COURSE OUTLINE ACADEMIC YEAR 2017/2018

Course Title: Introduction to Technical Writing			
Course Code: TWRT 201	**Schedule Type Code:** WEB	**Instruction Hours:** 24 hours	**Credits:** none
Program: Technical Writing		**Pre-Requisite(s):** Working knowledge of basic grammar rules, style and punctuation.	

Pre-Requisite for: TWRT 202, TWRT 203, TWTR 204, TWRT 205, & TWRT 206

Approved By: Pat Tait

Signature: *Pat Tait*   Date: July 2017

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Course Description

This course provides the fundamental skills required to be a technical writer. You will practice using the various on-the-job techniques such as audience and a task analysis; learn about effective interview techniques to assist you in information gathering; and discover how to write well-constructed procedures that conform to industry standards. Be able to differentiate between procedural, task, concept, and overview information, as well as organize content so that it meets your user's needs.

Learning Outcomes

Upon successful completion of this course, students will be able to:

1. Determine appropriate goals and objectives for a documentation project.
2. Match the needs of basic audience types to different document characteristics.
3. Organize the primary message according to purpose and select the essential content.
4. Employ the appropriate style, tone, and vocabulary to a technical document.
5. Build a Table of Contents to outline the contents for a document.
6. Know and apply the structure of an effective user manual for print.
7. Identify various sources for gathering information.
8. Plan and conduct an effective interview then organize the information collected.
9. Write an introduction and closing to a chapter.
10. Produce procedural and reference information to fill the outline of a chapter.
11. Produce introductions, explanations, transitions and closing information to unify a chapter.
12. Select the most appropriate type of graphic to illustrate content.
13. Lay out a document and page design according to industry standards.

Essential Employability Skills
Essential Employability Skills are transferable skills that provide the foundation for a student's academic, vocational, and personal success.

Communication:	Listening:	Resource Management:
• Organize the instructional message according to purpose. • Select only the content that is necessary to convey the message. • Apply aural, linguistic and visual conventions of rhetoric. • Employ a style, tone, and vocabulary that suits the message, situation, and intended audience.	• Follow directions. • Ask appropriate questions to clarify meaning. • Interpret and accurately restate or summarize spoken messages. • Control internal and external elements that may cause interference.	• Identify and use resources effectively for personal and work-related goals. • Use various learning strategies to accomplish educational goals. • Work within time frames and meet deadlines. • Use expertise appropriately.

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Learning Resources

The Microsoft Manual of Style - Fourth Edition
Publisher: Microsoft Press
ISBN: 978-0-7356-4871-5

Textbook available through online vendors such as Amazon.ca in print or eBook format. Other articles and resources are downloadable in the course.

Learning Delivery Format

Online. Chat sessions are held once a week at 7:00pm for an hour approximately.

Course Content

UNIT	TOPIC(S)	OBJECTIVES
1.	Audience analysis	• Define technical writing and explain its application • Match audience needs to document characteristics • Differentiate business from usability goals
2.	User-task Analysis	• Define and describe functions, processes and tasks • Practice building a matrix based on user tasks • Format different page elements using styles
3.	Research and interviewing	• Gather the information needed for a typical project • Discuss how to work with subject matter experts • Convert a task matrix into a table of contents
4.	Procedures and Organization	• Write effective, well-constructed procedures • Review the elements of technical style • Apply the principles of good writing
5.	Building the User Guide	• Convey conceptual and overview information • Build, edit and evaluate the elements of a glossary • Build, edit and evaluate the elements of an index
6.	Document Design	• Design a strong page layout to suit the content • Create, edit, and place graphics and tables effectively • Combine fonts following common design principles
7.	Beyond the User Guide	• Modify content for online applications • Address localization and globalization issues • Test for accessibility (AODA, Section 508, WAG)
8.	The Technical Communication Profession	• Understand current job opportunities • Appreciate the skills employers are looking • Review next steps in the certificate program

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Please note: this course schedule may change as resources and circumstances require.

Student Evaluations

Assignments:
1 – Audience Analysis	8
2 – Task Matrix	10
3 – Document Outline	10
4 – Sample User Guide Chapter	40
5 – Research Topic	10

Discussion	8
Quizzes	6
Live Chats	8

Total Marks = 100%

Minimum grade of 60% is required to pass the course.

Grade Report, Transcript, and Certificate

Upon completion of a course, student access grades by logging into Myhumber at www.humber.ca/myhumber using the Humber issued username and password. For assistance logging in, or for a password reset, visit www.its.humber.ca. Grades will not be released over the phone or by email.

Tests and Assignments

Assignments must be submitted on or before the "due date", as directed by the instructor. Late submissions, without valid reasons (such as illness or emergency) or without prior arrangement may be penalized by the instructor, normally at 10% per day, or as announced by the instructor. Days of lateness will include weekends and holidays. If for valid reasons, an assignment/evaluation cannot be completed on time, then a reasonable penalty-free time extension may be given by the instructor. Claims of illness or other emergencies may have to be documented, if required by the instructor or the administration.

Advanced notice by email is required if you are going to miss a test or exam for valid reasons, and supporting documentation must be submitted. If you miss an exam without prior notice due to illness or some emergency, you must provide the reason in writing to the instructor along with supporting documentation, within 3 days of the missed exam, **with a copy to the program liaison at ceparttime@humber.ca.** If your reason is accepted, arrangements will be made for you to write the exam.

Accessible Learning Services

Humber strives to create a welcoming environment for all students where equity, diversity and inclusion are paramount. Accessible Learning Services facilitates equal access for students with disabilities by coordinating academic accommodations and services. Staff in Accessible Learning Services are available by appointment to assess specific needs, provide referrals and arrange appropriate accommodations. If you require academic accommodations, contact:

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Accessible Learning Services: http://www.humber.ca/student-life/swac/accessible-learning
North Campus: (416) 675-6622 X5090
Lakeshore Campus: (416) 675-6622 X3331

Accommodations for Religious Observance

Humber College is committed to respecting the religious/spiritual beliefs and practices of all members of the community, and making accommodation for religious/spiritual observances.

Students who require an accommodation for a religious/spiritual observance must notify the professor as soon as the time conflict is known. It is the student's responsibility to contact the professor to arrange the accommodation for a lecture, test, exam, clinical placement, work placement or any other academic situation that conflicts with a day or time period for religious observances of special significance to them. Ideally, students will provide their professor with three weeks notice for a required accommodation. In all cases, the request for an accommodation must be made in writing.

Standards

1. Expectations for maintaining a Positive Learning Environment
   Attendance is essential for academic success. Therefore, you are expected to attend 100% of all classes and complete <u>all</u> assignments.

   It is your responsibility to be aware of your attendance record and the progress of your work and grades.

   In order to maintain a positive and productive learning environment, you are expected to
   - Turn off and put away all cell phones and remove headphones in class
   - Maintain a courteous and respectful attitude

2. Use of Laptop Computers
   Your professor sets the policy for laptop use in the classroom. If permitted, you may use your laptop to take notes and complete class-related activities. The Internet is to be accessed for class purposes only **and** with explicit instructions from your professor.

   E-mailing and chatting are strictly prohibited. On the first offence, you will be asked to put the laptop away. On the second offence, you will be banned from using the laptop and may be asked to leave the class.

Discrimination and Harassment

At Humber College, students, staff and faculty represent the broad spectrum of diversity and richness that is characteristic of our society. All students and employees have the right to study, live, and work in an environment that is free from discrimination and harassment. It is therefore the policy of Humber College that it's working, living and learning environments assert the personal worth and dignity of each individual. In order to achieve this objective, Humber College will not tolerate any form of discrimination or harassment in its employment, education, accommodation, or business dealings. Information and assistance are available from Nancy

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Simms, Manager, Human Rights & Diversity at (**416) 675-6622, ext. 4425,** or by email at
nancy.simms@humber.ca .

For further information please visit: www.hrs.humber.ca/diversity

Policies and Procedures
It is the student's responsibility to be aware of the College Academic Regulations **Policy** which
can be found at: http://www.humber.ca/academic-regulations.

Copyright
Copyright is the exclusive legal right given to a creator to reproduce, publish, sell or distribute
his/her work. All members of the Humber community are required to comply with Canadian
copyright law which governs the reproduction, use and distribution of copyrighted materials.
This means that the copying, use and distribution of copyright- protected materials, regardless
of format, is subject to certain limits and restrictions. For example, photocopying or scanning an
entire textbook is not allowed, nor is distributing a scanned book.   See the Humber Libraries
website (http://library.humber.ca) for additional information regarding copyright and for details
on allowable limits.

Academic Integrity
Academic integrity is essentially honesty in all academic endeavors. Academic integrity requires
that students avoid all forms of academic misconduct or dishonesty, including plagiarism,
cheating on tests or exams or any misrepresentation of academic accomplishment.

Academic Dishonesty
Plagiarism is the serious offence of academic fraud that involves using someone else's words
and/or ideas in whole or in part from any printed or electronic media without documentation

Cheating is the serious offence of academic fraud that involves obtaining answers to exam and
test questions through unauthorized means, such as hidden or electronic notes, accessing
unauthorized test questions from an electronic database, or copying from another student.

Students are responsible for knowing what constitutes an academic offence and for being aware
of the applicable requirements that may apply within their program.   Any student responsible
for academic misconduct will be dealt with according to the department policy in accordance
with Humber's Academic Regulations Policy, and can face various sanctions such as a grade of
zero for the course, suspension from the program, or expulsion.

Academic Concerns/Appeals
If a student has questions or concerns regarding a grade on an assignment or test, the student
should discuss the matter with the faculty member. The Program Liaison be asked to assist if
the faculty member and student are unable to resolve issues. For additional information please
refer to Section 13 of College's Academic Complaint and Appeal Policy at the web site identified
above.

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Disclaimer

While every effort is made by the professor/faculty to cover all material listed in the outline, the order, content, and/or evaluation may change in the event of special circumstances (e.g. time constraints due to inclement weather, sickness, college closure, technology/equipment problems or changes, etc.). In any such case, students will be given appropriate notification in writing, with approval from the Program Liaison.

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