Course	**ECS 3390 Professional and Technical Communication, ECS 3390-0H1, ECS 3390-0H2, ECS 3390-0H4, ECS 3390-0H6**
Professor	Melissa Hernandez-Katz, PhD
Term	Fall 2016
Meetings	Section 0H1 – T 11:30-12:45 Section 0H2 – R 11:30-12:45 Section 0H4 – T 1 – 2:15 Section 0H6 – R 1 – 2:15

Professor's Contact Information

Office Phone	972-883-6672
Office Location	JO 3.544
Email Address	mhkatz@utdallas.edu
Office Hours	Tuesday 9 – 10:30 am Wednesday 9 – 11 am / 1:30 – 3 pm Thursday 9 – 10:30 am Or by appointment

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	RHET 1302 and junior standing.
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.

Required Texts & Materials	Textbook: Business and Technical Communication: A Guide to Writing Professionally, Second Edition by Maribeth Schlobohm and Christopher Ryan. Copyright 2014 by Kendall Hunt Publishing Company. ISBN: 978-1-4652-7633-9. Alternatively, an electronic version may be purchased at http://www.kendallhunt.com/schlobohm The ISBN for the electronic version is 978-1-4652-8191-3.
Suggested Texts, Readings, & Materials	Internet connectivity is a requirement for the course. Reliable connectivity is necessary for class preparation, submission of assignments, and work on group projects. All assignments should be submitted according to the directions given in the syllabus. If you are unable to attend class please submit your assignment by the deadline. Assignments should be submitted in MS Word files (not pdf, .odt, etc.) unless noted otherwise.
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.

Technical Requirements for Hybrid ECS3390
In addition to a confident level of computer and Internet literacy, certain minimum technical requirements
must be met to enable a successful learning experience. Please review the important technical
requirements http://www.utdallas.edu/elearning/students/getting-started.html#techreqs
on the Getting Started with eLearning webpage
http://www.utdallas.edu/elearning/students/getting-started.html.
If you have questions, please ask them well before the date when you need to know how to use the technology.

Course Access and Navigation
You can access the course using your UT Dallas NetID account at
https://elearning.utdallas.edu. Please see the course access and navigation
http://www.utdallas.edu/elearning/students/gettingstarted.

html#courseaccessandnav section of the site for more information.
To become familiar with the eLearning tool, please see the Student eLearning Tutorials
http://www.utdallas.edu/elearning/students/eLearningTutorialsStudents.html.

UT Dallas provides eLearning technical support 24 hours a day/7 days a week. The
eLearning Support Center (http://www.utdallas.edu/elearninghelp) services include a toll
free telephone number for immediate assistance(1-866-588-3192), email request
service, and an online chat service.

Preparation for class
This is a writing-intensive course, and we will practice consistently throughout the
semester. Writing and the writing process takes time, so you need to manage your time
and schedule time to study and prepare. This class is a hybrid, so each week, you will
read a chapter, watch an instruction video, complete exercises, and submit a
communications assignment. To succeed, stay on schedule, check your email every 24–
48 business hours, respond to requests, communicate with your team, complete each
assignment, follow instructions, and be prepared to participate in class.

***If you have questions or concerns, communicate promptly with your
instructor.***

Server Unavailability or Other Technical Difficulties
The University is committed to providing a reliable learning management system to all
users. However, in the event of any unexpected server outage at the University or any
unusual technical difficulty that prevents students from completing a time sensitive
assessment activity, the instructor will provide an appropriate accommodation based on
the situation. Students should immediately report any problems to the instructor and also
contact the online eLearning Help Desk (http://www.utdallas.edu/elearninghelp). The
instructor and the
eLearning Help Desk will work with the student to resolve any issues at the earliest
possible time.

Assignments & Academic Calendar
[Topics, Reading Assignments, Assignment Due Dates]
The schedule for class topics, readings, and assignments (aside from low-impact assignments which are listed in E-learning in the modules) is as follows (and please note that all chapter readings are expected to be completed <u>before</u> each class on the dates the chapters are assigned.):

Module 1 – Week August 23 – 26, 2016
Introduction of syllabus, textbooks, students, and instructor
Importance of professional and technical communication
Ch. 9 – Gaining Employment, Discuss Resumes, Cover Letters

Module 2 – Week of August 29 - September 2, 2016
Peer Review of Resumes/Cover Letters

Module 3 – Week of September 5 – 9, 2016
Ch. 1 – Principles of Professional & Technical Communication
Due: Resumes/Cover Letters

Module 4 – Week of September 12 – 16, 2016
Ch. 2 – Audience/Culture
Due: Ch. 1 Ex 2 (see instructions in e-learning)

Module 5 – Week of September 19 – 23, 2016
Ch. 5 – Telephone, Text, Email
Due: Ch. 2 Ex 5

Module 6 – Week of September 26 – 30, 2016
Ch. 4 – Working & Writing Collaboratively
Pick Teams/Begin working Ch. 4 Ex 1-8
Due: Ch. 5 Ex5

Module 7 – Week of October 3 – 7, 2016
Ch. 6 – Reports, Proposals

Module 8 – Week of October 10 – 14, 2016
Ch. 7 – Stand Alone & Supplemental Documents/Instructions
Due: Ch. 4 Ex 1-8
Ch. 7 Ex (will do in class)

Module 9 – Week of October 17 – 21, 2016
Ch. 3 – Documents & Presentation Design
Ch. 8 – Presentations

Module 10 – Week of October 24 – 28, 2016
Guest Speaker – Career Center

Module 11 – Week of October 31 – November 4,, 2016
Guest Speaker – Jerry Alexander – IPP Director

Module 12 – Week of November 7 – 11, 2016
Group Presentations – 2 Groups will present

Module 13 – Week of November 14 – 18, 2016
Group Presentations – 2 Groups will present

Week of November 21 – 25, 2016 – No classes due to Fall Break

Module 14 – Week of November 29 – December 2, 2016
Begin Individual Presentations (6-7 students will present)

Module 15 – Final Exam Week
As soon as final exams are posted I will update this calendar with each section and the final exam time. During this time we will finish Individual Presentations.

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 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

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

ASSIGNMENT	VALUE
Resume	100
Cover Letter	100
Elevator Speech	50
Informative Speech	50
Team Recommendation Report	150
Team Presentation	100
Team Evaluation	50
Individual Proposal	100
Individual Presentation	100
Low Impact Assignments (5 assignments, 20 pts each)	100
Class Participation, Professionalism	100
TOTAL POINTS	**1000**

Grades will be posted in E-Learning. This solely for you to see and ensure the correct grade has been recorded. If you do not see a grade recorded and the graded assignment please come see me during office

hours or make an appointment to see me so this can be corrected. Do NOT wait until the end of the semester to discuss this.

Make-up Exams	No exams will be given, so no make-ups are necessary.
Extra Credit	If available extra credit will be announced in class.
Late Work	All assignments are due on the assigned date at the assigned time listed in E-learning. 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. All work needs to be submitted at the time listed in E-learning. This class is an opportunity for you to begin to learn how to be professionals. Professionals who miss deadlines present poor work ethics & damage their reputations as well as lose contracts, increase costs, delay results, decrease profits, and lose their jobs. ***For these reasons, you may not submit late or incomplete work or makeup exams unless there is an extreme circumstance, such as you being hospitalized.*** Without exception, missed work results in a zero(0) on the assignment. You may not request an incomplete in this class unless you meet the university's criteria for an incomplete. This policy applies to documents as well as presentations
Special Assignments	No special assignments are anticipated.
Class Attendance & Class Participation, Professionalism	Treat this class as you would a job. You are expected to attend all classes, be on time, read assigned material, perform all assignments, and contribute to the class. Although I expect you to attend all classes, you may one class without penalty. Additional absences will cause you to lose 10 points for each absence from your Class Participation/Professionalism grade. 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. Out of respect for your fellow class members and your instructor, you are expected to be on time for class, too. I understand that sometimes your previous class may have run over a minute or two or parking can be difficult so you are allowed 2 tardies with no penalty. However after that each tardy will cause you to lose 10 points from your class participation/professionalism grade. If you attend all classes and are never late, however never say one word in class do not expect to receive full credit for the class participation/professionalism grade. Just like in the real world your boss will expect you to contribute ideas/thoughts I will expect you to contribute to this class.
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. As stated previously no late work will be accepted.
Classroom Citizenship	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.
UT Dallas Syllabus Policies and Procedures	*The information contained in the following link constitutes the University's policies and procedures segment of the course syllabus.* *Please go to http://go.utdallas.edu/syllabus-policies for these policies.*

Academic Integrity
The faculty expects from its students a high level of responsibility and academic honesty. Because of 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. All assignments in this class should be completed individually, with the exception of the team project.

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).

Copyright Notice
The copyright law of the United States 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 84-1.3-46). For more information about the fair use exemption, see http://www.utsystem.edu/ogc/intellectualproperty/copypol2.htm

Email Use
A*ll official email correspondence must go to and come from official UTD emails.* I do not read or answer emails that come through addresses from other providers. This policy (from our UTD Provost) is particularly important in the hybrid format of this class, as we will depend heavily on email to communicate.

Communication is part of coursework and therefore you should
- Identify yourself in all communication;
- Use correct mechanics and style in correspondence;
- Communicate clearly, respectfully, and professionally; and
- Respect that others have commitments outside this class. ***Please do not expect an immediate response. Allow 48 business hours for a response to an email.***

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 academic calendar. 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
A student having a grievance regarding academic concerns may have the issue considered. Procedures for appeals of academic decision can be found at:
https://www.utdallas.edu/studentaccess/grievance/

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 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.

Accessibility Services
The goal of Accessibility Services is to provide students with disabilities educational opportunities equal to those of their non-disabled peers. Office of Accessibility is located in room 3.200 in the Student Services building.

If you anticipate issues related to the format or requirements of this course, please visit with the Office of Accessibility. It is the student's responsibility to notify his or her professor of the need for accommodations. Letters are provided to students to present to faculty to verify that the student has a disability and needs accommodations. Please contact me after class or during office hours if you need special accommodations.

Religious Holy Days
The University of Texas at Dallas will excuse a student from class or other required activities for the travel to and observance of a religious holy day for a religion whose places of worship are exempt from property tax under Section 11.20, Tax Code, Texas Code Annotated.

It is the student's responsibility to notify the instructor as soon as possible regarding the absence. Whatever assignment will be missed must be turned in before the absence.

If a student or an instructor disagrees about the nature of the absence (for the purpose of observing a religious holy day) or if there is similar disagreement about whether the student has been given a reasonable time to complete any missed assignments or examinations, either the student or the instructor may request a ruling form the chief executive officer of the institution, or his or her designee. The chief executive officer or designee must take into account the legislative intent of TEC 51.911(b), and the student and instructor will abide by the decision of the chief executive officer or designee.

Sharing Confidential Information

Students considering sharing personal information in email, in person, or within assignments or exams should be aware that faculty members and teaching/research assistants are required by UT Dallas policy to report information about sexual misconduct to the UT Dallas Title IX Coordinator. Per university policy, faculty members have been informed that they must identify the student to the UT Dallas Title IX Coordinator. Students who wish to have confidential discussions of incidents related to sexual harassment or sexual misconduct should contact

- Student Counseling Center (972.883.2527 or after hours 972.UTD.TALK or 972.883.8255);
- Women's Center (972.883.8255);
- Student Health Center (972.883.2747);
- clergyperson (legally recognized religious advisor) of their choice; or
- off-campus resource (i.e., rape crisis center, doctor, psychologist).

Students who are sexually assaulted or harassed or who are victims of sexual misconduct, domestic violence, or stalking are encouraged to directly report these incidents to the UT Dallas Police Department at 972.883.2222 or to the Title IX Coordinator at 972.883.2218. Additional information and resources may be found at http://www.utdallas.edu/oiec/title-ix/resources.

Campus Carry

The University's concealed handgun policy is posted on the campus carry website: https://www.utdallas.edu/campuscarry/

Comet Creed

This creed was voted on by the UT Dallas student body in 2014. Comets choose to live by this standard and encourage others to do the same: "As a Comet, I pledge honesty, integrity, and service in all that I do."

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