1-15-2019

Technical and Business Writing

Lauryn Angel

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.

Last Day to Withdraw: 19 October 2018

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

Americans with Disabilities Act: 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 opportunity. It is the student's responsibility to contact the ACCESS office, PRC F144, to arrange for appropriate accommodations. See the current *Collin Student Handbook* for additional information.

Instructor's Name: Dr. Lauryn Angel
Office Location: J155
Office Hours: Office hours are by appointment only. Appointments are available at the following times: MW 9:30-9:55am, 11:00am-12:00pm, TR 3:00-4:30pm Additional times available by arrangement via email. Appointments may be made via the following link:
https://app.acuityscheduling.com/schedule.php?owner=11386285
Phone Number: 972.377.1514
Email: LAngel@collin.edu
Please remember that you should only use your Cougarmail account when emailing your professors.

Class Information:

> **Section Number:** P02
> **Meeting Times:** TR 10:00-11:15am
> **Meeting Location:** L206

Course Resources:
Markel, *Practical Strategies for Technical Communication*
A grammar handbook. Reccommended: Hult/Huckin, *The New Century Handbook*, 5th ed.
A flash drive or online cloud service (such as Dropbox or Google Drive) for saving your work.

Attendance Policy: Attendance is very important in this class, as all assignments and major concepts will be explained in class. **After more than five absences, you should consider withdrawing from the course or risk receiving an "F." I reserve the right to not accept work from you after you have incurred five absences.** You are encouraged to discuss any problems which may prevent you from attending regularly with me during my office hours.

Method of Evaluation:
Your final semester grade will be determined by the following

Email Project	10%
Claim Letter Project	10%
Memo Project	10%
Resume Project	15%
Collaborative Project	20%
Project Proposal	15%
Final Project	20%
Total	100%

Projects:

Students will produce formal projects, of varying lengths, over the course of the semester. For this section of the course, students will practice writing as a process, and for each paper, will produce multiple drafts, exchange those drafts with peers, and work to develop their own sense of academic writing. Students will compose a formal email, memo, claim letter, and various guides and manuals. All formal projects will be submitted to the instructor to TurnItIn.com and will be graded electronically. If there are technical issues which prevent uploading the project, please let me know as soon as possible. **Please note that it is the student's responsibility to check grades in a timely manner. Students will have one week after a final project grade is posted to discuss issues with the instructor. Students are encouraged to print a digital receipt after uploading their projects, in case of technical issues.**

Punctuality:

Students are expected to be in class on time in order to avoid interrupting the class and distracting the students and instructor. It is understandable that on rare occasions students may be late, but students who consistently come into class later than twenty minutes after class has begun will be counted absent for that day. It is the student's responsibility to check in with the instructor after class if roll has been taken.

Late Work Policy:

I do not accept late work, and all work is due at the beginning of class on the assigned dates. **I do not accept papers via email. All work must be turned in during class time on the due date. Exceptions to this policy will only be granted in cases of genuinely extenuating circumstances. You must contact me as soon as possible in the case of an emergency**. Last-minute computer problems, oversleeping, etc. do not qualify as extenuating circumstances. If you must be absent on a day that an assignment is due, please have a classmate turn it in for you or arrange to turn it in early.

Class Discussion:

In this class, we will be discussing a variety of topics-some of which you may feel strongly about. Remember...not everyone has to, or should, agree. We are all different people from different backgrounds. What may seem "right" to you may not be the same as someone else. Please respect the other students' differences (as well as mine), and they will respect yours. If you feel that someone in this class is not following this agreement, please see me. If at any time I feel that you are not showing respect to me or others, I will discuss this with you. A continuation in similar behavior will result in further action. **Please put all mobile phones on silent or vibrate before entering the classroom. In addition, all phones must be put away during class time. There should be no reason to use your phone during class time.**

SOBI (Strategies of Behavior Intervention Committee):

Collin College has developed an interdisciplinary, college-wide, Strategies of Behavior Intervention Committee (SOBI) which is designed to assist faculty, staff and students. In support of Collin College's core values, SOBI is designed to facilitate a positive and effective learning environment for all students. SOBI's mission is to provide support for students who experience various levels of distressed, disturbed and/or unregulated behavior. While this covers a large range of possible behaviors, some examples of disruptive behavior are sleeping in class, routine tardiness, leaving early without notice, poor personal hygiene, speaking without being recognized, dominating class discussion, threatening faculty members or other classmates—in and outside of the classroom, harassing faculty members or other students, overt physical disruptions or any other act of violence. SOBI is also designed to assist students who may be experiencing suicidal thoughts, those who are engaging in high-risk behaviors and/or who may be hostile or aggressive. SOBI members will work with students to find them the help they may need to deal with various behavioral issues. Again, those listed here are only some examples of what SOBI can help with. Anything that becomes a concern to you as a student, that negatively affects your ability to succeed as a student at Collin College, may be reported to SOBI.

SOBI is not a disciplinary committee but rather has developed a process by which faculty, staff and students may identify potential problems and address them before they get worse. As stated in the student handbook, SOBI actions are not a substitute for disciplinary procedures and reports of Code of Conduct violations will be referred directly for disciplinary intervention.

To submit a SOBI referral, go to the following address:
https://publicdocs.maxient.com/incidentreport.php?CollinCollege

Religious Holidays:
Please refer to the current Collin College student handbook.

Scholastic Dishonesty:
 Please see section 7-2.2 of the Collin Student Handbook.

To view the Board policies associated with this section, go to
https://pol.tasb.org/Policy/Search/304?filter=flb.

Every member of the Collin College community is expected to maintain the highest standards of academic integrity. All work submitted for credit is expected to be the student's own work. Collin College may initiate disciplinary proceedings against a student or prospective student accused of scholastic dishonesty. While specific examples are listed below, this is not an exhaustive list, and scholastic dishonesty may encompass other conduct, including any misconduct through electronic or computerized means. Scholastic dishonesty shall include, but is not limited to, one (1) or more of the following acts.

1. **Cheating** includes, but is not limited to, having access to unauthorized materials or electronic, digital media, telecommunication, and/or wearable devices (i.e., phones, smart watches, Fitbits, Bluetooth devices, tablets, etc.) during an examination; the giving or receiving of information in an unauthorized manner during an examination or to complete an assignment; using, buying, selling, soliciting, stealing, or otherwise obtaining course assignments and/or examination questions in advance; using someone else's work for an assignment as if it were one's own; submitting or resubmitting an assignment in whole or in part (i.e., recycling an assignment) for more than one (1) class or institution without permission from each of the professors; using annotated texts or teacher's editions; using information about exams posted on the Internet or in any electronic medium; leaving a test site without authority; failing to secure test materials; removing tests or answer sheets from a test site; and any other dishonest means of attempting to fulfill the requirements of a course.

2. **Collusion** includes, but is not limited to, intentionally or unintentionally aiding or attempting to aid another in an act of scholastic dishonesty; failing to secure academic work; providing a paper or project to another student; providing an inappropriate level of assistance; unauthorized collaboration or communicating answers to a classmate about an examination or course assignment; and allowing a classmate to copy answers.

3. **General Scholastic Dishonesty** includes, but is not limited to, statements, acts, or omissions related to applications for enrollment, credit or class work, research, or the award of a degree; and/or falsifying academic records or documents. Students are expected to record honestly and accurately the results of all their research. Falsification of research results shall include misrepresentations, distortions, or omissions in data or reports on research.

4. **Plagiarism** includes, but is not limited to, intentionally or unintentionally failing to quote and cite an author's words, information, and/or ideas in accordance with American Psychological Association (APA) Style, Modern Language Association (MLA) Style, The Chicago Manual of Style (Chicago Style), or another citation style approved by the professor.

Other Policies:
- ❖ The instructor will make changes in objectives, assignments, and due dates for this course if necessary. Any changes will be announced beforehand in class.
- ❖ Computers are to be used in the classroom only when the instructor has made a specific assignment. They are not to be used to check e-mail, surf the internet, work on non-related papers, etc., unless permission is given. Consistent disregard of this rule will result in computer privileges being taken away or a possible lowering of grades.

Tentative Course Schedule:

I reserve the right to make changes to this schedule as needed. Please note that all readings from the textbook must be completed before class time on the day which they are listed.

Week One:
1/22   Course Introduction
1/24   Chapter 1 – Introduction to Technical Communication
         Chapter 9 – Writing Correspondence
         Group Exercises 5-6

Week Two:
1/29   Chapter 2 – Understanding Ethical and Legal Considerations,
         Exercises 1-2
         Assign Email Project
1/31   Email Project is due at 5pm today.
         Assign Claim Letter Project
         Group Exercise 4

Week Three:
2/5   Assign Memo Project.
2/7   Claim Letter Project is due at 1pm today.
         Chapter 10, Writing Job-Application Materials, pp. 242-273
         Assign Resume Project.
         Memo Project is due at 2pm on 9/16.

Week Four:
2/14   Resume Project is due at 11:30am today.
         Chapter 3 – Writing Collaboratively and Using Social Media, pp. 33-53
         Introduce Collaborative Project
         Group Exercise 5
2/16   Chapter 4 – Analyzing Your Audience and Purpose, pp. 56-78
         Group Exercise 5

Week Five:
2/19   Chapter 6 – Writing for Your Readers, pp. 105-139
2/21   Chapter 5 – Researching Your Subject – pp. 79-104

Week Six:
2/26   Appendix A – Documenting Your Sources, pp. 415-444
2/28   Consultations and Research

Week Seven:
3/5   Chapter 14 – Writing Definitions, Descriptions, and Instructions, pp. 358-
3/7   Collaboration Day

Week Eight:
Spring Break

Week Nine:
3/19   Chapter 7 – Designing Documents and Websites, pp142-176
3/21   Collaboration Day

Week Ten:
3/26   Collaboration Day
3/28   Project Editing Day

Week Eleven:
4/2   Chapter 11 – Writing Proposals, pp. 274-297
           Introduce Proposal Project.
4/4   Research

Week Twelve:
4/9   Chapter 12 – Writing Informational Reports, pp. 298-313
4/11   Proposal Review

Week Thirteen:
4/16   Proposal Review
4/18   Proposal Editing Day

Week Fourteen:
4/23   Proposal Project Due at 12pm today.
           Introduce Final Project
4/25   Chapter 14 – Writing Definitions, Descriptions, and Instructions, pp. 358-390

Week Fifteen:
4/30   Consultations and Research
5/2   Consultations and Research

Week Sixteen
5/7   Consultations and Research
5/9   Project Editing Day

Week Seventeen – Finals Week
5/14 Final Project Due by noon today!