Individualized learning with our Documentation Goddess Kate

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Individual course developed with your specific needs in mind

Owlcademy is offering individual training for customers who want a bespoke educational experience that gets to the root of your knowledge base needs and wants.

Many of us who write documentation weren't explicitly trained in it. Even more of us have documentation as one of a number of hats we wear in our role. Some folks are hired into working with an already established knowledge base that isn't anything like what we worked with before. The point is, anyone authoring in a knowledge base can come from any number of different places that aren't always easy to navigate.

That's why we thought it would be helpful to offer a curriculum that is as individual as each of our customers.

We'll meet you where you are.

How it works

A one-hour discovery call where we find out your history (or lack of history) with KnowledgeOwl, what your short- and long-term goals are, and ask the necessary questions to understand your use case holistically.

After this complimentary discovery call, we'll develop your customized onboarding course, which will consist of 1.5 hour sessions. Depending on your needs and your budget, these courses typically consist of between 4 - 8 sessions.
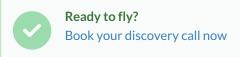
Once a plan is agreed upon, we'll invoice you for the course. Once we receive payment, the course begins on the schedule that makes sense for you.

Pricing

Each session costs $400. We default to scheduling these on an every-other-week cadence, but we can work with your schedule.

You can invite up to 4 other colleagues to join the course. Seats after the first 5 are billed at an additional $100/session.

You'll also receive a recording of each session, which you can save and share internally.

> **Ready to fly?**
> Book your discovery call now

Meet your instructor

Kate Mueller is KnowledgeOwl's **Documentation Goddess & Resident Cheesemonger** and host of The Not-Boring Tech Writer podcast. She's a seasoned technical writer who's written and maintained documentation for

companies in broadcasting, financial services, IT, and software for 15+ years.

Sample topics

While we personalize the learning plan to your needs, we also know that can seem a bit vague. Here are some of the types of topics we've included with other clients:

- Creating and updating content: Authoring workflows, features, and tips
- Content organization: Content hierarchy, categories, and articles
- Access control: Authors vs. readers, author teams and roles, reader groups
- Feature deep-dive for new KBs: Needs assessment of your organization's needs and recommended feature use and configuration.
- Feature deep-dive for existing KBs: Needs assessment of your organization's needs and audit review of currently-used features to determine if you're getting the most out of your KB.
- Optimizing search
- Communication plans for roll-out
- Implementation plans/stages

Consider these as a starting point for discussion, not a complete list. We love figuring out what you need most and crafting a curriculum that meets your needs!