

# Abbreviations and Key Terms

**Agile** = Agile software development describes a set of principles for software development under which requirements and solutions evolve through the collaborative effort of self-organizing cross-functional teams.

**Admin.** = administrator

**CMS** = Content Management System

**F2F or f2f** = face-to-face as in face-to-face classes or instruction

**LMS** = Learning Management System

**Instructor/Teacher** = used interchangeably to indicate someone who teaches writing

**MSU** = Michigan State University (where Casey works)

**19<sup>th</sup> Hole** = In golf, the nineteenth hole is a slang term for a pub, bar, or restaurant on or near the golf course, very often the clubhouse itself. A standard round of golf only has 18 holes.

**UCD** = user-centered design

**UX** = user experience

**OLI** = online literacy instruction

**OWC** = online writing course

**OWI** = online writing instruction or online writing instructor (used interchangeably)

**OWIC** = The Online Writing Instruction Community (our website)

**OWPA** = online writing program administrator

**PARS** = personal, accessible, responsive, strategic

**Par** = “par” stands for the number of strokes a golfer is expected to take on a particular hole; it’s the score a scratch golfer with a zero handicap (i.e., a really good player) would expect to make.

**ROI** = return on investment

**VOC** = voice of customer