

LMC 3403 SYLLABUS

COURSE INFORMATION

Course Title: LMC 3403 - Technical Communication, Theory and Practice

Section: B1

Credits: 3 credits

Semester and Academic Year: Fall 2026

INSTRUCTOR INFORMATION

Instructor: Dr. Jiwon Ohm

Email: johm6@gatech.edu

COURSE DESCRIPTION

This course introduces students to workplace document genres to develop visual and verbal skills in critical analysis and document development.

COURSE THEME/TOPIC DESCRIPTION

This course aims to help you develop the skills to analyze, understand, and respond effectively to different rhetorical situations in professional and business contexts using written, oral, visual, electronic, and non-verbal (WOVEN) communication. It also emphasizes the ethical and moral responsibilities of technical communicators to convey information clearly and accurately.

COURSE PREREQUISITE

ENGL 1102

LEARNING OUTCOMES

Category	Outcomes
Rhetoric Rhetoric focuses on available means of persuasion, considering the synergy of factors such as context, audience, purpose, role, argument, organization, design, visuals, and conventions of language.	• Fashion artifacts that address the exigencies of diverse contexts, exhibiting effective persuasive strategies, tact, and sensitivity to theoretical, ethical and legal concerns. • Collect, craft, and present technical information in ways that convey a clear purpose to a specific audience.
Process Processes for communication—for example, creating, planning, drafting,	• Construct, select, craft, revise, and repurpose information to reflect individual, cultural, and/or organizational values.

designing, rehearsing, revising, presenting, publishing—are recursive, not linear. Learning productive processes is as important as creating products.	Collaborate on artifacts that meet the needs of the specific audiences.
Modes and Media Activities and assignments should use a variety of modes and media—written, oral, visual, electronic, and nonverbal—singly and in combination. The context and culture of multimodality and multimedia are critical.	Create WOVEN (Written, Oral, Visual, Electronic, and Nonverbal) artifacts— such as memos, emails, proposals, reports, instructions, manuals, websites, and short and long presentations— that display strategic uses of generic and stylistic conventions.
Design Documents and other artifacts should arrange visual elements according to consistent, efficient, and effective principles.	- Use theories and principles of document design to create and present accessible, comprehensible, and usable artifacts. - Integrate graphics to achieve maximum clarity in print documents, presentation slides, websites, and other artifacts.

REQUIRED COURSE MATERIALS

- *Writing That Works: Communicating Effectively on the Job*, 13th ed, by Walter E. Oliu, Charles T. Brusaw, and Gerald J. Alred. Publisher: Bedford/St. Martin's.
- Additional readings provided in class or uploaded on Canvas.

WRITING AND COMMUNICATION PROGRAM INFORMATION AND POLICIES

Evaluation Equivalencies

In this course, this is what your letter grades mean. Your instructor has the option of using +/- in grading an individual assignment; he or she will indicate the grading policy on the course syllabus. Remember that Georgia Tech does NOT use +/- for course grades.

Letter grade (NB: Georgia Tech does NOT use +/- for course grades. Likewise, some instructors do NOT use +/- for grading)	Numeric Equivalent in this Class
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assignments. If your instructor uses +/- for grading assignments, the table shows the equivalencies.)		
A: 90-100 Superior performance — rhetorically, aesthetically, and technically— demonstrating advanced understanding and use of the media in particular contexts. An inventive spark and exceptional execution.	A+	98-100
	A	94-97
	A-	90-93
B: 80-89 Above-average, high-quality performance — rhetorically, aesthetically, and technically.	B+	88-89
	B	84-87
	B-	80-83
C: 70-79 Average (not inferior) performance. Competent and acceptable— rhetorically, aesthetically, and technically.	C+	78-79
	C	74-77
	C-	70-73
D: 60-69 Below-average performance. Less than competent — rhetorically,	D+	68-69
	D	64-67
	D-	60-63

aesthetically, and/or technically.		
F: 0-59	F	1-59
Unacceptable performance. Failure to meet even minimum criteria rhetorically, aesthetically, and/or technically.	0 (zero) Work not submitted	0

Non-Discrimination and Inclusion Policy

The Ivan Allen College of Liberal Arts and the Writing and Communication Program support the Georgia Institute of Technology's commitment to creating a campus free of discrimination on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, or veteran status. We further affirm the importance of cultivating an intellectual climate that allows us to better understand the similarities and differences of those who constitute the Georgia Tech community, as well as the necessity of working against inequalities that may also manifest here as they do in the broader society.

Alternative viewpoints are welcome in this class; however, statements that are deemed racist, sexist, homophobic, transphobic, classist, or otherwise discriminatory toward others in the class or outside the class will not be tolerated.

Naugle Writing and Communication Center

The Naugle Writing and Communication Center (NWCC) is located in Clough Commons, Suite 447 and is Georgia Tech's tutoring center dedicated to supporting all students—no matter their major—in developing their communication skills in writing and public speaking. The NWCC's tutors can help with projects ranging from assignments for English 1101 and 1102 to graduate school application essays, from lab reports to presentations, from podcasts to poster designs, and from grant proposals to job cover letters and resumes. Students don't even have to have a draft started—they are more than welcome to come in for a brainstorming and planning session to get started.

The NWCC offers appointments with their undergraduate and faculty tutors in person in Clough 447 and by video, as well as written feedback only appointments. The NWCC is open for in-person and online appointments MTWRF 9:00am-5:00pm, and for video and written feedback appointments MTWR 5:00pm-8:00pm.

For more information or to make an appointment, please visit the NWCC's website at <http://communicationcenter.gatech.edu>. If you have any questions or want assistance making an appointment, please email us at wcc@gatech.edu.

Student Intellectual Property

Students hold copyright to works produced in their classes, including papers, projects, and other work (see US Copyright Law, 17 USC, Sec. 106). The Family Educational Rights and Privacy Act (FERPA) likewise prohibits an institution (or its faculty or staff) from distributing student work without prior written consent.

Your instructor may request permission to use work you produce in the class for a number of reasons, including to use as a sample in class, as an example of their teaching in their teaching portfolio, or in academic presentations. In these cases, you have the choice whether or not to give permission and (if you give permission) whether or not to have your name used in connection with that work.

COURSE POLICIES

Grading

This course is graded on a 100-point scale based on the graded components listed below. Patterns of missed & late work or lack of participation will negatively impact the final grade. All assignments must be completed to receive credit, and not completing major components of the course may result in failing the course. Academic misconduct, including plagiarism or undisclosed and overuse of AI, will result in failure of the assignment.

Participation: 10%

In-class Informal Writing: 15%

Reflection Essay: 15%

Ethics Case Analysis Memo: 15%

Technical Mis-Communication Analysis Memo: 15%

Medium Switch: Redesigning Technical Mis-Communication: 10%

Collaborative Presentation: 20%

Attendance

Attending lectures and participating in in-class discussions and writings are necessary to avoid falling behind or missing important information and assignments. You are allowed to have **four** unexcused absences. Each additional absence will take 2 points off your final grade. If you have reasons to miss additional classes due to unforeseen circumstances, you can speak to me or contact me to discuss the situation ideally within 24 hours before or after the missed class. **That said, you are responsible for the work or in-class writing/activity you may miss on the day of your absence.** Check the syllabus or ask a classmate instead of sending me a “what did I miss in class” email. You can also drop by my office hour to go through what you’ve missed. Please come to class on time so that you do not disrupt the class or miss any important information. If your lateness becomes a pattern, your participation grade will be negatively impacted.

Participation

Class participation is worth 10 points total and will be evaluated based on three areas:

1. Contributing to class discussions (4 points)
2. Actively engaging in small group discussions and peer review workshops (3 points)
3. Staying attentive during class by listening to the instructor and your peers, rather than working on unrelated tasks or disrupting the class (3 points)

Please note: Using your laptop or phone for non-class activities, or chatting with peers about unrelated topics during class, will result in deductions from your participation grade. If you are unable to contribute to class discussions by speaking in front of others for personal reasons, please consult with me for other options.

Academic Integrity

Georgia Tech aims to cultivate a community based on trust, academic integrity, and honor. Students are expected to act according to the highest ethical standards. Review Georgia Tech's Honor Code and the student Code of Conduct.

Any student suspected of cheating or plagiarism on a quiz, exam, or assignment will be reported to the Office of Student Integrity, who will investigate the incident and identify the appropriate penalty for violations.

Accommodations for Students with Disabilities

If you are a student with learning needs that require special accommodation, contact the Office of Disability Services (404-894-2563) as soon as possible to make an appointment to discuss your special needs and to obtain an accommodations letter. Please also e-mail me as soon as possible in order to set up a time to discuss your learning needs.

Student-Faculty Expectations Agreement

At Georgia Tech, we believe that it is important to strive for an atmosphere of mutual respect, acknowledgement, and responsibility between faculty members and the student body. The Student-Faculty Expectations articulate some basic expectations that you can have of me and that I have of you. In the end, simple respect for knowledge, hard work, and cordial interactions will help build the environment we seek. Therefore, I encourage you to remain committed to the ideals of Georgia Tech while in this class.

AI Policy

You may use minimal AI for informational purposes or to consult with it to aid in your studies and assignments **as long as you indicate your use of AI and explain where and/or how you have used it**. Failing to do so will be considered an academic misconduct and will be handled as such. If you have any concerns or doubt about your use of AI for this class, feel free to consult with me before using it.

Course Completion

Failure to complete any component of the course, including projects, assignments, and stages of projects or assignments, may result in failure of the course, as determined by the instructor of the course in consultation with the Director of the Writing and Communication Program.

Syllabus Modifications

This syllabus may be modified as the semester progresses to meet course outcomes and address the needs of members of the class.

Late and Missing Work

I understand that sometimes you need extra time on an assignment. If you are struggling with a deadline, **you need to let me know ahead of time (as soon as possible) so that we can come up with a plan together**. Similarly, any make-up work for missed assignments must be discussed with me as soon as possible. Failure to communicate with me will result in loss of points for the assignment.

STUDENT SUPPORT

Dean of Students and Center for Mental Health Care and Services

Attending college can be a stressful time; don't hesitate to ask for help if you're feeling overly anxious, stressed, or depressed. Georgia Tech has two main ways to seek support: through the Office of the Dean of Students and through the Center for Mental Health Care and Services. Both units work closely together to support Georgia Tech students. You can seek support by using the contact information below—whether or not you are currently on campus.

Office of the Dean of Students

<http://studentlife.gatech.edu>

Charles A. Smithgall Jr Student Services Building (also known as the Flag Building),
Suite 210
(404) 894-6367

Center for Mental Health Care and Services

<https://mentalhealth.gatech.edu/>

Charles A. Smithgall Jr Student Services Building (also known as the Flag Building),
Suite 328
404-894-2575 (including 24-hour, seven-day-a-week access to a counselor on call).

Student Support Resources

The following resources are available to all Georgia Tech students. Remember that help is available.

- Mental Health and Wellbeing site: <https://studentlife.gatech.edu/services/mental-health-well-being>
- Center for Mental Health Care and Resources (walk-in mental health services/resources): <https://mentalhealth.gatech.edu>
- Sexual Assault: <https://wellnesscenter.gatech.edu/voice>
- Suicide Prevention: <https://mentalhealth.gatech.edu/general/end-suicide-initiative>

- STAR—Students' Temporary Assistance and Resources (help with food, shelter, clothing, and other necessary resources): <https://studentlife.gatech.edu/content/star-services>

Statement Regarding Insecurity

When students face insecurity regarding food, shelter, clothing, or other necessary resources, it can be difficult to learn. It's important to know that you are not alone in dealing with these issues. Georgia Tech offers support for students through the [Students' Temporary Assistance and Resources office](#) located within the Division of Student Life. These resources include a food pantry, campus closet, temporary housing options, and emergency funding.

Hall Building Food Pantry

Students facing food insecurity can find food in Darcy's Pantry, located on the upper level of the Stephen C. Hall Building (215 Bobby Dodd Way). The pantry is named in memory of Dr. Darcy Mullen, a scholar of food security and activist for student welfare.

Technical Support

Canvas Support

Phone (24/7): 1-877-259-8498

Chat (24/7): [Chat with Canvas Support \(Students\)](#)

Email: canvas@gatech.edu