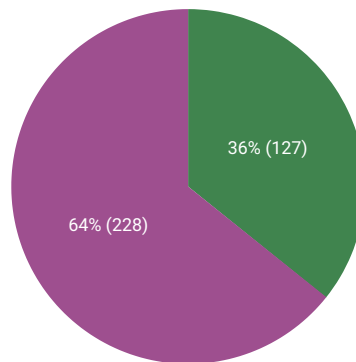
Finished



- Completed exam: 85% (311)
- Unfinished: 15% (54)

Chart total: 365

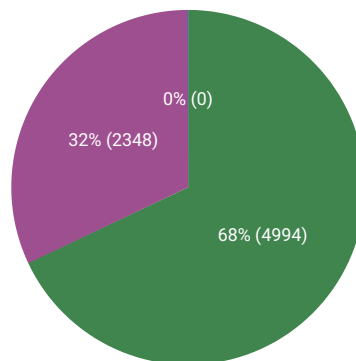
Grading



- Passed: 36% (127)
- Failed: 64% (228)

Chart total: 355

Scores



- Correct: 68% (4994)
- Incorrect: 32% (2348)
- Partially correct: 0% (0)

Chart total: 7342

Questions overview

2. What is a SME in relation to tech comm?

Answer	Count
✓ Refers to an expert in a subject domain	91% (320)
✗ Small-to-medium enterprise	4% (15)
✗ Engineers specialized in enterprise management	2% (7)
✗ Stands for "Support for More" and refers to the increasing need for docs for a product over time as the user base and business goals expand	3% (9)
Total	100% (351)

Correct: 320 Partially correct: 0 Incorrect: 31 Lowest score: 0.00pts Average score: 0.91pts
Highest score: 1.00pts

3. Who are Don Norman, Jakob Nielsen, and Jared Spool?

Answer	Count
✓ Usability experts	61% (211)
✗ DITA founders	20% (69)
✗ Information mapping originators	10% (35)
✗ Git creators	9% (30)
Total	100% (345)





Correct: 211 Partially correct: 0 Incorrect: 134 Lowest score: 0.00pts Average score: 0.61pts
Highest score: 1.00pts

4. What is a professional magazine or academic journal related to technical communication?

Answer	Count
✓ Intercom	44% (149)
✗ Journal of Technical Content	19% (63)
✗ Profesional Technical Writing	8% (27)
✗ STC Notebook	29% (100)
Total	100% (339)





Correct: 149 Partially correct: 0 Incorrect: 190 Lowest score: 0.00pts Average score: 0.44pts
Highest score: 1.00pts

5. What is a current industry trend in tech comm?

Answer	Count
✓ Web API documentation	 73% (245)
✗ Crowdsourcing documentation	 19% (63)
✗ Wikis	 6% (19)
✗ Social media	 3% (9)
Total	100% (336)





Correct: 245 Partially correct: 0 Incorrect: 91 Lowest score: 0.00pts Average score: 0.73pts
Highest score: 1.00pts

6. What is accessibility in documentation?

Answer	Count
✓ Making information understandable for people with disabilities	 60% (198)
✗ Providing multiple access points into documentation	 14% (45)
✗ Reducing the language level so that the meaning is easier to understand	 17% (55)
✗ Creating documentation that is openly accessible to all users, regardless of whether they are paid or free users, commercial or private	 10% (32)
Total	100% (330)





Correct: 198 Partially correct: 0 Incorrect: 132 Lowest score: 0.00pts Average score: 0.60pts
Highest score: 1.00pts

7. What does "Every page is page one" mean?

Answer	Count
✓ Making every page understandable regardless of the user's entry point	 69% (225)
✗ An approach to structuring all content into a single page such that scrolling down loads another page and another page indefinitely	 5% (17)
✗ A parallel to the "Day One" idea but applied to docs, suggesting that each page is an entry point to a broad expanse of information	 13% (42)
✗ An approach to writing docs such that each page has the same beginning structure as the first page, providing docs with a consistent, coherent access pattern	 13% (44)
Total	100% (328)





Correct: 225 Partially correct: 0 Incorrect: 103 Lowest score: 0.00pts Average score: 0.69pts
Highest score: 1.00pts

8. What is the curse of knowledge?

Answer	Count
✓ The inability for experts to simplify and articulate concepts in ways others can understand	 49% (158)
✗ The baggage from previous experiences that distorts one's experience of the current product	 15% (50)
✗ The lack of actionable and insightful procedures from a dump of knowledge details	 2% (7)
✗ Communicating too much knowledge in documentation (overwhelming the user with too many details, sidebars, footnotes, etc.) such that the core information gets lost or diluted	 33% (108)
Total	100% (323)





Correct: 158 Partially correct: 0 Incorrect: 165 Lowest score: 0.00pts Average score: 0.49pts
Highest score: 1.00pts

9. What is metadata (in the context of tech docs)?

Answer	Count
✓ Attributes that describe a topic, often used for increasing discoverability and managing content	 79% (252)
✗ An overview topic that provides a high-level (meta) view of a product	 5% (17)
✗ Extraneous information that exists outside of the current set of data	 8% (25)
✗ Information that describes the purpose and intent of a topic within a larger context	 8% (25)
Total	100% (319)





Correct: 252 Partially correct: 0 Incorrect: 67 Lowest score: 0.00pts Average score: 0.79pts
Highest score: 1.00pts

10. What is a sprint retrospective?

Answer	Count
✓ A time where engineers gather after a sprint to reflect on what went well and didn't go well	 85% (268)
✗ An activity where engineers reassess the previous code functionality based on new features developed during the sprint	 4% (13)
✗ An activity where engineers demo their work during a sprint before the customer and reflect on the results that drive maximum value	 3% (10)
✗ An activity that occurs after a sprint in which developers groom their backlog and assign tasks to the new sprint	 8% (24)
Total	100% (315)





Correct: 268 Partially correct: 0 Incorrect: 47 Lowest score: 0.00pts Average score: 0.85pts
Highest score: 1.00pts

11. What is minimalism, as characterized by John Carroll?

Answer	Count
✓ The idea that users want to act/experiment/explore rather than read, hence leading to a reduction of text and more emphasis on in-app exploration	 26% (81)
✗ Reducing words in your output to the bare minimum, assuming that users dislike reading and are allergic to long walls of text	 28% (87)
✗ A focus on the essential nature of an application, without more details about peripheral tasks or applications that don't speak to the core of the user's needs	 31% (96)
✗ A method that reduces all waste and excess effort on a software project, focusing on only those tasks that matter to users	 14% (42)
Total	100% (306)





Correct: 81 Partially correct: 0 Incorrect: 225 Lowest score: 0.00pts Average score: 0.26pts
Highest score: 1.00pts

12. What is plain language and simplified technical English?

Answer	Count
✓ Reducing the reading level by keeping sentences short and words simple, restricting word choice to a small dictionary	 69% (205)
✗ Transparent language that is free from manipulation and which communicates the full information users need	 13% (39)
✗ A strategy for localizing content by restricting the localized options to a subset of the total words in the dictionary	 8% (24)
✗ A syntax used in documentation to constrain steps in instructions to specific lengths and verb tenses	 10% (30)
Total	100% (298)





Correct: 205 Partially correct: 0 Incorrect: 93 Lowest score: 0.00pts Average score: 0.69pts
Highest score: 1.00pts

13. What is a Flesh-Kincaid score?

Answer	Count
✓ A readability scoring system	 75% (222)
✗ A scoring system that assesses whether your content can be localized	 7% (20)
✗ A scoring system that assesses the difficulty of tech docs based on a scoring rubric for documentation properties	 6% (19)
✗ A scoring system that predicts the success of user tasks based on the difficulty level in the language	 12% (34)
Total	100% (295)





Correct: 222 Partially correct: 0 Incorrect: 73 Lowest score: 0.00pts Average score: 0.75pts
Highest score: 1.00pts

14. What is a UML diagram?

Answer	Count
<input checked="" type="checkbox"/> A standard for modeling diagrams with common types that represent common actors and actions	 50% (147)
<input checked="" type="checkbox"/> A diagram that presents an overview of an entire system's architecture	 29% (85)
<input checked="" type="checkbox"/> A type of diagram based on build artifacts and rendered through ascii text	 4% (12)
<input checked="" type="checkbox"/> An approach for diagramming that leverages a Unilateral Mathematical Language	 16% (48)
	Total 100% (292)





Correct: 147 Partially correct: 0 Incorrect: 145 Lowest score: 0.00pts Average score: 0.50pts
Highest score: 1.00pts

15. What is an SVG?

Answer	Count
<input checked="" type="checkbox"/> A vector image type with an XML source format	 64% (185)
<input checked="" type="checkbox"/> A rasterized image type	 16% (47)
<input checked="" type="checkbox"/> A video type with maximum compression	 6% (16)
<input checked="" type="checkbox"/> A file format for storing images in a project-based format	 14% (42)
	Total 100% (290)





Correct: 185 Partially correct: 0 Incorrect: 105 Lowest score: 0.00pts Average score: 0.64pts
Highest score: 1.00pts

16. What is content strategy?

Answer	Count
<input checked="" type="checkbox"/> The act of planning for the creation, execution, distribution, and governance of content	 84% (241)
<input checked="" type="checkbox"/> A title often attributed to SEO copywriting where the goal is to bring traffic through content, often by gaming search engines	 2% (5)
<input checked="" type="checkbox"/> Refers to a strategy of pointing multiple information sources to a single domain in order to increase the SEO of the content	 5% (13)
<input checked="" type="checkbox"/> A method for arranging content based on the four archetypes of content structure: prerequisites, inputs, outputs, and troubleshooting	 9% (27)
	Total 100% (286)





Correct: 241 Partially correct: 0 Incorrect: 45 Lowest score: 0.00pts Average score: 0.84pts
Highest score: 1.00pts

17. What is single-sourcing?

Answer	Count
✓ Reusing the same content multiple times from one include source to reduce copy/paste	 66% (188)
✗ Creating all documentation from a single supplier to ensure consistency of information and use	 16% (46)
✗ Defining a single repository for storing assets and other information sources	 14% (41)
✗ Gathering information from a primary source that is closest to the product	 3% (9)
	Total 100% (284)

Correct: 188 Partially correct: 0 Incorrect: 96 Lowest score: 0.00pts Average score: 0.66pts
Highest score: 1.00pts

18. What is the STC?

Answer	Count
✓ Stands for Society for Technical Communication – has publications, paid staff, and certification programs	 88% (246)
✗ Stands for Society for Technical Content and sponsors research into better techniques for technical writing	 4% (11)
✗ Stands for Society of Translators and Communicators and has the goal of increasing the information sharing between these groups	 2% (7)
✗ Stands for the Society of Technical Certification and provides industry-based exams for technical professions, including tech comm	 6% (17)
	Total 100% (281)

Correct: 246 Partially correct: 0 Incorrect: 35 Lowest score: 0.00pts Average score: 0.88pts
Highest score: 1.00pts

19. What is WTD?

Answer	Count
✓ A community of documentarians with meetups and conferences	51% (140)
✗ An organization formed in the 1960s to advance the profession of tech comm through scholarly research and government lobbying	8% (21)
✗ A shorthand notation used when editing tech docs, indicating the need for more substance – stands for 'where's the data?'	11% (31)
✗ A three-pronged approach to Writing, Translation, and Design where each activity informs the other	30% (83)
	Total 100% (275)

Correct: 140 Partially correct: 0 Incorrect: 135 Lowest score: 0.00pts Average score: 0.51pts
Highest score: 1.00pts

20. What is JIRA?

Answer	Count
✓ A ticketing program for managing tasks	88% (240)
✗ A standard for API language based on Java	9% (24)
✗ A process for structuring tech docs based on four persona types	1% (3)
✗ An open-source tool used for screenshots	2% (6)
	Total 100% (273)





Correct: 240 Partially correct: 0 Incorrect: 33 Lowest score: 0.00pts Average score: 0.88pts
Highest score: 1.00pts

21. What is a CCMS?

Answer	Count
✓ A system for storing and managing information assets, including metadata, versioning, and content re-use	83% (224)
✗ An industry-based exam that tests knowledge of content within multiple systems	5% (14)
✗ A system for storing certificates for documentation management servers	6% (17)
✗ A tool for extracting the metadata from content by analyzing common components	5% (14)
	Total 100% (269)





Correct: 224 Partially correct: 0 Incorrect: 45 Lowest score: 0.00pts Average score: 0.83pts
Highest score: 1.00pts

22. What is ASD-STE100?

	Answer		Count
✓	A specification for plain language that restricts the allowed vocabulary and provides other guidelines		39% (99)
✗	A specification used in the airline regulation industry for safe transmission of information		16% (41)
✗	An Australia-based organization that promotes standards for simplified technical english		9% (22)
✗	Stands for American Standard Definition and refers to a universal style guide for translation		36% (91)
		Total	100% (253)





Correct: 99 Partially correct: 0 Incorrect: 154 Lowest score: 0.00pts Average score: 0.39pts
Highest score: 1.00pts

23. What is DITA?

	Answer		Count
✓	Stands for Darwin Information Typing Architecture and consists of an XML standard for documentation consisting of tasks, concepts, reference, and other topic types		69% (169)
✗	Stands for Data Integration Types and Architecture and refers to a standard approach for modeling data in system architectural documents		19% (47)
✗	An approach for writing tech docs that structures content into a pattern called Documentation Into Topic Archetypes		9% (23)
✗	Stands for Documentation and Information Translation Association and refers to an industry standard for translating documentation and other information types		3% (7)
		Total	100% (246)





Correct: 169 Partially correct: 0 Incorrect: 77 Lowest score: 0.00pts Average score: 0.69pts
Highest score: 1.00pts

24. What is Scrum?

Answer	Count
✓ A process framework that engineers often follow for software development that consists of sprints (e.g., two-week durations of work) and frequent customer checkins	 84% (203)
✗ A framework for prioritizing documentation tasks based on different user profiles and demographics	 2% (6)
✗ The trim from a layout that defines the gutters and margins for a document	 1% (3)
✗ A framework for prioritizing tasks based on competing incentives within small teams	 13% (31)
Total	100% (243)

Correct: 203 Partially correct: 0 Incorrect: 40 Lowest score: 0.00pts Average score: 0.84pts
Highest score: 1.00pts

25. What is structured authoring?

Answer	Count
✓ Using a formal structure for docs, such as XML, usually enforced by a schema	 73% (172)
✗ Making sure all sentences conform to specific grammatical structures, such as stem sentences and present tense	 6% (13)
✗ Distilling topics down to their essential component structure in order to recombine them as needed	 17% (40)
✗ Derives from structuralist movements that decompose information into their basic patterns, such as narrative or semiotic structures	 4% (10)
Total	100% (235)

Correct: 172 Partially correct: 0 Incorrect: 63 Lowest score: 0.00pts Average score: 0.73pts
Highest score: 1.00pts

26. What is user-centered documentation?

Answer	Count
✓ Doc that is organized around user needs rather than product screens	90% (206)
✗ Doc that is written or generated by users	1% (3)
✗ Doc that automatically surfaces options based on user behaviors and patterns	3% (6)
✗ Doc that defines user behaviors and patterns, used for audience analysis of UX profiles	7% (15)
	Total 100% (230)

Correct: 206 Partially correct: 0 Incorrect: 24 Lowest score: 0.00pts Average score: 0.90pts
Highest score: 1.00pts