CSCI 303.61E Technical Communication for Computer Professionals
COURSE SYLLABUS: Spring 2024

INSTRUCTOR INFORMATION

Instructor:	Amy Hays M.S., Computer Science
Office Location:	RELLIS ACB1 335
https://tamuc.zoom.us/j/92711096337?pwd=cS9UZllXb2xIc2V1dGtoNnArcDZ5UT09	
Office Hours:	Mondays, Wednesdays, and Thursdays 10 am to 12 pm
	Other times by appointment only via email
University Email Address:	amy.hays@tamuc.edu
Preferred Form of Communication:	For all emails, make sure the email the subject line reads: "CSCI 303.61E~~".
Communication Response Time:	48 hours

COURSE INFORMATION

Lecture: Meets 1/16/2024 through 5/7/2024
Mon, Wed 12:00 p.m. - 1:15 p.m.
Campus: RELLIS Campus   Building: ACB1   Room: 314

Class Textbook: Communication Patterns, Jacqui Read, O'Reilly Media, Inc, 2023.,
https://learning.oreilly.com/library/view/communication-patterns/9781098140533/

Course Description

The course will consist of a study of formal and informal communications for computing professionals. Types of communications that will be examined will include formal research papers for publication in ACM, IEEE, and other journals, and conference proceedings; power point presentations for conferences and informal presentations to management; software manuals; in house technical reports, progress reports, and email messages. Some of these communications/documents will be created as an individual requirement and more formal presentations such as research papers for journals and

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conference proceedings, power point presentations for a conference, and manuals will be completed as a team project. <u>Prerequisites: Junior standing.</u>

Student Learning Outcomes

After taking this course, students should be able to:
1) adapt rhetorical processes and strategies for audience, purpose and type of task.
2) organize and produce texts that meet the demands of specific genres, purposes, audiences, and stances.
3) employ appropriate mechanics, usage, grammar, and spelling conventions.
4) find, analyze, evaluate, summarize, and synthesize appropriate source material from both print and electronic environments.
5) present focused, logical arguments that support a thesis.
6) use reliable and varied evidence to support claims, incorporate ideas from sources appropriately, and acknowledge and document the work of others appropriately.
7) use electronic environments to draft, revise, edit and share or publish texts.

COURSE REQUIREMENTS

Minimal Technical Skills Needed

Knowledge of English grammar structure and writing skills.

Instructional Methods

D2L and lecture will be the method of instruction for the course. Please go to myLeo and find D2L in Apps. All course materials will be found in D2L.

Student Responsibilities or Tips for Success in the Course

Instructor Availability:
To communicate with me about this course you are to use the email address on this syllabus. Please include the course number/name in the beginning of the subject field for every email message (see the top of the first page of this syllabus for more information). Email messages that are missing this information are likely to be automatically redirected to a folder the instructor will seldom check or will possibly be deleted. You must send me a *formal email* as described in Week 2 or I may send it back for you to correct and re-send. During the week, you can generally expect a response to your emails within a day, though sometimes it may take longer. I do not normally log on over the weekends and check email. If you email me a question on Friday afternoon, I may not read that email until Monday morning. You can also call me at my office (prefer an email) or stop by my office during office hours.

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Unless otherwise specified, all assignments are individual assignments, and thus must be completely the original work of the student submitting them. The *syllabus/schedule are subject to change.*

Sharing Your Work - instructor
All work produced by students may be shared by the instructor with the class for purposes of example and training. Such work will be as anonymous as possible. Finally, the instructor may share your work anonymously with future classes or in his own writing and research.

Submitting Assignments:
Unless special instructions are provided, assignments are *NOT* to be posted on any discussion board. Your completed work must be placed in the appropriate *Dropbox* in D2L Online. DO NOT EMAIL ME ANY ASSIGNMENTS AS THEY WILL BE DELETED. Please follow the rules for naming and posting assignments.

Exams: You will have a midterm exam during this course. Material over which the exam will be tested will be available on line. The exam may be online. *The exam is not a team assignment and there will be no make-up for this exam*. It is the student's responsibility to arrange for an *excused absence before* the exam. A grade of zero will be assigned for an exam missed without an excused absence. If an emergency arises the week of the midterm exam, contact the instructor immediately.

Late Work:
All assignments are due at the time specified. Please keep in mind that no late work will be accepted without penalty. If an assignment is turned in after the due date, 50% of the grade will be forfeited for 1day late and 75%of the grade will be forfeited to 2 days late. No assignment will be graded if submitted 3 or more days after it is due. *An assignment must be submitted within 2 days of the due date if you want it graded*. If you have a problem submitting an assignment on time you should contact me before the due date.

Cheating on Exams and assignments
Students who share information about answers on the exams and assignments or receive assistance from external sources during the exam or for an assignment will receive a zero grade for the exam/assignment.

Plagiarism is not permitted in this course and will result in a zero grade for the assignment and or failure in the course. Plagiarism occurs when a writer [1] copies verbatim from an author without quotation or attempts to disguise the act by selective omissions or alterations; [2] paraphrases from an author without naming the source in the text of the paper or providing a list of references at the end; [3] turns in a paper written by somebody else. As a point of academic integrity (see below), you are required to submit original material of your own creation. Plagiarism of any material is a serious offense and, if established with sufficient evidence, can result in failure of the course or dismissal from the university.

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GRADING

Final grades in this course will be based on the following scale:

A = 90%-100%
B = 80%-89%
C = 70%-79%
D = 60%-69%
F = 59% or Below

Assessments

Your Final Grade Distribution is as follows:
Assessment Percent of Final Grade:

Submission of Required Assignments (not assigned a letter grade)	10%
Writing Assignments	30%
In Class Presentation of Report	10%
Technical Report	30%
Midterm Exam	10%
Participation	10%
Total	**100%**

Assignments not assigned a letter grade but must be submitted; 10% of grade. Technical Report Drafts 1-4 and a required outline for week 1; feedback will be provided for the Report Drafts, but no letter grade will be assigned. Each must be submitted on time to get part of 10% of semester grade.

There will be writing assignments, and exams. These methods will be used to assess learning objectives (LO) and related level of learning.

All writing will be graded on *content as well as proper grammar and syntax*. Format your work according to ACM template provided, single-spacing texts, and configuring 1-inch margins. Always revise and polish your work carefully before submitting it.

Specific instructions for all assignments are located on D2L. They must be submitted on their respective due dates and times as .doc, or .docx. After completing each assignment, go to the Dropbox and upload the file.

When appropriate, only include images and figures that support the message of your document. Images and figures must be introduced in the text before they appear. Moreover, each image or figure should be named (e.g., Figure 1, Image 1, Table 1, Equation 1, etc.) as well as include a descriptive caption and a source. If you created the image or figure yourself, list the source as "Author."

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TECHNOLOGY REQUIREMENTS

LMS

All course sections offered by Texas A&M University-Commerce have a corresponding course shell in the myLeo Online Learning Management System (LMS). Below are technical requirements

LMS Requirements:
https://community.brightspace.com/s/article/Brightspace-Platform-Requirements

LMS Browser Support:
https://documentation.brightspace.com/EN/brightspace/requirements/all/browser_support.htm

Zoom Video Conferencing Tool
https://inside.tamuc.edu/campuslife/CampusServices/CITESupportCenter/Zoom_Account.aspx?source=universalmenu

ACCESS AND NAVIGATION

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.

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.

COMMUNICATION AND SUPPORT

If you have any questions or are having difficulties with the course material, please contact your Instructor.

Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778. Other support options can be found here:

https://community.brightspace.com/support/s/contactsupport

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Interaction with Instructor Statement

Office Location: RELLIS ACB1 335
https://tamuc.zoom.us/j/92711096337?pwd=cS9UZllXb2xIc2V1dGtoNnArcDZ5UT09
Office Hours: Mondays, Wednesdays, and Thursdays 10 am to 12 pm
Other times by appointment only via email
University Email Address: amy.hays@tamuc.edu
Preferred Form of Communication: For all emails, make sure the email the subject line reads: "CSCI 303.61E~~".
Communication Response Time: 48 hours

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures/Policies

Syllabus Change Policy

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

Late Policies

Credit will be given for ONLY those exams, quizzes, and assignments turned in no later than the deadline as announced by the instructor of this class unless prior arrangement has been made with the instructor.

Late assignments can gain partial credit upon the following policy. As per University requirements, assignments submitted within 7 days after the deadline can receive up to 20% deduction, assignments submitted between 8-14 days after the deadline can receive up to 50% deduction.
- **No assignments will be accepted two weeks after the assigned due date.**
- **No assignment will be accepted after the term end day.**
- Exceptions to this policy will only be made in extraordinary circumstances. Please let me know your circumstances.

University Specific Procedures

Student Conduct

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/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx

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Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: https://www.britannica.com/topic/netiquette

TAMUC Attendance

For more information about the attendance policy please visit the Attendance webpage and Procedures 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
Undergraduate Student Academic Dishonesty Form

http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/documents/13.99.99.R0.03UndergraduateStudentAcademicDishonestyForm.pdf

Graduate Student Academic Dishonesty Form

http://www.tamuc.edu/academics/graduateschool/faculty/GraduateStudentAcademicDishonestyFormold.pdf

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

Students with Disabilities-- 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
Velma K. Waters Library Rm 162
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
Email: studentdisabilityservices@tamuc.edu

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Website:
http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServ
ices/

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 Concealed Carry Statement

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 the Carrying Concealed Handguns On Campus document and/or consult your event organizer.

Web url:
http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedur
es/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf

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.

A&M-Commerce Supports Students' Mental Health

The Counseling Center at A&M-Commerce, located in the Halladay Building, Room 203, offers counseling services, educational programming, and connection to community resources for students. Students have 24/7 access to the Counseling Center's crisis assessment services by calling 903-886-5145. For more information regarding Counseling Center events and confidential services, please visit **www.tamuc.edu/counsel**

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AI use policy [Draft 2, May 25, 2023]

Texas A&M University-Commerce acknowledges that there are legitimate uses of Artificial Intelligence, ChatBots, or other software that has the capacity to generate text, or suggest replacements for text beyond individual words, as determined by the instructor of the course.

Any use of such software must be documented. Any undocumented use of such software constitutes an instance of academic dishonesty (plagiarism).

Individual instructors may disallow entirely the use of such software for individual assignments or for the entire course. Students should be aware of such requirements and follow their instructors 'guidelines. If no instructions are provided the student should assume that the use of such software is disallowed.

In any case, students are fully responsible for the content of any assignment they submit, regardless of whether they used an AI, in any way. This specifically includes cases in which the AI plagiarized another text or misrepresented sources.

13.99.99.R0.03 Undergraduate Academic Dishonesty

13.99.99.R0.10 Graduate Student Academic Dishonesty

Department or Accrediting Agency Required Content

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COURSE OUTLINE / CALENDAR

WEEK	CONTENT	READING
Visual Communication		
Jan 15	Course Introduction, Writing a Formal Email and an interoffice memo, and Communication Essentials	**Jan 15 – MLK Holiday** Ch 1
Jan 22	Clarify the Clutter	Ch 2
Jan 29	Accessibility	Ch 3
Feb 5	Narrative	Ch 4
Feb 12	Notation	Ch 5
Feb 19	Composition	Ch 6
Multi-Modal Communication		
Feb 26	Written Communication (**Midterm Exam**)	Ch 7
Mar 4	Verbal and Non-Verbal	Ch 8
Mar 11	The Rhetoric Triangle **Spring Break**	Ch 9
Communication Knowledge		
Mar 18	Knowledge Management Principles	Ch 10
Mar 25	Knowledge and People	Ch 11 **Mar 29 Reading Day - No class**
Apr 1	Effective Practices	Ch 12
Apr 8	Communicating Remotely	Ch 13, 14, 15
Apr 15	Technical Report Presentations using power point	Presentations
Apr 22	Technical Report Presentations using power point	Presentations
Apr 29	Technical Report Presentations using power point (Monday)	30th Last day of class
May 2 – May 7	**Final exam Week**	Final exam

Note: The right to modify the presentation order of materials is reserved. Course progress will be based on feedback and suggestions from students. We would cover the course materials, so if we slow in some topics, we must accelerate elsewhere.

HAVE A HAPPY AND SUCCESSFUL SESSION

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