



ETC200-01 – Introduction to Technical Communication

College of Science and Arts

Spring 2010

Instructor Information

Instructor: Jeanie C. Crain, PhD, Professor
 Office Location: 212 E Eder Hall
 Telephone: Office – (816-271-5997)
 E-mail: <mailto:crain@missouriwestern.edu>
 Office Hours: MW 9:00am – 12:00noon or by appointment

Course Identification

Course Number: ETC200-01
 Course Name: Introduction to Technical Communication
 Course Location: Murphy Hall 119 12-12:50

Required Textbook

Pfeiffer and Adkins, Technical Communication: A Practical Approach, 7th ed.
 Electronic Text <http://mytechcommlab.com/login-web-ebook.html>

Course Environment

You will be using the WebCT Learning Environment (accessed from the Missouri Western Homepage under [WebCT](#)).

Once you log in, you will find announcements, the syllabus, assignments, and required activities within this environment. You will be expected to log in to the web site on each weekday. You will submit all required work in WebCT and participate in discussion groups. The University has several labs available for your use. Lab info may be found at the following link:

<http://www.missouriwestern.edu/imc/acs/labsmap.asp>

Course Learning Objectives

“Technical communication is a generic term for all written and oral communications done on the job—whether in business, industry, or other professions” (Pfeiffer and Adkins). On the job, you write to get something done, to help people make decisions and perform tasks, to convey needed information, and to respond to the needs of the workplace and multiple audiences.

- Recognize and use the basic kinds of writing (genres) typically used on the job
- Analyze rhetorical situations and audiences and adapt messages
- Practice drafting, revising, and completing technical assignments
- Practice principles of structure, design, and usability
- Develop a clear, readable, and effective style
- Use available electronic tools

You should familiarize yourself with the schedule of due dates for all projects. You are also encouraged to work independently and in advance of these dates whenever possible. **Late work will not be accepted.**

Course Website

- <http://webct.missouriwestern.edu/webct/entryPageIn.s.doweibct?JSESSIONIDVISTA=DPwslFnLV62wjGPDgDs82FTKzFrm9L2gp8X1DCksXQLxpDZnLgqT!2019674069!webct.missouriwestern.edu!801443PersonalWebsite>

Grading System

Letter Grade	Percentage	Grade points/credit	Rating
A	90% & above	4.00	Excellent
B	80% – 89%	3.00	Good
C	70% –79%	2.00	Average
D	60% – 69	1.00	Below Average
F	59% and below	0.00	Failure

I	An incomplete grade may be given when accident, illness, death in the immediate family, or other documented circumstances beyond your control prevent you from completing some course requirements. An incomplete grade will be considered only when you have satisfied the majority of course requirements. An incomplete grade must be removed within six weeks after the first day of the next term (fall, spring, summer) of the semester in which it was received; otherwise, the grade will be recorded as "F."
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Course Requirements

Grades will be based on the following chart:

1. Create Style Template for Short Letter Report	A, B, C, D, F	1 grade
2. Write a Short Memo Set of Instructions on "How to Use WebCT"	A, B, C, D, F	1 grade
3. Instructions for Using Templates and Styles in Word	A, B, C, D, F each	1 grade
4. a. Create Templates for Letters (Block, Modified Block, Simplified) b. Create Short Set of Instructions for Writing Positive, Negative, and Neutral Letters c. Review 10-15 Emails. Write a Short Report on "How to Avoid Ten Common Email Mistakes"	A, B, C, D, F each	1 grade
5. Revise "How to Use WebCT" Using Graphics	A, B, C, D, F	1 grade
6. Use NVU to Create Simple Personal Webpage (Public Folder)	A, B, C, D, F	1 grade
7. Create PP Presentation "Using NVU"	A, B, C, D, F	1 grade
8. Write a Formal Analytical Report on Website Analysis	A, B, C, D, F	1 grade
9. Create Personal Resume (Chronological, Functional, Combined)	A, B, C, D, F	1 grade
10. Write Proposal to Solve MWSU Problem—Procedures, Services, Technology, Physical Plant, Extracurricular Opportunities.	A, B, C, D, F	1 grade
Final Grade		Average of 10 Grades

University Policies

Disability: Should you have a disability that will affect your success in this course, you will need to contact [Disability Services](#) in Eder Hall, Room 203N (816.271.4330). You should also contact me personally to discuss class requirements.

Academic Honesty: Violations of academic honesty include any instance of plagiarism, cheating, seeking credit for another's work, falsifying documents or academic records, or any other fraudulent classroom activity. You should be aware that WebCT will check all your submitted work for evidence of plagiarism. Plagiarism is the use (both intentional and unintentional) of somebody else's words or ideas without appropriate documentation. Violations of academic honesty will result in a failing grade on the assignment, failure in the course, or expulsion from school. Please consult your [Student Handbook](#).

Civility and Cooperation: You are expected to help create and maintain good conditions within the learning environment. Please arrive on time for all class meetings. Habitually disturbing the class by talking, arriving late, etc., will result in a significant reduction in your final grade (up to 8 points, or almost a complete letter grade). Please silence any mobile devices and refrain from using them while in class. Please consult your [Student Handbook](#).

Attendance Policy: In order to improve student learning and retention, as well as to achieve compliance with federal Financial Aid policies, Western has implemented a mandatory attendance policy for students in all 100- and 200-level courses. Instructors are required to monitor and track student attendance. A student will be given an excused absence when acting as an official representative of the university, provided the student gives prior written verification from the faculty/staff supervisor of the event. Any additional excused absences are at the complete discretion of the instructor.

When a student exceeds the maximum number of unexcused absences (see chart below), instructors will complete the Student Absence Reporting Form and submit it to the Registrar's Office, who will administratively withdraw the student from the course and notify the Financial Aid Office to reduce financial aid as appropriate. After the final day to submit the Student Absence Reporting Form (see submission deadlines below), faculty will assign grades according to their grading policies with regard to absences and record an FA when a student fails due to absences.

Maximum allowable unexcused absences by term:

Fall/Spring Semester: Class Meetings/Week Max unexcused absences

1	1
2	3
3	5
4	7
5	9

SUBMISSION DEADLINES

Fall and Spring semesters: This form must be received in the Registrar's Office by the end of the second working day after the mid-term grade due date.

Campus re-opens	January 4	Monday
Spring Registration/Orientation Program	January 12	Tuesday
Winter Session Ends	January 13	Wednesday
Walk-In Registration	January 14	Thursday
Martin Luther King Day Holiday	January 18	Monday
Classes Begin	January 19	Tuesday
President's Day Holiday	February 15	Monday
Spring Break (no classes)	March 14-21	
Mid-Term Grades Due	March 24	Wednesday
Last Day to Withdraw	April 2	Friday
Registration Begins for Summer/Fall	April 5	Monday
Last Day of Classes	May 3	Monday
Study Day	May 4	Tuesday
Final Exams	May 5-11	
Final Grades Due	May 13	Thursday
Commencement	May 15	Saturday

Class Schedule

Week 1 In-class work	Jan. 19-22	Begin Grammar Review Diagnostics 1 Diagnostics 2 . Complete Sentence Grammar, Punctuation and Mechanics, and Sentence Editing by Feb. 5. Read and Study Chapter 4 Page Design 101-125. Complete Word Tutorial . Emphasize Templates and Style Manage . View Styles Creation video .
Week 2 In-class work	Jan. 25-29	Continue Grammar Review, Word Tutorial.
Week 3	Feb. 1-5	Continue Grammar Review, Word Tutorial. Chapter 4 Page Design. Review Page Design Memorandum Model 4-1 124-125. Assignment #1 Create Style Template (Practice 4 119-124), due Feb. 5.
Week 4	Feb. 8-12	Chapter 3 Organizing Information Assignment #2 Create Short Informal Report on "Instructions for Using Templates and Styles in Word," due Feb. 12.
Week 5	Feb. 15-19	Chapter 7 Process Explanations and Instructions. Assignment # 3 Write a Memo Set of Instructions on "How to Use WebCT." Emphasize 201-207. Use example 221. Due Feb. 19.
Week 6	Feb. 22-26	Chapter 5 Letters, Memos, and Electronic Communication Assignment #4a Create Letter Templates (Block, Modified Block, Simplified), due 26,
Week 7	March 1-5	Continue Chapter 5. Assignment # 4b Create a Set of Instructions for Writing Positive, Negative, and Neutral letters; Assignment 4c Review 10-15 Emails. Write a

		Short Report on “How to Avoid Ten Common Email Mistakes.” Due March 5 (Assignments 4a, 4b, and 4c count as one grade).
Week 8	March 8-12	Chapter 12 Graphics. Assignment #5 Revise “How to Use WebCT,” Using Graphics, due March 8.
Spring Break	March 15-19	
Week 9	March 22-26	Chapter 11 Web Pages and Writing for the Web Assignment #6 Using NVU, Create Simple, Personal Webpage (Using P drive), due March 26.
Week 10	March 29-April 2	Assignment # 7 Create PP Presentation (5-6 minutes on any assignment completed to this point in the course; present major highlights of report.) Due April 2.
Week 11	April 5-9	Continue Chapter 11. Work on Webpage Analysis.
Week 12	April 12-16	Assignment #8 Create a Formal Analytical Report of Website Analysis. Due April 16.
Week 13	April 19-23	Chapter 16 The Job Search. Assignment #9. Create Personal Resume (Chronologica, Functional, and Combined), due April 23.
Week 14	April 26-30	Chapter Ten Proposals and Feasibility Studies Assignment #10. Proposal , MWSU Procedures, Services, Physical Plant, Building Needs, Technology, Extracurricular Opportunities, due April 30.
Finals Week	May 5-11	Memo Request for Final Grade