

ENGL 3309-110, 80754, Tech Writing and Document Design

Fall 2021

Texas A&M University-Central Texas

COURSE DATES, MODALITY, AND LOCATION

August 23, 2021 to December 10, 2021

This is a 100% online course, and uses the A&M-Central Texas Canvas Learning Management System [<https://tamuct.instructure.com/>].

INSTRUCTOR AND CONTACT INFORMATION

Instructor: Sherry (Hill) Noonan

Office:

Phone:

Email: Canvas "Inbox" through our class preferred; s.hill.tamu.edu (alternate)

Office Hours: available by email

STUDENT-INSTRUCTOR INTERACTION

Like any workplace, this class is governed by a set of guidelines. Your professional attitude and persona should emerge strongly in this class. I expect everyone to communicate clearly and courteously with one another. I expect everyone to contribute productively to electronic discussion. I expect everyone to respect others and to demonstrate a professional attitude toward this class.

All questions or concerns should be sent to me through email. I will attempt to answer each email message in a timely manner. However, if your email is sent after normal business hours, then I may not respond until the next business day. Please plan accordingly.

If I have not responded to your email message through Canvas within one (1) business day, please send a duplicate message to me at s.hill@tamuct.edu.

WARRIOR SHIELD

Emergency Warning System for Texas A&M University-Central Texas

Warrior Shield is an emergency notification service that gives Texas A&M University-Central Texas the ability to communicate health and safety emergency information quickly via email, text message, and social media. All students are automatically enrolled in Warrior Shield through their myCT email account.

Connect to Warrior Shield by [911Cellular](https://portal.publicsafetycloud.net/Account/Login) [<https://portal.publicsafetycloud.net/Account/Login>] to change where you receive your alerts or to opt out. By staying enrolled in Warrior Shield, university officials can quickly pass on safety-related information, regardless of your location.

COURSE INFORMATION

Course Overview and Description:

The process of developing technical information, including researching, drafting, editing, revising, and designing technical reports, proposals, manuals, job application documents and professional correspondence for specific audiences, using word processing and graphic applications. Prerequisite(s): ENGL 1301 and ENGL 1302.

Course Objectives:

Technical communication is the study and practice of how best to convey information to multiple audiences with different goals and needs. After completing this class, you will be able to:

- Recognize and be able to analyze rhetorical features of various types of technical information (written, oral, visual, and electronic), including rhetorical contexts, purposes, and audiences.
- Communicate using clear, concise, and grammatically correct language.
- Demonstrate principles of effective document design in professional communication.
- Recognize the influences of organizational settings and communities of practice.
- Plan, design, develop, and present professional/technical information (written, visual, and electronic) for various contexts, purposes, and audiences.
- Work in a variety of roles in collaborative activities and team projects.

Required Reading and Textbook:

Lannon, John M. *Technical Communication*, 15th edition. New York: Longman, 2019. This text does not need to be purchased in the campus bookstore, but it is your responsibility to obtain a copy (whether or you buy or rent) BEFORE the first assignments are due. This text is also available in electronic format, by download or internet access.

This is a Writing Instructive (WI) course so writing will be an integral part of my instruction and our interactions. Writing will also be a fundamental way that I measure student mastery of course content. WI means that you will have several opportunities to work on improving your writing skills.

COURSE REQUIREMENTS

- **Chapter Discussions (100 points cumulative total, average of top ten Discussion grades):** Each week of our course includes relevant Discussion boards for which you will prepare and post an electronic response. Potential topics will be provided for each Discussion. Each Discussion board will be open for a minimum of two consecutive weeks, and may be made unavailable at the end of that time. Responses to your fellow students' posts are encouraged, and can be used to count toward your minimum ten postings. Missed Discussion postings CANNOT be made up.
- **Chapter Quizzes (100 points cumulative total, average of top ten Quiz grades):** Each week of our course includes at least one relevant Chapter Quiz which you must complete. Each Chapter Quiz consists of ten questions in True/False format. Each

Chapter Quiz will be open for a minimum of two consecutive weeks, and may be made unavailable at the end of that time. Missed Chapter Quizzes CANNOT be made up.

- **Library Assignment (100 points):** This Major Assignment is a 12-question assessment designed to develop electronic research skills, and is presented in multiple-choice format.
- **Job Search, Cover Letter, and Resume (150 points):** This Major Assignment consists of three separate components, including a professional-quality resume, a job application letter in standard business correspondence format, and a short essay designed to help organize your search for a job. A handout will be provided to help you prepare your Job Search, and the grading rubric to be used will be included with the assignment.
- **Product Description and Definition (150 points):** This Major Assignment requires you to create a document designed for marketing a specific product, including a detailed definition of that technical object. The item used for this assignment must be approved by your instructor, and the grading rubric to be used will be included with the assignment.
- **Instructions (100 points):** This Major Assignment is a detailed document including step-by-step instructions to assemble a technical object or describe a technical process. The subject used for this assignment must be approved by your instructor, and the grading rubric to be used will be included with the assignment.
- **Proposal Letter and Article Summary (100 points):** This Major Assignment consists of two separate components, including a cover letter in response to a specific Request for Proposal, and a summary of a technical article. The purpose of this assignment is to assist you in selecting and analyzing an appropriate Request for Proposal for your final Major Assignment. The grading rubric to be used will be included with the assignment.
- **Proposal (200 points):** This Major Assignment is a formal Proposal, prepared in response to a specific Request for Proposal. Your document will be evaluated based on its professional appearance, as well as your thorough analysis of the proper audience for your document. The grading rubric to be used will be included with the assignment.

Grading Criteria Rubric and Conversion

- 100 points - Chapter Discussions (average of top ten Discussion grades)
- 100 points - Chapter Quizzes (average of top ten Quiz grades)
- 100 points - Library Assignment
- 150 points - Job Search, Cover Letter, and Resume
- 150 points - Product Description and Definition
- 100 points - Instructions
- 100 points - Proposal Letter and Article Summary
- 200 points – Proposal

Grading Scale:

900 - 1000 points	A
800 - 899 points	B
700 - 799 points	C

600 – 699 points	D
Below 600 points	F

Posting of Grades

All grades will be posted in our Canvas class. Grades for Chapter Quizzes are available upon completion of each respective Chapter Quiz, since those submissions are graded automatically. Grades for Discussion postings will be available within one week after that respective Discussion board has closed. Grades for Major Assignments that are submitted on or before their respective due dates will be returned within one week of the assignment due date.

Grading Policies:

Discussion postings and Chapter Quizzes may NOT be submitted late. If a Discussion posting is not submitted by the due date, or a Chapter Quiz is not completed by the due date, a zero grade will be recorded for that assignment.

Late Submissions. If a Major Assignment is submitted after midnight on the day it is due, that assignment will be considered late. Late assignments will be penalized for each day beyond the due date. For example, an assignment due on Sunday would receive a deduction if submitted on Monday, and it would receive an additional deduction if submitted on Tuesday. If an assignment is not submitted within one week after the submission date, then the assignment will be considered “missed” and a grade of zero will be recorded for that assignment. This policy is intended to prepare you for the rigors of professional writing situations and professional deadlines.

Extended Submission Date. I will consider negotiating an extension of no more than one week **on one occasion** during the course for a single Major Assignment, should the need arise. A **formal** request for an extension must be sent by email at least 24 hours **before** the assignment is due. The extension request should be in memorandum format, and you **must**:

- Ask for an extension
- Explain why the assignment will not be submitted by the due date
- Specify a revised submission date within one week of the original due date.

If no formal request is made for an extension, the assignment will be considered late. If the assignment is not submitted by the revised submission date, a grade of zero will be recorded.

Revision Policy. You will be allowed to revise your Major Assignments (other than your Proposal) one time EACH if you receive a grade equivalent to 89% or lower, and would like to raise your grade for the assignment. (Submissions which earn a grade equivalent to 90% or higher may not be rewritten, and your Proposal Assignment may not be revised due to time constraints.) I will average the grade on the revised submission with the original grade for the assignment. Revisions are due one week after the graded assignment is returned to you. However, before you begin a rewrite, you must contact me to outline your revision plan. In order to improve your grade through revision, you must SUBSTANTIALLY revise your assignment, but I am happy to help you do so.

Backup Copies. Always keep backup electronic copies of ALL your work, as well as ALL graded copies of your work in case a grade dispute arises.

COURSE OUTLINE AND CALENDAR

Tentative Instructional Outline

Module	Chapters	Graded Elements Due	Total Possible Points
Principles of Technical Communication (due 9/12/21)	Introduction to Course 1: Introduction to Technical Communication 2: Meeting the Needs of Specific Audiences 3: Persuading Your Audience 4: Weighing the Ethical Issues 6: An Overview of the Technical Writing Process 10: Organizing for Readers	Chapter 1 Discussion Chapter 2 Discussion Chapter 3 Discussion Chapters 1-3 Quiz Chapter 4 Discussion Chapter 4 Quiz Chapter 6 Discussion Chapter 6 Quiz Chapter 10 Discussion Chapter 10 Quiz LIBRARY ASSIGNMENT	100
Job Search (due 10/3/21)	16: Resumes and Other Job-Search Materials 15: Workplace Memos and Letters 14: Email	Chapter 16 Discussion Chapter 16 Quiz Chapter 15 Discussion Chapter 14 Discussion Chapters 14+15 Quiz JOB SEARCH, COVER LETTER and RESUME	150

<p>Product Description and Definition (due 10/17/21)</p>	<p>17: Technical Definitions 18: Technical Descriptions, Specifications, and Marketing Materials 11: Editing for a Professional Style and Tone</p>	<p>Chapter 17 Discussion Chapter 17 Quiz Chapter 18 Discussion Chapter 18 Quiz Chapter 11 Discussion PRODUCTION DESCRIPTION and DEFINITION</p>	<p>150</p>
<p>Instructions (due 10/31/21)</p>	<p>19: Instructions and Procedures 12: Designing Visual Information</p>	<p>Chapter 19 Discussion Chapter 19 Quiz Chapter 12 Discussion INSTRUCTIONS</p>	<p>100</p>
<p>The Research Process (due 11/14/21)</p>	<p>7: Thinking Critically about the Research Process 8: Evaluating and Interpreting Information 9: Summarizing Research Findings and Other Information 22: Proposals</p>	<p>Chapter 7 Discussion Chapter 8 Discussion Chapter 9 Discussion Chapter 22 Discussion Chapter 22 Quiz PROPOSAL LETTER and ARTICLE SUMMARY</p>	<p>100</p>

Proposal (due 12/5/21)	21: Formal Analytical Reports 23: Oral Presentations and Webinars 25: Social Media	Chapter 21 Discussion Chapter 21 Quiz Chapter 23 Discussion Chapter 23 Quiz Chapter 25 Discussion PROPOSAL PROGRESS MEMO PROPOSAL	<p style="text-align: right;">200</p>
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Important University Dates

Please see the link below for important University dates.

<https://www.tamuct.edu/registrar/academic-calendar.html>

TECHNOLOGY REQUIREMENTS AND SUPPORT

Technology Requirements

This course will use the A&M-Central Texas Instructure Canvas learning management system. **We strongly recommend the latest versions of Chrome or Firefox browsers. Canvas no longer supports any version of Internet Explorer.**

Log on to A&M-Central Texas Canvas [<https://tamuct.instructure.com/>] or access Canvas through the TAMUCT Online link in myCT [<https://tamuct.onecampus.com/>]. You will log in through our Microsoft portal.

Username: Your MyCT email address. Password: Your MyCT password

Canvas Support

Use the Canvas Help link, located at the bottom of the left-hand menu, for issues with Canvas. You can select “Chat with Canvas Support,” submit a support request through “Report a Problem,” or call the Canvas support line: 1-844-757-0953.

For issues related to course content and requirements, contact your instructor.

Online Proctored Testing

A&M-Central Texas uses Proctorio for online identity verification and proctored testing. This

service is provided at no direct cost to students. If the course requires identity verification or proctored testing, the technology requirements are: Any computer meeting the minimum computing requirements, plus web camera, speaker, and microphone (or headset). Proctorio also requires the Chrome web browser with their custom plug in.

Other Technology Support

For log-in problems, students should contact Help Desk Central

24 hours a day, 7 days a week

Email: helpdesk@tamu.edu

Phone: (254) 519-5466

[Web Chat](http://hdc.tamu.edu): [<http://hdc.tamu.edu>]

Please let the support technician know you are an A&M-Central Texas student.

UNIVERSITY RESOURCES, PROCEDURES, AND GUIDELINES

Drop Policy

If you discover that you need to drop this class, you must complete the [Drop Request](#) Dynamic Form through Warrior Web.

Faculty cannot drop students; this is always the responsibility of the student. The Registrar's Office will provide a deadline on the Academic Calendar for which the form must be completed. Once you submit the completed form to the Registrar's Office, you must go into Warrior Web and confirm that you are no longer enrolled. If you still show as enrolled, FOLLOW-UP with the Registrar's Office immediately. You are to attend class until the procedure is complete to avoid penalty for absence. Should you miss the drop deadline or fail to follow the procedure, you will receive an F in the course, which may affect your financial aid and/or VA educational benefits.

Academic Integrity

Texas A&M University -Central Texas values the integrity of the academic enterprise and strives for the highest standards of academic conduct. A&M-Central Texas expects its students, faculty, and staff to support the adherence to high standards of personal and scholarly conduct to preserve the honor and integrity of the creative community. Academic integrity is defined as a commitment to honesty, trust, fairness, respect, and responsibility. Any deviation by students from this expectation may result in a failing grade for the assignment and potentially a failing grade for the course. Academic misconduct is any act that improperly affects a true and honest evaluation of a student's academic performance and includes, but is not limited to, working with others in an unauthorized manner, cheating on an examination or other academic work, plagiarism and improper citation of sources, using another student's work, collusion, and the abuse of resource materials. All academic misconduct concerns will be referred to the university's Office of Student Conduct. Ignorance of the university's standards and expectations

is never an excuse to act with a lack of integrity. When in doubt on collaboration, citation, or any issue, please contact your instructor before taking a course of action.

For more [information regarding the Student Conduct process](https://www.tamuct.edu/student-affairs/student-conduct.html),
[https://www.tamuct.edu/student-affairs/student-conduct.html].

If you know of potential honor violations by other students, you may [submit a report](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=0),
[https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=0].

Academic Accommodations

At Texas A&M University-Central Texas, we value an inclusive learning environment where every student has an equal chance to succeed and has the right to a barrier-free education. The Office of Access and Inclusion is responsible for ensuring that students with a disability receive equal access to the university's programs, services and activities. If you believe you have a disability requiring reasonable accommodations please contact the Office of Access and Inclusion, WH-212; or call (254) 501-5836. Any information you provide is private and confidential and will be treated as such.

For more information please visit our [Access & Inclusion](https://tamuct.instructure.com/courses/717) Canvas page (log-in required)
[https://tamuct.instructure.com/courses/717]

Important information for Pregnant and/or Parenting Students

Texas A&M University-Central Texas supports students who are pregnant and/or parenting. In accordance with requirements of Title IX and related guidance from US Department of Education's Office of Civil Rights, the Dean of Student Affairs' Office can assist students who are pregnant and/or parenting in seeking accommodations related to pregnancy and/or parenting. Students should seek out assistance as early in the pregnancy as possible. For more information, please visit [Student Affairs](https://www.tamuct.edu/student-affairs/index.html) [https://www.tamuct.edu/student-affairs/index.html]. Students may also contact the institution's Title IX Coordinator. If you would like to read more about these [requirements and guidelines](http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf) online, please visit the website [http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf].

Title IX of the Education Amendments Act of 1972 prohibits discrimination on the basis of sex and gender—including pregnancy, parenting, and all related conditions. A&M-Central Texas is able to provide flexible and individualized reasonable accommodation to pregnant and parenting students. All pregnant and parenting students should contact the Associate Dean in the Division of Student Affairs at (254) 501-5909 to seek out assistance. Students may also contact the University's Title IX Coordinator.

Tutoring

Tutoring is available to all A&M-Central Texas students, on a remote online basis. Visit the Academic Support Community in Canvas to view schedules and contact information. Subjects tutored on campus include Accounting, Advanced Math, Biology, Finance, Statistics,

Mathematics, and Study Skills. Tutors will return at the Tutoring Center in Warrior Hall, Suite 111 in the Fall 2020. Student success coaching is available online upon request.

If you have a question regarding tutor schedules, need to schedule a tutoring session, are interested in becoming a tutor, success coaching, or have any other question, contact Academic Support Programs at (254) 501-5836, visit the Office of Student Success at 212F Warrior Hall, or by emailing studentsuccess@tamuct.edu.

Chat live with a tutor 24/7 for almost any subject from on your computer! Tutor.com is an online tutoring platform that enables A&M-Central Texas students to log in and receive online tutoring support at no additional cost. This tool provides tutoring in over 40 subject areas except writing support. Access Tutor.com through Canvas.

University Writing Center

University Writing Center: The University Writing Center (UWC) at Texas A&M University–Central Texas (TAMUCT) is a free service open to all TAMUCT students. For the Spring 2021 semester, all services will be online as a result of the COVID-19 pandemic. The hours of operation are from 10:00 a.m.-4:00 p.m. Monday thru Thursday with satellite hours Monday thru Thursday from 6:00-9:00 p.m. The UWC is also offering hours from 12:00-3:00 p.m. on Saturdays.

Tutors are prepared to help writers of all levels and abilities at any stage of the writing process. By providing a practice audience for students' ideas and writing, our tutors highlight the ways in which they read and interpret students' texts, offering guidance and support throughout the various stages of the writing process. While tutors will not write, edit, or grade papers, they will assist students in developing more effective composing practices. Whether you need help brainstorming ideas, organizing an essay, proofreading, understanding proper citation practices, or just want a quiet place to work, the UWC is here to help!

Students may arrange a one-to-one session with a trained and experienced writing tutor by making an appointment via [WCOonline](https://tamuct.mywconline.com/) [https://tamuct.mywconline.com/]. In addition, you can email Dr. Bruce Bowles Jr. at bruce.bowles@tamuct.edu if you have any questions about the UWC and/or need any assistance with scheduling.

University Library

The University Library provides many services in support of research across campus and at a distance. We offer over 200 electronic databases containing approximately 250,000 eBooks and 82,000 journals, in addition to the 85,000 items in our print collection, which can be mailed to students who live more than 50 miles from campus. Research guides for each subject taught at A&M-Central Texas are available through our website to help students navigate these resources. On campus, the library offers technology including cameras, laptops, microphones, webcams, and digital sound recorders.

Research assistance from a librarian is also available 24 hours a day through our online chat service, and at the reference desk when the library is open. Research sessions can be scheduled for more comprehensive assistance, and may take place on Skype or in-person at the library. Assistance may cover many topics, including how to find articles in peer-reviewed journals, how to cite resources, and how to piece together research for written assignments.

Our 27,000-square-foot facility on the A&M-Central Texas main campus includes student lounges, private study rooms, group work spaces, computer labs, family areas suitable for all ages, and many other features. Services such as interlibrary loan, TexShare, binding, and laminating are available. The library frequently offers workshops, tours, readings, and other events. For more information, please visit our [Library website](http://tamuct.libguides.com/index) [http://tamuct.libguides.com/index].

A Note about Sexual Violence at A&M-Central Texas

Sexual violence is a serious safety, social justice, and public health issue. The university offers support for anyone struggling with these issues. University faculty are mandated reporters, so if someone discloses that they were sexually assaulted (or a victim of Domestic/Dating Violence or Stalking) while a student at TAMUCT, faculty members are required to inform the Title IX Office. If you want to discuss any of these issues confidentially, you can do so through Student Counseling (254-501-5955) located on the second floor of Warrior Hall (207L).

Sexual violence can occur on our campus because predators often feel emboldened, and victims often feel silenced or shamed. It is incumbent on ALL of us to find ways to actively create environments that tell predators we don't agree with their behaviors and tell survivors we will support them. Your actions matter. Don't be a bystander; be an agent of change. For additional information on campus policy and resources visit the [Title IX webpage](https://www.tamuct.edu/compliance/titleix.html) [https://www.tamuct.edu/compliance/titleix.html].

Behavioral Intervention

Texas A&M University-Central Texas cares about the safety, health, and well-being of its students, faculty, staff, and community. If you are aware of individuals for whom you have a concern, please make a referral to the Behavioral Intervention Team. Referring your concern shows you care. You can complete the [referral](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2) online [https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2].

Anonymous referrals are accepted. Please see the [Behavioral Intervention Team](https://www.tamuct.edu/student-affairs/bat.html) website for more information [https://www.tamuct.edu/student-affairs/bat.html]. If a person's behavior poses an imminent threat to you or another, contact 911 or A&M-Central Texas University Police at 254-501-5800.

Copyright Notice

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