



Course ECS 2390.0S1 Professional and Technical Communication
Professor Chris Ryan, Ph.D.
Term May 2025 (and latter half of Spring '25 semester)
Meetings In Florence Italy in May and first third online in Teams during spring.

Professor Contact Information

Office Phone 972-883-2188

Other Phone Microsoft Teams

Email Address Christopher.ryan@utdallas.edu

Office Location JO 3.901 and online through Microsoft Teams

Office Hours During the spring semester, I will be most available immediately after our online class time on Tuesdays, on Wednesdays, and from 10:00 a.m. to 2:00 p.m., and on Thursdays from 12:45 p.m. to 2:00 p.m. (following my morning classes). I am also available at other times and on other days by appointment. I expect, however, to be available most weekdays throughout the semester to meet in Teams or to respond to email messages. Because I oversee all sections of ECS 2390 and participate in faculty committees, I may have schedule conflicts sometimes with my office hours, so it is best to check my availability in advance whenever possible. During the two-week period of the course in May, I will reside in Florence and will address availability and how I can be reached when onsite classes begin.

Course Modality and Expectations

Instructional Mode	The instructional mode is a mix of face-to-face in Florence in May and online in Teams during the spring. The online Teams classes may be attended synchronously or asynchronously. They will be held on Tuesdays from 1:00 p.m. to 2:15 p.m. from March 25 through May 6 for those who synchronously and will be available in Teams shortly after they are recorded for those who have class scheduling conflicts.
Course Platform	Teams during the spring in the U.S./ Face-to-face in Florence
Expectations	I expect that students will participate throughout the semester. This means attending and contributing to class discussions in person for face-to-face classes and viewing the online classes and completing work covered in online recordings.

General Core Area 010 Communication

Description: Courses in this category focus on developing ideas and expressing them clearly, considering the effect of the message, fostering understanding, and building the skills needed to communicate persuasively. Courses involve the command of oral, aural, written, and visual literacy skills that enable people to exchange messages appropriate to the subject, occasion, and audience.

Core Objectives:
Critical Thinking (CT)—to include creative thinking, innovation, inquiry, and analysis, evaluation, and synthesis of information
Communication (COM)—to include effective development, interpretation, and expression of ideas through written, oral, and visual communication
Teamwork (TW)—to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
Personal Responsibility (PR)—to include the ability to connect choices, actions, and consequences to ethical decision-making

General Course Information

Pre-requisites, Co-requisites, & other restrictions

Completion of RHET 1302

Course Description

Expands students' professional and team communication skills and strategies in technical contexts. Integrates writing, speaking and group communication by developing and presenting technical information to different audiences. Written assignments focus on creating professional technical documents, such as proposals, memos, abstracts, reports and letters. Presentation assignments emphasize planning, preparing and delivering dynamic, informative and persuasive presentations. Attendance at first class mandatory.

Required Texts & Materials

Textbook:

Business and Technical Communication: A Guide to Writing Professionally, Third Edition by Maribeth Schlobohm and Christopher Ryan. Copyright 2020. This is an online book that can be purchased at the following site:

<https://he.kendallhunt.com/product/business-and-technical-communication-guide-writing-professionally-0>

Please note that earlier editions of the textbook may not be used for the course, as the current edition has a number of changes from previous editions. The online book is required for completion of quizzes.

Suggested Texts, Readings, & Materials

Internet connectivity is a requirement for the course. The course uses eLearning, which you should check frequently. All major assignments are to be submitted through eLearning for credit. (Submitting assignments via e-mail is only acceptable if there is a problem with the eLearning system. Otherwise, submission of assignments by any other method for work that is assigned to be submitted through eLearning will not be accepted and will result in a grade of zero.) Assignments should be

submitted in MS Word files (not pdf, .odt, etc.) so that grading comments and edits can be tracked.

**Course
Learning
Outcomes**

1. Ability to enhance credibility through communication that adheres to professional and ethical norms.
2. Ability to adapt to different purposes, constraints, and audiences.
3. Ability to develop arguments with front loaded claims and appropriate evidence.
4. Ability to use visual rhetoric to enhance message effectiveness.
5. Ability to collaborate in a team to research, plan, and present information.
6. Ability to research, draft, and edit documents that adhere to technical and professional standards.
7. Ability to prepare organized speeches and present them with appropriate verbal and nonverbal delivery.

ABET Student Outcomes

For the BE, CE, EE, ME, SE and TE programs (Engineering Accreditation Commission)

- a) An understanding of professional and ethical responsibility.
- b) An ability to communicate effectively.

For the CS program (Computing Accreditation Commission)

- a) An understanding of professional, ethical, legal, security, and social issues and responsibilities.
- b) An ability to communicate effectively with a range of audiences.

Assignments & Academic Calendar

[Topics, Reading Assignments, Assignment Due Dates]

The schedule for class topics, readings, and assignments (aside from low-impact assignments, which will be provided in class) is as follows (and please note that all chapter readings are expected to be completed before each class on the dates the chapters are assigned. Additionally, chapter quizzes must be completed before class on the day the chapter is to be covered in order to obtain credit for the quiz.):

Please note that the timing of the tours and events in Florence are subject to change.

Tuesday, March 25

Course Foundations

Introduction of syllabus, textbooks, students, and instructor; importance of professional and technical communication; overview of what to expect of the course schedule and the international experience

Tuesday, April 1

Technical communication, Ethical Considerations, and Audience

Reading: Chapter 1 (Principles of Technical Communication)

Complete Chapter 1 quiz

Reading: Chapter 2 (Audience)

Complete Chapter 2 quiz

Return signed copy of syllabus to instructor or send instructor an email confirming you have read and acknowledge the syllabus.

Tuesday, April 8

Reading and Quiz: Chapter 5 (Working and Writing Collaboratively)

Select teams for team project

Submit Cross-cultural assignment in eLearning

Tuesday, April 15

Correspondence and Instructive Communications

Reading: Chapter 7 (Telephone, text Messaging, Email, Letters, and Memos)

Complete Chapter 7 quiz before class

Reading: Chapter 9 (Stand-alone and Supplemental Documents)

Complete Chapter 9 quiz before class

Tuesday, April 22

Communication in the Pursuit of Employment (part I)

Reading: Chapter 3 (Gaining, Retaining, and Advancing Employment)

Complete Chapter 3 quiz before class

Submit Process Description assignment in eLearning.

Tuesday, April 29

Reports and Proposals

Reading: Chapter 8 (Reports, Proposals, and White Papers)

Complete Chapter 8 quiz before class

Submit Cover Letter and Resume assignment in eLearning

Tuesday, May 6

Social Media and Intellectual Property

Reading: Chapter 4 (Social Media and Intellectual Property)

Complete Chapter 4 quiz before class

Submit Team Feasibility Report

Monday, May 19

Arrival in Florence. Pick up at airport and transportation to housing provided by International Studies Institute [ISI] Florence until 6:00 p.m.

Tuesday, May 20

10:00 a.m.– 12:30 p.m. **Orientation** (Provided by ISI) in Palazzo Bargagli, room 104

12:30 p.m. – 2:00 p.m. **Orientation Lunch**

2:00 p.m.– 5:30 p.m. **Design and Presentations** in Palazzo Bargagli, room 104

Reading: Chapter 6 (Document and Presentation Design)

Complete Chapter 6 quiz before class

Reading: Chapter 10 (Presentations)

Complete Chapter 10 quiz before class

Wednesday, May 21

9:00 a.m. – 10:15 a.m. **Individual Project Proposals** in Palazzo Bargagli room 104

10:30 a.m. – 12:30 p.m. **Guest Lecture – Roman Engineering – Prof. Erika Bianchi** in Palazzo Bargagli room 104

Thursday, May 22

9:30 – 12:45 p.m. **Guided visit of Palazzo Vecchio and History of Maps – Prof. Rita Comanducci** – meet in front of Neptune Fountain in Piazza Signoria at 9:15 a.m.

Friday, May 23

9:00 a.m. – 10:15 a.m. Team Presentations in Palazzo Bargagli room 104.

10:30 a.m. – 12:30 p.m. **Guided visit of Galileo Museum.**

Submit slides for team presentation in eLearning before class (all team members upload).

1:00 – 2:30 Low-impact assignments in Palazzo Bargagli room 104

Monday, May 26

Individual Project

Research and write Individual Recommendation Report and explore Florence and/or surrounding areas of Italy.

Tuesday, May 27

9:00 a.m. – 2:00 p.m. **Communication in the Pursuit of Employment (part II) - Interviewing and Elevator Pitches** in Palazzo Bargagli room 104. Conduct and complete low-impact assignments in class.

Submit Individual Recommendation Report assignment in eLearning prior to class.

Wednesday, May 28

9:00 a.m. – 2:00 p.m. **Present Individual Project Proposals and Conduct Presentation Practice Activity** in Palazzo Bargagli room 104.

Thursday, May 29

9:00 am – 2:00 p.m. **Individual Presentations** in Palazzo Bargagli room 104.

Submit Individual Presentation slides in eLearning prior to class.

End of course.

Friday, May 30

Departure; Vacate apartments by 10:00 a.m.

Course Policies

Grading

Assignment and Grade Values

Grading is based on the UTD Undergraduate Catalog and a 1000-point cumulative scale for points earned from assignments. Grades are awarded according to the grids on the following page.

Grade	Cumulative Credit Points
A+	970-1000
A	930-1000
A-	900-929
B+	870-899
B	830-869
B-	800-829
C+	770-799
C	730-769
C-	700-729

D+	670-699
D	630-669
D-	600-629
F	0-599

Credit points are awarded based upon the following maximum values per assignment or competency:

ASSIGNMENT	VALUE
Cross-cultural assignment	100
Cover Letter and Resume assignment	100
Process Description assignment	100
Team Feasibility Report assignment	100
Team Presentation	100
Individual Recommendation Report assignment	150
Individual Presentation assignment	150
Quizzes	100
Minor/Low Impact assignments, participation, and Communication Competency	100
TOTAL POINTS	1000

Note: Students must complete and submit major assignments (Team Recommendation Report and Individual Feasibility Report) and complete the Team and Individual Presentations to pass the course.

Quizzes

Quizzes must be completed via the online textbook for each chapter prior to the beginning of class on the date the chapter is scheduled to be discussed. Quizzes completed/submitted late result in a grade of 0.

Class Attendance

Regular and punctual class attendance is expected. Students who fail to attend class regularly are inviting scholastic difficulty. Of course, if you are ill or have an important reason to miss class, please contact me in advance (whenever possible) to discuss the possibility of being excused. In Florence, this means being in person. In the U.S. it means being in our recorded class or viewing the recordings if you cannot attend class synchronously.

Class Participation

A portion of the grade for this course is directly tied to your participation in this class. It also includes completing homework assignments, readings, or materials covered in the lectures. Class participation is documented by faculty. Successful participation is defined as consistently adhering to University requirements, as presented in this syllabus. Failure to comply with these University requirements is a violation of the [Student Code of Conduct](#).

Class Recordings

Students are expected to follow appropriate University policies and maintain the security of passwords used to access recorded lectures. Unless the Office of Student AccessAbility has approved the student to record the instruction, students are expressly prohibited from recording any part of this course. Recordings may not be published, reproduced, or shared with those not in the class, or uploaded to other online environments except to implement an approved Office of Student AccessAbility accommodation. Failure to comply with these University requirements is a

violation of the [Student Code of Conduct](#). However, the first seven classes of the course will be recorded on Teams for all students to view.

Make-up Exams	No exams will be given, so no make-ups are necessary. Quizzes will be given for chapter readings and should be completed prior to the class session in which the chapter is covered.
Extra Credit	No extra credit will be offered.
Late Work	<p>All assignments are due on the assigned date. Similarly, all presentations are to be conducted on the assigned dates. If the date for your presentation or any deliverable is a problem, you must notify me as soon as possible so that we can address the situation and consider any alternatives. Do not request a new date and time for a presentation in class on the day your presentation is scheduled. It cannot be rescheduled at that point, and you will receive a zero for your grade if you are not able to present. Similarly, no requests for late submissions of assignments should be made on the day the assignment is due.</p> <p>Late submissions for written work will receive a 33% deduction if submitted within 24 hours of the deadline. Another 33% (for a total of 66%) deduction will be applied if submitted between 24 hours and 48 hours after the deadline. After 48 hours, no credit will be given for the assignment. Please note that the time posted in eLearning will serve as the official time of submission. Incorrect attachments will be evaluated as final submissions, unless alternative submissions are made to the instructor via UTD email prior to the assignment's deadline. If class is canceled for any reason, including inclement weather, the posted assignment due date is still the deadline for the assignment. Please also note that seconds, minutes, or hours late all qualify as being late. Build in sufficient time when submitting assignments to ensure that the eLearning posted time is prior to the deadline.</p>
Special Assignments	No special assignments are anticipated.
Personal Circumstances	If personal circumstances impact your performance, please address the circumstances with me as soon as possible. It is possible that we will be able to work around your situation if we can address the circumstance when it arises. Initiating the conversation late in the semester or well after the situation has arisen will limit the likelihood of us finding alternatives or any opportunity to work around your personal circumstances.
Deadlines	In industry-related technical communication and in just about any other part of the working world, deadlines are a reality. Failure to meet deadlines leads to issues such as costly delays in product releases, breaking of contracts, lost current or future business, and inconvenienced co-workers. Consequently, this class will focus on the need to meet deadlines. Late or incomplete assignments will be penalized 33% of the grade value for each 24-hour period following the assignment deadline. After 48 hours, an assignment that has not been submitted will receive a score of 0. The eLearning time stamp serves as the arbiter of whether an assignment is submitted on time or late. In cases where assignments must be submitted via email, the email message time stamp will be used to determine timeliness.
Classroom Citizenship	Students are expected to operate in the virtual classroom in a civil and professional way. Similarly, when working with classmates on projects outside the classroom, students are expected to work with fellow students in a cooperative manner.
UT Dallas Syllabus Policies and Procedures	<p><i>The information contained in the following link constitutes the University's policies and procedures segment of the course syllabus.</i></p> <p>Please go to http://go.utdallas.edu/syllabus-policies for these policies.</p>
AccessAbility	The University of Texas at Dallas is committed to providing reasonable

	<p>accommodations for all persons with disabilities. The syllabus is available in alternate formats upon request. If you are seeking classroom accommodations under the Americans with Disabilities Act (2008), you are required to register with the AccessAbility Resource Center (ARC), located in the Administration Building, Suite 2.224. The ARC phone number is 972-883-2098, email: studentaccess@utdallas.edu and website is https://studentaccess.utdallas.edu . To receive academic accommodations for this class, please obtain the proper AccessAbility Resource Center letter of accommodation and meet with me at the beginning of the semester.</p>
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The descriptions and timelines contained in this syllabus are subject to change at the discretion of the professor. The professor will inform students of any changes.

Please acknowledge that you have received and reviewed this syllabus. Alternatively, you may send me an email message acknowledging that you have read and understand the syllabus.

Signed:

Student

Date

Student's Printed Name