THE UNIVERSITY OF WINNIPEG

APPLIED COMPUTER SCIENCE
WINTER TERM, 2017

Course Number: **ACS-3923-001**
Course Name: **Technical Communication in ICT Professions**

Instructor Information

Instructor: Eugene Kaluzniacky	**Office:** 3D25
E-mail: e.kaluzniacky@uwinnipeg.ca	**Office Hours**: Tues/Thurs. 4:30-5:15pm
Class Meeting Time: Tuesday, Thursday, 11:30-12:45pm	**Room No:** 3D03
Course Website: **http://courses.uwinnipeg.ca/3923**	**Phone:** 204-786-9906

Important Dates

1. **First Class: January 5, 2017, 11:30am**
2. **Midterm Test: Feb. 16, 2017, 11:30am**
3. **Final Exam: April 18, 2017, 9:00am**
4. Final Withdrawal Date w/o academic penalty: **Mar. 1, 2017**
    (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): Feb.19th – 25th, 2017

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.

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Additional Course Related Information

1. When it is necessary to cancel a class due to exceptional circumstances, instructors will make every effort to inform you via uwinnipeg email, as well as the departmental assistant and Chair/Dean so that class cancellation forms can be posted outside classrooms.

2. Your uwinnipeg email address will normally be used for course related correspondence.

3. Please note that withdrawing before the VW date does not result in a fee refund.

4. Class make-up days are scheduled at the end of term for courses that conflict with holidays.

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, <u>late</u> assignments <u>not accepted</u>, unless doctor's sick note is provided or there are seriously extenuating circumstances

   - **It is <u>very</u> 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 Exam (20%) February 16, 2017, 11:30am – 12:55pm**
   - 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%) April 18, 2017 - 9:00 AM**

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%		

Students with Disabilities & Scent-free Environment

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., access to volunteer note-takers) are encouraged to contact Accessibility Services (AS) at 786-9771 or email accessibilityservices@uwinnipeg.ca to discuss appropriate options. Specific information about AS is available on-line at http://www.uwinnipeg.ca/accessibility. All information about a student's disability or medical condition remains confidential.

Students facing a charge of academic or non-academic misconduct may choose to contact the University of Winnipeg Students' Association (UWSA) where a student advocate will be available to answer any questions about the process, help with building a case, and ensuring students have access to support. For more information or to schedule an appointment, visit our website at www.theuwsa.ca/academic-advocacy or call 204-786-9780.

We ask that you please be respectful of the needs of classmates and instructors/professors by avoiding the use of unnecessary scented products while attending lectures. Exposure to scented products can trigger serious health reactions in persons with asthma, allergies, migraines or chemical sensitivities. Please consider using unscented necessary products and avoiding unnecessary products that are scented (e.g. perfume).

Required Text Book

- **The Essentials of Technical Communication (3rd edition) by Tebeaux and Dragga,** Oxford University Press, ISBN: 9780199379996

- 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 permission of the Chair (designate).

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

Misuse of Computer Facilities, Plagiarism, and Cheating
These serious offenses will carry sanctions.   Be sure that you have read and understood the Section on Regulations and Policies, #8, starting on page 27, in the 2016/17 UW Course Calendar.

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. Writing in research, administrative and business settings.
6. Common communication formats: short reports, long reports, formal and informal reports.
7. Examining writing of former 3923 students.
8. Visual elements: graphical and pictorial communication approaches.
9. Specific writing items within system life-cycle development
   a. Feasibility study report
   b. End-user questionnaires
   c. ***System requirements report
   d. Professional documentation of use cases
   e. Documenting specifications as part of design
   f. System testing documentation

   g. User manuals; International Standards
   h. Writing understandable, effective , error messages
   i. Development of online Help documentation
   j. Miscellaneous

10. Oral communication issues in IT work: interviewing users, meetings, professional presentations
11. Emotional intelligence in oral communication
12. Ethical concerns; intercultural issues.
13. The position of Technical Writer in an ICT environment.

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