LIS5028 – WRITING FOR THE INFORMATION PROFESSIONS
SECTION(S)
TERM 20XX, COURSE MEETING DAY/TIME, COURSE MEETING LOCATION
MODE OF INSTRUCTION:

Instructor:
Email:
Office:
Phone:
Course Location/Website:
Office Hours (in office, online or via phone):
Teaching Assistant:
Email:

COURSE DESCRIPTION:

Offers practical hands-on experience with forms and practices of technical and professional writing, including documentation, correspondence, audience analysis, writing for social media, evaluation, and review. Emphasizes clear, concise, and effective writing in information technology settings, both within organizations and for user services.

COURSE OBJECTIVES:

At the end of the course, the student will be able to:

1. Write clear and concise documents for a variety of uses in information technology settings.
2. Explain how to use IT services and software packages for both novice and advanced users in clear and easy-to-follow documentation.
3. Evaluate the effectiveness of both their own and others' technical writing.
4. Rewrite materials effectively in response to the evaluation and criticism of others.
5. Assess and evaluate appropriate sources of information for use in information technology settings.

COURSE MATERIALS:

No required textbook. Other readings as assigned; these readings will typically be chosen and assigned in response to particular issues that arise in class, will include online technical resources, ranging from Wikipedia and other general-audience materials to more targeted information-technology related resources, and will provide examples of the types of writing covered during the semester. While specific readings will vary from semester to semester, examples of possible readings might include items such as the following:

- Wikipedia, "Audience Analysis." http://en.wikipedia.org/wiki/Audience_analysis
- Purdue Owl, "Audience Analysis Overview." https://owl.english.purdue.edu/owl/resource/629/1/

- University of Toronto Office of the Vice-President & Provost, "Appropriate Use of Information and Communication Technology." http://www.provost.utoronto.ca/policy/use.htm
- "Acceptable Use Policy Statement for Ultranet, Internet, and Digital Technologies." http://www.nminnovation.com/auburn/sites/default/files/2011_ICT_Acceptable_Use_Policy_Statement_.pdf

COURSE ASSIGNMENTS AND EVALUATION:

Note: *All assignments require multiple drafts and revision for successful completion.*

1. **Audience Analysis**
   In this assignment, you will be required to consider, in depth, the needs, levels of knowledge and expertise, background, interests, and practices of multiple stakeholder groups likely to be affected by a (fictional) as-yet undeveloped appropriate use policy for information technology for FSU's College of Communication and Information. Your analysis of these stakeholder groups will be considered in the development of the policy, which will govern acceptable uses of IT resources, whether on campus or off-campus using College-owned equipment.

2. **In-Class Scenario Writing Exercises**
   Occasionally during the semester, unannounced in-class writing sessions will take place. During these sessions, a specific scenario will be provided, and you will be asked to quickly produce a document appropriate to that scenario (e.g., to provide a document providing options to an inexperienced user who wishes to buy a new computer). Most of these in-class sessions will involve small groups, but some may be individual work.

NOTE: *although assignments 3, 4, and 5 refer to current (as of 2014) online settings and applications such as Facebook, Twitter, Wikis, and Blogs, these are intended only as examples of online contexts in which IT writing may be done. As new settings and applications emerge over time, details of these assignments will change as appropriate to take advantage of and explore the capabilities of these new settings.*

3. W**riting For Social Media 1: Weekly Facebook and Twitter Posts**
   In this assignment, you will choose a technical issue of current interest to follow in the media throughout the semester; submit your choice to the instructor no later than the first class session of Week Two. Beginning early in the semester, and continuing through the rest of the semester, each week you will post items related to your topic to the following three Social Media sites:
   - The Course Twitter Feed
   - The Course Facebook Page
   - The Course Blog

4. **Writing For Social Media 2: Developing Collaborative Online Resources: Formal Proposal** (group assignment) Each group will develop and manage a Wiki page related to an IT or other technical issue; your group will choose the topic for your Wiki in consultation with the instructor. Early in the semester, your group must make an informal presentation of your proposal to the class, present a draft version of the proposal for peer review, and submit a finalized formal proposal that both summarizes the proposed content of the Wiki page you wish to create, and outlines policies for a variety of administrative and

procedural issues related to the creation and maintenance of that Wiki page.

5. **Writing For Social Media 3: Developing Wiki Resources: Final Project and Report** (group assignment)
   Each group will develop and manage a Wiki page related to an IT or other technical issue; your group will choose the topic for your Wiki in consultation with the instructor. The final version of each group's Wiki will be due at the end of the semester. Each Wiki must (to the extent possible) meet the standards and requirements as specified in the final, fully reviewed, proposal, and must include documentation of how those standards have been met (or, if they have not been met, must include documentation of why they have not, and what has been done instead).

6. **Documentation 1: User Guides for Novice Users**

7. **Documentation 2: User Guides for Advanced Users**
   In these assignments, you will create documentation for users – both novice and advanced – of some aspect of either a social media venue or other online technology (e.g., a browser). The details of your documentation will vary, depending on which venue or technology you choose, but you will write one Users' Guide for novice users focusing on a single introductory aspect of your technology and a second Users' Guide for advanced users focusing on a more complex aspect of the same technology.

8. **Developing and Drafting Policy Statements for Appropriate ICT Use**
   In this assignment, you will create a policy statement for a growing IT business formally defining and establishing an acceptable use policy for a range of face-to-face, digital, and print genres to be used by employees and management for internal business communications.

9. **Evaluation and Peer Reviews** (throughout semester)
   For each assignment, you will both submit your work for review and critique from your peers in the class and will review and critique the work of others. These peer review sessions will take place during class with input from the instructor.

10. **Annotated Bibliography of Sources used in Other Assignments** (throughout semester)
    For each assignment, you will submit an accompanying annotated bibliography of all sources consulted or used in completing the assignment.

GRADE CALCULATION:

REQUIREMENTS	%
Audience Analysis	20%
In-Class Scenarios	10%

Developing Wiki Resources
- Proposal   10%
- Final Wiki and Presentation   10%

User Guides (2; 10% for each)   20%
Policy Statement for Appropriate Use   20%
Evaluation and Peer Reviews   10%
Annotated Bibliography (grade
   factored in to other grades)

                 Total: **100%**

GRADING SCALE:

The course will use the following grading scale.

A	93 - 100		C	73 – 76
A-	90 – 92		C-	70 – 72
B+	87 – 89		D+	67 – 69
B	83 – 86		D	63 – 66
B-	80 – 82		D-	60 – 62
C+	77 – 79		F	0 – 59

COURSE SCHEDULE:

WEEK	TOPICS TO BE COVERED
1	Introduction to Writing for the Information Professions
2	Peer Review Processes and Practices
3	Conducting Audience Analysis
4	Writing for Social Media I: Overview of Social Media Venues and Use
5	Writing for Social Media II: Tailoring Content for Venue and Audience
6	Documentation: Process and Accountability I
7	Documentation: Process and Accountability II
8	Writing for Social Media III: Formal Proposal Development
9	Writing for Social Media IV: Formal Proposal Development
10	Documentation I: Needs of Novice Users
11	Documentation II: Needs of Advanced Users
12	Writing for Social Media V: Wiki Progress Reports
13	Electronic Correspondence Types and Forms
14	Institutional Policy Documents
15	Course Wrap-up
16	No Final Exam

COPYRIGHT STATEMENT:

Some of the materials in this course are possibly copyrighted. They are intended for use only by students registered and enrolled in this course and only for instructional activities associated with, and for the duration of, the course. They may not be retained in another medium or disseminated further. They are provided in compliance with the provisions of the *Technology, Education, And Copyright Harmonization* (TEACH) Act (refer to the 3/7/2001 TEACH Act at www.copyright.gov/legislation/archive/).

SEXUAL HARRASSMENT POLICY:
It is the policy of the University that its employees and students neither commit nor condone sexual harassment in any form.
http://registrar.fsu.edu/bulletin/grad/info/university_notices.htm

SCHOOL OF INFORMATION HARDWARE AND SOFTWARE REQUIREMENTS:
A list of all hardware and software requirements for students participating in the School of Information courses can be found at the following location:
http://ischool.cci.fsu.edu/academics/online/requirements/

STUDENT ELIGIBILITY FOR AN INCOMPLETE GRADE:
Incomplete ("I") grades will not be assigned, except in the case of exceptional unforeseen circumstances that occur within the last three weeks of the semester and your work has otherwise been satisfactory (C average).

University Attendance Policy:
Excused absences include documented illness, deaths in the family and other documented crises, call to active military duty or jury duty, religious holy days, and official University activities. These absences will be accommodated in a way that does not arbitrarily penalize students who have a valid excuse. Consideration will also be given to students whose dependent children experience serious illness.

Academic Honor Policy:
The Florida State University Academic Honor Policy outlines the University's expectations for the integrity of students' academic work, the procedures for resolving alleged violations of those expectations, and the rights and responsibilities of students and faculty members throughout the process. Students are responsible for reading the Academic Honor Policy and for living up to their pledge to ". . . be honest and truthful and . . . [to] strive for personal and institutional integrity at Florida State University." (Florida State University Academic Honor Policy, found at http://fda.fsu.edu/Academics/Academic-Honor-Policy.)

Americans With Disabilities Act:
Students with disabilities needing academic accommodation should:
(1) register with and provide documentation to the Student Disability Resource Center; and
(2) bring a letter to the instructor indicating the need for accommodation and what type. This should be done during the first week of class.

This syllabus and other class materials are available in alternative format upon request.

For more information about services available to FSU students with disabilities, contact the:

Student Disability Resource Center
874 Traditions Way
108 Student Services Building

Florida State University
Tallahassee, FL 32306-4167
(850) 644-9566 (voice)
(850) 644-8504 (TDD)
sdrc@admin.fsu.edu
http://www.disabilitycenter.fsu.edu/

Free Tutoring from FSU
On-campus tutoring and writing assistance is available for many courses at Florida State University. For more information, visit the Academic Center for Excellence (ACE) Tutoring Services' comprehensive list of on-campus tutoring options - see http://ace.fsu.edu/tutoring or contact tutor@fsu.edu. High-quality tutoring is available by appointment and on a walk-in basis. These services are offered by tutors trained to encourage the highest level of individual academic success while upholding personal academic integrity.

Syllabus Change Policy
"Except for changes that substantially affect implementation of the evaluation (grading) statement, this syllabus is a guide for the course and is subject to change with advance notice."