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# Technical and Business Writing

Eleanor Mack  
*Collin College*

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# COLLIN COLLEGE COURSE SYLLABUS

Course Information
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**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:** See the current *Collin Registration Guide* for 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 INFORMATION

**Instructor's Name:** Eleanor Mack  
**Office Number:** L 215  
**Office Hours:** By appointment only  
**Phone Number:** 972-881-5756  
**Email:** emack@collin.edu

### **Class Information:**

**Section Number:** S01 11952  
**Meeting Times:** MW 2:30 p.m. to 3:45 p.m.  
**Meeting Location:** I 231

### **Minimum Technology Requirement:**

Because you will need to submit your assignments online, please check to see if you have the technology required. If you do not, let me know, and I can help you submit assignments while you are on campus. You can find the necessary information in the Canvas course under **Course Content**.

### **Minimum Student Skills:**

Students should be proficient in navigating the Internet, uploading, downloading files, using email, and be familiar with the menus and routines in the Canvas Learning Management System. *Proficiency in word-processing software (i.e., MS Word) is considered fundamental.*

### **Required Textbooks:**

*Strategies for Technical Communication in the Workplace*, 3rd ed ©2016 L. Gurak & J. Lannon, Pearson  
ISBN 9780321995896

### **Attendance Policy:**

Attending class is extremely important in this course. If, however, you must be absent, you are expected to be prepared for class in the same manner as those students who were present. Please contact a classmate for assignments and class notes.

- You must stay in class until it is dismissed, or you will be counted as absent. Should you need to leave early, just let me know before class. If you are more than 10 minutes late, you will be counted absent.
- The number of classes you attend does matter. See the **Grading** section for details.
- Beginning with the eleventh absence your final grade in the class will drop down by one letter grade (e.g. a C will become a D).

### **Religious Holy Days**

In accordance with Section 51.911 of the Texas Education Code, Collin College will allow a student who is absent from class for the observance of a religious holy day to take an examination or complete an assignment scheduled for that day within a reasonable time. **Students are required to file a written request with each professor within the first 15 days of the semester to qualify for an excused absence.** A copy of the state rules and procedures regarding holy days and the form of notification of absence from each class under this provision are available from the Student and Enrollment Services Offices. (*Student Handbook* 6.23)

### **Plagiarism Policy:**

My plagiarism policy is in sync with the policy laid out in the *Collin Student Handbook* (be sure you check it out). If you turn in work that I suspect to be plagiarized, I will refer you and the paper to the Dean of Students. You will receive a grade on the paper after your situation is resolved with the Dean of Students' office. Most students do not plagiarize intentionally. If you have a question about citation or you just want to make sure you

are on the right track, please discuss your concerns with me. It is *always* better to request more time or lose some points rather than risk a failing grade for plagiarism.

### **Grading:**

Final grades for the semester are based on the following:

1. Writing assignments (4)	35%
2. Short Writings (2)	10%
3. Reading Quizzes (3)	10%
4. Oral Presentations (2)	10%
5. Peer Reviews (3)	10%
6. Works Cited (3)	10%
7. Final Exam	10%
8. Attendance	<u>5 %</u>
<b>Total</b>	<b>100%</b>

**Most assignments are to be submitted within the course via turnitin.com**

**Work not turned in receives a grade of 0%, not F.**

### **Grading Percentage Equivalents**

A = 89.5% – 100%

B = 79.5% – 89.4%

C = 69.5% – 79.4%

D = 59.5% – 69.4%

F = 59.4% and below. An F may also be given for flagrant plagiarism. See page 1.

### **Late Work Policy:**

You can submit any assignment up to two days late with no penalty. After that, the assignment loses 5 points per day. **No** assignments accepted after 7 days beyond the due date. If you have an issue with completing an assignment, please let me know at least 1 day before the due date.

**Most assignments are to be submitted within the course via turnitin.com**

**It is your responsibility to be sure that your file uploaded correctly for each assignment. If it is not posted, your gradebook will show a zero for the assignment.**

**NOTE: If you upload an assignment into the Comments box instead of the assignment link, the upload will receive a zero.**

### **Writing Assignments Evaluative Criteria:**

Written assignments are evaluated according to the criteria stipulated in the prompt and the standardized writing rubric, which will be distributed in class. In this course, students will be given a percentage grade, based on the instructor's evaluation of each assignment.

### **Delivery Method of Instructor Feedback and Turn-around Time for Submitted Work:**

- Writing assignments will be graded and evaluated approximately within 7 days after the submission deadline date. A student's grade, along with instructor comments, will be available in **My Grades**.
- A percentage grade is given on all assignments for the course. The percentage grade enables students to track their progress during the semester and report this progress to their academic advisors, if required.
- All grades and grading comments are treated confidentially. This information falls under the purview of the Family Educational Rights and Privacy Act (FERPA), a federal law which assures students' privacy to their grades, transcripts, and other educational records at Collin College.

- **Instructor Response:** Students are encouraged to ask me questions or email me at any time using Canvas email. As an instructor, I respond to all such emails usually within a twenty-four-hour period.
- All student assignments due **by NOON** on the due date, except for in-class assignments.
- Once a paper is graded, it is too late to submit changes or corrections.
- **A student will earn a “0” for all work that is not turned in and for all unexcused late work, unless one of the exceptions documented below applies. Exceptions: *Medical reasons* (validated by a physician’s written note) will excuse late work for a student’s illness or that of a dependent child. Other reasons warranting excusal of late work include **personal or family situations (*not work-related*)** over which the student has no control. (These situations, however, will be considered on a case-by-case basis.) *Job-related commitments* are accepted with prior approval.**
- \*\*\*All written assignments must be submitted to the Canvas courseware, as specified in the assignment directions. **STUDENTS SHOULD NOT EMAIL ASSIGNMENTS** since they cannot be accurately documented in the Canvas courseware and your grade book.

### **Peer Review of Work:**

As a student, you are required to **share drafts** of your written assignments. Dates for these are shown on the Assignment Calendar. Research validates that effective peer reviewing and collaborative sharing of ideas during each phase of the writing process increases a student’s performance on assignments.

### **Grade of Incomplete (“I”):**

Students who are prevented from completing this course because of extenuating personal circumstances (documentable illness or emergencies) may qualify to petition the College for a grade of “I” or “Incomplete” if they have completed 80% of the assigned course work and are able to come to the Spring Creek campus to sign the Incomplete Contract. The Incomplete Grade Contract requires the student to complete the remaining work in the course by a certain future deadline agreed upon by the student and the instructor in the contract. Failure to submit assignments without authorized excusals does not validate the requirements of an Incomplete Contract (See the *College Catalog*, linked on Cougar Web, about Incomplete Grades and Contracts).

**Calendar: Fall 2018****August 27 to December 16, 2018****Last day to withdraw from class with grade of "W" is Friday, October 19, 2018****[Important: A student must initiate a withdrawal from a course. Instructors cannot drop students. After this date, students will receive a performance grade.]**

<b>Date Due</b>	<b>Readings and topics</b>	<b>Assignment</b>
<b>W1 Mon. 8/27</b>	<b>Course Overview Read chapters 1, 3, 4, 5</b>	
<b>W3 Mon. 9/10</b>	<b>Quiz on chapters 1, 3, 4, 5</b>	<b>RQ 1</b>
<b>Wed. 9/12</b>	<b>Read Chapter 10 Letters and Memos</b>	
<b>W4 Wed. 9/19</b>	<b>Discussion of Letters and Memos Read Chapter 21 Oral Presentations</b>	<b>Short Writing Revised memo DUE</b>
<b>W5 Mon. 9/24</b>	<b>Discussion of Oral Presentations</b>	<b>Oral Presentations Begin</b>
<b>Wed. 9/26</b>		
<b>W6 Mon. 10/1</b>	<b>Discussion of employment materials</b>	<b>Application letter and résumé draft workshop</b>
<b>Wed. 10/3</b>		<b>Application letter and résumé DUE</b>
<b>W7 Mon. 10/8</b>	<b>Quiz on Chapters 9 and 10 Read Chapter 17 Proposals Discussion of MLA</b>	<b>RQ 2</b>
<b>Wed, 10/10</b>	<b>Discussion of Proposals</b>	<b>Oral Presentations Continue</b>
<b>W8 Mon. 10/15</b>	<b>Discussion of Proposals Discussion of MLA</b>	
<b>Wed. 10/17</b>	<b>Read Chapter 11 Definition</b>	<b>Peer Review of Proposal drafts; Works Cited due for Proposal</b>
<b>W9 Mon. 10/22</b>		<b>Proposal DUE</b>
<b>Wed. 10/24</b>	<b>Discussion of Definition</b>	<b>Oral Presentations Continue</b>

<b>W10 Mon. 10/29</b>  <b>Wed. 10/31</b>	<b>Read Chapter 16 Formal Reports</b>	Peer reviews of Definition drafts; Works Cited page due for Definition
<b>W11 Mon. 11/5</b>  <b>Wed. 11/7</b>	<b>Preparation for the Formal Report Review Chapter 16</b>	Definition DUE Oral Presentations Continue
<b>W12 Mon. 11/12</b>  <b>Wed. 11/14</b>	<b>Quiz on Chapters 17 and 11 Discussion of Formal Reports Read Chapter 7 Visuals and Chapter 8 Design</b>	RQ 3 Oral Presentations Continue
<b>W13 Wed. 11/21 to Sun., 11/25</b>	<b>Holiday</b>	Thanksgiving Break
<b>W14 Mon. 11/26</b>  <b>Wed. 11/28</b>	<b>Discussion of page and Web design as well as visuals</b>	Peer reviews of Report Drafts Works Cited page due for Formal Report
<b>W15 Mon. 12/3</b>  <b>Wed. 12/5</b>	<b>Final discussion of report elements and design  Review for final exam</b>	Final Report DUE
<b>W16 Mon. 12/10</b>	<b>Final Exam Week</b>	2:30 p.m. to 4:30 p.m.
	<b>Overall Semester</b>	Attendance

The instructor reserves the right to revise this schedule, according to class needs.