8-27-2018

Technical and Business Writing

Rhonda Lewis Dr.
Collin College

Recommended Citation

COLLIN COLLEGE

COURSE SYLLABUS

Course Information

Course Number: ENGL 2311

Course Title: Technical and Business Writing

Course Description: Intensive study of and practice in professional settings. Focus on the types of documents necessary to make decisions and take action on the job, such as proposals, reports, instructions, policies and procedures, e-mail messages, letters, and descriptions of products and services. Practice individual and collaborative processes involved in the creation of ethical and efficient documents.

Course Credit Hours: 3
    Lecture Hours: 3

Prerequisite: ENGL 1301

Student Learning Outcomes:
- **State Mandated Outcomes:** Upon successful completion of this course, students will:
  1. Recognize, analyze, and accommodate diverse audiences.
  2. Produce documents appropriate to audience, purpose, and genre.
  3. Analyze the ethical responsibilities involved in technical communication.
  4. Locate, evaluate, and incorporate pertinent information.
  5. Develop verbal, visual, and multimedia materials as necessary, in individual and/or collaborative projects, as appropriate.
  6. Edit for appropriate style, including attention to word choice, sentence structure, punctuation, and spelling.
  7. Design and test documents for easy reading and navigation.

Withdrawal Policy: October 20, 2018, is the last day to withdraw.

Collin College Academic Policies: See the current *Collin Student Handbook*

Americans with Disabilities Act Statement: Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student's responsibility to contact the ACCESS office, SCC-D140 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current *Collin Student Handbook* for additional information.

Instructor's Name: Dr. Rhonda Lewis
Office Number: J-238 (located in the J Building; Suite J-236)
Office Hours: MW10am-12pm; TR 9am-10am
Phone Number:
Email: RhondaLewis@collin.edu
Email is my preferred method of contact. I will generally respond to emails within 24 hours, though it may take a little longer on weekends. I will only respond to emails sent from CougarMail or within Canvas, not from outside email addresses.

Class Information:
  Section Number: ENGL 2311 – P01 CRN 12643
  Meeting Times: MW 1:00pm-2:15pm
  Meeting Location: LH142 (Lawler Hall)

Minimum Technology Requirement:
- Students need to have access to, and be able to use, Cougarmail and Canvas
- Students need to know how to use Google Docs to store and transfer work
- Students need to have access to, and be able to use, a word processor that can save
- documents as .doc or .docx files (such as Word). If you use another word processor such
- as Pages, Google Docs, or Open Office, you must download/save your files as .doc or
- .docx files before you submit them
- Students need to know how to upload and download files and attachments

Course Resources: Markel, M. (2017). *Practical strategies for technical communication* (2nd ed.). Boston, Mass: Bedford/St. Martin's. ISBN: 9781319003364

Supplies: Textbook, notebook, writing utensils, flash drive or other means for storing and saving digital documents (Google docs, dropbox, for example), access to Internet and a word processing program.

Grading Method: The class is graded on a point scale, with a total of 1000 points for the semester. The breakdown of individual point values is as follows:
- Business letter: 75 points
- Resume: 75 points
- Instruction manual: 100 points
- Proposal: 125 points
- Proposal presentation: 25 points
- Quizzes): 25 points each (4 quizzes total)
- Portfolio: 100 points
- Microblog discussions: 15points each (5 discussions total)
- Classwork/Participation 75 points
- Group Case Studies: 50 points each (3 total case studies)
- Service Learning Project 50 points
- Final exam 50 points

Course Grading Scale (out of 1000 points)

A	900-1000

B	800-899
C	700-799
D	600-699
F	0-599

Grading/Assignment Explanation

Assignments: Written assignments will be graded according to the rubrics outlined in canvas. Written assignments must be submitted through the appropriate submission link in Canvas on time and in the correct file format (.doc or .docx). All written assignments must be typed in APA formatting. All work must be written *for this class*; do not submit recycled papers written for another class.

Portfolio: In this course, you will compile an electronic portfolio that includes written work completed throughout the 16 weeks. Part of the portfolio assignment will be you assessing your strengths and weaknesses as a writer. More details will be explained in class regarding this assignment.

Participation: Your participation grade is composed of all other homework and classwork assignments, as well as your daily participation grade.
- ✓ **Homework**: In order to allow students to work on thorough revision and editing, rough drafts and other homework assignments must be on time and *complete* – they must meet minimum word, formatting, and research requirements for the assignment in order to receive full credit. Homework is due at 11:59pm on the night before class, to allow me time to adjust lesson plans as necessary before class starts. Late rough drafts may receive up to half credit if they are submitted before the end of the unit they belong to (that is, when the final draft of that paper is due). No other late homework will be accepted.
- ✓ **Classwork**: This grade is determined by your active preparation and engagement in class activities. This refers to activities completed in class individually or in groups. If students are absent or late to class and miss a quiz, group activity, workshop, or other graded activity, they will not be able to receive points.

Late Work: If an assignment is submitted after the deadline, it will be considered late. The late penalty is 10% per 24 hours (5% for the first 12 hours after the due date). In some cases, I may be willing to extend deadlines for major projects. This is done on a case-by-case basis; please communicate with me as early and as completely as possible if you feel you have unusually difficult circumstances so that we can discuss a potential extension. No late essay submissions will be accepted after the start of the final exam period for this course.

Instructor Grading/Feedback: The "turn around" time for homework, quizzes, and other small assignments will generally be within 3-4 days, and grades will be recorded on Canvas. The "turn around" time for major papers will be within 5-7 days, and students will be able to access feedback and grades on Canvas.

Service Learning: Service learning is a service-based application that benefits the community. Service learning projects are a component of a credit bearing class with specific academic learning objectives associated with a grade. In this course, you will complete one service-learning project as a group. After completing the service-learning project, students will write a 300 word or one page reflection.

Extra Credit: There will be three opportunities to earn a few extra points in this class. You can earn an extra 5 points by attending one of the three "Feed the City" volunteer events. Feed the City is an event that helps fight hunger. Each individual who attends will be making sandwiches to help those in need. For additional details, please see me in class. After completion of one Feed the City event, you will write a 150-word reflection. Extra credit opportunities are Saturday September 1st, Saturday November 3rd, and Saturday December 1st.

Attendance/Tardiness

- ✓ **Attendance**: Attendance is vital in this class. You should come to class prepared to discuss the assigned readings. *You cannot get credit for an in-class activity if you are not in class.* Additionally, I will cover material during class that is not in the readings but will be required in your essays; you will still be held accountable for course concepts even if you are absent from class when we go over them. In other words, your grade in the course will be directly impacted by not attending class.
- ✓ **If you are absent, you should still be prepared for the next class that you attend.** Get contact information for classmates to make sure you stay caught up. Homework assignments are always available in the syllabus; if you ask me what the homework is, I will refer you to the syllabus.
- ✓ **Religious Holidays:** Please notify me beforehand about any class days you will miss for religious holidays so that I can plan accordingly. Please reference Section 2 Policies and Procedures, Sub-section 2.23 Religious Holidays in the current *Collin College Student Handbook*.
- ✓ **Tardiness and Leaving Class Early**: Tardiness is frequently disruptive to other students and to the teacher; please be prompt and prepared for every class. Being significantly or frequently late to class may result in loss of participation credit. If you need to leave class early, please let me know before class whenever possible, and leave as quietly as you can. If an emergency arises and you do leave without letting me know before class, please send an email afterward as a courtesy to me.

Communication

- ✓ **Email:** Please make sure you use your CougarMail or Canvas mail for all email correspondence. You also need to use the conventions of formal academic/professional emails for all communications via email with me throughout the class (a subject line, a greeting, a full and complete description of your message or question, and a signature with your name and course number/time). This applies even if you are just replying to an email or sending a document as an attachment. Additionally, please be aware that I will only discuss grades in person, not via email.
- ✓ **Civility:** Over the course of the term, we will likely discuss sensitive matters and explore differing viewpoints. Please be considerate and respectful towards everyone throughout the course in both discussion and writing. Audience awareness and respect are key components of successful composition and academic/professional communication.
- ✓ **Disruptive Behavior:** Behavior that detracts from the positive learning environment of the classroom will not be tolerated (Please reference Section 7 Student Code of Conduct, Sub-section 1.2 Disorderly Conduct in the current *Collin College Student Handbook*).
- ✓ **Scholastic Dishonesty and Plagiarism:** Please see section 7-2.2 of the *Collin Student Handbook* for definitions of scholastic dishonesty and plagiarism and information on Collin's policies. If a student is found responsible for academic dishonesty or plagiarism (intentional or unintentional), a penalty ranging from a 0 on an assignment to an F in the course will be assigned based on the instructor's interpretation of the severity of the situation.

Technology

- ✓ **Computer and printer problems are not valid excuses for late or missing work**; make sure you save your work on a flash (USB) drive, email it to yourself, and/or save it to a cloud service (like dropbox, OneDrive, or Google docs) to make sure you don't lose it if anything happens to the computer or internet connection.
- ✓ **Technical Help**: Please complete work early to give yourself extra time in case of technical problems. Students needing technical help with software, attachments, or e-mail should seek help here: http://www.collin.edu/academics/ecollin/technicalsupport.html
- ✓ **Submission errors**: If you ever have problems submitting work on Canvas, please immediately email

me a copy of the completed work to show me that it was finished by the due date. An email without the completed work attached as a .doc or .docx file will not demonstrate that the work was completed on time. You must still submit it on Canvas as soon as possible in order to receive credit.

- ✓ **Cell phones**: Cell phones/ smart devices are encouraged, as we will use them for various class activities. When electronic devices are not in use for learning activities, please silence them on vibrate. If you are expecting an emergency call, please step outside the classroom to take your call. During quizzes, you may use cell phones to listen to music, but the playlist must be set beforehand and the phone must be inside a pocket or bag/purse under the desk; you may not touch the phone at all until the quiz is handed in.
- ✓ **Laptops and tablets**: You may bring and use laptops or tablets during the portions of the class when you are doing in-class writing or other activities where they may be useful. Please have the laptops and tablets closed or off during large- or small-group discussions so that you can participate more fully in those discussions. Use of a laptop for non-class activities may result in loss of participation points for the day.

SOBI

Collin College's Strategies of Behavioral Intervention (SOBI) team is an interdisciplinary, college-wide team whose mission is to provide support for students, faculty, and staff, and to facilitate a positive and effective learning environment. In order to accomplish this, the SOBI team has designed a process for assisting students who may display various levels of concerning behavior (e.g., strange or unusual behavior; changes in dress, personal hygiene, or physical appearance; threats of harm to self or others; etc.). Any behavior that becomes a concern to you or that negatively affects your ability to succeed as a student at Collin College may be referred to SOBI.

Please note that SOBI is not a disciplinary committee, and SOBI actions are not a substitute for disciplinary procedures. Reports of Student Code of Conduct (Code) violations will be referred directly to the Dean of Students for disciplinary action.

To submit a SOBI referral through CougarWeb, go to the "Student" tab, scroll down to the section entitled, "Safety and Wellness" and then click on "Refer information of concern (SOBI)". Complete the form as fully and as accurately as possible. You can obtain more information about SOBI (including how to submit a referral from off-campus) on the SOBI website, which can be found here (https://www.collin.edu/studentresources/SOBI/).

Daily Schedule

This schedule may be subject to change; if I make any adjustments, I will announce them in class and through Canvas beforehand. Be aware that all assigned readings may be tested through unannounced quizzes in class. Homework is always due at 11:59pm the day before class.

Dates	Week 1 Meeting Details
Monday August 27	Introduction to Technical and Business Writing Syllabus overview Introduction to canvas **Homework: Read the entire course syllabus; print and sign the syllabus agreement by Wednesday August 29th Also read chapter 1**
Wednesday August 29	Turn in signed syllabus agreement forms Syllabus review

	APA formatting Portfolio assignment Review chapter 1 (What is technical communication) **Homework: Read chapter 2**
	Week 2 Meeting Details
Monday September 3	Labor Day Holiday
Wednesday September 6	Review Chapters 1 and 2 (Ethics in the workplace) **Homework: Read Chapters 3**
	Week 3 Meeting Details
Monday September 10	Review Chapter 3 (Writing collaboratively) Review for quiz **Homework: study for quiz over chapters 1 and 2**
Wednesday September 12	Chapter 3 continued Quiz over chapters 1 and 2 **Homework: Read chapter 6**
	Week 4 Meeting Details
Monday September 17	Review Chapter 6 (Writing for your readers)
Wednesday September 19	Chapter 6 continued Group Case Study **Homework: Read chapter 9**
	Week 5 Meeting Details
Monday September 24	Review for quiz Review chapter 9: Business letters, emails, microblogs (Twitter) **Homework: study for quiz over chapters 3 and 6**
Wednesday September 26	Chapter 9 continued Quiz over chapters 3 and 6
	Week 6 Meeting Details
Monday October 1	Review chapter 10: Resumes Begin microblogging through twitter (set up accounts) Group Case Study
Wednesday October 3	Chapter 10 continued Business letter due Microblog discussion due **Homework: Read chapter 11**
	Week 7 Meeting Details
Monday October 8	Review chapter 11: Proposals Resumes due **Homework: continue working on group proposals**
Wednesday October 10	Chapter 11 continued Form groups for final group project

	Microblog discussion due **Homework: Read chapter 14**
	Week 8 Meeting Details
Monday October 15	Review Chapter 14: Instruction manuals Group Case Study **Homework: continue working on group proposals**
Wednesday October 17	Chapter 14 continued Group proposal topics are due Microblog discussion due **Homework: Read chapter 7 and study for quiz over chapters 11 and 14; continue working on group proposals**
	Week 9 Meeting Details
Monday October 22	Review for quiz Review chapter 7: Designing print and online documents Microblog discussion due **Homework: continue working on group proposals**
Wednesday October 24	Quiz over chapters 11 and 14 Chapter 7 continued **Homework: Read chapter 8; continue working on group proposals**
	Week 10 Details
Monday October 29	Review chapter 8: Creating graphics Group Case Study **Homework: finish working on instruction manual; continue working on group proposals**
Wednesday October 31	Chapter 8 continued Instruction manual due Microblog discussion due **Homework: read chapter 15; continue working on group proposals**
	Week 11 Details
Monday November 5	Review chapter 15: Oral presentations **Homework: continue working on group proposals**
Wednesday November 7	**Continue working on group proposals**
	Week 12 Details
Monday November 12	Research week for proposals
Wednesday November 14	Research week for proposals
	Week 13 Details

Monday November 19	Research week for proposals
Wednesday November 21	**Thanksgiving Holiday**
Thursday November 22	**Thanksgiving Holiday**
Friday November 23	**Thanksgiving Holiday**
	Week 14 Details
Monday November 26	Proposal presentations begin
Wednesday November 28	Proposal presentations continued
	Week 15 Details
Monday December 3	Portfolios
Wednesday December 5	Portfolios are due Thursday December 6
	Week 16 (Finals Week)
Wednesday December 12	Final Exam 1pm-3pm

<div align="center">

Student Agreement

ENGL 2311 Fall 2018 CRN 12643

</div>

To the Student: You will need to type your initials in front of each statement, print and date the form below, save a copy (PDF) of the file for yourself and submit a copy via Canvas. This document provides you with an understanding of student responsibilities with regards to this course. These items are normally discussed on the first day of a face-to-face course.

_____ I have read the course syllabus posted on Canvas and or sent via email by Dr. Lewis.

_____ I understand that I need to be on time to class and engaged in all class activities.

_____ I understand that if I arrive more than 5 minutes late to class or leave more than 15 minutes prior to the end of class, I will not receive points for in class activities and a score of zero will be entered for assessments given on that day. Exceptions are days when exams are given. See next item.

_____ I understand that I am expected to come to class prepared and ready to participate in class discussions.

_____ I understand that extra credit and or allowances for a lack of preparedness will not be available.

_____ I understand that it is my responsibility to check that I have access to Collin College, CougarMail, and Canvas.

_____ I understand that if I have difficulty accessing CougarWeb and or Canvas, it is my responsibility to contact technical support to correct any computer/software issues.

_____ I understand that I may not electronically record Dr. Lewis or my classmates without filling out and submitting the electronic permission document.

_____ I have read and understand the information in the syllabus relating to email guidelines.

_____ I understand the Method of Evaluation for this course as explained in the syllabus posted on Canvas and provided by Dr. Lewis.

_____ I understand that assignments will require me to work in a group setting with other students in this course.

_____ I understand that some assignments will require me to use microblogs (as described in the textbook), which are various types of social media, such as instant messaging or twitter.

_____ I understand that I am responsible for checking Canvas daily for any updates or changes made by Dr. Lewis.

_____ I understand that in the event that there is a system wide error with CougarWeb and or Canvas, it is my responsibility to check Cougarmail and Canvas for announcements regarding when the system is available. I understand that if this should occur, I will have 24 hours after the issue is fixed to submit assignments that were due during the time the system was down.

Fall 2018 Dr. Lewis

_____ I understand that computers are available to me at Collin College and that course work must be submitted from any computer that meets technical standards.

_____ I agree that technical difficulty with my computer equipment is not an acceptable excuse for turning in late work or not turning in assessments.

_____ I understand the late work policy outlined in the syllabus.

_____ I am comfortable: logging into CougarWeb, CougarMail and or Canvas, sending emails with multiple attachments, accessing and posting within a discussion board, locating online resources, attaching digital images to online assignments.

_____ I understand that I may need to spend 20+ hours a week studying for this course.

_____ I understand that my grade is based on my ability to demonstrate my knowledge of the material rather than the amount of work that I put into the course.

_____ I understand that this course includes a service-learning project that might be completed at location other than the Collin College-Frisco Campus (DFW area).

_____ If I decide to drop my ENGL 2311 course, I understand that it is my responsibility to fill out the necessary paperwork to formally drop the course.

_____ I agree to use language that is appropriate for an academic setting with regards to communication to Dr. Lewis and classmates. I understand that this pertains to discussions, comments, chats and emails.

_____ I understand that some of my publically submitted postings, such as those used in discussions, comments, and chats will be seen or re-used for other students to see.

_____ I will contact Dr. Lewis if I have any questions, personal comments or require clarification regarding this course.

_____ I understand that if I have a disability and I am requesting accommodation; it is my responsibility to contact Collin College's ACCESS office in order to provide Dr. Lewis with the appropriate documentation.

_____ I understand that other assignments in this course can not be accessed until a signed copy of this agreement has been signed and posted in Canvas.

_____ I have read, understand and agree to the above requirements for this course.

Print Full Name _____

Preferred Name _____(For example: I prefer Dr. Lewis)

College ID _____   Date _____