UNIVERSITY OF MARYLAND GLOBAL CAMPUS

Adelphi · Syllabus ·

WRTG 393 6392 Advanced Technical Writing (2242) WRTG-393

Spring 2024   Section 6392   3 Credits   01/10/2024 to 03/05/2024

👤 Faculty Contact

Dorothy Bendel dorothy.bendel@faculty.umgc.edu

🖥 Course Description

(Fulfills the general education requirement in upper-level advanced writing.) Prerequisite: WRTG 112. A comprehensive, project-based study of applied technical writing. The aim is to design and develop appropriate and effective technical documents using strategies and technologies for a variety of audiences. Students may receive credit for only one of the following courses: COMM 393/393X, ENGL 393/393X, or WRTG 393/393X

◎ Course Introduction

This course will help you prepare for the writing you will encounter in the classes for your major at UMGC as well as writing you might encounter in a workplace or community situation.

Technical writing is a category of professional writing. Technical writing involves an understanding of document, purpose, and audience. These three concepts weave among one another as the writer determines how to respond to a rhetorical situation.

The course is designed to introduce you to the skills that technical communication professionals use on the job as well as the kinds of writing you might encounter in your classes.

You will practice skills such as integrating graphics, labeling and citing graphics, writing instructions, and chunking material. Concepts such as white space, contrast, repetition, alignment, and proximity will be discussed during the course.

You will also practice research skills, integrating sources into a document, and properly citing the sources for the reader.

Note: This course is identified as a prerequisite for another course at UMGC. Successful completion of this course is required to advance to the next course in a sequence. A grade of Withdrawal (W), Failure for non-attendance (FN), Failure (F) or Incomplete (I) will not meet a prerequisite requirement. You may be barred from enrolling in or may be removed from courses for which you do not have the necessary prerequisites.

Keep track of your progress in this course. If you are uncertain about your standing, consult with your instructor. You should also work with an academic advisor to be sure you are aware of your options and are meeting all necessary program requirements when planning your schedule.

📶 Course Outcomes

After completing this course, you should be able to:

- demonstrate how purpose, audience, and document style intersect in designing technical documents
- create user-friendly and navigable technical documents via document design techniques
- formulate objective prose and clear language in writing technical documents
- synthesize diverse sources into an argument in order to persuade an audience in a workplace or community setting
- attribute sources accurately through a consistent documentation style
- implement strategies, including grammar, mechanics, and document style choices, in support of audience and purpose

📖 Course Materials

Click to access your course materials information (http://webapps.umgc.edu/UgcmBook/BPage.cfm?C=WRTG%20393&S=6392&Sem=2242)

✔️ Grading Information

WA1 -- three personas	50
WA2 -- set of instructions	120
WA3 -- quick start guide	50
WA4 -- report to supervisor	230
WA5 -- resume_coverletter_PARCanalysis	240
final assignment -- presentation	70
participation	240
wk1_dt1_SamplePapers_WA1_WA2	16
wk1_dt2_GettingStarted_Personas	16
wk2_dt2_BecomingFamiliar_PARC	16

wk2_dt1_Library_Tutorials	16
wk3_dt1_Quick_Start_Guides	16
wk3_dt2_Preparing_for_WA4	16
wk4_dt1_Preparing_for_WA5	16
wk4_dt2_Analyzing_Two_Websites_PARC	16
wk5_dt1_Resume_CL_tips	16
wk5_dt2_Analyzing_Instr_ChatGPT	16
wk6_dt1_PARC_for_Resumes	16
wk6_dt2_Gunning_Fog_Index	16
wk7_dt1_DataVisualization	16
wk7_dt2_Visual_Rhetorical_Figures	16
wk8_dt_Posting_Draft_of_Resume	16
Final Calculated Grade	1,000

≔ Project Descriptions

Personas

In this assignment, students will write a set of personas to prepare for writing a set of instructions to an audience. Details will be provided in class.

Instructions on Navigating a Website

In this assignment, students will write a set of instructions on how to accomplish a task on a website. Details will be provided in class.

Quick Start Guide

In this assignment, students will write a shorter set of instructions from their submission for writing assignment #2. Details will be provided in class

Report to the Supervisor

In this assignment, students are given a scenario from which to write a short report to a supervisor using technical writing strategies. Details will be provided in class.

Resume/Cover Letter/PARC Analysis

In this assignment, students will write a resume and cover letter for a job posting. In addition, they will write a summary of how they applied the document design principles of PARC to their resume. Details are provided in the class.

Final Assignment -- Presentation

In this assignment, students will prepare a PowerPoint presentation of 5-8 slides with audio. The presentation should be 4-7 minutes in length. The presentation is delivered to the supervisor to whom the report was written, along with the supervisor's IT team.

🏛 Academic Policies

ACADEMIC INTEGRITY

University of Maryland Global Campus (UMGC) has adopted a [Philosophy of Academic Integrity (https://www.umgc.edu/current-students/learning-resources/academic-integrity/philosophy)](https://www.umgc.edu/current-students/learning-resources/academic-integrity/philosophy) to guide the university's commitment to a culture of academic integrity. Our approach cultivates socially responsible personal and professional behaviors and traits. All members of the University community must maintain the highest level of integrity across the academic experience.

Resources - UMGC provides an [Academic Integrity Tutorial (https://www.umgc.edu/current-students/learning-resources/academic-integrity/tutorial)](https://www.umgc.edu/current-students/learning-resources/academic-integrity/tutorial) and an Integrity & Ethics Badge as learning resources. These resources include information on the fundamentals of academic integrity and how to apply your own personal ethics to coursework as a UMGC student and in other settings. Other Academic Integrity

resources and guidelines are found at https://www.umgc.edu/current-students/learning-resources/academic-integrity (https://www.umgc.edu/current-students/learning-resources/academic-integrity).

Role of Instructor - Your instructor is your primary resource for how to uphold the highest ethical standards in the context of the specific requirements for this course.

Student Responsibility – You are responsible for using UMGC-approved resources to understand key academic integrity concepts and to support your own academic success through practices that uphold values of integrity: honesty, trust, fairness, respect, responsibility, and courage.

Turnitin - Turnitin is enabled within the classroom to support the development and assessment of authentic student writing. To learn more about Turnitin, the feedback it provides, how to use that feedback to improve your work, and your options regarding the inclusion of your work in the Turnitin database, visit University guides for Turnitin at https://libguides.umgc.edu/turnitin-faq (https://libguides.umgc.edu/turnitin-faq).

In keeping with our mission to prepare learners for careers and life after college, UMGC embraces the importance of artificial intelligence (AI) as part of that future. The efficient, effective, and ethical use of artificial intelligence tools to assist learning can prepare you for your career, especially tasks involving the top abilities that employers are seeking: problem solving, creativity, critical thinking, collaboration, and analysis. But, while using AI in some stages of your assignments will help to prepare you for your job, your use must also reflect the ethical requirements of your chosen profession and UMGC's Academic Integrity policy.

Within the context of professional ethics and academic integrity, the University generally permits the use of Generative Artificial Intelligence (GenAI) tools, like ChatGPT, for tasks such as generating ideas, brainstorming, finding background information, clarifying research questions, and improving one's grasp of coding or math concepts. These and other uses of artificial intelligence (AI) tools are acceptable as long as they align with an assignment's requirements and its intended learning goals. In addition, any AI content a student submits as part of an assignment should include citation or other forms of attribution. To assist you, student resources on proper use and attribution of AI tools to support learning can be found on UMGC's Library Website at this link: https://libguides.umgc.edu/artificial-intelligence (https://libguides.umgc.edu/artificial-intelligence).

CLASSROOM CIVILITY

University of Maryland Global Campus is committed to the success of our global community and values the diverse identities and backgrounds of our students, faculty, and staff. Each one of us has a broader life and set of experiences beyond UMGC that we bring with us to each interaction. Sharing your story with your classmates provides opportunities to learn, relate, and gain inspiration from each other. Engagement often begins with introductions at the beginning of the course. Sharing your preferred name, preferred pronouns, and other details about yourself and your life builds a foundation for connection, understanding, and a richer and more personalized learning experience.

We also recognize that some of life's responsibilities and challenges outside of the classroom, such as childcare, a change in employment status, or illness, have an impact on success in a course. To the extent you are comfortable, we encourage you to communicate with your faculty member or Success Coach about any concerns you have for this course or as a student at UMGC so we can help you navigate potential obstacles and stay on track to achieve your goals.

Students are expected to work together cooperatively, and treat fellow students and faculty with respect, showing professionalism and courtesy in all interactions. Please review the Code of Civility for more guidance on interacting in UMGC classrooms: https://www.umgc.edu/current-students/student-life-and-support/student-handbook/civility-code (https://www.umgc.edu/current-students/student-life-and-support/student-handbook/civility-code).

POLICIES AND GUIDELINES

UMGC is committed to creating a climate in which everyone can thrive. UMGC's Non-Discrimination and Anti-Harassment Policy (https://www.umgc.edu/administration/policies-and-reporting/policies/administration-policies/non-discrimination-and-anti-harassment) (Policy VI-1.00) and Sexual Misconduct Policy (https://www.umgc.edu/administration/policies-and-reporting/policies/administration-policies/sexual-misconduct) (Policy 041.00) protect students, faculty, and staff.

Here you will find UMGC's Non-Discrimination Statement (https://www.umgc.edu/terms-conditions/nondiscrimination-statement).

Students with disabilities who need accommodations in a course are encouraged to contact the Office of Accessibility Services (OAS) at accessibilityservices@umgc.edu (mailto:accessibilityservices@umgc.edu), or call 240-684-2287.

The following academic policies and procedures apply to this course and your studies at UMGC.

150.25	Academic Integrity Policy (https://www.umgc.edu/administration/policies-and-reporting/policies/academic-affairs/academic-integrity) The University expects all members of the university community—students, faculty, and staff—to use guidelines to work with and promote integrity. If you are aware of any academic misconduct, please contact integrity@umgc.edu. All cases of academic misconduct will be addressed in accordance with Policy 150.25 (https://www.umgc.edu/administration/policies-and-reporting/policies/academic-affairs/academic-integrity) and associated procedures. You are expected to engage in new learning that furthers your development of knowledge, skills, and abilities in each course. According to this policy, you may not submit a substantial portion of any coursework that you have submitted to any course previously without express written approval through assignment guidelines or other forms of communication. You must use UMGC course materials responsibly. Uploading course materials to any website outside of UMGC's online classroom is prohibited by this policy.

V-1.03	Code of Student Conduct (https://www.umgc.edu/administration/policies-and-reporting/policies/student-affairs/code-of-student-conduct)
170.40 170.41 170.42	The following policies describe the requirements for the award of each degree: Degree Completion Requirements for Graduate Students (https://www.umgc.edu/administration/policies-and-reporting/policies/academic-affairs/graduate-school-degree-completion-requirements) Degree Completion Requirements for a Bachelor's Degree (https://www.umgc.edu/administration/policies-and-reporting/policies/academic-affairs/bachelors-degree-completion-requirements) Degree Completion Requirements for an Associate's Degree (https://www.umgc.edu/administration/policies-and-reporting/policies/academic-affairs/associates-degree-completion-requirements)
V-1.30	Student Reasonable Accommodation Policy (https://www.umgc.edu/administration/policies-and-reporting/policies/student-affairs/reasonable-accommodations-students) - Students are responsible for self-identifying with Accessibility Services to inform the university about medical conditions and request academic accommodations.
170.71	Policy on Grade of Incomplete (https://www.umgc.edu/administration/policies-and-reporting/policies/academic-affairs/grade-of-incomplete-policy) - Additionally, the mark of I depends on the following two criteria: Students who have completed 60% of their coursework with a grade of B or better for graduate courses or C or better for undergraduate courses and students who request an I before the end of the term. The mark of I is not available for noncredit courses.
170.72	Course Withdrawal Policy (https://www.umgc.edu/administration/policies-and-reporting/policies/academic-affairs/course-withdrawal) - Students must follow drop and withdrawal procedures and deadlines available at https://www.umgc.edu/admission/academic-calendar (https://www.umgc.edu/admission/academic-calendar) under Academic Calendar.
130.80	Procedures for Review of Alleged Arbitrary and Capricious Grading (https://www.umgc.edu/administration/policies-and-reporting/policies/academic-affairs/capricious-grading-review) – Appeals may be made on final course grades as described herein.

IV-3.20	[Intellectual Property (https://www.umgc.edu/administration/policies-and-reporting/policies/research/intellectual-property)](https://www.umgc.edu/administration/policies-and-reporting/policies/research/intellectual-property) - All university faculty, staff, and students must comply with University guidelines on the use of copyrighted material. Uploading UMGC or faculty copyrighted material without authorization degrades and corrupts the integrity of the teaching and learning experience and is a potential violation of UMGC policy and copyright law. You must obtain permission to post UMGC or other's copyrighted material to third-party websites, including social learning network sites. UMGC reserves the right to take appropriate action to remove copyrighted material uploaded without authorization.
205.06	[Calculation Of Grade-Point Average (GPA) for Inclusion on Transcripts and Transcript Requests (https://www.umgc.edu/administration/policies-and-reporting/policies/academic-affairs/grade-point-average-calculation-for-inclusion-on-transcripts-and-transcript-requests)](https://www.umgc.edu/administration/policies-and-reporting/policies/academic-affairs/grade-point-average-calculation-for-inclusion-on-transcripts-and-transcript-requests) - Note: Undergraduate and graduate courses have different Grading Policies. See the Grading Policies section of the Course Syllabus.
X-1.12	[Acceptable Use (https://www.umgc.edu/administration/policies-and-reporting/policies/info-governance-security-technology/acceptable-use)](https://www.umgc.edu/administration/policies-and-reporting/policies/info-governance-security-technology/acceptable-use) - The security of the online classroom is critical to ensuring a strong culture of academic integrity and authentic education at the University. It is a violation of the University's policies for anyone to share logon, password, and any other secure information about a UMGC online account, including credentials required to access the online learning environment.

GRADING

According to UMGC's grading policy, the following marks are used:

	Undergraduate	Graduate
A	90-100%	90-100%
B	80-89%	80-89%
C	70-79%	70-79%*
D	60-69%	N/A**
F	59% or below	69% or below
FN	Failure-Non attendance	Failure-Non attendance
G	Grade Pending	Grade Pending
P	Passing	Passing
S	Satisfactory	Satisfactory

U	Unsatisfactory	Unsatisfactory
I	Incomplete	Incomplete
AU	Audit	Audit
W	Withdrew	Withdrew

* The grade of "B" represents the benchmark for graduate courses. Students must maintain a Grade Point Average (GPA) of 3.0 or higher. Classes where final grade of C or F places a student on Academic Probation must be repeated.

** UMGC does not award the grade of D in graduate courses.

GRADE ROUNDING

Scores to individual assignments are calculated based on rubrics in the class and are not rounded to the whole point. The final grade for the course is determined by weighted average and will be rounded to the nearest whole point using mathematical rule (grades with .5 and above to be rounded to the next whole point).

EXTRA CREDIT

Assignments are designed to enable students to achieve course objectives and succeed in the program. In the interest of equity and fairness, there will be no extra credit opportunities. All assignments are identified in the syllabus.

COURSE EVALUATION SURVEY

UMGC values its students' feedback. You will be asked to complete an online evaluation toward the end of the term. The primary purpose of this evaluation process is to assess the effectiveness of classroom instruction in order to provide the best learning experience possible and make continuous improvements to every class. Responses are kept confidential. Please take full advantage of this opportunity to provide your feedback.

LIBRARY SUPPORT

Extensive library resources and services are available online, 24 hours a day, seven days a week at https://libguides.umgc.edu/home (https://libguides.umgc.edu/home) to support you in your studies. The UMGC Library provides research assistance in creating search strategies, selecting relevant databases, and evaluating and citing resources in a variety of formats via its Ask a Librarian service.

EXTERNAL LINK DISCLAIMER

This course may contain links to external sites neither owned nor maintained by UMGC. UMGC bears no responsibility for the accuracy, legality, or content of external sites or for that of subsequent links. In addition, the terms of use, security policies, and privacy policies may differ from those of UMGC. Contact the external site for answers to questions regarding its content, terms of use, and policies.

LEARNING MANAGEMENT SYSTEM SUPPORT

Those requiring technical assistance can access Help@UMGC Support directly in LEO under the Help menu. Additional technical support is available 24 hours a day, seven days a week via self-help and live chat at https://www.umgc.edu/help (https://www.umgc.edu/help) or by phone toll-free at 888-360-8682.

SYLLABUS CHANGES

All items on this syllabus are subject to change at the discretion of the Instructor and the Office of Academic Affairs.

📅 Class & Assignment Schedule

Assignment/Task	Due Date
Discussions (Examples Papers & Personas)	Week 1 (Jan 10 – Jan 16)
Discussions (PARC & Library Tutorials) WA#1: Personas Assignment (first draft; additional drafts written as necessary)	Week 2 (Jan 17 – Jan 23)
Discussions (Quick Start Guides & Preparing Supervisor Report) WA#2: Instructions on a Website (first draft)	Week 3 (Jan 24 – Jan 30)
Discussions (Preparing WA#5 & PARC Concepts) WA#3: Quick Start Guide (first draft; additional drafts written as necessary)	Week 4 (Jan 31 – Feb 6)
Discussions (Resume/Cover Letter Tips & Analyzing Instructions) WA#4: Report to the Supervisor (first draft)	Week 5 (Feb 7 – Feb 13)
Discussions (PARC Resumes & GF Index)	Week 6 (Feb 14 – Feb 20)

Discussions (Data Visualization & Visual Rhetorical Figures) WA#5: Resume/Cover Letter/PARC Analysis (first draft)	Week 7 (Feb 21 – Feb 27)
Discussions (Post Resume Draft) WA#6: Final Assignment -- presentation	Week 8 (Feb 28 – Mar 5)

Students can access their complete list of assignments and their corresponding due dates within the **Assignments** section of the classroom by navigating to the **Assignments** section of the class from the main navigation bar. Follow the link below, and then click **Assignments**, for a video demonstration on how to utilize this feature.

[Classroom Walkthrough Videos Link (https://www.umgc.edu/current-students/learning-resources/leo)](https://www.umgc.edu/current-students/learning-resources/leo)

Students also have access to a calendar tool on the course homepage within the classroom.