



Undergraduate Course Syllabus

COM 342: Writing for the Computer Industry

Center: Online

Course Prerequisites

COM 341

Course Description

This course is designed to increase the students' ability to communicate high-tech information and to apply the technical writing process to the computer industry. The course focuses on techniques for creating documentation with attention to formatting, graphic design and text organization.

Course Outcomes

- Students will demonstrate competence in writing for the computer industry

Required Materials

Using your learning resources is critical to your success in this course. Please purchase directly through SNHU's online bookstore, [MBS Direct](#), rather than any other vendor. Purchasing directly from the bookstore ensures that you will obtain the correct materials and that the Help Desk, your advisor, and the instructor can provide you with support if you have problems.

Read Me First! A Style Guide for the Computer Industry

Sun Technical

Prentice Hall, Inc.

3rd Edition

2010

ISBN: 978-0-13-705826-6

Instructor Availability and Response Time

Your class interaction with the instructor and your classmates will take place in Blackboard on a regular, ongoing basis. Your instructor will be actively engaged within the course throughout the week. You will normally communicate with your instructor in the weekly discussions or the General Questions forum in Blackboard so that your questions and the instructor's answers benefit the entire class. You should feel free, however, to communicate with your instructor via SNHU email at any time, particularly when you want to discuss something of a personal or sensitive nature. Your instructor will generally provide a response within 24 hours.

Grade Distribution

Assignment Category	Number of Graded Items	Point Value per Item	Total Points
Discussions	9	33	297
Technical Papers (Procedure Documents)	2	50	100
Style Guide	1	100	100
Project Plan	1	100	100
Global Audience Document Technical	1	150	150
Writing Portfolio	3	83	249
		Total Course Points:	996

This course may also contain practice activities. The purpose of these non-graded activities is to assist you in mastering the learning outcomes in the graded activity items listed above.

University Grading System: Undergraduate

		<i>Total Points. 996</i>	
Grade	Numerical Equivalent	Points	Points Equivalent
			<i>Lower Upper</i>
A	93-100	4	926 996
A-	90-92	3.67	896 925
B+	87-89	3.33	867 895
B	83-86	3	827 866
B-	80-82	2.67	797 826
C+	77-79	2.33	767 796
C	73-76	2	727 766
C-	70-72	1.67	697 726
D+	67-69	1.33	667 696
D	60-66	1	598 666
F	0-59	0	0 597
I	Incomplete		
IF	Incomplete/Failure*		
IP	In Progress (past end of term)		
W	Withdrawn		

*Please refer to the [policy page](#) for information on the incomplete grade process.

Grading Guides

Specific activity directions, grading guides, posting requirements, and additional deadlines can be found in the Course Information area in the Assignment Guidelines and Rubrics folder.

Weekly Assignment Schedule

The Learning Modules area in Blackboard contains one module folder for each week of the course. All reading and assignment information can be found in the folders. Assignments and discussion board posts during the first week of each term are due by 11:59 p.m. Eastern Time. Assignments and discussion posts for the remainder of the term are due by 11:59 p.m. of the student's local time zone.

In addition to the textbook readings that are listed, there may be additional required resources within each module in Blackboard.

Module	Topics and Assignments
1	<p>Basic Technical Writing Elements</p> <p><i>Read Me First! A Style Guide for the Computer Industry</i>, Chapters 1–3</p> <p>1-1 Discussion: Authoring Tools</p> <p>1-2 Final Project: Wiki: Introduction</p> <p>1-3 Self-Check: Gerunds</p> <p>1-4 Artifact: Procedure Document I</p>
2	<p>Document Types</p> <p><i>Read Me First! A Style Guide for the Computer Industry</i>, Chapters 4–5</p> <p>2-1 Discussion: Audience</p> <p>2-2 Self-Check: Presentation</p> <p>2-3 Artifact: Procedure Document II</p> <p>2-4 Discussion Forum Preparation: Applying the Elements Excerpts</p>
3	<p>Computer Industry Writing Style</p> <p><i>Read Me First! A Style Guide for the Computer Industry</i>, Chapters 6–7</p> <p>3-1 Discussion: Applying the Elements</p> <p>3-2 Self-Check: Document Control</p> <p>3-3 Final Project: Wiki: Milestone</p>
4	<p>Document Project Planning</p> <p><i>Read Me First! A Style Guide for the Computer Industry</i>, Chapter 10</p> <p>4-1 Discussion: Stakeholders</p> <p>4-2 Artifact: Project Plan</p> <p>4-3 Final Project: Wiki: Milestone</p>
5	<p>Structured Authoring: Online Documents</p> <p><i>Read Me First! A Style Guide for the Computer Industry</i>, Chapters 14 and 16</p> <p>5-1 Discussion: Structured Authoring</p> <p>5-2 Artifact: Style Guide</p>
6	<p>Global Effect: Writing for An International Audience</p> <p><i>Read Me First! A Style Guide for the Computer Industry</i>, Chapter 8</p> <p>6-1 Discussion: Global Audiences</p> <p>6-2 Self-Check: Technical Communications Poll: Biggest Translation Challenges</p> <p>6-3 Artifact: Global Audience Document</p> <p>6-4 Final Project: Wiki: Milestone</p>
7	<p>Writing and Social Media</p> <p><i>Read Me First! A Style Guide for the Computer Industry</i>, Chapter 9</p> <p>7-1 Discussion: Social Media and Technical Communications</p> <p>7-2 Discussion Forum Preparation: Global Audience Document</p>
8	<p>Editorial Responsibility</p> <p><i>Read Me First! A Style Guide for the Computer Industry</i>, Chapter 11</p> <p>8-1 Discussion: Editing Responsibility</p> <p>8-2 Discussion: Final Reflections</p>

Attendance Policy

Online students are required to submit a graded assignment/discussion to Blackboard during the first week of class. If a student does not submit a posting to the graded assignment/discussion during the first week of class, the student is automatically withdrawn from the course for non-participation. Review the [full attendance policy](#).

Late Assignments Policy

Meeting assigned due dates is critical for demonstrating progress and ensuring appropriate time for instructor feedback on assignments. Students are expected to submit their assignments on or before the due date. Review the [full late assignment policy](#).

SNHU College of Online and Continuing Education Student Handbook

Review the [student handbook](#).

ADA/504 Compliance Statement

Southern New Hampshire University is dedicated to providing equal access to individuals with disabilities, including intellectual disabilities, in accordance with Section 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act (ADA) of 1990, and the ADA Amendments Act of 2008. The university prohibits unlawful discrimination on the basis of disability and takes action to prevent such discrimination by providing reasonable accommodations to eligible individuals with disabilities.

As soon as you become aware of a disability, we encourage you to contact the Online Accessibility Center (OAC) to discuss accommodations for which you may be qualified. Reasonable accommodations are established through an interactive process between the student and the OAC. Note that accommodations are not retroactive and that disability accommodations are not provided until an accommodation letter has been processed.

Contact Information:

Online Accessibility Center

Phone: 866-305-9430

Email: oac@snhu.edu

For questions concerning support services, documentation guidelines, or general disability issues, visit the [Online Accessibility Center](#) website.

If you feel you have been denied appropriate disability-related accommodations, including appropriate auxiliary aids and services, you may file a grievance as described in the ADA/504 Grievance Policy found on the [Disability Services](#) webpage.

Academic Honesty Policy

Southern New Hampshire University requires all students to adhere to high standards of integrity in their academic work. Activities such as plagiarism and cheating are not condoned by the university. Review the [full academic honesty policy](#).

Copyright Policy

Southern New Hampshire University abides by the provisions of United States Copyright Act (Title 17 of the United States Code). Any person who infringes the copyright law is liable. Review the [full copyright policy](#).

SNHU College of Online and Continuing Education Withdrawal Policy

Review the [full withdrawal policy](#).

Southern New Hampshire University Policies

More information about SNHU policies can be found on the [policy page](#).

Assessment Calibration and Student Work Samples

For the purpose of continuous improvement of our educational training, Southern New Hampshire University's College of Online and Continuing Education may, on occasion, utilize anonymous student work samples for internal professional development and staff training. If you have any questions or concerns, contact your advisor. If you would like to withdraw permission for use of your work, please contact the assessment calibration administrator at assessmentcalibration@snhu.edu. See [this document](#) for more information.