TCC 1990. Elective. 1-4 Hours.
Offers elective credit for courses taken at other academic institutions. May be repeated without limit.

TCC 2200. Introduction to Technical Writing. 3 Hours.
Presents the elements of technical writing: performing audience analysis, conducting content-focused research, planning and structuring content, and designing documents/media for targeted audiences. Applies the output of content development, the results of information-gathering techniques, and the structure of content to a variety of media such as printed and electronic documents, Web content, and instructional materials. Offers students an opportunity to practice organizing, designing, researching, authenticating, formatting, writing, and editing content used in a variety of technical documents/media and for a variety of technical/nontechnical audiences; to examine a variety of technical documentation/media types; and to describe objects, mechanisms, or processes.

TCC 2990. Elective. 1-4 Hours.
Offers elective credit for courses taken at other academic institutions. May be repeated without limit.

TCC 3200. Digital and Social Communication Technologies. 3 Hours.
Identifies and examines social media monitoring tools, language translation systems, document storage technologies, and content and learning management systems. Examines Internet (Web) delivery systems and describes social media platforms. Explores usability issues, digital file management fundamentals, and digital file naming systems. Offers students an opportunity to perform basic Web-oriented coding (HTML+); to describe the Web and the role of social media; to compare and contrast major Web technologies, content, and learning management systems; and to explore usability issues.

TCC 3210. Technical Editing. 3 Hours.
Examines the role of the technical editor in business, industry, the sciences, and within organizations. Identifies technical editorial techniques: proofreading, correcting grammar and syntax, correcting spelling, and researching technical terms and methods available for the analysis and critique of manuscripts/media. Describes working with authors, technical writers, and subject-matter experts (SMEs) such as scientists and engineers. Offers students an opportunity to practice technical editing skills, project editing, creating a consistent look and feel to documents/media, revising and rebuilding projects, working collaboratively, and presenting edits and corrections.

TCC 3220. Technical Promotional Writing. 3 Hours.
Explores the structure, style, and graphic presentation of technical content as rendered through promotional data sheets, brochures, and online advertisements for technical products and services. Describes the process of combining subject-matter knowledge and copywriting skills to design, develop, and produce professional-quality technical documents/media such as brochures, articles, product catalogs, demonstration kits, slide presentations, and Web pages. Offers students an opportunity to create technical writing content that persuades, such as election flyers and trade-show handouts; to examine and correct inaccurate and vague content descriptions, such as MSDS fact sheets and data analysis discussions; and to produce effective, persuasive written content, such as research laboratory annual reports and public policy news releases.

TCC 3230. Writing for the Biotechnology and Pharmaceutical Industries. 3 Hours.
Describes the content development process as it pertains to biosciences and pharmaceutical industries. Defines writing styles and document/media preparation appropriate for these industries. Explores the formal review cycle and then defines a formal review process. Explores bioethics, confidentiality policies, the need for quantification, and the detailed authenticating and referencing of source material. Offers students an opportunity to use corporate models and examples chosen from marketing, research, and sales for various technical documents/media such as abstracts, patient handouts, inserts and labels, and Web pages; to prepare medical data and research results for publication; to practice writing introductions, methods, and results; to create abstracts and summaries; and to participate in a peer-review process.

TCC 3240. Proposal and Grant Writing. 3 Hours.
Identifies techniques of effective argument and persuasive writing relative to proposal development. Compares and contrasts the various types of proposals generated by both nonprofits and industry and describes the importance of performing detailed audience analysis and researching funding opportunities. Lists and examines the elements of most proposals: cover letter, abstract/executive summary, needs statement, goals and objectives, project design, project evaluation, team members, budget, and time frame. Offers students an opportunity to prepare the elements of a proposal; to execute a step-by-step analysis of a request for proposal (RFP) or bid set; to create and then peer-review a mock proposal in a simulated situation through role-playing and participation on a proposal project team; and to execute collaborative writing assignments.

TCC 3450. Writing for the Web. 3 Hours.
Compares and contrasts how readers/viewers scan rather than read Web pages and why Web writing differs from traditional text/prose writing. Describes writing styles and how to structure information for the Web. Defines human factors and how they affect writing for the Web. Describes Web navigation and labeling, examines visualization concepts and theory, and presents the processes of evaluation and usability testing. This writing-intensive course offers students an opportunity both for hands-on laboratory-type experiences through planning, designing, building, and testing Web sites and for collaborative work with classmates.

TCC 3990. Elective. 1-4 Hours.
Offers elective credit for courses taken at other academic institutions. May be repeated without limit.

TCC 4990. Elective. 1-4 Hours.
Offers elective credit for courses taken at other academic institutions. May be repeated without limit.

TCC 6100. Introduction to Technical and Professional Writing. 4 Hours.
Introduces the basic principles of organizing, creating, and writing technical content. Reviews technical conventions such as headings, styles, and tone. Discusses the presentation of technical information to various audiences, including differences in prose style depending upon the audience. For example, reviews the differences in writing content for proposals, white papers, marketing, and end-user documentation. Emphasizes the concepts and skills for preparing content for technical manuals.
TCC 6102. Editing Technical Content. 4 Hours.
Introduces the practice of technical editing. Offers students an opportunity to learn the levels of editing, including developmental, technical, and copy editing. Other topics include the editor’s role in the publication cycle, the editor’s role within a technical publications department, working with writers in the department, and the creation and uses of style guides. The role of the editor in the online medium sometimes blurs distinctions between design, content, technical, and marketing, and this is assessed in the context of the evolving role of editing online content. Other issues discussed include word choice, consistency, and sentence structure. Uses weekly assignments to assist students to understand and master technical editing principles.

TCC 6110. Information Architecture. 4 Hours.
Introduces concepts important to the design of information architecture. Central to the course is an understanding of user-centered design principles. User-centered design requires that the information designer incorporate the end user into the design process. Offers students an opportunity to analyze and describe the design of an existing information appliance and then move on to the analysis of the design of an information architecture. Finally, students submit their own plans for an information architecture accompanied by a contextualizing document that describes the audience and circumstances for the use of the design.

TCC 6120. Usability and User Experience. 4 Hours.
Introduces and examines theories and practical application of research, evaluation, and design of information products, systems, user interfaces, and the wider user experience. Incorporates the user-centered design (UCD) process as the primary methodology. Reviews numerous usability methods in-depth, including usability testing; heuristic and expert evaluation; prototyping; user research (including surveys, user interviews, and the role of ethnography in this field); and the emerging methods in the field. Concludes with a look into the possible futures of usability.

TCC 6150. Writing Portfolio. 2 Hours.
Offers students an opportunity to complete a professional writing portfolio. Students are guided through critically evaluating their existing work and how best to present their work in a portfolio. Includes information regarding portfolio design, content, and delivery.

TCC 6200. Ethics in Technical Communication. 4 Hours.
Focuses on introducing students to definitions and philosophies of ethics as they pertain to technical communication. Examines both hypothetical and real-world scenarios encountered by technical communicators. Often, technical communicators face ethical dilemmas in creating technical documents, ranging from legal and confidentiality issues to honesty and conflicting cultural values. Offers students an opportunity to explore and analyze ethical decision-making scenarios and make recommendations for action on both personal and managerial levels.

TCC 6400. Structured Documentation. 4 Hours.
Introduces the process of analyzing, organizing, and presenting information using techniques for structuring and authoring data. Presents information types, presentation methods, XML, DTDs, and the principles of structured writing. Offers students an opportunity to use what they learn to design and generate documents that can be easily and efficiently assembled, published, and delivered to the intended audience.

TCC 6410. Online Documentation. 4 Hours.
Introduces students to the types of online documentation written by technical writers, including help messages, online reference guides, and tutorials. Discussions and demonstrations cover the techniques as well as the principles of online documentation design, production, and evaluation, with emphasis on current technologies and software.
TCC 6490. Usability Testing for Technical Communicators. 4 Hours.
Introduces and examines how to plan, create, run, and facilitate usability testing based on best practices and known testing methodologies. These concepts and methodologies can be used to test products, services, websites, and documentation. Includes an overview of how to construct a usability test, recruit participants, facilitate test sessions, analyze results, and report findings. Emphasizes the emerging use of remote and mobile usability testing.

TCC 6495. Document Design. 2 Hours.
Covers both the principles of document design and the practical skill of using Microsoft Word (Windows and Mac). Explores basic text and paragraph formatting as well as more advanced topics such as page layout, creating styles, using themes, and editing/inserting graphics. Class assignments apply the techniques studied to actual documents. Discussions are an integral part of the course that broaden the classroom experience with issues designed to expand technical communication knowledge. Offers students an opportunity to learn how to solve documentation challenges—creating documents, revising existing documents, or converting older versions to newer versions.

TCC 6610. Prototyping. 2 Hours.
Covers the fundamental principles and methods of prototyping. A prototype is a vehicle that represents a design of something, such as a traditional user interface, a document, or a Web site. Discusses several of the most common methods used by content specialists. Investigates the uses and effectiveness of low-, medium-, and high-fidelity levels of prototyping methods. Reviews sketching, paper prototyping, and the most common prototyping software packages. A significant portion of the course involves collaboration and practical hands-on experience in the creation and iteration of various prototypes.

TCC 6620. Collecting User Data. 2 Hours.
Presents the different methods employed by content specialists to obtain feedback from users. Emphasizes understanding which data collection method is optimal for a particular context, environment, and information need. Focuses on different types of user groups and how they affect the way data collection is undertaken and completed. Also addresses data analysis, which is often the most challenging part of the process. Covers aspects of privacy and ethics, within the context of usability testing, and the Personally Identifiable Information (PII) Law in Massachusetts. Discusses the core methods of the basics of Web analytics, writing and administering surveys, and how to perform successful interviews.

TCC 6630. Introduction to XML. 2 Hours.
Presents an overview of the Extensible Markup Language (XML). In content-heavy technical communication workplaces, using structured XML content allows authors to produce consistent documentation. Offers students an opportunity to understand the basics of XML—including XML rules and syntax, structuring data with XML, and validating data with Document Type Definitions (DTDs) and schemas—and ample practice with XML. Also covers using cascading style sheets (CSS) and Extensible Stylesheet Language Transformations (XSLT).

TCC 6640. Wiki-Based Documentation. 2 Hours.
Offers students an opportunity to create their own wiki-based documentation project. Using wikis for writing technical documentation has been popular with open-source applications for many years. Today, wikis are increasingly being used by both nonprofit and commercial enterprises for their documentation needs. Students are expected to set up and edit their own personal wiki space as well as to collaborate with others to help develop their wiki pages. Also touches upon effective wiki design, usability, modular documentation, and collaborative writing and editing as part of understanding the best practices associated with creating wiki-based documentation.

TCC 6710. Content Strategy. 4 Hours.
Examines the emerging discipline of content strategy and its critical role and impact on design, creation, distribution, and governance of an organization’s content. Explores a variety of issues relating to the life cycle of an organization’s content, including strategy, audits, the role of legacy content, content migration, and content management systems (CMS). Reviews the role that staff, technical resources, and constraints play within content strategy and discusses the future role of content strategy within a variety of organizations.

TCC 6850. Technical Communications Capstone Project. 4 Hours.
Offers students an opportunity to use classroom learning to produce a final project, such as a technical manual, online help system, or Web-based assistance product. Offers practical advice and guidance on how to function effectively within the technical publications work environment. Seeks to prepare students for as many realistic situations as possible in the work environment, including how to deal with difficult people and situations. Reviews the most current research and trends in the profession. Students work both individually and within groups on various assignments and projects.

TCC 6862. Elective. 1-4 Hours.
Offers elective credit for courses taken at other academic institutions. May be repeated without limit.

TCC 7983. Topics. 1-4 Hours.
Covers special topics in technical communications. May be repeated without limit.

TCC 7995. Project. 1-4 Hours.
Focuses on in-depth project in which a student conducts research or produces a product related to the student’s major field. May be repeated without limit.