



## Master Course Syllabus

For additional course information, including prerequisites, corequisites, and course fees, please refer to the Catalog: <https://catalog.uvu.edu/>

---

**Semester:** Spring

**Year:** 2025

**Course Prefix:** ENGL

**Course and Section #:** 2100-X01

**Course Title:** Technical Communication

**Credits:** 3

---

### ***Course Description***

Teaches basic technical writing skills used in a variety of professional settings. Emphasizes audience analysis, document design, and using precise language for a particular audience.

---

### ***Course Attributes***

This course has the following attributes:

- General Education Requirements
- Global/Intercultural Graduation Requirements
- Writing Enriched Graduation Requirements
- Discipline Core Requirements in Program
- Elective Core Requirements in Program
- Open Elective

Other: *Click here to enter text.*

---

### ***Instructor Information***

**Instructor Name:** Dr. Suzan Flanagan

---

### ***Student Learning Outcomes***

1. Produce a variety of technical communication genres that are common in workplace writing
  2. Profile audiences for clear, effective, and professional communication that takes into account their values and knowledge
  3. Write accurately and precisely about technical subjects in a clear style that allows readers to take action
  4. Design document interfaces that enhance the readability and usability of a text
- 

### ***Course Materials and Texts***

- Digital readings accessed through the internet, Canvas, or Fulton Library
  - Microsoft Office 365 (access for free through myUVU)
  - LinkedIn Learning videos (access for free through myUVU)
  - A digital device with word-processing and internet capabilities
  - A reliable internet connection
  - A back up method (e.g., a USB flash drive, Google Drive, or Box) to save class work
-

## ***Course Requirements***

### **Course Assignments, Assessments, and Grading Policy**

- Project 1—Proposal: Write a proposal that outlines your Project 2 plans. (10% of course grade)
- Project 2—Recommendation Report: Prepare a recommendation report about an instructor-approved technical topic. (20% of course grade)
- Project 3—Presentation: Prepare a narrated, accessible presentation that summarizes your recommendation report findings. (15% of course grade)
- Technical Descriptions: Draft technical descriptions for two objects. (5% of course grade)
- Reading Responses: Respond to assigned readings in multiple modalities (e.g., text, audio, images, videos). (10% of course grade)
- Writing Activities: Complete short writing- and technology-related activities (e.g., write emails and memos; use advanced MS Office features; create Gantt charts). (15% of course grade)
- Professionalism: Participate in discussions & peer review; meet deadlines. (15% of course grade)
- Final—Reflection: Reflect on your learning and the impact of technical communication values on society. (10% of course grade)

High grades are reserved for exceptional work. It is your responsibility to earn the grade you desire.

A = 94–100	B - = 80–83.9	D+ = 67–69.9
A - = 90–93.9	C+ = 77–79.9	D = 64–66.9
B+ = 87–89.9	C = 74–76.9	D - = 60–63.9
B = 84–86.9	C - = 70–73.9	E = 0–59.9

---

### **Required or Recommended Reading Assignments**

All required readings are provided within Canvas and align with the topics below. Some topics span multiple weeks.

---

### **General Description of the Subject Matter of Each Lecture or Discussion**

#### Intro to the Course

- Canvas Settings
- Syllabus
- Course Schedule
- Email Etiquette

#### Technical Communication Conventions

- Clarity & Concision
- Precision & Accuracy
- Plain Language
- Metawriting

#### Document Design

- Design Principles
- Design Features
- Findability

#### Readability

- Design for Reading
- Legibility
- Comprehension
- Readability Statistics

## Usability

- Ease of Use
- Efficiency
- Learnability

## User Experience

- Definition & Components
- Design Process & Lifecycle

## Technical Communication Genres

- Emails, Letters, & Memos
- Technical Definitions & Descriptions
- Instructions
- Proposals & Reports
- Visual Elements & Infographics
- Oral Presentations

## Project Management

- Project Milestones
- Gantt Charts

## Audience Analysis

- Stakeholder Mapping
- Personas
- Empathy Maps

## Peer Review

- APA Citations
- Peer Review Guidelines & Guiding Questions

## Accessibility

- Websites
- Word Documents
- PowerPoints
- Captions

## AI & Technical Communication

- AI: Enemy or Ally?
- Unleashing the Potential of AI

---

## ***Required Course Syllabus Statements***

### **Generative AI**

The UVU English department is also keeping up with artificial intelligence chat bots such as ChatGPT. Believing the technology is here to stay, and will only grow, we feel it's important to understand both its strengths and limitations. AI is already proving its usefulness in brainstorming writing ideas, simplifying complex topics, and performing rudimentary research. We believe AI is a tool with potential usefulness for writers. However, AI is also fraught with serious issues. It possesses accuracy problems while simultaneously sounding very confident about its incorrectness. It also frequently generates fake citations and quotations. It cannot understand the complexities and contexts of human communication. Finally, the way AI is trained on other texts poses several ethical questions about copyright and intellectual theft of property (along with uncritically inheriting the biases of the texts it's trained on).

To be clear, copying the exact wording of an AI chatbot is considered plagiarism and means that a student will be held accountable for violating academic integrity. Although many citation guides are already presenting ways to properly use and cite AI, we do not currently believe that citing AI in your work is in line with the standards of academic writing that value knowing the exact author(s) or sources that informed your writing.

If you are suspected of plagiarism, the first step will always be a conversation with your instructor (in-person or via Teams). If the infraction is very minor or clearly unintentional, there may be no sanctions at all. However, a lowered grade and/or the chance to revise the paper may also be possible. In more serious cases, the assignment may receive an automatic zero.

The most serious infractions may lead to your instructor filing an incident report with the Student Conduct office. In this scenario, you have the right to appeal the report with the English department chair. Regardless of the chair's decision, the incident report remains a part of your permanent record. If you are unhappy with the chair's ruling, you then have the right to file an appeal with the Dean. The Dean's decision on the matter will be final.

---

### **Using Remote Testing Software**

This course does not use remote testing software.

This course uses remote testing software. Remote test-takers may choose their remote testing locations. Please note, however, that the testing software used for this may conduct a brief scan of remote test-takers' immediate surroundings, may require use of a webcam while taking an exam, may require the microphone be on while taking an exam, or may require other practices to confirm academic honesty. Test-takers therefore shall have no expectation of privacy in their test-taking location during, or immediately preceding, remote testing. If a student strongly objects to using test-taking software, the student should contact the instructor at the beginning of the semester to determine whether alternative testing arrangements are feasible. Alternatives are not guaranteed.

---

## ***Required University Syllabus Statements***

### **Accommodations/Students with Disabilities**

Students needing accommodations due to a permanent or temporary disability, pregnancy or pregnancy-related conditions may contact UVU [Accessibility Services](#) at [accessibilityservices@uvu.edu](mailto:accessibilityservices@uvu.edu) or 801-863-8747.

Accessibility Services is located on the Orem Campus in BA 110.

Deaf/Hard of Hearing students requesting ASL interpreters or transcribers can contact Accessibility Services to set up accommodations. Deaf/Hard of Hearing services can be contacted at [DHHservices@uvu.edu](mailto:DHHservices@uvu.edu)

DHH is located on the Orem Campus in BA 112.

## **Academic Integrity**

At Utah Valley University, faculty and students operate in an atmosphere of mutual trust. Maintaining an atmosphere of academic integrity allows for free exchange of ideas and enables all members of the community to achieve their highest potential. Our goal is to foster an intellectual atmosphere that produces scholars of integrity and imaginative thought. In all academic work, the ideas and contributions of others must be appropriately acknowledged and UVU students are expected to produce their own original academic work.

Faculty and students share the responsibility of ensuring the honesty and fairness of the intellectual environment at UVU. Students have a responsibility to promote academic integrity at the university by not participating in or facilitating others' participation in any act of academic dishonesty. As members of the academic community, students must become familiar with their [rights and responsibilities](#). In each course, they are responsible for knowing the requirements and restrictions regarding research and writing, assessments, collaborative work, the use of study aids, the appropriateness of assistance, and other issues. Likewise, instructors are responsible to clearly state expectations and model best practices.

Further information on what constitutes academic dishonesty is detailed in [UVU Policy 541: Student Code of Conduct](#).

---

## **Equity and Title IX**

Utah Valley University does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, gender expression, age (40 and over), disability, veteran status, pregnancy, childbirth, or pregnancy-related conditions, citizenship, genetic information, or other basis protected by applicable law, including Title IX and 34 C.F.R. Part 106, in employment, treatment, admission, access to educational programs and activities, or other University benefits or services. Inquiries about nondiscrimination at UVU may be directed to the U.S. Department of Education's Office for Civil Rights or UVU's Title IX Coordinator at 801-863-7999 – [TitleIX@uvu.edu](mailto:TitleIX@uvu.edu) – 800 W University Pkwy, Orem, 84058, Suite BA 203.

---

## **Religious Accommodation**

UVU values and acknowledges the array of worldviews, faiths, and religions represented in our student body, and as such provides supportive accommodations for students. Religious belief or conscience broadly includes religious, non-religious, theistic, or non-theistic moral or ethical beliefs as well as participation in religious holidays, observances, or activities. Accommodations may include scheduling or due-date modifications or make-up assignments for missed class work.

To seek a religious accommodation, a student must provide written notice to the instructor and the Director of Accessibility Services at [accessibilityservices@uvu.edu](mailto:accessibilityservices@uvu.edu). If the accommodation relates to a scheduling conflict, the notice should include the date, time, and brief description of the difficulty posed by the conflict. Such requests should be made as soon as the student is aware of the prospective scheduling conflict.

While religious expression is welcome throughout campus, UVU also has a specially dedicated space for meditation, prayer, reflection, or other forms of religious expression.