

AMBERTON UNIVERSITY
e-COURSE SYLLABUS

COM3461.E1 Technical Writing
Winter 2027

PROFESSOR INFORMATION:

Name: Dr. Jim Richey
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COURSE INFORMATION:

COM3461.E1 Technical Writing
Level: Undergraduate
Level: Undergraduate
Beginning Date of Session: Saturday, **Dec. 5**
Ending Date of Session: Thursday, **Feb. 25**
Student access available to the Student Portal: Saturday, Dec. 5.

Winter Holiday Break:

Saturday, December 19, 2026, through Friday, January 1, 2027
(Classes resume on Saturday, January 2, 2027.)

Students enrolled in distance learning courses are not assessed any additional fees for security or identity verification.

COURSE PREREQUISITES:

Six hours of composition.
Recommended: COM4441

TEXTBOOK(S) AND REQUIRED MATERIALS:

Title: Technical Communication
Author: Mike Markel and Stuart Selbert
Publisher: Macmillian
Year Published: 2025
Edition: 14r
ISBN: 13: 9781319414252
Price: Available at <http://amberton.ecampus.com>

Amberton University has an agreement with eCampus.com to provide a full-service online bookstore to students. The Amberton University Virtual Bookstore is accessible through the University's website, www.Amberton.edu. There is also a bookstore link in the Student Portal.

The AU Virtual Bookstore provides an easy to use interface, online buyback of books, and same day shipment of most titles with an average delivery time of 2-3 days depending on the student's location. Textbook options include new, used, rental, and electronic media as available.

Since no books are sold on campus, students should plan accordingly and purchase their books in advance of the first day of class, allowing time for shipping. Be certain you are enrolled in the course before purchasing your book(s). All textbook information (Title, Author, ISBN, etc.) is available in the course syllabi so students can shop competitively. Most textbooks can be purchased from many different textbook vendors. Some textbooks may only be available on the University's Virtual Bookstore. Students should be careful to obtain the exact resource(s) required for the course.

APA Requirement

APA (American Psychological Association) style is most commonly used to cite sources within the social sciences. This resource, revised according to the 7th edition, offers examples for the general format of APA research papers, in-text citations, endnotes/footnotes, and the reference page. For more information, please consult the Publication Manual of the American Psychological Association, (7th ed.). All coursework at Amberton University will comply with the standards contained in the APA Publication Manual.

COURSE COMPETENCIES:

The course presents the logical development of various types of documents currently used in business. The course emphasizes the basic writing tasks common to most business applications. Key activities include developing writing skills, editing documents, writing reports and developing documentation and portfolios.

UPON COMPLETION OF THE COURSE, THE STUDENT WILL BE COMPETENT IN:

1. Evaluating different types of readers and determining how their needs relate to written communication.
2. Developing effective pre-writing skills, including identifying the purpose of the document, brainstorming for information, and designing a workable outline.
3. Using headings, subheadings, white space, and bulleted and enumerated lists to make a document easier to read.
4. Constructing tables and figures to be included in business documents.
5. Developing graphics to be included in manuals and electronic presentations.
6. Editing documents for content, organization, consistency, grammar, and syntax.
7. Writing job application materials, including the reverse chronological, functional, targeted, and electronic resumes, and the letter of application.
8. Writing specific types of business letters, including letters of application, inquiry, complaint, credit, sales, and goodwill.
9. Writing procedures for business purposes, in hard copy and electronically.
10. Writing an informal report in memorandum format.
11. Compiling a portfolio of documents that indicate the qualities of professional writing.
12. Editing and submitting assignments based on the instructional criteria and attention to detail.
13. Writing procedures for analyzing a process.
14. Analyzing the ethical responsibilities involved in technical communication.
15. Editing for appropriate style, including attention to word choice, sentence structure, punctuation, and spelling.
16. Locating, evaluating, and incorporating pertinent information.
17. Recognizing, analyzing, and accommodating diverse audiences.
18. Understanding and avoiding unethical use of Artificial Intelligence (AI).

ACQUIRED SKILLS

1. Report Writing
2. Analyzing Processes
3. Creating Business Documents
4. Effective Writing Skills
5. Ethical AI Use

COURSE POLICIES:

All assignments (except tests) will be averaged together for a total of 60 percent of your final grade. I will, however, drop your lowest assignment grade (does not include tests). There will be at least three test grades this semester. All tests (including the final) will be averaged together for a total of 40 percent of your final grade.

One of the problems with online writing is the breakdown in nonverbal communication about certain comments. It is very difficult to get each and every mistake in an assignment to the student in great detail. That is why for my online classes I grade the assignment holistically, which means I take everything into consideration: grammar, format, organization, following directions, attention to detail etc. and all of that determines the final grade. So, if you see general comments about your assignment such as "Watch the grammar in places," it

means just that. If you want a breakdown of your assignment, line-by-line etc., you will need to set up a conference time with me (by phone), and we will review your assignment together. But I will not get into grammar specifics through email; it is too tedious.

In regard to the textbook for this course, please read the following carefully: You WILL need the correct edition of the textbook for this course. You WILL ONLY need the paper version and correct edition for my class. You will NOT need the access code or e-book. If you choose to use the eBook for this class you must read and follow the important note below from the publisher of your textbook for this class. There have been some bootlegged versions sold online that are not correct, incomplete, and have inconsistent pagination and missing, or altered content, which could hurt you in the class. * A Note from the publisher: You have a choice when purchasing your textbooks and resources for your classes. Please be aware that Macmillan Learning products may be found on other retailers websites, but we can only support and guarantee products purchased directly from your Amberton bookstore or from Macmillan Learning directly. If you would choose to purchase the eBook, please purchase from Amberton or go to this link HERE: <https://store.macmillanlearning.com/us/product/Technical-Communication/p/1319414257?srltid=AfmBOooxBztGFdhCuoSyK0qTDAEKECO2u8XhYiyCXWlivNUppBzU7UHn>)

Student's Responsibilities

This syllabus contains information, policies, and procedures for a specific course. By enrolling, the student agrees to read, understand, and abide by the policies, rules, regulations, and ethical standards of Amberton University as contained in the current university catalog and schedule of classes.

Attendance Policy:

Regular and punctual class attendance and engagement is expected at Amberton University. In case of an absence, it is the student's responsibility to contact the professor as soon as possible. If a student intends on withdrawing from a course, it is the student's responsibility to follow the university's policy on formally withdrawing from a course. **Ceasing to attend classes does not constitute an official withdrawal.**

Attendance in a lecture course is defined as punctual arrival to, and engagement in, a full lecture session. A Student in a lecture course missing more than 20% (two class periods for weekday classes or one class period for Saturday classes) of the class meetings may be assigned a grade of an "F" or withdrawn at the discretion of Amberton University.

Attendance in a distance learning course is defined as active participation in the weekly online class sessions. "Active participation" can be defined as: submitting an academic assignment, taking an exam, engaging in an interactive tutorial, participating in an online discussion forum (or chat session), or initiating (or responding to) a communication with a faculty member about an academic assignment or the subject matter of the course. A student not meeting these requirements may be assigned a grade of an "F" or withdrawn at the discretion of Amberton University.

Plagiarism Policy

Plagiarism is the presentation of someone else's work as though it were your own. If you use another person's words, ideas, or information; or if you use material from an outside source – whether a book, magazine, newspaper, business publication, broadcast, speech, or electronic media – you must acknowledge that source. Plagiarism is a violation of the University's code of student ethical conduct and is one that is taken seriously. Amberton University operates on an honor system; therefore, honesty and integrity are essential characteristics of all who are associated with the institution. All Amberton students are expected to abide by the honor system and maintain academic integrity in all their work. Amberton University and its instructors monitor student work for plagiarism and reserve the right to submit such work to technology-based plagiarism detection services and applications at any time.

Self-plagiarism means reusing work that you have already published or submitted for a class. It can involve:

- Resubmitting an entire paper
- Copying or paraphrasing passages from your previous work

Self-plagiarism misleads your readers by presenting previous work as completely new and original. Students may not submit the same paper in substance in two or more classes without prior written permission of the instructors involved.

Amberton University students who use Artificial Intelligence (AI) generated content must adhere to the following policies:

Originality: Students must avoid presenting AI generated content as their own original work. It is essential to acknowledge the involvement of AI in the content creation process in order to maintain academic and ethical standards.

Paraphrasing: When using AI generated content, students must rephrase and/or modify the generated text. Paraphrased AI generated content should also be properly cited.

Acknowledgement: When using AI generated content in any assignment, proper credit must be given to the AI system that generated the content. <https://apastyle.apa.org/blog/how-to-cite-chatgpt>

Students agree that by taking this course, all required assignments may be subject to submission for a textual similarity review to Turnitin.com for the detection of plagiarism and self-plagiarism. All submitted papers will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism in future papers. Use of Turnitin.com service is subject to the Usage Policy posted on the Turnitin.com website.

Turnitin is a writing improvement and plagiarism prevention tool which uses special algorithms, to compare text-based student submissions to the Turnitin database and other online sources. Turnitin produces a detailed **similarity report** that can be customized and viewed by instructors and students.

Turnitin "Draft Coach" is a Google based add-on to Turnitin which supports students in developing high-quality academic writing; and serves as an integrity coach. Draft Coach helps address errors and improve the quality of student's writing by highlighting grammar mistakes, identifying incorrectly cited sources, and scanning for similarity across several databases. By providing formative feedback on how to address citation issues, incorrect grammar, and matches with the Turnitin database, Draft Coach provides explanations to help students become more confident writers, capable of producing higher quality work both in academics and in the workplace.

COURSE OUTLINE AND CALENDAR:

You will be required to check your Amberton messages and email daily and submit assignments or tests to me at least once a week. *It is extremely important to check your Amberton messages and email daily.* You will usually have at least a week to complete each assignment. You have until the day and time (Central Standard Time) listed on the assignment to submit the work to me in Moodle as a Word (.doc) attachment. Points will be deducted if this is not the case. Each assignment should be submitted in chronological order during each availability period.

Do not get too far ahead and do not think of the date and time as the due date, think of it as the last possible date and time I will accept it. Do not procrastinate! Expect the unexpected. "Murphy's Law" is always in place: "If anything can go wrong, it will go wrong." I will give you plenty of time to do each assignment. Please do not wait until the last minute to submit it to me. If you have computer problems etc., I will not be able to help you. Neither Amberton nor the professor guarantees your personal computer, electricity, or internet connection to function properly. Give yourself at least 24 hours (before the final due date) per assignment. Remember computers crash, cars break down, flash drives fail, etc. Plan for these things to happen! **Once the deadline date and time for the assignment or test has expired, I will not accept it late.**

Below is a list of assignments/tests and the corresponding deadline dates for all graded work in this class. You may submit your assignment or test anytime between the respective availability dates for each assignment. Note all deadlines are **Central Standard Time**.

Week	Topic	Assignment	Competencies Covered	Due Date
1	Student Introductions and Setting Goals	Discussion Board Post AND Goals Essay Submission	11, 17, 3, 2	12/14/26

		in Moodle		
2	Chapter 3 The Writing Process and Memo Format	Response Memo	1, 2, 3, 6, 9,10, 11,12, 14, 15, 16	1/4/27
3	Chapter 7 Organizational Patterns	Organizational Patterns (Quiz	1, 14, 17	1/11/27
4	Chapter 8 Logical Fallacies	Logical Fallacies (Quiz	1, 14, 17	1/18/27
5	Chapter 15 Cover Letters/Letter of Application	Letter of Application (TEST)	3, 6, 7, 8, 9,11,12, 15, 16, 17	1/25/27
6	Chapter 15 Résumé	Résumé (TEST)	3, 4, 5, 6, 7, 9, 11,12, 15, 16, 17	2/1/27
7	Describing a Process/ Discussion	Discussion Forum post	1, 2, 3, 5, 6, 9, 11,12, 13, 15, 16	2/8/27
8	Process Analysis Research	Process Analysis Research	1, 2, 3, 5, 6, 9, 11,12, 13, 15, 16	2/15/27
9	Process Analysis APA Manual/Final	Process Analysis APA Manual/Final Exam	1, 2, 3, 5, 6, 9, 11,12, 13, 15, 16	2/22/27

GRADING CRITERIA:

All assignments (quizzes, discussion posts, and others) will be averaged together for a total of 60 percent of your final grade. I will, however, drop your lowest assignment grade (does NOT include TESTS). All tests (including the final) will be averaged together for a total of 40 percent of your final grade. I do NOT drop the lowest TEST grade.

Undergraduate

90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
Below 60	F

GRADE NOTIFICATION AND INSTRUCTOR FEEDBACK:

A successful distance learning experience requires a flow of communication between instructor and student throughout the session. Instructor comments are considered essential to the learning process. Therefore, each assignment/exam submitted will be reviewed, graded, and returned to the student in a timely manner along with the appropriate commentary. Students should carefully review all comments.

Final grades are processed approximately one week after the last day of the session and may be located in the My Grades section of the online registration portal as well as being emailed to the student's Amberton University email. Amberton University staff will not release grades over the phone. University instructors will not leave a message with comments or grades in any type of media that is not secure.

For questions regarding grades after the semester has ended, students should use their university email account and contact the instructor at the faculty email address as provided above in *Professor Information* area.

Incomplete Grades

An "I" (incomplete grade) is given at the discretion of the professor and may be given only when an emergency or illness prevents the student from completing course requirements. Should an "I" be granted, the student has

30 days from the end of the session to complete the conditions of the incomplete. An "I" which is not properly removed within 30 days following the session enrolled will become an "F" grade.

How To Withdraw From a Course

To be official, the class withdrawal must be in writing and signed by the student requesting the withdrawal; no withdrawal is accepted verbally. Please review the "Schedule of Classes" (online or in-print) for procedures for class changes or withdrawals and the refund policy and schedule.

COURSE DELIVERY METHODOLOGY:

This course is offered as a distance-learning course through the Moodle Learning Platform. Amberton's distance learning courses, called e-Courses, are identical to classroom courses in terms of learning outcomes, competencies, and instructor expectations. A student choosing to take an e-Course must have the following skills and technical capabilities:

1. Access to the Internet
2. General knowledge in:
 - Internet browser settings and configuration
 - e-mail and file attachments
 - Uploading and downloading files
 - Using a word processing package
3. Ability to conduct on-line research

Students who have not mastered these skills should not enroll for this course but should consider enrolling in MIS2110 Computer Concepts and Internet Technologies for instruction in these areas.

HOW TO ACCESS YOUR COURSE:

SINGLE SIGN-ON (SSO) INSTRUCTIONS FOR AMBERTON UNIVERSITY

Amberton University uses Single Sign-On (SSO) as the primary access point for University systems, including Moodle, Amberton Email (Gmail), CampusWeb, Library resources, financial information, and other University applications.

Access the Amberton SSO Portal

Go to:

<https://sso.amberton.edu>

Students should bookmark this page. The SSO portal is the main entrance to Amberton University's online systems.

The SSO Login link may also be accessed through the Amberton University website at <https://amberton.edu>.

Activate Your Account

New students receive an Amberton University welcome email with an account activation link.

Select the activation link in that email and follow the instructions to activate your Amberton SSO account and configure Two-Factor Authentication (2FA).

Your assigned username and Amberton student email address are included in the welcome email.

Student email addresses use the following format:

username@my.amberton.edu

Sign In to SSO

After your account has been activated, go to:

<https://sso.amberton.edu>

Enter your Amberton username or assigned Amberton account information and the password you established during account activation.

If you forget your password, select "Forgot Password?" on the SSO login page and follow the instructions provided.

Access Your Amberton Applications

After signing in, the SSO dashboard will display the applications available to your account.

These may include:

- Moodle
- Amberton Email (Gmail)
- CampusWeb
- Financial Records
- Library resources
- Other University applications and services

Select the appropriate application from the SSO dashboard.

Access Moodle

Students should access Moodle through the Amberton SSO portal.

Go to:

<https://sso.amberton.edu>

Sign in and select Moodle from the SSO dashboard.

Students do not need a separate Moodle username or password when accessing Moodle through SSO. Password activation and password recovery should be completed through the Amberton SSO portal rather than through Moodle.

A Student Moodle Tutorials course is available within Moodle to assist students with course navigation, assignments, communication, examinations, grades, and other Moodle functions.

Technical Support

If you experience difficulty activating your account, signing into SSO, or accessing an Amberton application, please contact:

support@amberton.edu

COURSE COMMUNICATIONS:

Students will communicate with faculty through the Moodle Learning Platform or their Amberton University email account.

Email Communication

Each student is assigned an Amberton email address in the following format:

username@my.amberton.edu

Students should access their Amberton email through the University Single Sign-On portal at:

<https://sso.amberton.edu>

Students are encouraged to check their Amberton email regularly for University notices and course communications.

Students are responsible for reviewing the “Communication Guidelines” provided in the individual e-Course for specific instructor requirements.

Students who need to retain course communications, assignments, or other materials should download and save them before the course closes.

For assistance accessing SSO, Moodle, or Amberton email, contact support@amberton.edu.

FORMAT AND SUBMISSION OF ASSIGNMENTS:

Assignments are to be submitted to the appropriate assignment Drop Box in the Moodle system. Specific directions and guidelines for submission of assignments are located on-line in the “Communication Guidelines” of the e-course. Due to compatibility issues, Office 2007 files cannot be read by earlier versions of Microsoft Office. Before submitting an exercise file, confirm the file is in the proper format for grading by the instructor.

INSTRUCTOR/COURSE EVALUATION:

Each session, all Amberton students are provided with the opportunity to evaluate their courses and instructors. The evaluation process is an important one and provides students with an anonymous and confidential way to give meaningful feedback to the University. Summary information and comments are provided to faculty after the close of the session. All information provided is anonymous.

The Instructor/Course Evaluation will be open for completion during week 9 of the session. An evaluation assignment will be placed in week 9 of the Moodle course, along with the instructions on how to complete the evaluation. Prior to week 9, the University will send out an email containing instructions and dates for the evaluation period.

RESEARCH RESOURCES:

The Library provides access to full-text, and peer reviewed articles, and digital research tools. Students can search Library holdings through the online catalog and databases search engines available on the Library website or browse the physical library space and holdings located at the Garland campus.

Research items not contained in the Amberton Library collection can be located through interlibrary Loan (ILL) or through the TexShare program with the help of the Library staff. Students with questions about available services, resources, or research, may contact the Library via email at Library@amberton.edu.

RESEARCH ACCESS:

Databases can only be accessed by authorized users, and students at Amberton must enter their Amberton ID credentials-same as Moodle login-to gain access when off-campus. Use an Amberton website, such as the University site (Amberton.edu) or the library site (Library.amberton.edu) to find links to databased and digital books. Online resources are available all day, every day.

Library Live Chat Feature

Library staff are available to assist students with research problems or questions during Library hours through a live online chat feature, telephone, email, “How-to” videos, or in person. The library telephone is (972-279-6511 ext. 185. You can email questions to library@amberton.edu or visit the library in person on the Garland campus for assistance.

Microsoft Office 365 Education:

Amberton University students have access to a license for Office 365 Education, a comprehensive suite of productivity tools. This package includes:

- Microsoft Word for document creation
- Excel for spreadsheets and data analysis
- PowerPoint for presentations
- OneNote for digital note-taking
- Microsoft Teams for collaboration
- Additional classroom tools to enhance your learning experience

To set up your student account and access these resources, please follow the instructions provided in our step-by-step guide: https://amberton.edu/wp-content/uploads/2025/01/Office365_Setup_Students.pdf

Google Workspace for Education:

All students are assigned a Gmail account in Google Workspace for Education.

To set up your student account and access these resources, please follow the instructions provided in our step-by-step guide: https://amberton.edu/wp-content/uploads/2025/01/Google_Drive_Students.pdf

Once logged into your student account, you'll have access to a suite of tools designed to enhance your learning experience:

- Google Docs: Create and edit essays, reports, and other written assignments
- Google Slides: Develop engaging presentations for projects and class discussions
- Google Sheets: Perform data analysis, create charts, and manage calculations
- Google Drive: Store, organize, and easily access all your files in the cloud
- Google Calendar: Schedule study sessions, track assignment deadlines, and manage your academic timetable
- Google Keep: Take and organize quick notes during lectures or study sessions
- Google Meet: Attend virtual classes, participate in group study sessions, or meet with teachers
- Google Classroom: Access course materials, submit assignments, and receive feedback from instructors
- Google Forms: Create surveys for research projects or participate in class quizzes
- Google Sites: Build websites or digital portfolios to showcase your work