

## **New Protocol for Course Changes**

Throughout the year, course content changes are submitted to IRWA from Facilitators, Coordinators and course Participants. As part of IRWA's 2006 Education Summit strategies, a new protocol for course changes has been initiated that streamlines and accelerates the process of implementing changes to IRWA courses. Depending on the nature of the change, the protocol will vary.

The following protocol is currently in place and IRWA has received positive feedback on the process.

### **Course Maintenance Database**

The new protocol requires that the IRWA Director of Course Curriculum ("IRWA") maintain a database of all comments, changes and recommendations received. All comments (and nature of comments) will be logged in/dated on the IRWA Course Maintenance Database.

IRWA will send an email to each individual thanking them for their input and advising them that their comments will be reviewed and appropriate action taken with an estimated time frame for changes to be incorporated. The estimated date for completion will be logged into the database.

### **Minor Changes**

All routine typographical errors, including grammar, spelling, math, formatting and any other minor changes not associated with course content (which requires review by subject matter experts) will be made immediately.

### **Adult Learning Format**

Issues of adult learning style, font, formatting and presentation style will be acknowledged but no action will be taken. These comments will be kept in the Course Maintenance Database and addressed only when an entire rewrite is undertaken.

### **Course Revisions/Rewrites**

If the person submitting the changes believes that the course requires an extensive rewrite, such comments will be maintained in the Course Maintenance Database for subsequent course review/revision. The IPDC will review all courses on an ongoing basis and schedule major rewrites of all courses on a five year cycle.

### **Technical Issues/Practice Changes**

All comments regarding technical issues or practice must be reviewed by a subject matter expert (SME). Upon receipt of such comments, IRWA will forward these to the SME assigned for that course along with the specific files requiring change or update. If deemed necessary, IRWA will also send the comments to the appropriate Committee Chair for review. Date sent will be logged in database.

Comments and recommendations received back from SME's and Committees will be incorporated into course files; date logged into database. If comments/recommendations are not received from the SME within two weeks, IRWA will follow up; date logged into database.

### **Upon Completion**

Upon completion of changes, the course "Revision Date" will be updated and course materials requested for an upcoming class scheduled after the first of the following month will include these changes. Minor changes such as correction of routine typos, grammatical errors, spelling, etc. will not require a change of version number.

The new electronic files in PDF format will then be posted on the printer's secured website. The printer will then print one copy of the new material as a proof to be reviewed by IRWA. The proof is examined for accuracy and, when approved, released for print on demand. Date logged into database.

At this time IRWA will send an email to appropriate headquarters staff and the individual submitting corrections advising them of the changes made and the availability of new material. The new revision number, if required, will then be posted to the IRWA website and printed in the next edition of Right of Way magazine. Date logged into database.

For questions or comments on this process, or to submit changes to courses, please contact Ron Ellis at 310-538-0233, ext. 142 or by email at [ellis@irwaonline.org](mailto:ellis@irwaonline.org).

### **Tips for Submitting Changes**

Here are some tips for submitting changes to course material:

1. Please be specific about ***where the change is needed***, (Manual, Handout, Exam, etc.).
2. Please be specific about ***the change that is needed***, not general comments such as, "There were numerous misspelled words", or "Manual needs revising."
3. Please give manual type, (Facilitator as "FM", or Participant as "PM"), page number and paragraph for change as well as specific change that is needed.
4. Where possible, please provide example, replacement or alternative to existing content.
5. Please give contact information so you can be notified when changes have been made and availability of new material.