



# THE UNIVERSITY OF WINNIPEG

## APPLIED COMPUTER SCIENCE FALL TERM, 2018

Course Number: **ACS-3923-001**

Course Name: **Technical Communication in ICT Professions**

### Instructor Information

**Instructor:** Eugene Kaluzniacky

**E-mail:** e.kaluzniacky@uwinnipeg.ca  
5:00pm

**Class Meeting Time:** Monday, Wednesday, 2:30-3:45pm

**Course Website:** <http://courses.acs.uwinnipeg.ca/3923>

**Office:** 3D25

**Office Hours:** Mon., Wed. 4:00-

**Room No:** 3D04

**Phone:** 204-786-9906

### Important Dates

1. **First Class: September 5, 2018, 2:30pm**

2. **Midterm Test: October 29, 2018, 2:30pm**

3. **Final Exam: December 19, 2018, 9:00am**

4. **Final Withdrawal Date** w/o academic penalty: **November 12, 2018**

(A minimum of 20% of the work on which the final grade is based will be evaluated and available to the student before the voluntary withdrawal date.)

5. **Reading Week** (no classes): **October 7-13, 2018**

### Course Objectives/Learning Outcomes

The course develops in a student a familiarity with technical communication in an Information and Communication Technology (ICT) work environment. Students will develop both skill in writing various items of communication and a knowledge about many items that need to be written to a variety of audiences. Oral communication with technical personnel, users and organizational executives will also be covered. Students will also be exposed to professional and academic literature regarding key aspects of effective communication in ICT work.

### Evaluation Criteria

1. **Assignments (40%)**

- There will be a variety of items to be handed-in for marks: ranging from short one-page compositions to longer team assignments. There is also a requirement to give oral presentations in teams and to explain the organizational aspects of the presentations in a written document. Due dates to be announced in class as the class progresses, this being a

course in a developmental stage.

- As a rule, late assignments not accepted, unless doctor's sick note is provided or there are seriously extenuating circumstances
- **It is very important to attend every class**, as sometimes students will need to write an item of work and hand it in during the same class

2. **Midterm Test (20%) Monday, October 29, 2018, 2:30pm – 3:55pm**

- Missed exam will receive a mark of zero, unless reason for absence is serious and properly documented (e.g. physician letter)

3. **Final Exam (40%) – Wednesday, December 19, 2018, 9:00am – 12:00pm**

**Exam / Test Requirements**

- *Photo ID is required*
- *Use of calculators and electronic dictionaries is not allowed during tests / exams*

**Final Letter Grade Assignment**

Historically, numerical percentages have been converted to letter grades using the following scale.

However, instructors can deviate from these values based on pedagogical nuances of a particular class, and final grades are subject to approval by the Department Review Committee.

A+	90 - 100%	B	70 - 74%	F	below 50%
A	85 - 89%	C+	65 - 69%		
A-	80 - 84%	C	60 - 64%		
B+	75 - 79%	D	50 - 59%		

**Services for Students**

Students with documented disabilities, temporary or chronic medical conditions, requiring academic accommodations for tests/exams (e.g., private space) or during lectures/laboratories (e.g., note-takers) are encouraged to contact Accessibility Services (AS) at 786-9771 or [accessibilityservices@uwinnipeg.ca](mailto:accessibilityservices@uwinnipeg.ca) to discuss appropriate options. All information about a student's disability or medical condition remains confidential <http://www.uwinnipeg.ca/accessibility>.

Students may choose not to attend classes or write examinations on holy days of their religion, but they must notify their instructors at least two weeks in advance. Instructors will then provide opportunity for students to make up work examinations without penalty. A list of religious holidays can be found in the 2018-19 Undergraduate Academic Calendar.

All students, faculty and staff have the right to participate, learn, and work in an environment that

is free of harassment and discrimination. The UW Respectful Working and Learning Environment Policy may be found online at [www.uwinnipeg.ca/respect](http://www.uwinnipeg.ca/respect) .

### **Required Text Book**

- **The Essentials of Technical Communication (4th edition) by Tebeaux and Dragga**, Oxford University Press, ISBN: 978-0190856144 (have access to the text)
- Class Notes: The course will provide numerous notes to students. Some will be on the web for you to print out and some may be handed out in class

### **Prerequisite Information\*** (This information can be found in the UW General Calendar).

A grade of at least C in ACS 2913(3) (or the former ACS 2911(3) and ACS2912(3) or *consent of instructor*.

Students should also ensure that their facility in the English language is sufficient to produce a large amount of grammatically acceptable written work.

### **E-mail Communication**

E-mails to the instructor from accounts at [uwinnipeg.ca](http://uwinnipeg.ca) are usually not filtered by the UofW e-mail filter. Thereby it is recommended electronic communication used for the course utilize a UofW e-mail account to minimize the risk of filtering-out..

### **Misuse of Computer Facilities, Plagiarism, and Cheating**

Academic dishonesty is a very serious offense and will be dealt with in accordance with the University's policies. Be sure that you have read and understood Regulations & Policies #8, in the 2018-2019 UW Undergraduate Academic Calendar available at <http://uwinnipeg.ca/academics/calendar/docs/regulationsandpolicies.pdf> and the UW academic misconduct policy available at <http://pace.uwinnipegcourses.ca/sites/default/files/pdfs/publications/Academic%20Misconduct%20Policy.pdf>

Additional information is available at University of Winnipeg library video tutorial "Avoiding Plagiarism" <https://www.youtube.com/watch?v=UvFdxRU9a8g>

***Avoiding Academic Misconduct.*** Uploading essays and other assignments to essay vendor or trader sites (filesharing sites that are known providers of essays for use by others who submit them to instructors as their own work) involves “aiding and abetting” plagiarism. Students who do this can be charged with Academic Misconduct.

***Avoiding Copyright Violation.*** Course materials are owned by the instructor who developed them. Examples of such materials are course outlines, assignment descriptions, lecture notes, test questions, and presentation slides. Students who upload these materials to filesharing sites, or in any other way share these materials with others outside the class without prior permission of the instructor/presenter, are in violation of copyright law and University policy. Students must also seek prior permission of the instructor /presenter before photographing or recording slides, presentations, lectures, and notes on the board.

**Topics to be covered** (tentative list – some may not be covered and some additional topics not listed below may be introduced)

1. The central importance of effective writing for Information Technology professionals.
2. Review of writing basics: grammar, sentence and paragraph structure, logic flow.
3. Steps in the writing process.
4. Effective letters, texting items, e-mails, memos in an organizational context.
5. Common communication formats: short reports, long reports, informal and formal reports.
6. Visual elements: graphical and pictorial communication approaches.
7. Specific writing items within system life-cycle development
  - a. Feasibility study report
  - b. End-user questionnaires
  - c. \*\*\*System requirements report
  - d. Documenting specifications as part of design
  - e. System testing documentation
  - f. User manuals; International Standards
  - g. Writing understandable, effective , error messages
  - h. Development of online Help documentation
  - i. Miscellaneous
8. Oral communication issues in IT work: interviewing users, meetings, professional presentations
9. Emotional intelligence in oral communication
10. The position of Technical Writer in an ICT environment.

## **Additional Course-Related Information**

1. When it is necessary to cancel a class due to exceptional circumstances, instructors will make every effort to inform students via uwinnipeg email (and/or using the preferred form of communication, as designated in this outline), as well as the Departmental Assistant and Chair/Dean so that class cancellation forms can be posted outside classrooms
2. Students are reminded that they have a responsibility to regularly check their uwinnipeg e-mail addresses (and/or using the preferred form of communication, as designated in this outline) to ensure timely receipt of correspondence from the university and/or their course instructors
3. Please note that withdrawing before the VW date does not necessarily result in a fee refund (November 12 is VW date for classes that begin in September and end in December).
4. No make-up classes scheduled
5. No classes:  
October 8, 2018 Thanksgiving  
October 7-13, 2018 Mid-term reading week  
November 11, 2018 Remembrance Day (Sunday)  
Dec 22/18-Jan 2/19 University closed

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