



Professional and Technical Communication

Professor: Janece Glauser

ECS 3390 Course Syllabus

Location: JO 4.504

Class Times: Sec 007 MW 2:30 PM – 3:45 PM

Sec 008 MW 4:00 PM – 5:15 PM

*Sec 010 Friday 10:00 AM – 12:45 PM

*Sec 011 Friday 1:00 PM – 3:45 PM

*Friday sections will take a 15 minute approximately
half way through lecture, discussion, or workshop.

Professor's Contact Information

Professor: Janece Glauser
Email: Janece.Glauser@utdallas.edu (preferred)
Office: JO 3.506
Office Hours: Mon/Wed 11:30 AM – 2:00 PM (appointment preferred)
Phone: 972-883-5106

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

Course Pre-requisites, Co-requisites, and/or Other Restrictions

Students will be capable of work at a level consistent with upper level undergraduate work as ECS 3390 is a 300 level course. Students should have taken RHET 1302 or similar course and should have at least college-level writing and presentation skills and be proficient in written and oral English. Additionally, students need sufficient technical knowledge to contribute to project design and to write and speak knowingly about technical content. The course curriculum is fast-paced and generally does not cover basic subjects such as language mechanics. The course emphasizes developing a sense of high-level professionalism and production of high quality assignments in both the individual and team environments.

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 is mandatory.

Student Learning Objectives/Outcomes

Using team and individual technical writing and presentation assignments, this course meets the following objectives:

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.

Specifically, students in this class will be expected to achieve the Southern Association of Colleges and Schools (SACS) and the Accreditation Board for Engineering and Technology (ABET) Assessment Objectives and Learning Outcomes listed below.

SACS Assessment Objectives

- Students will be able to write effectively using appropriate organization, mechanics, and style.
- Students will be able to construct effective written arguments.
- Students will be able to gather incorporate, and interpret source material in their writing.
- Students will be able to write in different ways for different ways for different audiences.

ABET Student Outcomes

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

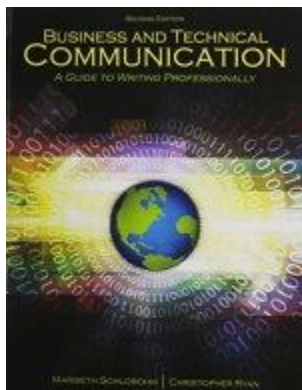
- a) An understanding of professional and ethical responsibility.
- b) An ability to communicate effectively.

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.

Required Textbooks and Materials

Required Texts



Business and Technical Communication: A Guide to Writing Professionally (Second Edition)

ISBN 978-1-4652-4456-7

By Maribeth Schlobohm and Christopher Ryan

Required Materials

Access to a laptop and/or desktop computer with MS Word 2003 or greater including PowerPoint. Use Word based PowerPoint and MS Word as it will alleviate compatibility problems.

Internet connectivity is a requirement for the course. The course uses eLearning, which you should check frequently. Reliable connectivity is necessary for class preparation, submission of assignments, and work on group projects. All assignments that are to be submitted through eLearning must be submitted via 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 format or PDF format.

Course & Instructor Policies

Extra Credit

No extra credit work will be offered, under any circumstances.

Deadlines, Deliverables, and Late Work

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.

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.

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 assignment grade. For late assignments, the 33% deduction applies to each 24-hour period following the assignment deadline. After 72 hours, an assignment that has not been submitted will receive a score of 0.

Class Attendance and Punctuality

You are expected to attend all classes, read assigned material, perform all assignments, and contribute to the class. Although I expect you to attend all classes, you may miss one class without explanation or penalty. Additional absences will be reflected in your Attendance and Participation Grade. Absences are also likely to adversely affect your grades in additional ways, as low-impact assignments conducted in class cannot be made up outside of class. Just as in a business, I encourage you to let me know in advance if you know when you are going to miss a class and explain your absence if you have missed a class for which you did not give me advanced notice. **More than three unexcused absence could result in a failure of the course (grade of “F”).** Out of respect for your fellow class members and your instructor, you are expected to be on time for class, too. I regard every three tardy arrivals as one absence.

As this is a professional communications course, you are expected to arrive early or promptly at class start time. Most of my sections begin in the afternoon, so should have plenty of time to get to class and be in your seat. Frequent lateness will negatively impact your Attendance and Participation Grade. If you commute to campus from a long distance, or if you have work or other obligations that may hinder your ability to regularly arrive on time, please inform me ahead of time.

Inclement Weather

In the event of inclement road conditions, attendance and punctuality expectations will be lifted. Check UTD Weather alerts on inclement weather days, and contact me via email if conditions prevent you from traveling to campus.

Classroom Decorum

Students are expected to operate in the 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.

Technical Support

If you experience any problems with your UTD account you may send an email to: assist@utdallas.edu or call the UTD Computer Helpdesk at 972-883-2911.

Classroom and Equipment Use Policies

Tampering with or destroying any of the computers, printers, Smart Board, white boards, networks or wiring in the classroom is strictly prohibited. Violations will result in a disciplinary referral to the Dean of Students' office.

Cell phones, pagers, IM, or any other electronic messaging services may NOT be used in the classroom unless used for an emergency. All cell phones, IM, pagers, etc. are to be put on vibrate or turned off for class. You can "unplug" for 1 hour a day. Should a cell phone ring or should a student check or send messages in class, the student will immediately surrender the device to the instructor. The device may be retrieved at the end of class. Laptops may be used so long as they are for class notes and assignments and not for VoIP or other calls, email or text messages. See above.

The room may be used for ECS 3390 activities only. You cannot use the classroom for other projects, to check email, print, burn CDs, or to install any software onto computers such as games, music, executables, programming languages, or any other unapproved software. Violations will result in a disciplinary referral to the Dean of Students' Office.

Student Conduct & Discipline

The University of Texas System and The University of Texas at Dallas have rules and regulations for the orderly and efficient conduct of their business. It is the responsibility of each student and each student organization to be knowledgeable about the rules and regulations which govern student conduct and activities. General information on student conduct and discipline is contained in the UTD printed publication, A to Z Guide, which is provided to all registered students each academic year.

The University of Texas at Dallas administers student discipline within the procedures of recognized and established due process. Procedures are defined and described in the Rules and Regulations, Series 50000, Board of Regents, The University of Texas System, and in Title V, Rules on Student Services and Activities of the university's Handbook of Operating Procedures. Copies of these rules and regulations are available to students in the Office of the Dean of Students, where staff members are available to assist students in interpreting the rules and regulations (SU 1.602, 972/883-6391) and online at <http://www.utdallas.edu/judicialaffairs/UTDJudicialAffairs-HOPV.html>

A student at the university neither loses the rights nor escapes the responsibilities

of citizenship. He or she is expected to obey federal, state, and local laws as well as the Regents' Rules, university regulations, and administrative rules. Students are subject to discipline for violating the standards of conduct whether such conduct takes place on or off campus, or whether civil or criminal penalties are also imposed for such conduct.

Academic Integrity

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrate a high standard of individual honor in his or her scholastic work.

Scholastic Dishonesty, any student who commits an act of scholastic dishonesty is subject to discipline. Scholastic dishonesty includes but is not limited to cheating, plagiarism, collusion, and the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts.

Plagiarism, especially from the web, from portions of papers for other classes, and from any other source is unacceptable and will be dealt with under the university's policy on plagiarism (see general catalog for details). This course will use the resources of turnitin.com, which searches the web for possible plagiarism and is over 90% effective.

Copyright Notice

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted materials, including music and software. Copying, displaying, reproducing, or distributing copyrighted works may infringe the copyright owner's rights and such infringement is subject to appropriate disciplinary action as well as criminal penalties provided by federal law. Usage of such material is only appropriate when that usage constitutes "fair use" under the Copyright Act. As a UT Dallas student, you are required to follow the institution's copyright policy (Policy Memorandum 84-I.3-46). For more information about the fair use exemption, see <http://www.utsystem.edu/ogc/intellectualproperty/copypol2.htm>

Email Use

The University of Texas at Dallas recognizes the value and efficiency of communication between faculty/staff and students through electronic mail. At the same time, email raises some issues concerning security and the identity of each individual in an email exchange. The university encourages all official student that faculty and staff consider email from students official only if it originates from a UTD student account. This allows the university to maintain a high degree of confidence in the identity of all individual corresponding and the security of the transmitted information. UTD furnishes each student with a free email account that is to be used in all communication with university personnel. The Department of Information Resources at U.T. Dallas provides a method for students to have their U.T. Dallas mail forwarded to other accounts.

Withdrawal from Class

The administration of this institution has set deadlines for withdrawal of any college-level courses. These dates and times are published in that semester's course catalog. Administration procedures must be followed. It is the student's responsibility to handle withdrawal requirements from any class. In other words, I cannot drop or withdraw any student. You must do the proper paperwork to ensure that you will not receive a final grade of "F" in a course if you choose not to attend the class once you are enrolled.

Student Grievance Procedures

Procedures for student grievances are found in Title V, Rules on Student Services and Activities, of the university's Handbook of Operating Procedures.

In attempting to resolve any student grievance regarding grades, evaluations, or other fulfillments of academic responsibility, it is the obligation of the student first to make a serious effort to resolve the matter with the instructor, supervisor, administrator, or committee with whom the grievance originates (hereafter called "the respondent"). Individual faculty members retain primary responsibility for assigning grades and evaluations. If the matter cannot be resolved at that level, the grievance must be submitted in writing to the respondent with a copy of the respondent's School Dean. If the matter is not resolved by the written response provided by the respondent, the student may submit a written appeal to the School Dean. If the grievance is not resolved by the School Dean's decision, the student may make a written appeal to the Dean of Graduate or Undergraduate Education, and the dean will appoint and convene an Academic Appeals Panel. The decision of the Academic Appeals Panel is final. The results of the academic appeals process will be distributed to all involved parties.

Copies of these rules and regulations are available to students in the Office of the Dean of Students, where staff members are available to assist students in interpreting the rules and regulations.

Incomplete Grade Policy

As per university policy, incomplete grades will be granted only for work unavoidably missed at the semester's end and only if 70% of the course work has been completed. An incomplete grade must be resolved within eight (8) weeks from the first day of the subsequent long semester. If the required work to complete the course and to remove the incomplete grade is not submitted by the specified deadline, the incomplete grade is changed automatically to a grade of F.

Disability Services

The goal of Disability Services is to provide students with disabilities educational opportunities equal to those of their non-disabled peers. Disability Services is located in room 1.610 in the Student Union. Office hours are Monday and Thursday, 8:30 a.m. to 6:30 p.m.; Tuesday and Wednesday, 8:30 a.m. to 7:30 p.m.; and Friday, 8:30 a.m. to 5:30 p.m.

The contact information for the Office of Disability Services is: The University of Texas at Dallas, SU 22 PO Box 830688 Richardson, Texas 75083-0688

(972) 883-2098 (voice or TTY)

disabilityservice@utdallas.edu

If you anticipate issues related to the format or requirements of this course, please meet with the Coordinator of Disability Services. The Coordinator is available to discuss ways to ensure your full participation in the course. If you determine that formal, disability-related accommodations are necessary, it is very important that you be registered with Disability Services to notify them of your eligibility for reasonable accommodations. Disability Services can then plan how best to coordinate your accommodations.

It is the student's responsibility to notify his or her professors of the need for such an accommodation. Disability Services provides students with letters to present to faculty members to verify that the student has a disability and needs accommodations. Individuals requiring special accommodation should contact the professor after class or during office hours.

Grade Breakdown

GRADING BREAKDOWN

- Group Project 300
- Individual Project 300
- Employment Search Unit/Career Expo 100
- Daily Assignments 100
- Final Reflection 100
- Attendance and Participation 100
- **TOTAL 1000 pts**

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 as follows:

Grade	Cumulative Credit Points
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

Signature Page – ECS 3390 Prof. Janece Glauser

The descriptions and timelines contained in this syllabus are subject to change at the discretion of the Professor.

Please acknowledge that you have reviewed this syllabus.

_____ (initial) I acknowledge that I have read and understand the Course & Instructor Policies, including information regarding late work, eLearning, attendance, and punctuality.

_____ (initial) I acknowledge that I have read the Academic Integrity Policy, specifically as it relates to plagiarism and collusion.

Signed:

Student Signature

Date

Student's Printed Name

Section