

IN4.164 Technical Writing for IT Sys & CyberSecurity

WINTER 2022 > CRN: 33733 > ONLINE

Instructor: **Will Fleming**
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Class Hours: **Online Asynchronous**
Office Hours: **ZOOM: [Mondays 12:00-1:30 p.m.](#), [Weds 1:00-2:30 p.m.](#)**, and by appt.

Textbook: [IN4/WD4 free e-textbook](#); additional course materials posted on Moodle
Prerequisites: **No prerequisites; please contact me if you need extra help**

Welcome to Technical Writing for IT Technicians: This course focuses on writing workplace documents commonly written by IT professionals, such as: emails, memos, descriptions, customer intake documents, instructions, revisions of language, summaries, and employment documents.

OUTCOMES

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

1. Write technical documents using a variety of strategies.
2. Identify and target an audience, purpose, and situation.
3. Write in a variety of formats, including emails, letters, reports, summaries, and descriptions.
4. Revise and edit their material to reflect college-level grammar, syntax, spelling, and punctuation.
5. Review and analyze technical reports.

COURSEWORK

- Short weekly readings and lessons
- Short weekly writing assignments
- Quizzes every few weeks
- Online forums

GRADE SCALE - Final course grades are calculated in the following way:

A = 90 - 100%; **B** = 80 - 89%; **C** = 70 - 79%; **D** = 60 - 69%; **F** = 59% or less

LATE WORK POLICY

- Assignments (except quizzes and forums) may be turned in up to two weeks late without penalty.
- Work later than two weeks will be subjected docked a letter grade (10%).
- Late assignments may not be revised/resubmitted.

REWRITES/REVISION

- You may rewrite and resubmit any assignment where the original grade is 82% or lower. Please email me the revised copy.

TECHNOLOGY (Minimum Equipment Requirement): This equipment is the minimal necessary to be successful in the class:

- Broadband internet connection
- Computer with at least 128GB hard drive, 8GB of RAM, and an i3 or equivalent processor (CPU)
- Device with a camera, microphone, and speaker
- Word-processing software, such as MS Word or Google Docs

ACCESSING MOODLE

To start work on Moodle, please do the following:

- Go to [Moodle](#)
- Log on (your username is your LB X# and Single Sign-On password). *If you are new to Moodle, you'll need to first claim your account by providing identifying information, setting security questions, and creating a new password). If you haven't yet done so, you can claim your account at the [Password and Account Management Portal](#). You can find additional [account setup instructions here](#). **You may also contact the Student Help Desk at (541) 917-4630 for more help.**

HOW TO REACH ME

- I am happy to talk to you about this class. Call, email, or use the Zoom weekly office hour.
- If you cannot attend my office hours, I will schedule an alternative time to meet.
- I check and respond to emails at least once a day, Monday through Friday. I will not always respond to emails after business hours or on weekends or holidays.

ACCESSING GRADES

- I will do my best to grade and return your work promptly..
- I am always happy to talk to you about your grade if you have questions.
- I will post assignment grades on Moodle, which will tally a running coursework average for the term.

TO SUCCEED IN THIS COURSE

You SHOULD:

- Log into Moodle *at least* twice a week
- Complete all readings and assignments
- Talk me if you are having difficulties

You SHOULD NOT:

- Cheat or plagiarize. Violations in academic honesty will result in failure of an assignment or failure of the course. [Click here for more information on plagiarism.](#)
- Put off your assignments until the last minute—writing is always better when it gets drafted and then revised.
- Hesitate to contact me if you have any questions or run into any problems.

ADDITIONAL RESOURCES

LBCC WRITING CENTER: [The LBCC Writing Center](#) provides one-on-one writing support for any enrolled student at the college. Tutors are available by appointment, on a drop-in basis, and asynchronously through the [Online Writing Lab](#) where you will receive a response within 1-2 business days.

CFAR: LBCC is committed to inclusiveness and equal access to higher education. If you have approved accommodations through the Center for Accessibility Rights (CFAR) and would like to use your accommodations, please contact me as soon as possible to discuss your needs. If you think you may be eligible for accommodations but are not yet registered with CFAR, please visit the [CFAR website](#) for steps on how to apply for services. Online course accommodations may be different than those for on-campus courses, so it is important that you make contact with CFAR as soon as possible.

ROADRUNNER RESOURCE CENTER: Get connected to resources that can help with: childcare, food, emergency housing, healthcare, taxes, utilities, textbooks and school supplies, transportation, and more. Contact Student Resource Navigator Amanda Stanley at stanlea@linnbenton.edu, at (541) 917-4877. Please also feel free to talk to me about these issues if you are more comfortable doing so.

LBCC Non-Discrimination Policy: Everyone is welcome at LBCC, regardless of whether they are black, white, Latino, native, gay, straight, Christian, Muslim, Jewish, male, female, transgender, married, disabled, a veteran, a non-English speaker, an immigrant, or any number of other categories not listed here. What is more, LBCC sees our differences as a source of strength and an important part of education.

ASSIGNMENT & QUIZ DUE DATES (Due on Mondays at 11:59 p.m. unless otherwise noted)

<u>Week</u>	<u>Assignments</u>	<u>Due dates</u>
WEEK 1:	Forum Post and Replies Email Assignment	Post DUE by 1/8; Replies DUE by 1/10 DUE 1/10
WEEK 2:	Intake Document	DUE 1/18 *Monday, 1/17 is a holiday
WEEK 3:	Instructions	DUE 1/26 *Due Weds for additional time
WEEK 4:	Delivering Bad News	DUE 1/31
WEEK 5:	Ethical Letter	DUE 2/7
WEEK 6:	Technical Description	DUE 2/14
WEEK 7:	Technical Translation	DUE 2/21
WEEK 8:	Resumes	DUE 2/28
WEEK 9:	Inquiry Letter	DUE 3/7
WEEK 10:	Cover Letters	DUE 3/15 (*Tuesday final deadline)
	<u>Quizzes</u>	<u>Due dates</u>
WEEK 2:	#1 Capitalization	DUE by 1/18
WEEK 5:	#2 Apostrophes	DUE by 1/31
WEEK 7:	#3 Quotation Marks	DUE by 2/14
WEEK 9:	#4 Misspelled Words	DUE by 3/7
FINALS:	FINAL QUIZ	DUE by 3/15 (*Tuesday final deadline)