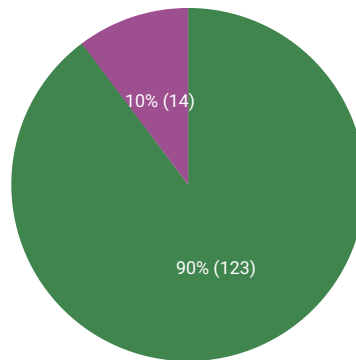


Analyze

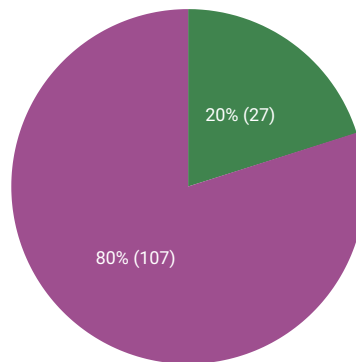
Finished



- Completed exam: 90% (123)
- Unfinished: 10% (14)

Chart total: 137

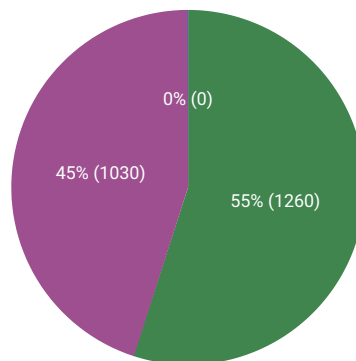
Grading



- Passed: 20% (27)
- Failed: 80% (107)

Chart total: 134

Scores







- Correct: 55% (1260)
- Incorrect: 45% (1030)
- Partially correct: 0% (0)

Chart total: 2290





Questions overview

2. What's one good tip for UX copy?

Answer	Count
✓ Place help next to areas of confusion	 47% (61)
✗ Place help in a Javascript drawer at the top of the page	 5% (7)
✗ Automatically invoke help if the user visits the same page several times	 7% (9)
✗ Use simpler terms than those in your full documentation since users might not have the foundation provided in the docs to understand specialized terms	 41% (54)
Total	100% (131)





Correct: 61 Partially correct: 0 Incorrect: 70 Lowest score: 0.00pts Average score: 0.47pts
Highest score: 1.00pts

3. How often should you use screenshots?

Answer	Count
✓ When text alone is unclear	 71% (92)
✗ When you ask the user to perform an action in a user interface	 17% (22)
✗ Only if you are *not* localizing the content	 6% (8)
✗ At least once in every procedure for visual balance	 6% (8)
Total	100% (130)





Correct: 92 Partially correct: 0 Incorrect: 38 Lowest score: 0.00pts Average score: 0.71pts
Highest score: 1.00pts

4. Do docs follow an inverted pyramid structure?

Answer	Count
✓ Not really – this is a newspaper writing convention	 33% (42)
✗ Yes, start with the most important information and then gradually transition to less and less relevant information	 35% (45)
✗ Yes, start by telling the audience what you're going to tell them, tell them, and then conclude by reminding them what you just told them	 21% (27)
✗ No, inverted pyramid structures are reserved for information mapping information models only	 11% (14)
Total	100% (128)





Correct: 42 Partially correct: 0 Incorrect: 86 Lowest score: 0.00pts Average score: 0.33pts
Highest score: 1.00pts

5. What tactic can you use when you get ignored during doc reviews?

Answer	Count
✓ Set up meetings where reviewers read and then review the content during the meeting	 62% (77)
✗ Withhold commitments to write additional topics until the existing ones are reviewed	 9% (11)
✗ Reach out to other engineers or stakeholders to perform the review, even if they aren't the main SMEs for the product	 21% (26)
✗ Review content post-release in order to get reviews from the actual users that are audience for the docs	 9% (11)
Total	100% (125)





Correct: 77 Partially correct: 0 Incorrect: 48 Lowest score: 0.00pts Average score: 0.62pts
Highest score: 1.00pts

6. What's the purpose of a doc plan in an agile/scrum environment that eschews documentation in favor of working code?

Answer	Count
✓ Organizes all of your information for a project	 20% (25)
✗ Defines the detailed work schedule and timelines for the life of the project	 24% (30)
✗ Provides a detailed outline and description of all planned doc topics at a granular level	 24% (30)
✗ Describes the agile cadence for documentation flows in the project, including ingress and egress of requests	 32% (40)
Total	100% (125)





Correct: 25 Partially correct: 0 Incorrect: 100 Lowest score: 0.00pts Average score: 0.20pts
Highest score: 1.00pts

7. Name one reason for adopting a docs-as-code approach?

Answer	Count
✓ When you are interacting with contributing engineers who tend to be allergic to XML	 39% (47)
✗ When you need to generate attractive PDFs and roundtrip your localization workflows	 7% (8)
✗ When you want a quick and easy solution for allowing less-technical users to edit and contribute to content	 28% (34)
✗ When your department has the budget for these systems and wants to track the metadata, lifecycle, stage, assigned authors, and history of each content asset	 27% (33)
Total	100% (122)





Correct: 47 Partially correct: 0 Incorrect: 75 Lowest score: 0.00pts Average score: 0.39pts
Highest score: 1.00pts

8. How would you go about generating a PDF from a web page in a relatively simple way?

Answer	Count
✓ Develop a print stylesheet for the page that strips out headers, footers, and sidebars	 53% (64)
✗ PDFs of any quality can't be generated from the web; you need a page layout tool like Framemaker	 5% (6)
✗ Convert the HTML content into XML and transform it to PDF using your own custom XSLT stylesheet that convert it into PDF via XSL-FO	 29% (35)
✗ Push back against any requests for PDF, as they are an antiquated format that only gets outdated in problematic ways over time	 13% (16)
	Total 100% (121)





Correct: 64 Partially correct: 0 Incorrect: 57 Lowest score: 0.00pts Average score: 0.53pts
Highest score: 1.00pts

9. If an engineer sends you unusually articulate-sounding content (given his or her known writing style), what should you do?

Answer	Count
✓ Check for plagiarism, and if you don't find any, get more contributions from this engineer	 37% (44)
✗ Say a silent prayer of thanks	 15% (18)
✗ Incorporate the content where appropriate	 23% (27)
✗ Rewrite the content even if you can't find any potential source the engineer might have copied	 25% (30)
	Total 100% (119)





Correct: 44 Partially correct: 0 Incorrect: 75 Lowest score: 0.00pts Average score: 0.37pts
Highest score: 1.00pts

10. Which approach to collecting feedback will likely result in the most responses with the least effort?

Answer	Count
✓ Add a feedback button on doc pages in a visible space inviting the user to rate the topic and provide any comments	 70% (80)
✗ Add a real-time chat window on your docs; when users come to the page you want feedback on, ask them questions in real-time	 3% (3)
✗ Incorporate metrics tools to assess user paths through help and intercept their departure from the main path with pop-up questionnaires	 20% (23)
✗ Schedule on-site visits with users to observe them in their own environments using approaches commonly followed with contextual inquiry	 8% (9)
	Total 100% (115)





Correct: 80 Partially correct: 0 Incorrect: 35 Lowest score: 0.00pts Average score: 0.70pts Highest score: 1.00pts

11. What are several levels of a documentation review process, arranged in logical order?

Answer	Count
✓ Review with doc team, product team, stakeholders, legal, and beta partners -- expanding to a larger audience with each review iteration	 77% (88)
✗ Review with end-users, then the product team, since the end users have higher priority than internal product team members	 10% (12)
✗ Review through grammar/spelling checker, then with other doc teams, then legal	 10% (12)
✗ Review with each group at the same time with each review iteration	 3% (3)
	Total 100% (115)





Correct: 88 Partially correct: 0 Incorrect: 27 Lowest score: 0.00pts Average score: 0.77pts Highest score: 1.00pts

12. What's the best way to avoid burnout with late night meetings in other time zones?

Answer	Count
✓ Keep track of your time and reclaim it during regular hours	 57% (66)
✗ Burnout is a state of mind independent of hours worked	 8% (9)
✗ Skip the meetings – it is better to preserve your sanity than to quit in a few months	 23% (26)
✗ Accept these extra meetings as part of the job, since you'll likely be expected to be present during regular work hours as well – it's just the reality of work	 12% (14)
Total	100% (115)





Correct: 66 Partially correct: 0 Incorrect: 49 Lowest score: 0.00pts Average score: 0.57pts
Highest score: 1.00pts

13. What doc tasks should you consider when deprecating a feature?

Answer	Count
✓ Consider adding info about replacements for features or tools that are being taken away – basically describe the path forward	 62% (71)
✗ Remove any mention of the feature from your docs, since deprecation notices encourage negative sentiment and weakens confidence in your product	 3% (4)
✗ Reach out to customer support to find out why the feature failed; then begin a causal analysis of user behavior based on comparative projects and the competition landscape	 6% (7)
✗ Archive all documentation related to the deprecated feature, as these docs might be needed again if the feature is re-instated	 29% (33)
Total	100% (115)





Correct: 71 Partially correct: 0 Incorrect: 44 Lowest score: 0.00pts Average score: 0.62pts
Highest score: 1.00pts

14. Is it better to be a specialist or generalist in tech comm?

Answer	Count
✓ Both – try to ramp up with the specialized knowledge you need on each project as much as possible	 75% (86)
✗ Specialist, as there are more jobs available to you	 5% (6)
✗ Generalist, as language expertise is more valuable than tech knowledge	 5% (6)
✗ These terms are not incompatible, as generalists are simply language specialists and revered/respected by engineers on par with other technical specializations	 15% (17)
	Total 100% (115)





Correct: 86 Partially correct: 0 Incorrect: 29 Lowest score: 0.00pts Average score: 0.75pts
Highest score: 1.00pts

15. What's the proper response to an engineer's comment that "Every user should know this or they shouldn't be using the product"

Answer	Count
✓ List this as a prerequisite in a requirements section. Alternatively, push back by asking how the developers know this	 62% (71)
✗ Every project starts with some set of assumptions, so take this assumption to define your user baseline	 7% (8)
✗ Split documentation into entirely different outputs based on differing background levels	 10% (11)
✗ Sync with Marketing to make sure you're targeting the audience qualified by the developer's description	 21% (24)
	Total 100% (114)





Correct: 71 Partially correct: 0 Incorrect: 43 Lowest score: 0.00pts Average score: 0.62pts
Highest score: 1.00pts

16. How do you foster a C-level champion when this person doesn't exist?

Answer	Count
✓ Communicate to execs in formats they read, based on pain points that speak to the C-level, such as support costs, user experience, localization costs	 70% (77)
✗ C-level champions can't really be cultivated -- they either exist or they don't, regardless of what you do at your level	 5% (5)
✗ Create regular doc reports that let the execs know what updates are being made	 15% (17)
✗ Convert your work into quantifiable reports that can be assessed and verified objectively by the Finance team	 10% (11)
	Total 100% (110)





Correct: 77 Partially correct: 0 Incorrect: 33 Lowest score: 0.00pts Average score: 0.70pts
Highest score: 1.00pts

17. How do you communicate out updates you made to the docs?

Answer	Count
✓ Create release notes for external users and send email blasts to internal stakeholders	 57% (60)
✗ Within each topic that has new information, add a callout at the top noting what's new	 25% (27)
✗ Avoid mentioning updates to docs if the updates aren't new features, as this highlights the errors previously present in the docs	 7% (7)
✗ Let the PM and marketing team decide how and when information about updated docs should be disseminated	 11% (12)
	Total 100% (106)





Correct: 60 Partially correct: 0 Incorrect: 46 Lowest score: 0.00pts Average score: 0.57pts
Highest score: 1.00pts

18. What is an efficient strategy for managing incoming documentation tasks?

Answer	Count
✓ Follow a similar pattern as engineers with Scrum, particularly if you're embedded with engineering teams also using Scrum	 73% (76)
✗ Create to-do lists on post-it notes arranged in various quadrants on a wall, visibly for all to see	 9% (9)
✗ Use the same method that your manager uses for collecting and reporting information, so that you're in sync	 12% (12)
✗ Do the easiest tasks first in order to get them out of the way	 7% (7)
	Total 100% (104)





Correct: 76 Partially correct: 0 Incorrect: 28 Lowest score: 0.00pts Average score: 0.73pts
Highest score: 1.00pts

19. How do you push back against a PM who wants to avoid mentioning any limitations in a product?

Answer	Count
✓ Get engineers to back you, as they are typically more bought-in to awareness of limitations as a need for coding	 35% (34)
✗ Insert the information into a Known Limitations in the release notes area, as PMs rarely read through documentation beyond the overview	 21% (21)
✗ Align to the PM's call, as this person ultimately owns the project	 18% (18)
✗ Create a wiki page and ask the stakeholders to sign-off on the PM's decision; also create a PDF of this page and archive it with other key emails noting decisions you disagreed with	 26% (25)
	Total 100% (98)





Correct: 34 Partially correct: 0 Incorrect: 64 Lowest score: 0.00pts Average score: 0.35pts
Highest score: 1.00pts

20. When should you create video tutorials in your documentation?

Answer	Count
✓ When the docs are confusing without a dynamic visual	 55% (52)
✗ Since few users actually read anymore, videos are usually preferable to text and should be prioritized as a first learning deliverable before writing any documentation	 11% (10)
✗ Create video tutorials when requested to do so by product managers and business managers, since they're often more in tune with the user demographic and market	 30% (28)
✗ Create video tutorials when you're writing for a younger audience that grew up watching YouTube	 4% (4)
	Total 100% (94)

Correct: 52 Partially correct: 0 Incorrect: 42 Lowest score: 0.00pts Average score: 0.55pts
Highest score: 1.00pts

21. When is it appropriate to put your documentation on GitHub?

Answer	Count
✓ When you want community contributions and your docs are open-source	 53% (47)
✗ When you need a convenient and central location to distribute your docs	 15% (13)
✗ When you want to promote your docs in a visible space for other users	 5% (4)
✗ When your doc project is based on Git and can be incorporated into GitHub's git infrastructure	 27% (24)
	Total 100% (88)

Correct: 47 Partially correct: 0 Incorrect: 41 Lowest score: 0.00pts Average score: 0.53pts
Highest score: 1.00pts