

New Course Request

Indiana University

Indianapolis Campus

Check Appropriate Boxes: Undergraduate credit Graduate credit Professional credit

1. School/Division School of Engineering and Technology 2. Academic Subject Code TCM

3. Course Number 380 (must be cleared with University Enrollment Services) 4. Instructor Worley

5. Course Title Technical Communication in the Healthcare Professions

Recommended Abbreviation (Optional) Tech Comm Healthcare Prof
(Limited to 32 Characters including spaces)

6. First time this course is to be offered (Semester/Year): Fall 2009

7. Credit Hours: Fixed at 3 or Variable from _____ to _____

8. Is this course to be graded S-F (only)? Yes _____ No

9. Is variable title approval being requested? Yes No

10. Course description (not to exceed 50 words) for Bulletin publication: Focuses on the complex nature of effective communication in the healthcare professions. Includes principles of clear, concise, and organized writing, as well as primary and secondary research. Students examine and write documents for audiences in their organizational contexts.

11. Lecture Contact Hours: Fixed at 3 or Variable from _____ to _____

12. Non-Lecture Contact Hours: Fixed at _____ or Variable from _____ to _____

13. Estimated enrollment: 15 of which 0 percent are expected to be graduate students.

14. Frequency of scheduling: 2/yr Will this course be required for majors? No

15. Justification for new course: Permanent number sought to replace one selected topics TCM 399 offering.

16. Are the necessary reading materials currently available in the appropriate library? Yes

17. Please append a complete outline of the proposed course, and indicate instructor (if known), textbooks, and other materials.

18. If this course overlaps with existing courses, please explain with which courses it overlaps and whether this overlap is necessary, desirable, or unimportant.

19. A copy of every new course proposal must be submitted to departments, schools, or divisions in which there may be overlap of the new course with existing courses or areas of strong concern, with instructions that they send comments directly to the originating Curriculum Committee. Please append a list of departments, schools, or divisions thus consulted.

Submitted by: [Signature] Date 3/25/09
Department Chairman/Division Director

Approved by: _____ Date _____
Dean

Date _____
Dean of Graduate School (when required)

Date _____
Chancellor/Vice-President

Date _____
University Enrollment Services

After School/Division approval, forward the last copy (without attachments) to University Enrollment Services for initial processing, and the remaining four copies and attachments to the Campus Chancellor or Vice-President.



PURDUE UNIVERSITY
REQUEST FOR ADDITION, EXPIRATION,
OR REVISION OF AN UNDERGRADUATE COURSE
(100-400 LEVEL)

Print Form

DEPARTMENT Design and Communication Technology EFFECTIVE SESSION Fall 2009

INSTRUCTIONS: Please check the items below which describe the purpose of this request.

- | | |
|---|---|
| <input checked="" type="checkbox"/> 1. New course with supporting documents | <input type="checkbox"/> 7. Change in course attributes (department head signature only) |
| <input type="checkbox"/> 2. Add existing course offered at another campus | <input type="checkbox"/> 8. Change in instructional hours |
| <input type="checkbox"/> 3. Expiration of a course | <input type="checkbox"/> 9. Change in course description |
| <input type="checkbox"/> 4. Change in course number | <input type="checkbox"/> 10. Change in course requisites |
| <input type="checkbox"/> 5. Change in course title | <input type="checkbox"/> 11. Change in semesters offered (department head signature only) |
| <input type="checkbox"/> 6. Change in course credit/type | <input type="checkbox"/> 12. Transfer from one department to another |

<u>PROPOSED:</u>	<u>EXISTING:</u>
Subject Abbreviation <u>TCM</u>	Subject Abbreviation _____
Course Number <u>TCM 38000</u>	Course Number _____
Long Title <u>Technical Communication in the Healthcare Professions</u>	_____
Short Title <u>Tech Com Hlthcare Prof</u>	_____
Abbreviated title will be entered by the Office of the Registrar if omitted. (22 CHARACTERS ONLY)	

TERMS OFFERED
Check All That Apply:

Summer Fall Spring

CAMPUS(ES) INVOLVED

<input type="checkbox"/> Calumet	<input type="checkbox"/> N. Central
<input type="checkbox"/> Cont Ed	<input type="checkbox"/> Tech Statewide
<input type="checkbox"/> Ft. Wayne	<input type="checkbox"/> W. Lafayette
<input checked="" type="checkbox"/> Indianapolis	

CREDIT TYPE		COURSE ATTRIBUTES: Check All That Apply			
1. Fixed Credit: Cr. Hrs. <u>3</u>		1. Pass/Not Pass Only	<input type="checkbox"/>	7. Registration Approval Type	
2. Variable Credit Range:		2. Satisfactory/Unsatisfactory Only	<input type="checkbox"/>	Department	<input type="checkbox"/>
Minimum Cr. Hrs. _____		3. Repeatable	<input type="checkbox"/>	8. Variable Title	
(Check One) To <input type="checkbox"/> Or <input type="checkbox"/>		Maximum Repeatable Credit: _____		9. Remedial	
Maximum Cr. Hrs. _____		4. Credit by Examination	<input type="checkbox"/>	10. Honors	
3. Equivalent Credit: Yes <input type="checkbox"/> No <input type="checkbox"/>		5. Designator Required	<input type="checkbox"/>	11. Full Time Privilege	
4. Thesis Credit: Yes <input type="checkbox"/> No <input type="checkbox"/>		6. Special Fees	<input type="checkbox"/>	12. Off Campus Experience	

Instructional Type	Minutes Per Mtg	Meetings Per Week	Weeks Offered	% of Credit Allocated	Delivery Method (Asyn. Or Syn.)	Delivery Medium (Audio, Internet, Live, Text-Based, Video)	Cross-Listed Courses
Lecture	75	2	15		Syn		
Recitation							
Presentation							
Laboratory							
Lab Prep							
Studio							
Distance							
Clinic							
Experiential							
Research							
Ind. Study							
Pract/Observ							

COURSE DESCRIPTION (INCLUDE REQUISITES):

Eng W131, Junior Standing
Focuses on the complex nature of effective communication in the healthcare professions. Includes principles of clear, concise, and organized writing, as well as primary and secondary research. Students examine and write documents for audiences in their organizational contexts.

Calumet Department Head _____ Date _____	Calumet School Dean _____ Date _____
Fort Wayne Department Head _____ Date _____	Fort Wayne School Dean _____ Date _____
Indianapolis Department Head <u>[Signature]</u> Date <u>3/25/09</u>	Indianapolis School Dean <u>[Signature]</u> Date <u>5/14/09</u>
North Central Department Head _____ Date _____	North Central Chancellor _____ Date _____
West Lafayette Department Head _____ Date _____	West Lafayette College/School Dean _____ Date _____
	West Lafayette Registrar _____ Date _____

TCM 380, Technical Communication in the Healthcare Professions (3 credits)

Spring 2009 Syllabus

OVERVIEW

TCM 380 Technical Communication in Healthcare Professions is offered by the Technical Communication program in the Purdue School of Engineering and Technology, Indiana University-Purdue University Indianapolis, 799 W. Michigan St., Indianapolis, IN 46202, 317/278-1311.

TCM 380 focuses on the writing demands of the healthcare industry and so includes principles of clear writing, concise style, and organized ideas. Students examine and write documents for audiences in their medical and clinical organizational contexts including a critique of a research article, a technical description of a mechanism, a set of instructions, and a proposal.

Prerequisite

English W131 or equivalent

Course Text Required

A variety of readings will be provided by the instructor.

Instructor Information

Wanda Worley, Ph.D.

Technical Communication Director

Office: ET 331-E

Phone: (317) 274-0819

E-mail: Please use Oncourse to communicate with me. If you need to use my IUPUI E-mail (wworley@iupui.edu), please put TCM 380 in the subject line.

Course Goals

The goals of TCM 380 include the following:

1. To develop student awareness of the styles and conventions required in technical communication in the healthcare industry
2. To provide students with the skills necessary to effectively communicate in the healthcare industry
3. To provide students the opportunity to participate in the peer review process with fellow students
4. To provide students with a wide variety of writing assignments
5. Practice research skills
6. To improve general writing skills

Learning Outcomes

1. Select, organize, and present technical information effectively to readers and listeners in a healthcare organizational setting
2. Adopt a style and tone appropriate for purpose and audience
3. Write clear, concise, and accurate sentences
4. Make writing more accessible to readers by using headings, lists, white space, and layout
5. Use effective visuals in written and oral reports
6. Write using the reader-centered approach, which focuses on the needs of the reader over the writer's preconceptions
7. Create repeatable strategies for technical communication in healthcare settings
8. Identify the role of technology in communication in the healthcare industry
9. Identify rules, policies, and laws that govern communication in the healthcare industry
10. Select appropriate sources when conducting research
11. Use the correct conventions when incorporating and acknowledging sources and preparing bibliographies
12. Write clear technical descriptions of mechanisms
13. Write clear, user-friendly instructions on a technical topic
14. Organize and write technical proposals
15. Identify areas of communication in which you need assistance or training and experience

IUPUI Principles of Undergraduate Learning

- 1A. Core Communication and Quantitative Skills
2. Critical Thinking
3. Integration and Application of Knowledge

MATERIALS NEEDED

To complete the online course successfully, of course, you will need a computer with Internet access, the reading materials, and Microsoft Word 2007 software. You can download many software packages from <http://iuware.indiana.edu/>. If you need to purchase Word, the IUPUI Campus Bookstore sells the software to students at a nominal price. Don't forget to back up all your course work; "My Workspace" in Oncourse gives you ample space to save your documents for easy access when you need them.

COMMUNICATING WITH EACH OTHER

A student may feel isolated in the typical online environment. To help alleviate this possibility, we will use the full range of Oncourse communication tools. Since this course is not a correspondence course and since it is a writing class, participation and collaboration are critical and affect your grade.

As you know, every class is diverse. In a traditional classroom, those differences are immediately evident. A simple comment can be interpreted as supportive or negative

based on the tone of voice or body language. In an online class, where communication is text based, these cues are absent which makes it even more important that we respect our differences and be mindful when giving constructive feedback.

Face-to-Face Orientation Meeting

Prior to the beginning of the semester, we will have a face-to-face orientation meeting if the majority of the class is local. This meeting, the only time we'll schedule a face-to-face group session, allows us to get to know each other as well as discuss all course details. If you live out of state or more than 90 minutes away from campus, please call me so we can discuss the course (317-274-0819).

I welcome face-to-face meetings with you anytime during the semester. I'm often in the office, but you might want to call first to be sure I'm not in a meeting or teaching.

Peer Review Groups

Since writing is a social activity, it is vital we get and give peer response to each other's writing. We need input from readers to help us know how to communicate better with readers.

This interaction with readers can be more challenging in an online environment, which is one reason why we set up peer review groups. You will work together in your group to review each other's drafts. Therefore, it is important to get to know and support your group members.

It is **critical** that you turn assignments in on time so that your group members have sufficient time to peer review! It is also **critical** that you communicate with your group members if you are having a problem meeting the deadline. In the workplace, you would not miss work or a deadline without communicating with your supervisor. Groups may choose to meet face-to-face, but face-to-face meetings are not required. The ultimate goal is to help each other have a successful online class experience. If I determine that a group member is consistently not participating in the peer review process, I will remove the person from the group.

E-Mail

We will communicate with each other using Oncourse "Messages." I will place important announcements and assignment changes on Oncourse, so do check it regularly. If you use another e-mail account, you can set Oncourse to auto forward your messages. Once in "Messages," click on "Settings" and follow the easy directions.

If you can't contact me via Oncourse and must use IUPUI e-mail, please include "TCM 380" in the subject line.

Here are a few important tips to remember when you use e-mail to communicate in a professional environment (includes the University and this class):

- Don't use Internet jargon, especially the acronyms we use in instant messaging – BTW, LOL, etc. Internet acronyms may be great in an e-mail to a friend, but are not appropriate in class or workplace e-mail.

- Use standard punctuation and capitalization. Using all caps is considered yelling. Using no caps or punctuation is considered lazy and unprofessional.
- Use informative and appropriate subject lines in e-mails. Your e-mail messages may or may not be read in the workplace depending on your subject line.
- Spell check and proofread your messages, please! **In the workplace and in this class, error-free e-mail messages are necessary. I may not respond to an e-mail that's full of grammatical or punctuation errors.**
- Do use smiley's to enhance your message. Everyone understands a smiley and a smiley can lighten a message. *Moderation* is key, however.

Chat Room

Our weekly live Chats allow all of us to share questions, advice, and feedback. We will sometimes have specific topics to discuss; however, these topics should not require prior preparation if you're keeping up with the course materials. And, of course, you will have the opportunity to also discuss any issues you have.

- **You are required to *attend 8 of the 13 Weekly Chats. You choose which 8. NOTE: The final 2 chats (not included in the 13) can NOT be used to fulfill the minimum requirement of 8; rather, they are reserved for online office hours if you have questions. You are NOT required to attend these last 2 chats. Come to these last 2 chats only if you want or need to.**
- **You are not limited, however, to only 8. I encourage you to attend as many Weekly Chats as possible.**
- **The date and time of the Weekly Chat will be determined in the first couple of days of the semester.**
- **Each Chat is worth 10 participation points for a total of 80 points for the semester.**
- **The 10 points are based on your *full attendance and participation.**

If you cannot attend the weekly Chats, consider dropping the course and picking it up when you can attend.

Our Weekly Chats are archived, so if you are unable to make it to a Chat, you can review what we discussed by going to the archives. Review the archived sessions each time you cannot attend.

****Please note, attendance means being involved in the conversation and being present for the entire sixty (60) minutes. If you make a comment at the beginning of the hour and then not again until the end, I have no way of knowing if you're with us or not. You do need to participate throughout the hour.***

Discussion Forums

In Oncourse under "Forums," you will find a Reading Discussion Forum for each module. You also may find other Discussion Forums related to course topics or issues. Discussion Forums allow you to post comments at your convenience during the scheduled time frame. **Remember, in addition to posting your own responses, you need to comment on your classmates' responses.**

- ✓ **You are required to participate in all Discussion Forums.**

Points are awarded for participation in forums this way:

- 50% = Quality of post to the questions/prompts (i.e., an effort is made to discuss the material in-depth)
- 50% = Follow-up and response to at least two classmates' postings

And finally, you will find a general Forum available for your use. Any class member can initiate a discussion about course related topics, questions, or comments at any time.

Telephone

My campus phone number is (317) 274-0819. Please leave a message if I'm not available and I'll return your call as soon as possible. My office is in the Technology building (ET 331-E).

Fax and Mail

If it's time to turn a document in and you don't have Internet access or Oncourse is not available, you can always drop your work off in my mailbox in ET 331, if you're on campus. Just be sure to e-mail when you regain access to the Internet letting me know you have done so. Worst-case scenario, you can fax it to me at 317/278-3669. If you must resort to faxing a document, make sure my name and office address are clearly visible. Again, e-mail me as soon as you can to let me know you've done so.

COURSE ETIQUETTE

Every class is diverse. In order to provide a creative and supportive environment, I ask everyone to respect differences and be mindful when providing feedback.

Remember there's a huge difference between judging what someone has written and taking responsibility for how you're responding to the piece of writing. For example, you can write "your conclusion was poorly written" or you can write "I had trouble understanding your conclusion." The first comment would put most of us on the defensive because it is judging our writing; the second one most likely wouldn't put us on the defensive because the reviewer is taking responsibility for her/his reaction.

Differences of opinion are welcome, but just as we would in a traditional class room, let's maintain a high level of civility when interacting with each other.

Finally, what you write and say in this class belongs to you. Do not copy or retransmit other student's words without their permission.

CLASS STRUCTURE AND POLICIES

- This course is a hands-on writing course. Expect to revise your drafts and receive feedback from and provide feedback to your peers.
- Assignments and quizzes (announced or unannounced) may be added to the schedule.
- There will be no written final examination.
- Late assignments will be penalized 1/3 letter grade for each day (including weekends) the assignment is late.
- E-mails are to be professional and error-free.

EXPECTATIONS FOR ASSIGNMENTS

The documents you prepare for this course should be similar to those written on the job; therefore, they will be different from what you're accustomed to writing in your other academic classes. They should be prepared for a particular organizational reader. They need to be complete and grammatically correct. Assignments must be submitted on or before the deadline.

- ✓ Prepare using Microsoft Word software.
- ✓ Follow assignment guidelines.
- ✓ Use appropriate format.
- ✓ Carefully edit for grammar, spelling, punctuation, and usage.

GRADING OVERVIEW

Grading scale: A+ = 98-100 B+ = 88-89 C+ = 78-79 D+ = 68-69
 A = 93-97 B = 83-87 C = 73-77 D = 63-67
 A- = 90-92 B- = 80-82 C- = 70-72 D- = 60-62

Your grade is figured using the following assignments and participation:

Assignments and Participation	Points Possible
1. Module 1	50
2. Module 2	60
3. Module 3	120
4. Module 4	160
5. Module 5	110
6. Module 6	135
8 Chats @ 10 Pts. Each	80
TOTAL	715

Late assignments are penalized by 1/3 letter grade for each day they are late (including weekends). Remember, though, an assignment that's penalized for being late is better than an assignment that receives a zero.

BRIEF OVERVIEW OF MODULES

Module 1: Orientation and Introduction

This module introduces you to the course and asks you to reflect on what you want to gain from the course. You will (1) update your Oncourse Profile (major, contact information, hobbies, etc.), (2) participate in the introduction forum, the reading forum, and the plagiarism forum, and (3) write a course goals memo.

Module 2: Preparing to Write

This module introduces you to the rhetoric context of documents (reader, purpose, context) and lets you practice your grammar skills. It also focuses on the ethics involved in technical communication. You will (1) write a context analysis memo, (2) work through a grammar review and e-mail me your results, and (3) work through an ethics activity and discuss in a forum.

Module 3: Writing Best Practices in Healthcare Professions & Research

Here you focus on the writing practices of professionals in your field and conduct both secondary and primary research. You will (1) critique an article, (2) conduct an interview, (3) write a reflective memo, and (4) practice sentence construction.

Module 4: Technical Description of a Mechanism

This module feeds into module 5, so choose your topic wisely. In this module, you will write a technical description of a mechanism. The module also lets you practice visuals, timelines, and document design.

Module 5: Set of Instructions

In this module, you will write a set of instructions (5+ pages, with visuals) on how to use the mechanism you described in module 4. The instructions will be written for someone who has some background in your field, but who has no knowledge of the mechanism.

You will write a Scenario Memo describing these things: (1) your reader, purpose, and context for writing the instructions; (2) how you would go about conducting a usability test of your instructions; and (3) how your experience of writing the set of instructions will influence the way you view manuals.

Module 6: Proposal

To finish out the semester, you will write a Proposal and a Course Performance Review Memo. The proposal will be written to your supervisor and will include a statement of the problem or opportunity and its significance, your research evidence of the problem or opportunity's existence, and your proposal for solving the problem or taking advantage of the opportunity.

Course Performance Review Memo

A Course Performance Review Memo (2-3 pages) in which you comment on your level of achievement of personal and professional course goals, your development as a writer during the semester, and your plans for future growth.

OTHER IMPORTANT INFORMATION

Plagiarism

Professional ethics demand that you give proper credit for others' work. When you use words, ideas, data, graphs, or photos from others, you must give the authors credit by properly documenting the source. In addition, I may ask you to provide supporting research materials used to write reports such as 1) copies of brochures, reports, manuals or 2) Web site addresses or printouts. IUPUI subscribes to Turnitin.com, an electronic service that verifies the originality of student work. I do use the service. Plagiarism is not acceptable in this course. If your document is plagiarized, you will receive a zero on that assignment and I will report the plagiarism to the Dean's office; if repeated, you will receive a failing grade for the course.

The *Indiana University Code of Student Rights and Responsibilities* explains institutional penalties for plagiarism (<http://www.hoosiers.iupui.edu/studcode/stucode.htm>).

TCM Writing Center & Resources

The Purdue School of Engineering & Technology supports the TCM Writing Center (ET 232). You may schedule 30 minutes of individual tutoring for writing assignments by setting up an account at <https://www.et.iupui.edu/TCMScheduling/>. If you are a senior or ESL, you may schedule 60 minutes of individual tutoring. Drop-ins are taken on a first-come/first-served basis. We are not yet set up to do electronic tutoring, but please let me know if the service would interest you.

Other Resources:

- Purdue University Online Writing Lab (OWL): <http://owl.english.purdue.edu/>
- The Technical Communicator's Resource: <http://www.techcommunicators.com/>
- Society for Technical Communication: <http://www.stc.org/>

Special accommodations

Special accommodations are available for students with special challenges or disabilities that may affect their performance in TCM 399. To see if you are eligible for accommodations, you must register with Adaptive Education Services (AES) at (317) 274-3241.

Withdrawal

A basic requirement of this course is that you will participate in class and conscientiously complete writing and reading assignments. Keep in touch with me and your peer review group if you are unable to complete an assignment on time. If you do not participate in the first two weeks of the semester, you will be administratively withdrawn from this section. Administrative Withdrawal may have academic, financial, and financial aid implications. Administrative Withdrawal may take place after the full refund period, and if you are administratively withdrawn from the course, you will not be eligible for a tuition

refund. If you have questions about the Administrative Withdrawal policy at any point during the semester, please contact me.

If you are unable to complete the course, you must officially withdraw with the Registrar's Office, following the timetable and procedures of the University (find the current academic calendar by going to the Registrar's home page). If you do not withdraw and do not complete the required course work, you will receive an "F" for the semester.

Note: Failing to participate in class is not considered withdrawal from the class. If you have problems with the course or personal problems preventing you from participating in class, talk to me or your advisor about how to withdraw.

E-mail Policy

Indiana University considers e-mail a medium for officially communicating with IUPUI students unless otherwise prohibited by law. The University reserves the right to send official communications to students by e-mail with the full expectation that students will receive e-mail and read these e-mails in a timely fashion. If you prefer to use your personal e-mail provider (AOL, Yahoo!, EarthLink, for example), forward your IUPUI address to that address so that you don't miss important, official University mailings.

I look forward to working with each of you this semester!