

WED 381A
Technical Communication

Course Information:

Instructor Name: _____

Instructor Email: _____

Instructor Phone: _____

Instructor Office Location: _____

Instructor Office Hours: _____

Course Description: An introduction to the professional field of human resource development (HRD) with a focus on trends, issues, roles, and competencies. Content and activities are provided to assist students in planning and preparing for a career in human resource development (SIUC Undergraduate Catalog).

Course Overview:

The WED 381A coursework consists of 6 lessons that contain readings and self-guided activities. There are 10 written assignments that are turned in to complete this course. All assignments must be your **own individual written work**.

In Lesson 1, you will be introduced to technical communication in a general sense and learn about the technical communication process. Also in Lesson 1, you will learn about ethical considerations in technical communication.

In Lesson 2, you will learn about understanding your audience and the general objectives of technical communication.

In Lesson 3, you will also be exposed to routine correspondence and social media used in business settings. In addition, you will learn how to communicate to persuade.

In Lesson 4, you will be introduced to document design and using visual aids in the technical communication process.

In Lesson 5, you will learn about technical descriptions and process analysis. You will also learn about developing instructions, user manuals, and standard operating procedures.

In Lesson 6, you will learn how to communicate effectively to get a job including preparation of a job-specific resume.

General Objectives:

The objectives for this course are that each student:

1. Understands technical communication affecting the Workplace Learning and Performance (WLP) professional.
2. Understands the roles, competencies, and expertise used in technical communication.
3. Understands the nature and characteristics of career transitions and communicating to effectively obtain employment.

Textbooks & Resource Materials:

Required Texts:

American Psychological Association. (2010). *Publication manual of the American Psychological Association* (6th ed., 2nd or 3rd printing). Washington, DC: Author. ISBN-13: 978-1-4338-0561-5 or ISBN-10: 1-4338-0561-8.

Gerson, S. & Gerson, S. (2012). *Technical communication process and product* (8th ed.) Upper Saddle River, NJ: Prentice Hall. ISBN-13: 978-0-321-86494-9.

Course Requirements:

Failure to create your online Course Profile and view specific course documents, such as the syllabus will prevent you from seeing any other course materials. You also will be required to submit assignments via the drop boxes properly in order to see the next assignment. This is intentional to ensure you see the information necessary to perform at the highest levels. It won't restrict your progress through the course if you adequately prepare yourself to do the work. If you have completed your Course Profile in another SIU online course, you won't have to do it again.

Teaching Assistants will return graded assignments (with comments) within 14 days after the assignment submission date. The comments may be included in the actual assignment document or may be submitted back to you via SIU Online. **Failure to submit assignments via the drop boxes properly will prevent you from seeing the next assignment.**

Emails received during normal business hours (Central Time) will be acknowledged by the teaching assistant within 24 hours. E-mails received on weekends or holidays will be acknowledged by close of business on the first business day after the weekend or holiday.

Students must maintain access to adequate computer, software, and e-mail systems to complete coursework, to communicate with the teaching assistant and instructor of record, and **MUST** keep back-up copies of all written work submitted.

The primary way to submit assignments is via SIU Online (D2L) as MS Word attachments. Alternative formats are PDF or .rtf formats. If this is impossible due to student location or emergency, contact the teaching assistant prior to the due date for an approved alternative method. Use the rubrics included in the course to assist you in preparing your written assignments.

All written assignments must have a cover page, including Assignment #, your name, your contact information, name of instructor (not teaching assistant), and date of submission. Refer to the sample cover page in SIU Online.

Your off-campus coordinator is the instructor of record. However, student work is submitted to the teaching assistant at main campus who works for the instructor of record.

Academic Dishonesty:

Although group collaboration is encouraged for discussion and study purposes to complete the course, all written assignments must be each student's own work. For SIUC policy on academic dishonesty, refer to the [SIUC Undergraduate Student Catalog](#), or contact the teaching assistant/coordinator.

Evidence of academic dishonesty, which includes cheating and plagiarism, may result in failing both the assignment and the course. **Copying and pasting from another student's paper and/or from multiple sources (books, journal articles, etc., whether from printed or Internet sources) is plagiarism.**

Follow these general APA guidelines for Assignments:

- Double-spaced text, except for table of contents, title page, and as noted elsewhere in directions within the rubrics or templates
- 1" margins on all four sides of a page (left-right-top-bottom)
- Left-hand, flush margin, alignment
- 5-space indentation for new paragraphs
- 12 point Arial or Times New Roman font
- Correct APA references and in-text citations are required.
- For direct quotations, use quotation marks followed by APA style citation with page numbers; for paraphrasing, use APA style citation without page numbers. See the *Publication Manual of the American Psychological Association* (6th ed.) (2010) for details on correct in-text citation of sources and proper listing of resources on a Reference Page.

Graded Written Assignments: Total points: 415

Grading Scale: Based upon total points for all assignments:

Points	%	Grade
415-373	100-90	A
372-332	89-80	B
331-290	79-70	C
289-249	69-60	D
248-0	59-0	F

- You must have a C or better for any WED course to graduate.
- **Your instructor may invoke a point penalty of up to 10% per week for late assignments.**

Action Items, Assignments and Due Dates

Course Overview	Readings and Self-Guided Activities	Assignments	Due Dates and Assignment Grade Point Values
	Read the Course Syllabus.	Post photo and complete online profile in SIU Online.	First time you sign into course. 0 Points
Lesson 1: Introduction to Technical Communication and the Communication Process	Read Chapters 1, 2 and 5 in the textbook. View the online Powerpoint Slide shows.	Assignment 1: Complete the Individual and Team Project #2 on page 47 of textbook and the Problem-Solving Think Piece, located on page 127 of the textbook. Submit as one document.	Jan. 14, 2015 55 Points
Lesson 2: Audience Recognition and Ethical Considerations	Read Chapters 3 & 4 in the textbook. View the online Powerpoint Slide shows.	Assignment 2: Complete and submit the Problem-Solving Think Piece, located on page 109 of the textbook.	Feb. 4, 2015 40 Points

SYLLABUS

Lesson 3: Routine Correspondence and Social Media	Read Chapters 7, 8 & 12 in the text. View the online Powerpoint Slide shows.	Assignment 3: Complete and submit Individual and Team Project, located on page 201 of the text and the Case Study, located on page 320 of text. Submit as a single document.	Feb. 18, 2015 60 Points
Lesson 4: Document Design and Using Visual Aids	Read Chapters 10 & 11 in the textbook. View the online Powerpoint Slide shows.	Assignment 4: Complete Case Study #3, located on page 261 of text, and the Individual and Team Projects #1 and #2, located on page 290. Submit as one document.	Mar. 11, 2015 90 Points
Lesson 5: Technical Descriptions, Instructions, User Manuals and Standard Operating Procedures	Read Chapter 13 & 14 in the textbook. View the online Powerpoint Slide shows.	Assignment 5: Complete and submit Team Project #3 and the Problem-Solving Think Piece, both located on page 372 of text. Submit as a single document.	Apr. 1, 2015 65 Points
Lesson 6: The Job Search	Read Chapter 9 in the textbook. View the online Powerpoint Slide show.	Assignment 6: Complete the Web Workshop #1, located on page 241 of the text. Complete a letter of application and resume based upon the workshop. Submit as one document.	Apr. 15, 2015 105 Points

After completing the last assignment, you will be given an opportunity to complete an end-of-course evaluation. It can be found inside D2L, under Surveys. Your feedback is critically important in improving our course content and delivery! Please complete the evaluation.