



## TMGT 303 - Technical Communications Spring, 2017

**Instructor:** Annette Taggart, MBA, CPA

**Office Location:** Ag/IT 233G

**Office Hours:** By appointment in person; M-Th 10:30-11:45 online - email preferred; questions can be posted anytime in Virtual Office, and I will respond in 24-48 hours Monday-Friday.

**Office Phone:** 903.886.5653 (903.502.0565 mobile)

**Office Fax:** 903.468.8751

**University Email Address:** [annette.taggart@tamuc.edu](mailto:annette.taggart@tamuc.edu)

The **best** way to contact me is by email. This is an online course; therefore, expect most communication to be online as well. The instructor will respond to emails within 24 to 48 hours Monday-Friday.

### COURSE INFORMATION

#### Materials – Textbooks, Readings, Supplementary Readings:

*Textbook(required):*     **Technical Communication Today 5<sup>th</sup> Edition**  
Richard Johnson-Sheehan

#### Purchase options:

From TAMU-C Bookstore-student value edition (loose-leaf text) - ISBN 9780321996657

From Vitalsource (e-textbook) – ISBN 9780133852196  
<https://www.vitalsource.com/referral?term=9780133852196>

Other retailers - Hard copy available – ISBN 9780321907981

#### Course Description:

This course is a study and application of technical writing documents, letters, manuals and reports. Emphasis is also placed on presentations, team building, employee training, interviewing, business etiquette and professionalism.

#### Student Learning Outcomes:

- Demonstrate how technical communications are critical in the workplace and to job success.
- Prepare an analysis of cultural effects in managing workplace communication.
- Construct, revise and edit documents, presentations, and visuals to make them more accessible, comprehensible, and usable.
- Apply strategies that experienced writers use to create definitions, technical descriptions, and process explanations.
- Prepare and compose correspondence using appropriate planning strategies, selecting appropriate content, and developing an appropriate organization of a document to make it legible, readable, and usable whether in oral communication, written correspondence, proposals, reports, instructions or manuals.

## COURSE REQUIREMENTS

**Technical Skills Needed:** Student must be able to effectively use eCollege/Pearson Learning Studio and Microsoft Office.

**Instructional Methods:** This course will be delivered fully online and will utilize the textbook and other sources. Interaction with fellow students through assigned discussions is also required.

**Tips for Success in the Course:** Regularly log into the course, check your e-mail, and read announcements. Do your work and be prepared to spend at least 5 hours per week in the course.

## GRADING

Each student is required to submit five Module Assignments (Modules 1 - 5), 10 Discussion Boards, and two Exams. The assignments, discussion boards, and exams will relate to the material covered in the text. Further details will be in given with each of the assignments within eCollege.

**Grading:**

Assignments (Modules 1 – 5, 100 pts. each)	500 pts.
Exams (100 pts. each)	200 pts.
<u>Discussion Boards (10 pts. each)</u>	<u>100 pts.</u>
<b>Total points possible for semester</b>	<b>800 pts.</b>

716 – 800 points = A

636 – 715 points = B

556 – 635 points = C

476 – 555 points = D

0 – 475 points = F

Late work WILL NOT be accepted. Extra credit work will NOT be assigned so please do not ask.

*\*If you miss an assignment because you are in the hospital, please email me proof of admission and release. If you miss an assignment or quiz because of a death in the family, please email me a copy of the newspaper clipping stating you as the surviving spouse, parent, child, grandchild, or brother/sister.*

### Assignment Submissions

*Completed assignments are to be uploaded to the **Dropbox** by the due dates posted. In order to receive an assignment grade, all assignments must be submitted to the proper Dropbox. Each Assignment will have its own Dropbox label. The help section in your eCollege course and the Student Online Tutorial will describe the steps necessary to submit assignments to the Dropbox.*

Assignments may be completed and submitted prior to the posted due date. Assignments will not be accepted through fax or as email attachments. Spelling, punctuation, and grammar errors will have a negative impact on your assignment grades.

### Professional Conduct

By enrolling in this course for academic credit, you agree to adhere to the Regulations and Procedures published in the TAMU-C STUDENT GUIDEBOOK:

<http://www.tamuc.edu/Admissions/oneStopShop/undergraduateAdmissions/studentGuidebook.a.spx>

## TECHNOLOGY REQUIREMENTS

- To fully participate in online courses you will need to use a current Flash enabled internet browser. For PC and Mac users the suggested browser is Mozilla Firefox.

- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
  - 512 MB of RAM, 1 GB or more preferred
  - Broadband connection required courses are heavily video intensive
  - Video display capable of high-color 16-bit display 1024 x 768 or higher resolution
- You must have a:
  - Sound card, which is usually integrated into your desktop or laptop computer
  - Speakers or headphones.
- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. At a minimum Java 7, update 51, is required to support the learning management system. The most current version of Java can be downloaded at: [JAVA web site](http://www.java.com/en/download/manual.jsp)  
<http://www.java.com/en/download/manual.jsp>
- Current anti-virus software must be installed and kept up to date.
- Run a browser check through the Pearson LearningStudio Technical Requirements website.  
[Browser Check http://help.ecollege.com/LS\\_Tech\\_Req\\_WebHelp/en-us/#LS\\_Technical\\_Requirements.htm#Browset](http://help.ecollege.com/LS_Tech_Req_WebHelp/en-us/#LS_Technical_Requirements.htm#Browset)

Running the browser check will ensure your internet browser is supported. Pop-ups are allowed. JavaScript is enabled. Cookies are enabled.

- You will need some additional free software (plug-ins) for enhanced web browsing. Ensure that you download the free versions of the following software:
  - [Adobe Reader https://get.adobe.com/reader/](https://get.adobe.com/reader/)
  - [Adobe Flash Player \(version 17 or later\) https://get.adobe.com/flashplayer/](https://get.adobe.com/flashplayer/)
  - [Adobe Shockwave Player https://get.adobe.com/shockwave/](https://get.adobe.com/shockwave/)
  - [Apple Quick Time http://www.apple.com/quicktime/download/](http://www.apple.com/quicktime/download/)
- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.
- For additional information about system requirements, please see: [System Requirements for LearningStudio](https://secure.ecollege.com/tamuc/index.learn?action=technical)  
<https://secure.ecollege.com/tamuc/index.learn?action=technical>

## ACCESS AND NAVIGATION

### **Pearson LearningStudio (eCollege) Access and Log in Information**

This course will be facilitated using Pearson LearningStudio, the learning management system used by Texas A&M University-Commerce. To get started with the course, go to [myLeo](#) and from the top menu ribbon select eCollege. Then on the upper left side of the screen click on the My Courses tab.  
<http://www.tamuc.edu/myleo.aspx>

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or

[helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu).

**Note:** It is strongly recommended you perform a “Browser Test” prior to the start of your course. To launch a browser test login to Pearson LearningStudio, click on the My Courses tab, and then select the Browser Test link under Support Services.

### **Pearson LearningStudio Student Technical Support**

Texas A&M University-Commerce provides students technical support for the use of Pearson LearningStudio.

Technical assistance is available 24/7 (24 hours, 7 days a week).

If you experience LearningStudio (eCollege) technical problems, contact the LearningStudio helpdesk at 1-866-656-5511 (toll free) or visit [Pearson 24/7 Customer Support Site](http://247support.custhelp.com/)  
<http://247support.custhelp.com/>

The student help desk may be reached in the following ways:

- **Chat Support:** Click on 'Live Support' on the tool bar within your course to chat with a Pearson LearningStudio Representative.
- **Phone:** 1-866-656-5511 (Toll Free) to speak with Pearson LearningStudio Technical Support Representative.

**Accessing Help from within Your Course:** Click on the 'Tech Support' icon on the upper left side of the screen inside the course. Then you will be able to get assistance via online chat or by phone.

**Note:** Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, Starbucks, a TAMUC campus open computer lab, etc.

### **Policy for Reporting Problems with Pearson LearningStudio**

Should students encounter Pearson LearningStudio based problems while submitting assignments/discussions/comments/exams, the following procedure must be followed:

1. Students must report the problem to the help desk. You may reach the helpdesk at 1-866-656-5511.
2. Students must file their problem with the helpdesk and obtain a helpdesk ticket number
3. Once a helpdesk ticket number is in your possession, students should email me to advise me of the problem and provide me with the helpdesk ticket number.
4. I will call the helpdesk to confirm your problem and follow up with you

**PLEASE NOTE:** Your personal computer and internet access problems are not a legitimate excuses for filing a ticket with the Pearson LearningStudio Help Desk. Only Pearson LearningStudio based problems are legitimate reasons to contact the Help Desk.

You strongly are encouraged to check for your internet browser compatibility **BEFORE** the course begins and take the Pearson LearningStudio tutorial offered for students who may require some extra assistance in navigating the Pearson LearningStudio platform.

### **myLeo Support**

Your myLeo email address is required to send and receive all student correspondence. Please email [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu) or call us at 903-468-6000 with any questions about setting up your myLeo email account. You may also access information at [myLeo](https://leo.tamuc.edu). <https://leo.tamuc.edu>

## **Learner Support**


The [One Stop Shop](http://www.tamuc.edu/admissions/onestopshop/) was created to serve you by providing as many resources as possible in one location. <http://www.tamuc.edu/admissions/onestopshop/>

The [Academic Success Center](http://www.tamuc.edu/campusLife/campusServices/academicSuccessCenter/) provides academic resources to help you achieve academic success. <http://www.tamuc.edu/campusLife/campusServices/academicSuccessCenter/>

## **FREE Mobile APPS**

The Courses apps for phones have been adapted to support the tasks students can easily complete on a smaller device. Due to the smaller screen size course content is not presented.

The Courses app is free of charge. The mobile Courses Apps are designed and adapted for different devices.

	<b>App Title:</b>	<b>iPhone</b> – Pearson LearningStudio Courses for iPhone <b>Android</b> – LearningStudio Courses - Phone
	<b>Operating System:</b>	<b>iPhone</b> - OS 6 and above <b>Android</b> – Jelly Bean, Kitkat, and Lollipop OS
	<b>iPhone App URL:</b>	<a href="https://itunes.apple.com/us/app/pearson-learningstudio-courses/id977280011?mt=8">https://itunes.apple.com/us/app/pearson-learningstudio-courses/id977280011?mt=8</a>
	<b>Android App URL:</b>	<a href="https://play.google.com/store/apps/details?id=com.pearson.lsphone">https://play.google.com/store/apps/details?id=com.pearson.lsphone</a>

Once downloaded, search for Texas A&M University-Commerce, and it should appear on the list. You will need to sign into the myLeo Mobile portal.

The Courses App for Android and iPhone contain the following feature set:

- View titles/code/Instructor of all Courses enrolled in online
- View and respond to all discussions in individual Courses
- View Instructor Announcements in individual Courses
- View Graded items, Grades and comments in individual Courses
- Grade to Date
- View Events (assignments) and Calendar in individual Courses
- View Activity Feed for all courses
- View course filters on activities
- View link to Privacy Policy
- Ability to Sign out
- Send Feedback

## **LearningStudio Notifications**

Students can be alerted to course activities via text on their mobile phones or up to two email addresses.

Based on their preferences, students can automatically receive a push notification with every new: course announcement, threaded discussion post, grade, and/or assignment without having to login to the course. Enrolled students will automatically receive email notifications for announcements and can opt out of this feature. To receive text notifications, students must opt in.

To begin setting up notifications, go into your course in LearningStudio and click on the bell-shaped Notifications icon on the main menu ribbon.

By default the student's university email address will appear. This cannot be changed in LearningStudio. Additional email addresses may be added by clicking the Add button. After all of the other selections are completed be sure to click the Save and Finish button.

## COMMUNICATION AND SUPPORT

This is an online course; therefore, expect most communication to be online as well. I will correspond with students via your university email (your “Leo” mail) and via announcements and assignments in eCollege. Students are required to check university email daily.

### **All emails from students must include:**

- **Course name and section in the subject line (TMGT 303 plus section number)**
- **Student name and CWID in the body of the email.**
- **Proper email etiquette (no “text” emails – use proper grammar and punctuation).**

I will make every effort to respond to emails within 24 to 48 hours Monday-Friday, provided the correspondence follows the requirements listed above. If your correspondence falls over the weekend or some unforeseen circumstance occurs, it may be longer before you receive a reply.

In order to avoid duplication of questions and answers, if you have procedural or assignment related questions, you may post those in Virtual Office. It is likely that your peers will have the same question. Questions or concerns of a personal nature should be sent to my email address.

## COURSE AND UNIVERSITY PROCEDURES/POLICIES

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the [Student Guidebook](#).

<http://www.tamuc.edu/admissions/registrar/documents/studentGuidebook.pdf>

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: [Netiquette http://www.albion.com/netiquette/corerules.html](http://www.albion.com/netiquette/corerules.html)

### **TAMUC Attendance**

For more information about the attendance policy please visit the [Attendance](#) webpage and [Procedure 13.99.99.R0.01](#). <http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx>

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf>

### **Academic Integrity**

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

[Undergraduate Academic Dishonesty 13.99.99.R0.03](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf>

[Graduate Student Academic Dishonesty 13.99.99.R0.10](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf>

### **ADA Statement**

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

**Office of Student Disability Resources and Services**  
**Texas A&M University-Commerce**  
**Gee Library 132**  
**Phone (903) 886-5150 or (903) 886-5835**  
**Fax (903) 468-8148**  
[StudentDisabilityServices@tamuc.edu](mailto:StudentDisabilityServices@tamuc.edu)

### **Nondiscrimination Notice**

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

### **Campus Carry Rule**

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations. For a list of locations, please refer to (<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>) and/or consult your event organizer). Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

### **Course Specific Procedures:**

Texas A&M University-Commerce will not condone plagiarism in any form. Plagiarism represents disregard for academic standards and is strictly against University policy. Plagiarized work can result in a "0" on a given assignment(s) or an "F" for the course as well as further administrative sanctions permitted under University policy.

Guidelines for properly quoting someone else's writings and the proper citing of sources can be found in the APA Publication Manual and through online resources provided. If you have difficulty summarizing or documenting sources, contact your professor for assistance.

The instructor reserves the right to manage a positive learning environment and thus will not tolerate inappropriate conduct in the course. Students must contribute appropriately to the class, and must maintain a professional level of respect when interacting with other students and the instructor.

<b>COURSE OUTLINE / CALENDAR **</b>
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\*\*The instructor reserves the right to modify due dates as necessary during the semester.

<b>DATE</b>	<b>TOPIC/ ASSIGNMENT</b>
2/4/17	Module 1 Assignments Due
2/25/17	Module 2 Assignments Due
2/27/17	Exam #1 Due
3/25/17	Module 3 Assignments Due
4/15/17	Module 4 Assignments Due
5/6/17	Module 5 Assignments Due
5/8/17	Exam #2 Due