

Effective Teaching of Technical Communication

Theory, Practice, and Application

Edited by Michael J. Klein



Foundations and Innovations in Technical
and Professional Communication

EFFECTIVE TEACHING OF TECHNICAL COMMUNICATION

THEORY, PRACTICE, AND APPLICATION

Foundations and Innovations in Technical and Professional Communication

Series Editor: Lisa Melonçon

Series Associate Editors: Kristin Marie Bivens and Sherena Huntsman

The Foundations and Innovations in Technical and Professional Communication series publishes work that is necessary as a base for the field of technical and professional communication (TPC), addresses areas of central importance within the field, and engages with innovative ideas and approaches to TPC. The series focuses on presenting the intersection of theory and application/practice within TPC and is intended to include both monographs and co-authored works, edited collections, digitally enhanced work, and innovative works that may not fit traditional formats (such as works that are longer than a journal article but shorter than a book).

The WAC Clearinghouse, Colorado State University Open Press, and University Press of Colorado are collaborating so that these books will be widely available through free digital distribution and low-cost print editions. The publishers and the series editors are committed to the principle that knowledge should freely circulate. We see the opportunities that new technologies have for further democratizing knowledge. And we see that to share the power of writing is to share the means for all to articulate their needs, interests, and learning into the great experiment of literacy.

EFFECTIVE TEACHING OF TECHNICAL COMMUNICATION

THEORY, PRACTICE, AND APPLICATION

Edited by Michael J. Klein

The WAC Clearinghouse
wac.colostate.edu
Fort Collins, Colorado

University Press of Colorado
upcolorado.com
Boulder, Colorado

The WAC Clearinghouse, Fort Collins, Colorado 80523

University Press of Colorado, Boulder, Colorado 80027

© 2021 by Michael J. Klein. This work is licensed under a Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International.

ISBN 978-1-64215-112-1 (PDF) | 978-1-64215-113-8(ePub) | 978-1-64642-189-3 (pbk.)

DOI 10.37514/TPC-B.2020.1121

Produced in the United States of America

Library of Congress Cataloging-in-Publication Data

Names: Klein, Michael J., 1969- editor.

Title: Effective teaching of technical communication : theory, practice, and application / edited by Michael J. Klein.

Description: Fort Collins, Colorado : The WAC Clearinghouse ; Boulder, Colorado : University Press of Colorado, [2021] | Series: Foundations and innovations in technical and professional communication | Includes bibliographical references and index.

Identifiers: LCCN 2021003565 (print) | LCCN 2021003566 (ebook) | ISBN 9781646421893 (paperback) | ISBN 9781642151121 (adobe pdf) | ISBN 9781642151138 (epub)

Subjects: LCSH: Communication of technical information--Study and teaching.

Classification: LCC T10.5 .E345 2021 (print) | LCC T10.5 (ebook) | DDC 601/.4076--dc23

LC record available at <https://lcn.loc.gov/2021003565>

LC ebook record available at <https://lcn.loc.gov/2021003566>

Copyeditor: Meg Vezzu

Designer: Mike Palmquist

Series Editor: Lisa Melonçon

Series Associate Editors: Kristin Marie Bivens and Sherena Huntsman

The WAC Clearinghouse supports teachers of writing across the disciplines. Hosted by Colorado State University, and supported by the Colorado State University Open Press, it brings together scholarly journals and book series as well as resources for teachers who use writing in their courses. This book is available in digital formats for free download at wac.colostate.edu.

Founded in 1965, the University Press of Colorado is a nonprofit cooperative publishing enterprise supported, in part, by Adams State University, Colorado State University, Fort Lewis College, Metropolitan State University of Denver, University of Colorado, University of Northern Colorado, Utah State University, and Western Colorado University. For more information, visit upcolorado.com.

■ Contents

Introduction to Effective Teaching of Technical Communication. 3
Michael J. Klein

PART ONE: EXPANDING PEDAGOGY. 11

1. Beyond Situated Learning: Rethinking Internship Theory and Practice in the Distributed Workplace. 13
Jennifer L. Bay

2. Interstitial Design Processes: How Design Thinking and Social Design Processes Bridge Theory and Practice in TPC Pedagogy 29
Liz Lane

3. Engaging Plain Language in the Technical Communication Classroom 45
Kira Dreher

4. (Teaching) Ethics and Technical Communication 67
Derek G. Ross

PART TWO: SHAPING CURRICULUM 89

5. Confronting Methodological Stasis: Re-Examining Approaches to Technical Communication Pedagogical Literacy Frameworks 91
Halcyon M. Lawrence and Liz Hutter

6. Trial and Error: Designing an Introductory Course to Technical Communication. 111
Chen Chen

7. Regenerating a Once Fallow Ground: Theorizing Process and Product in 21st-Century Technical Communication Ecologies 131
Adrienne Lamberti and David M. Grant

8. Creating the “Through-Line” by Engaging Industry Certification Standards in SLO Redesign for a Core Curriculum Technical Writing Course 147
Julianne Newmark and Joseph Bartolotta

PART THREE: INCORPORATING TECHNOLOGY. 167

9. The Rhetoric, Science, and Technology of 21st Century Collaboration 169
Ann Hill Duin, Jason Tham, and Isabel Pedersen

10. Using the Community of Inquiry Theory to Assess Online Programs and Help Students to Analyze Their Learning	193
Julie Watts	
11. Designing a Team-Based Online Technical Communication Course	209
Luke Thominet	
12. Preparing Future Professionals in and for a Global Context: A Case for Telecollaborative Educational Initiatives	231
Elisabet Arnó-Macià and Tatjana Schell	
PART FOUR: ENGAGING COMMUNITIES	253
13. Visual Communication in Community Contexts	255
Elise Verzosa Hurley	
14. Competing Mentalities: Situating Scientific Content Literacy Within Technical Communication Pedagogy	271
Lisa DeTora	
15. Technical Communication Pedagogy and Layered Literacies in Workplace Training Courses	287
Elizabeth L. Angeli	
16. Hidden Arguments: Rhetoric and Persuasion in Diverse Forms of Technical Communication	303
Jessica McCaughey and Brian Fitzpatrick	
Contributors	319
Index	325