



TECHNICAL WRITING TCOM-2010

SPRING 2018 Section 08 Modified 12/19/2017

🕒 Meeting Times

Day/Time: MW 6:30 pm - 7:45 pm

Location: M-Campus, Atrium Building, J-213

👤 Contact Information

Instructor: Prof. Tiffani Reardon

Email: treardo2@kennesaw.edu (mailto:treardo2@kennesaw.edu)

Office: K-Campus SO 5007B

Phone: 470-578-7923

Website: <http://tiffanireardon.com> (http://tiffanireardon.com)

Office Hours: call/email ahead

You may email me at treardo2@kennesaw.edu or with the D2L email function. For a faster response, please email me at the kennesaw.edu email address. M-Th, you'll get a response within 24 hours, if not faster.

I will not respond to emails sent from non-KSU email addresses.

📖 Description

The course is an introduction to the organization, style, and mechanics of technical writing. It includes practice in writing such typical documents as technical descriptions, instructions, proposals, and recommendation reports. Emphasis is placed on incorporating rhetorical theory into planning, organizing, and writing reports; designing visual aids; and editing. Among other assignments, at least one complete technical report is required.

Pre-requisite Requirements

Students must have earned a grade of "C" or higher in ENGL 1102 in order to be enrolled in TCOM 2010.

Course Purpose

This course has two distinct purposes. First, the course serves as a required course in Area F for most majors in engineering, computer science, and the natural sciences, among other majors, at Kennesaw State University. Second, the course is a required course in Area F for the B.S. in Technical Communication major. In both cases, the course provides students with the rhetorical theory and with experience in planning and writing the types of documents that they will be asked to write in a professional environment.

🎯 Objectives

By the end of this course, you should be able to:

1. write effective technical documents, including letters & memos, instructions & manuals, proposals, and technical reports
2. prepare and effectively use graphics in technical documents
3. apply principles of document design to various types of technical documents
4. demonstrate audience awareness in the organization, design, and style of documents
5. gather, record, and interpret research as a basis for a proposal, report, and/or presentation
6. develop and demonstrate effective presentation skills
7. apply the concepts of this course to your major and future careers

Materials

Sexy Technical Communication

Author: Powell, T., Arnett, J., Race, C., Logan, M., and Reardon, T.

Availability: Online

Price: Free

The textbook for this course is available for free online. Individual chapters will be linked on the schedule and in D2L.

Sexy Technical Communication (<http://distanceed.hss.kennesaw.edu/technicalcommunication>)

LearningCurve for Readers and Writers

Availability: Online

Price: 10

It is my experience that students in lower level writing classes benefit from grammar practice. For this reason, we will be using LearningCurve to complete online grammar assignments each week for the first part of the semester.

Please purchase the access code and enroll in our course (<http://www.macmillanhighered.com/learningcurve/readwrite/7151106>).

Course Technology and Technical Skills

To be successful in this course, you must have access to a computer equipped with the Internet access, Microsoft Office, and either the Google Chrome, Mozilla Firefox, or Safari browser. Internet Explorer is only acceptable as a last resort, as it can be unpredictable.

You must also possess basic computer skills including the ability to navigate the Internet using your chosen browser, use basic Microsoft Word and PowerPoint functions, access D2L and your KSU email, and send and receive email using each. For training on the new KSUMail and Office 365, please refer to the UITS websites.

Evaluation

Grading Scale

- A: 100-90%
- B: 89-80%
- C: 79-70%
- D: 69-60%
- F: 59-0%

Graded Assignments

Assignment	Weight
Memo	15%
Instructions & Usability Test	20%
Proposal	15%
Report	20%
Participation Activities	30%

⚙ Course Policies

Attendance

Class attendance is your responsibility. There will be no official grade penalty for missing class. **However, please note the following:**

- Attendance will still be recorded for Registrar purposes.
- *There will be no make-ups for excused or unexcused absences on days with in-class participation activities.*
- Some major assignments are carried out during class. In the event of an excused absence (defined below) on the date of such assignments, a makeup will be arranged by the instructor. *There will be no make-ups for an unexcused absence on major assignments carried out in class.*
- If you are absent, you can catch up by using the FAQs as a study guide (in D2L) or work with another student in the course.

Non-attendance does not constitute a withdrawal.

Excused absences - an absence due to an emergency situation such as a hospitalization, contagious sickness, or death in the family. Awarded only with sufficient documentation for proof, and at the discretion of the instructor.

Assignment Policies

All electronically submitted assignments are automatically submitted through plagiarism detection software.

University academic integrity policies apply.

You must complete and submit all assignments not contained in the Participation Activities category. *If you do not, you are not eligible to pass the class.*

Emailed assignments will not be accepted.

Extensions and Late Work

Extensions are not permitted on any assignment.

The memo assignment, instructions assignment, and written proposal will receive a deduction of one letter grade per day late, including weekends. *In-class activities, presentations, the usability test, and the technical report will not be accepted late.*

Netiquette

All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions, and chats. Netiquette guidelines (<http://distanceed.hss.kennesaw.edu/elearning/netiquette.html>)

Institutional Policies

Federal, BOR, & KSU Course Syllabus Policies

Federal, Board of Regents, & KSU Policies

The information below constitutes the Federal, BOR, and KSU course syllabus policies and procedures and may be referenced by faculty members in their course syllabi. These policies are updated on this site annually.

Note to Faculty: The KSU faculty handbook requires the Academic Integrity Policy in the course syllabus.

Note to Faculty and Students: The Office of the Provost will work to keep the policies and links in this document as accurate as possible.

KSU Academic Integrity Statement

Every KSU student is responsible for upholding the provisions of the Student Code of Conduct, as published in the Undergraduate and Graduate Catalogs. Section 5c of the Student Code of Conduct addresses the university's policy on academic honesty, including provisions regarding plagiarism and cheating, unauthorized access to university materials, misrepresentation/falsification of university records or academic work, malicious removal, retention, or destruction of library materials, malicious/intentional misuse of computer facilities and/or services, and misuse of student identification cards. Incidents of alleged academic misconduct will be handled through the established procedures of the Department of Student Conduct and Academic Integrity (SCAI), which includes either an "informal" resolution by a faculty member, resulting in a grade adjustment, or a formal hearing procedure, which may subject a student to the Code of Conduct's minimum one semester suspension requirement. See the Department of Student Conduct and Academic Integrity's website for more information.

KSU Disruption of Campus Life Policy

All students are responsible for knowing the information, policies and procedures outlined in the Kennesaw State University Codes of Conduct. The KSU Codes of Conduct include: the general Student Code of Conduct, the Residential Code of Conduct, and the Code of Academic Integrity.

KSU Web Accessibility Policy Statement

Federal law Section 508 Subsection 1194.22 of the Rehabilitation Act and the Board of Regents (BOR) of the University System of Georgia (USG) Web Accessibility Guidelines require that all web content meet the federal government's accessibility guidelines. As such, KSU complies with USG guidelines.

KSU Reasonable Accommodations Policy

Students with qualifying disabilities under the Americans with Disabilities Act (ADA) and/or Section 504 of the Rehabilitation Act who require "reasonable accommodation(s)" to complete the course may request those from Office of Student Disability Services. Students requiring such accommodations are required to work with the University's Office of Student Disability Services rather than engaging in this discussion with individual faculty members or academic departments. If, after reviewing the course syllabus, a student anticipates or should have anticipated a need for accommodation, he or she must submit documentation requesting an accommodation and permitting time for a determination prior to submitting assignments or taking course quizzes or exams. Students may not request retroactive accommodation for needs that were or should have been foreseeable.

Students should contact the office as soon as possible in the term for which they are seeking accommodations. Student Disability Services is located in the Carmichael Student Center in Suite 267 on the Kennesaw campus or Building A in Suite 160G on the Marietta campus. Please visit the Student Disabilities Services website for more information, or call the office at 470-578-2666 (Kennesaw campus) or 470-578-9111 (Marietta campus).

KSU Enrollment Management/Course Attendance Policy

Students are solely responsible for managing their enrollment status in a class; nonattendance does not constitute a withdrawal.

KSU Military Withdrawals Policy

Kennesaw State students who are called to active duty or who are deployed during the term may be eligible for a military withdrawal. Students who withdraw for military reasons will receive a WM grade in all courses and receive a refund of tuition and mandatory fees and a pro rata refund of other fees. Students who would like to withdraw for military reasons must submit a copy of their official orders to the Registrar's office. Military withdrawals do not count as part of the eight (maximum) allowed withdrawals.

Copyright Law

It is the responsibility KSU faculty and students to respect the rights of copyright holders and complying with copyright law. The University System of Georgia recognizes that the exclusive rights of copyright holders are balanced by limitations on those rights under federal copyright law, including the right to make a fair use of copyrighted materials and the right to perform or display works in the course of face-to-face teaching activities.

The University System of Georgia facilitates compliance with copyright law and, where appropriate, the exercise in good faith of full fair use rights by faculty and staff in teaching, research, and service activities. The University System of Georgia ensure compliance with copyright law in the following ways.

1. The USG informs and educates students, faculty, and staff about copyright law, including the limited exclusive rights of copyright holders as set forth in 17 U.S.C. § 106, the application of the four fair use factors in 17 U.S.C. § 107, and other copyright exceptions.
2. The USG develops and makes available tools and resources for faculty and staff to assist in determining copyright status and ownership and determining whether use of a work in a specific situation would be a fair use and, therefore, not an infringement under copyright law;
3. The USG facilitates use of materials currently licensed by the University System of Georgia and provides information on licensing of third-party materials by the University System; and
4. The USG identifies individuals at the University System and member institutions who can counsel faculty and staff regarding application of copyright law.

Protecting Students' Privacy (FERPA)

Students have certain rights to privacy. These rights are mandated by federal policy. Leaving their work in an unsecured area such as outside your office door (unless agreed upon with each student) means that the students' names and grades and possibly social security numbers are accessible to everyone. Additionally, research papers can be taken and used by other individuals. It is recommended that you permit students to retrieve their work from your office if you don't return it to them in class. Information should not be made public in any way in which a student's grades, social security number, or other personal information may be identified.

As a member of the Kennesaw State University community of scholars, I understand that my actions are not only a reflection on myself, but also a reflection on the University and the larger body of scholars of which it is a part. Acting unethically, no matter how minor the offense, will be detrimental to my academic progress and self-image. It will also adversely affect all students, faculty, staff, the reputation of this University, and the value of the degrees it awards. Whether on campus or online, I understand that it is not only my personal responsibility, but also a duty to the entire KSU community that I act in a manner consistent with the highest level of academic integrity. Therefore, I promise that as a member of the Kennesaw State University community, I will not participate in any form of academic misconduct.

You may visit the Student Handbook which outlines FERPA rights.

Privacy in the Education Process

A key requirement of the formal evaluation process is the protection of individual privacy rights concerning educational grading. The University's online learning system and email system is designed to prevent unauthorized individuals from gaining access to sensitive information or information protected by federal or state law. Consequently, faculty and students are strongly encouraged to only communicate regarding course matters through the University's designated technology learning system.

KSU Sexual Misconduct Policy

KSU does not condone and will not tolerate sexual misconduct or sexually exploitative or harassing behavior of any kind. The University has a comprehensive sexual misconduct policy (<https://policy.kennesaw.edu/content/sexual-misconduct-%20policy>) and affirms its responsibility to:

- Respond promptly and effectively to sex discrimination, especially sexual harassment and sexual violence;
- Take immediate steps to eliminate the sexual harassment or sexual violence, prevent its recurrence, and address its effects; and
- Support all students with appropriate resources regardless of their status as complainant or accused. Questions about this policy should be directed to the KSU Equal Employment Opportunity (EEO) and Title IX officer by telephone at (470) 578-2614. You may also visit the University's EEO website for more information.

This policy applies broadly to all KSU employees, students, and third parties. All individuals are encouraged to report and seek assistance regarding incidents of sexual misconduct. A student who is under the influence of alcohol or drugs in violation of the KSU Student Code of Conduct at the time of a sexual misconduct incident should not be reluctant to seek assistance for that reason. In order to encourage students to come forward, disciplinary violations against a student (or against a witness) for his or her use of alcohol or drugs will not be enforced if the student is making a good faith report of sexual misconduct.

KSU Course Withdrawal Policy

Students may withdraw from one or more courses any time before the last week of the semester. Summer withdrawal dates vary according to the part of term in which the student is enrolled. However, as of fall 2004, students will be allowed a maximum of eight total withdrawals if they enter KSU as a freshman. Transfer students will be allowed one withdrawal per fifteen credit hours attempted, for a maximum of eight. Students who choose to pursue a second degree at KSU will be allowed two additional withdrawals. Students who entered KSU before fall 2004 will be allowed one withdrawal per fifteen credit hours attempted for a maximum of

eight after the institution of this policy. As part of the Kennesaw State University and Southern Polytechnic State University Consolidation process, SPSU students will have eight withdrawals available beginning Fall Semester 2015.

Students who exceed the maximum number of withdrawals will receive a grade of “WF” for any subsequent withdrawals. To completely or partially withdraw from classes at KSU, a student must withdraw online through Owl Express.

Students who officially withdraw from courses before the last day to withdraw without academic penalty will receive a grade of “W” and receive no credit. Students who officially withdraw after the last day to withdraw without academic penalty and before the last week of classes during the semester or who have exceeded the maximum number of withdrawals will receive a grade of “WF,” which will be counted as an “F” in the calculation of their grade point average.

The only exceptions to these withdrawal regulations will be for instances involving unusual circumstances, which must be fully documented. Students may appeal to the Academic Standing Committee for consideration of unusual circumstances. Exact withdrawal dates are published in the official academic calendar. Students who simply stop attending classes without officially withdrawing usually are assigned failing grades. Students will receive refunds only when they withdraw from ALL their classes and only by the schedule outlined in the University System refund policy.

KSU Graduate Course Auditing Policy (Graduate Courses Only)

Auditing of courses will be permitted for regularly enrolled graduate students, as well as on a space-available basis for those who hold a graduate degree from Kennesaw State. Auditing courses is not allowed in the Coles Doctor of Business Administration, the Coles Executive MBA, the Master of Science in Conflict Management (MSCM), the Master of Science in Information Systems (MSIS), or any of KSU’s Master of Education (M.Ed.) programs. Students must have completed all prerequisites necessary for the course to be audited and are expected to complete all course requirements as noted on the course syllabus. A student may audit no more than 6 credit hours of graduate course work in a given term.

The grade of “V” will be given for successfully completed audited courses. This grade will have no effect upon the student’s grade-point average, and students will not be permitted to have the audit grade changed at any future date. Audited courses will not count toward degree completion for any of KSU’s graduate programs.

The permission to audit form, available in the Office of the Registrar, must be submitted before the end of final registration. The form must be signed by the Graduate Program Director of the program offering the course to be audited. Audited courses count at full value in computing the student’s course load and fees. The student’s name will appear on the official class rolls of the courses audited, as well as the student’s approved schedule of courses. No credit is granted for audited courses, and students are not permitted to change to or from an auditing status except through the regular procedures for schedule changes.

Netiquette: Communication Courtesy

All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats. Explore the Core Rules of Netiquette for more information.

Inclement Weather Policy

During the course of the year, Kennesaw State University may decide to close campus or operate on a delayed schedule in cases of inclement weather.

The University will announce campus closures and delayed schedules in several ways. The easiest way to receive the information is by signing up for KSU Alerts, which will send a message to your phone and an email to your university account. In addition, announcements will be made by a notice on the Kennesaw State University home page.

Concealed Carry of Firearms

The University System of Georgia has issued general guidance developed by the USG Office of Legal Affairs. Campus concealed carry of firearms information can be found on the Department of Public Safety & University Police website.

KSU Student Resources

Note to Faculty and Students: The Office of the Provost will work to keep the information and links in this page as accurate as possible.

Getting Help

For issues with technical difficulties, please contact the **Student Helpdesk**:

- Fill out a service form
(<https://ksuservicedesk.kennesaw.edu/CGWeb/MainUI/ServiceCatalog/ServiceCatalog.aspx>)
- Email: studenthelpdesk@kennesaw.edu (<mailto:studenthelpdesk@kennesaw.edu>)
- Call 770-499-3555

New Students Technology Services- (<http://uits.kennesaw.edu/support/newstudents.php>) Steps that will help you meet the technological requirements of the University.

Any request for make-ups due to technical issues MUST be accompanied by the ticket number received from UITS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

Additional Technology Resources

- Student Service Desk and Help Center (<http://uits.kennesaw.edu/>)
- Browser Checker (https://usg.desire2learn.com/d2l/tools/system_check/systemcheck.asp?ou=6606)
- USG Desire2Learn Help Center (<https://d2lhelp.view.usg.edu/>)
- D2L Training Options & Resources for Students (<http://d2l.kennesaw.edu/>)
- Owltrain Online Courses (<https://ksu.skillport.com/skillportfe/custom/login/ksu/login.action>)
- UITS Documentation Center (https://apps.kennesaw.edu/portal/prod/app_uni_cdoc_publ/student/)
- Check Service Outages (<https://status.usg.edu/>)

Academic Resources

- Academic Tutoring Services (<http://studentengagement.kennesaw.edu/>)
- Disability Resources (<http://sds.kennesaw.edu/>)
- ESL Study and Tutorial Center (<http://uc.kennesaw.edu/academicinitiatives/esl/>)
- Library (<http://library.kennesaw.edu/>)
- Supplemental Instruction (<http://uc.kennesaw.edu/academicinitiatives/supplementalinstruction.php>)
- The Writing Center (<http://writingcenter.kennesaw.edu/>)
- Math Lab (<http://uc.kennesaw.edu/academicinitiatives/smart/>)

Student Support and Wellness Resources

- Career Services Center (<http://careers.kennesaw.edu/>)
- Counseling and Psychological Services (<http://counseling.kennesaw.edu/>)
 - KSU offers counseling services on-campus that are available to you at no cost. All counseling services provided are confidential and in no way connected to your academic record.
- Center for Health, Promotion and Wellness (<http://wellness.kennesaw.edu/>)
- Student Health Clinic (<http://studenthealth.kennesaw.edu/>)
- Military and Veteran Services (<http://mvs.kennesaw.edu/>)

Grade Appeals and Student Complaints

KSU desires to resolve student grievances, complaints and concerns in an expeditious, fair and amicable manner. The complaints and concerns webpage (<http://concern.kennesaw.edu/>) was developed to assist current and prospective students in submitting complaints and appeals, and to direct them to the most effective venue for accurate information and resolution. The resources on the page will direct students to the specific venue to appropriately address the related student complaint.

Complaints for online students are resolved following the same general procedures for students who attend classes on campus. However, for any process that requires a student appear in person, the university may make other arrangements. For processes that cannot be completed via telephone, email, or written correspondence, the university may set up a two-way video-conference site in place of a meeting on the KSU campus.

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Electronic Communication

The University provides all KSU students with an "official" email account with the address "students.kennesaw.edu" or "kennesaw.view.usg.edu" (in D2L). As a result of federal laws protecting educational information and other data, this is the sole email account you should use to communicate with your instructor or other University officials.

Additional Items

Important Links

Spring 2018 Academic Calendar (<http://registrar.kennesaw.edu/academiccalendar/spring2018.php>)

Spring 2018 Final Exam Schedule (<http://registrar.kennesaw.edu/dates-deadlines/final-exams-sp.php>)

The Writing Center

Whether you're a business major working on a proposal, a graduate student writing your dissertation, or an engineering student composing a report, your writing will be judged by instructors now and by potential employers later. The KSU Writing Center is here to support your development as a writer so that you become a more articulate and fluent communicator at the university and beyond. The Writing Center (<http://writingcenter.kennesaw.edu/>)

Schedule

Please see the schedule linked in the welcome module.

This syllabus can be changed at any time, at the discretion of the instructor.