

## TWC 501 : 30550/30549

<sup>[L]</sup><sub>[SEP]</sub>Fundamentals of Technical Communication<sup>[L]</sup><sub>[SEP]</sub>Location: Online<sup>[L]</sup><sub>[SEP]</sub>

### Course and Faculty Information

**Course Description:** Basic information design principles for producing effective technical communication, including rhetorical and audience analysis, as well as common workplace genres and technical communication tools.

**Credits:** 3

**Prerequisites:** ENG 102, 105, or 108 with C or better; minimum 45 hours; Credit is allowed for only TWC 401 or TWC 501 OR Visiting University Student

**Instructor:** Dr. Nicole E. Snell, PhD

**Contact Info:** SANCA 240E, Nesnell@asu.edu

**Office Hours:** Immediately following class or by appointment. Please email to set up office hour meetings. Office hours belong to you just as much as any other class time. Don't hesitate to take advantage of my availability and the help I am ready to offer. If you need to contact me outside of class time or office hours, it is best to communicate with me by email.

**College Contact:** This course is offered by the [College of Integrative Sciences and Arts](#) [Links to an external site.](#)

(CISA). For more information about the college, visit our website: <https://cisa.asu.edu> [Links to an external site.](#)

. If you have questions about this course, please speak with your instructor. If your instructor is unable to address your questions, please send your inquiry to cisa@asu.edu.

### Course Objectives

This is a technical communication course. Accordingly, it is designed to facilitate your understanding of the importance of effective writing in the workplace while developing skills needed to analyze the audience, purpose, and context of complex composing situations. To that end, you will be required to compose using common technical writing genres such as instructions and progress reports, and utilize various technologies to achieve diverse composition goals all while applying problem solving principles to help with the composing process.

### Learning Outcomes:

The ultimate goal for this course is for you to develop competency in:

- 1) Questioning and evaluating examples of technical writing. <sup>[L]</sup><sub>[SEP]</sub>
- 2) Distinguishing how design elements contribute to document meaning. <sup>[L]</sup><sub>[SEP]</sub>
- 3) Using technical writing skills and appropriate technology to produce new and traditional deliverables for

informative and persuasive purposes. <sup>[1]</sup><sub>SEP</sub>4) Evaluating ethical issues related to technical writing practices.

### **Textbooks, Required Readings and Materials**

Technical Communication Today 6th Edition

By Richard Johnson- Sheehan 2018 Pearson

\*\*Additional required readings from will be assigned throughout the semester and will be available by clicking on the links to the .pdfs or other media posted to each module.\*\*

### **Course Access**

Your ASU courses can be accessed by both [my.asu.edu](https://my.asu.edu)

[Links to an external site.](#)

and [asu.instructure.com](https://asu.instructure.com); bookmark both in the event that one site is down.

### **Computer Access Requirements**

ASU Sync classes can be live streamed anywhere with the proper technology. We encourage you to use a PC or Apple laptop or desktop equipped with a built-in or standalone webcam. You will need an internet connection that can effectively stream live broadcasts. It is recommended that your internet download speed is at least 5.0 mbps. You can use this [tool to test your current connection.](#)

[Links to an external site.](#)

We do not recommend the use of iPads or Chromebooks for ASU Sync because these devices do not work for class exams that may be proctored remotely.

If you are not able to personally finance the equipment that you need to attend class via ASU Sync, ASU has a laptop and WiFi hotspot checkout program available through [ASU Library](#)

[Links to an external site.](#)

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### **Who is eligible?**

- Any currently enrolled ASU student is eligible to checkout a laptop or WiFi hotspot. The current availability of laptops can be found
- [here Links to an external site.](#) <sup>[1]</sup><sub>SEP</sub>.

### **Borrowing and returning laptop rules**

- Laptops are lent on a first-come, first-serve basis, and cannot be reserved in advance. They can be returned at any time, but will be due at the conclusion of the Spring 2023 semester.

- Rentals are limited to one laptop per student.

- Laptops are available for checkout at the following libraries on all four campuses: ([Please check online for current library hoursLinks to an external site.](#) <sup>[1]</sup><sub>SEP</sub>)

- Downtown Phoenix campus Library
- Polytechnic campus Library
- Tempe: Hayden and Noble Libraries
- West campus: Fletcher Library
- Return laptops to any ASU Library Information Desk (not at the drop box or other location)
- [Refer to ASU Library Computer Use Policy and ASU Computer, Internet, and Electronic Communications Policy](#)[Links to an external site.](#)
- Borrowers are responsible for loss, damage, and theft of the laptop while in their possession. Borrowers should verify the condition of the laptop at the time of check-out and upon check-in.

### **Additional Requirements**

This course requires the following technologies:

- Web browsers ([Chrome](#)[Links to an external site.](#), [Mozilla Firefox](#)[Links to an external site.](#), or [Safari](#)[Links to an external site.](#))
- [Adobe Acrobat Reader](#)[Links to an external site.](#) (free)
- Webcam, microphone, headset/earbuds, and speaker
- Microsoft Office ([Microsoft 365 is free](#)) [Links to an external site.](#) for all currently-enrolled ASU students)
- Reliable broadband internet connection (DSL or cable) to stream videos.

*Note:* A smartphone, iPad, Chromebook, etc. will not be sufficient for completing your work in an online environment. Although you will be able to access course content with mobile devices, you must use a computer for all assignments, quizzes, and virtual labs completed in Canvas.

### **Help**

For technical support, use the Help icon in the black global navigation menu in your Canvas course or call the ASU Help Desk at +1-(855) 278-5080. Representatives are available to assist you 24 hours a day, 7 days a week.

### **Student Success**

To be successful:

- check the course daily
- read announcements
- read and respond to course email messages as needed
- complete assignments by the due dates specified
- communicate regularly with your instructor and peers
- create a study and/or assignment schedule to stay on track

- access [ASU Online Student Resources](#) [Links to an external site.](#) <sup>[SEP]</sup> or [CISA Academic Resources](#) [Links to an external site.](#)

## Grading

Your grade will be determined based on the following grading schema:

A	Percentage
A+	100-97%
A	<97-94%
A-	<94-90%
B+	<90-87%
B	<87-84%
B-	<84-80%
C+	<80-77%
C	<77-70%
D	<70-60%
E	<60%
EU	<60%
EN	0%

## Grading Procedure

Grades reflect your performance on assignments and *adherence to deadlines*.

### Late or Missed Assignments

Notify the instructor **BEFORE** an assignment is due if an urgent situation arises and you are unable to submit the assignment on time.

Follow the appropriate University policies to request an [accommodation for religious practices](#)

[Links to an external site.](#)

or to request accommodation for missed assignments [due to University-sanctioned activities](#)

[Links to an external site.](#)

or [active military service](#)

[Links to an external site.](#)

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## Communicating with your Instructor and Classmates

### Classroom Community

To build a course climate that is comfortable for all, it is important that students (1) display respect for all members of the class – including the instructor and students; (2) pay attention to and participate in all interactive student partner/instructor sessions

and activities; and (3) observe the rules of appropriate behavior. This term is defined by the instructor and includes keeping course discussion posts and oral communication with other students (or the instructor) focused on the assigned topics. Students must maintain a cordial atmosphere and use tact in expressing differences of opinion. In addition, they must avoid racist, sexist, homophobic, or other negative language that may unnecessarily exclude course members. This is not an exhaustive list of behaviors; rather, it represents examples of the types of things that can have a dramatic impact on the course environment. Your final grade may be reduced each time you engage in the types of negative behaviors indicated above.

### **Email**

ASU email is an [official means of communication](#)

[Links to an external site.](#)

among students, faculty, and staff. Students are expected to read and act upon email in a timely fashion. Students bear the responsibility of missed messages and should check their ASU-assigned email regularly.

***All instructor correspondence will be sent to your ASU email account.***

### **Submitting Assignments**

For your own protection, you should keep a copy of everything you hand in, and you should keep your graded assignments at least until grades are finalized at the end of the semester in the event you wish to contest any grades.

All assignments, unless otherwise announced by the instructor, **MUST** be submitted to the designated area of Canvas. Do not submit an assignment via email, unless otherwise coordinated with me.

Assignment due dates follow Arizona Standard time. Click the following link to access the [Time Converter](#)

[Links to an external site.](#)

to ensure you account for the difference in time zones. Note: Arizona does not observe daylight savings time.

### **Course Time Commitment**

Coursework includes all learning activities including reading, watching videos, studying, and completing assignments. Arizona Board of Regents (ABOR) requires 45 hours of coursework per credit for college-level courses, which translates to:

- 1 credit hour = 45 total hours
- 2 credit hours = 90 total hours
- 3 credit hours = 135 total hours
- 4 credit hours = 180 total hours

- 5 credit hours = 225 total hours

ASU courses range in length from 6 weeks to 15 weeks. Below is a breakdown of the 135-hour required time commitment for a three-credit course divided among weeks for courses of various lengths.

Course Length	Time on Coursework per Requirement for a Week for a 3-credit course	Total Time 3-credit Course
6 weeks	22.5 hours	135 hours
7.5 weeks	18 hours	135 hours
8 weeks	17 hours	135 hours
15 weeks	9 hours	135 hours

### Drop and Add Dates/Withdrawals

If you are unable to take this course for any reason, be aware that there is a limited timeline to [drop or add the course](#)

[Links to an external site.](#)

. Consult with your advisor and notify your instructor to add or drop this course. If you are considering a withdrawal, review the following ASU policies: [Withdrawal from Classes](#)

[Links to an external site.](#)

, [Withdrawing as a Financial Aid Recipient](#)

[Links to an external site.](#)

, [Medical/Compassionate Withdrawal](#)

[Links to an external site.](#)

, and a [Grade of Incomplete](#)

[Links to an external site.](#)

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### Grade Appeals

Students must first speak with the instructor of the class to discuss any disputed grades. If, after review, a resolution is not achieved, students may proceed with the appeal process. Student grade appeals must be processed in the regular semester immediately following the issuance of the grade in dispute (by commencement for fall or spring), regardless whether the student is enrolled at the university. Complete details are available in the [CISA Grade Appeals policy](#)

[Links to an external site.](#)

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### Academic Integrity

Academic honesty is expected of all students in all examinations, papers, laboratory work, academic transactions and records. The possible sanctions include, but are not

limited to, appropriate grade penalties, course failure (indicated on the transcript as a grade of E), course failure due to academic dishonesty (indicated on the transcript as a grade of XE), loss of registration privileges, disqualification and dismissal. For more information, see [provost.asu.edu/academicintegrity](http://provost.asu.edu/academicintegrity)

[Links to an external site.](#)

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If you fail to meet the standards of academic integrity in any of the criteria listed on the university policy website, sanctions will be imposed by the instructor, college, and/or dean. Academic dishonesty includes, but is not limited to, cheating on an academic evaluation or assignment, plagiarizing, academic deceit (such as fabricating data or information), or falsifying academic records. Turning in an assignment (all or in part) that you completed for a previous class is considered self-plagiarism and falls under these guidelines. Any infractions of self-plagiarism are subject to the same penalties as copying someone else's work without proper citations. Students who have taken this class previously and would like to use the work from previous assignments should contact the instructor for permission to do so.

If you have any questions about your work and the academic integrity policy, please discuss your assignment or concerns with your instructor, teaching assistant, or your college Academic Integrity Officer in advance of submitting an assignment. Student resources on Sun Devil Integrity and strategies for completing your work with integrity and avoiding plagiarism are available here: [ASU Student Resources for Academic Integrity](#)

[Links to an external site.](#)

or [provost.asu.edu/academicintegrity](http://provost.asu.edu/academicintegrity)

[Links to an external site.](#)

for more information.

### **Harassment Prohibited**

ASU policy prohibits harassment on the basis of race, sex, gender identity, age, religion, national origin, disability, sexual orientation, Vietnam era veteran status, and other protected veteran status. Violations of this policy may result in disciplinary action, including termination of employees or expulsion of students. Students are encouraged to report harassment to instructors and the Dean of Students Office.

### **Student Conduct**

ASU and the College of Integrative Sciences and Arts expects and requires its students to act with honesty, integrity, and respect. Required behavior standards are listed in the [Student Code of Conduct and Student Disciplinary Procedures](#)

[Links to an external site.](#)

[Computer, Internet, and Electronic Communications policy, ASU Student Academic Integrity Policy](#)

[Links to an external site.](#)

, and outlined by the [Office of Student Rights & Responsibilities](#)

[Links to an external site.](#)

. Anyone in violation of these policies is subject to sanctions. [Students are entitled to receive instruction free from interference](#)

[Links to an external site.](#)

by other members of the class. An instructor may withdraw a student from the course when the student's behavior disrupts the educational process per [Instructor](#)

[Withdrawal of a Student for Disruptive Classroom Behavior](#)

[Links to an external site.](#)

. The Office of Student Rights and Responsibilities accepts [incident reports](#)

[Links to an external site.](#)

from students, faculty, staff, or other persons who believe that a student or a student organization may have violated the Student Code of Conduct.

Students must refrain from uploading to any course shell, discussion board, or website used by the course instructor or other course forum, material that is not the student's original work, unless the students first comply with all applicable copyright laws; faculty members reserve the right to delete materials on the grounds of suspected copyright infringement.

## **Title IX**

Title IX is a federal law that provides that no person be excluded on the basis of sex from participation in, be denied benefits of, or be subjected to discrimination under any education program or activity. Both Title IX and university policy make clear that sexual violence and harassment based on sex is prohibited. An individual who believes they have been subjected to sexual violence or harassed on the basis of sex can seek support, including counseling and academic support, from the university. If you or someone you know has been harassed on the basis of sex or sexually assaulted, you can find information and resources at

<https://sexualviolenceprevention.asu.edu/faqs>.

As a mandated reporter, I am obligated to report any information I become aware of regarding alleged acts of sexual discrimination, including sexual violence and dating violence. ASU Counseling Services, <https://eoss.asu.edu/counseling>, is available if you wish to discuss any concerns confidentially and privately. ASU online students may access 360 Life Services, <https://goto.asuonline.asu.edu/success/online-resources.html>

[Links to an external site.](#)



## **Student Accessibility and Inclusive Learning Services (SAILS)**

Qualified students with disabilities who will require disability accommodations in this class are encouraged to make their requests to the instructor at the beginning of the semester either during office hours or by appointment. Note: Prior to receiving disability accommodations, verification of eligibility from the Student Accessibility and Inclusive Learning Services is required. Disability information is confidential.

**Student Accessibility and Inclusive Learning Services**([eooss.asu.edu/drc](https://eooss.asu.edu/drc)

[Links to an external site.](#)

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**Email:**DRC@asu.edu

**DRC Phone:**480-965-1234

**DRC FAX:**480-965-0441

### **Statement on Inclusion**

Arizona State University is deeply committed to positioning itself as one of the great new universities by seeking to build excellence, enhance access, and have an impact on our community, state, nation, and the world. To do that requires our faculty and staff to reflect the intellectual, ethnic, and cultural diversity of our nation and world so that our students learn from the broadest perspectives, and we engage in the advancement of knowledge with the most inclusive understanding possible of the issues we are addressing through our scholarly activities. We recognize that race and gender historically have been markers of diversity in institutions of higher education. However, at ASU, we believe that diversity includes additional categories such as socioeconomic background, religion, sexual orientation, gender identity, age, disability, veteran status, nationality, and intellectual perspective.

### **Mental Health**

As a student, like anyone else, you may experience a range of challenges that can interfere with learning, such as strained relationships, increased anxiety, substance use, feeling down, difficulty concentrating, and/or lack of motivation. These emotional health concerns or stressful events may diminish your academic performance and/or reduce your ability to participate in daily activities. ASU Counseling Services provides counseling and crisis services for students who are experiencing a mental health concern. Any student may call or walk-in to any ASU counseling center for a same-day or future appointment to discuss any personal concern. Here is the website:[eooss.asu.edu/counseling](https://eooss.asu.edu/counseling)

[Links to an external site.](#)

. After office hours and 24/7 ASU's dedicated crisis line is available for crisis consultation by calling 480-921-1006.

### **Establishing a Safe Environment**

Learning takes place best when a safe environment is established in the classroom. In accordance with [SSM 104-02](#)

[Links to an external site.](#)

of the Student Services Manual, students enrolled in this course have a responsibility to support an environment that nurtures individual and group differences and encourages engaged, honest discussions. The success of the course rests on your ability to create a safe environment where everyone feels comfortable to share and explore ideas. We must also be willing to take risks and ask critical questions. Doing so will effectively contribute to our own and others' intellectual and personal growth and development. We welcome disagreements in the spirit of critical academic exchange, but please remember to be respectful of others' viewpoints, whether you agree with them or not.

All incidents and allegations of violent or threatening conduct by an ASU student (whether on- or off-campus) must be reported to the ASU Police Department (ASU PD) and the [Office of the Dean of Students](#)

[Links to an external site.](#)

. If either office determines that the behavior poses or has posed a serious threat to personal safety or to the welfare of the campus, the student will not be permitted to return to campus or reside in any ASU residence hall until an appropriate threat assessment has been completed and, if necessary, conditions for return are imposed. ASU PD, the Office of the Dean of Students, and other appropriate offices will coordinate the assessment in light of the relevant circumstances.

### **Prohibition of Commercial Notetaking Services**

In accordance with [ACD 304-06 Commercial Note Taking Services](#)

[Links to an external site.](#)

, written permission must be secured from the official instructor of the class in order to sell the instructor's oral communication in the form of notes. Notes must have the note taker's name as well as the instructor's name, the course number, and the date.

### **Course Evaluation**

Students are expected to complete the course evaluation. The feedback provides valuable information to the instructor and the college and is used to improve student learning. Students are notified when the online evaluation form is available. The results are always anonymous and cannot be reviewed by the instructor/department until after final grades have been posted.

**Trigger Warning**

Please note that some course content may be deemed offensive by some students, although it is not my intention to offend anyone. In addition, some materials that we link with online might also be considered offensive, troubling, or difficult to review in terms of language or graphics. I attempt to provide warnings when introducing this kind of material; yet, if I forget to do so, or if something else (in my materials or posts from fellow students) seems offensive, please contact me at [Nesnell@asu.edu](mailto:Nesnell@asu.edu) , or interim faculty head, Vanessa Fonseca at [vfonseca@asu.edu](mailto:vfonseca@asu.edu)

**Academic Affairs Manual**

For a complete guide to Arizona State University course policies, please refer to the [Academic Affairs Manual \(ACD\)](#)  
[Links to an external site.](#)

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**Syllabus Disclaimer**

The syllabus is a statement of intent and serves as an implicit agreement between the instructor and the student. Every effort will be made to avoid changing the course schedule but the possibility exists that unforeseen events will make syllabus changes necessary. Remember to check your ASU email and the course site often.