

ENC 2210: Technical Writing

Mihye Bang

Summer A 2017, Section 025B

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M,T,W,R,F | Period 2 (9:30 AM - 10:45 AM)

Office Hours: Tue/Thur Period 4, and by appointment

Classroom: TUR 2334

1. UF Catalog Description

A survey of the forms and methods of communication used in business, industry and government, including non-formal and formal reports, letters, resumes and proposals.

2. Overview

This course is designed to help students master a variety of communication strategies relevant to technical and professional writing. It offers practical information about communicating in different kinds of workplace environments, such as email, letters, resumes, memos, reports, technical descriptions, instructions, etc. The course culminates with a research report and professional proposal to solve UF community-based problems.

In class meetings, students will discuss assigned readings and projects, consult with the instructor about ongoing works, work with peers in writing and revision reviews, and collaborate with team members on group projects. This class emphasizes both individual writing projects and collaborative writing projects.

3. General Education Objectives

- This course confers General Education credit for Composition. This course also fulfills 6,000 of the university's 24,000-word writing requirement.
- *Composition courses* provide instruction in the methods and conventions of standard written English (grammar, punctuation, usage), as well as the techniques that produce effective texts. Composition courses are writing intensive. They require multiple drafts submitted to your instructor for feedback before final submission.
- Course content should include multiple forms of effective writing, different writing styles, approaches and formats, and methods to adapt writing to different audiences, purposes and contexts. Students should learn to organize complex arguments in writing using thesis statements, claims and evidence, and to analyze writing for errors in logic.
- The *University Writing Requirement* ensures students both maintain their fluency in writing and use writing as a tool to facilitate learning. To receive Writing Requirement credit, a student must receive a grade of C or higher and a satisfactory completion of the writing component of the course. This means that written assignments must meet minimum word requirements totaling 6000 words.

4. General Education Learning Outcomes

At the end of this course, students will be expected to have achieved the following learning outcomes in content, communication and critical thinking

Content:

- Identify and understand the facets and functions of the primary genres of technical writing, including letters, memos, emails, resumes, reports, proposals, technical descriptions, and technical definitions.
- Analyze and adapt to the constraints of specific rhetorical situations, including audiences, purposes, and uses

Communication:

- Address multiple audiences, including expert and non-experts
- Write documents that are accessible and reader-centered
- Strategically orchestrate elements of document design and layout, including type, spacing, color, and medium
- Integrate tables, figures, and other visuals into documents

Critical Thinking:

- Analyze information carefully and logically from multiple perspectives,
- Develop reasoned solution to problems.
- Critique and revise documents to insure that they fulfill their purposes
- Provide written and oral feedback to peers in a helpful, constructive fashion

5. Required Texts

Johnson-Sheehan, Richard. *Technical Communication Today*. 5th ed. New York: Pearson/Longman, 2015. Print. ISBN: 9780321907981

6. Assignments

Letters [350 words x 3]

1. In the first letter, you will introduce yourself to your instructor and explain what you expect to learn from this class. Describe any concerns about your writing skills or writing habits.
2. In the second letter, you will explain to which company/institute you intend to send your resume and cover letter. Describe the company's specific location, work, size, and motto, and analyse what kind of soft/hard skills the company asks in the job posting.
3. Your third letter will address what subjects/terms you intend to write about in your technical description. Explain why this subject is important and meaningful to you.

Professional Correspondence [500 words]

Using professional memo format given in the textbook, recommend a useful app to students/colleagues in your field.

**The Situation:* Your workplace/department has launched a “Tips and Tools” section on its website. You’ve been assigned to recommend an application that would be useful to professionals in your field. You will submit the recommendation as a memo addressed to your supervisor (your instructor).

Application Packet [700 words]

Produce professional-caliber job application materials: a cover letter and a resume.

Technical Description [800 words]

Compose a technical definition that relates to their field of study and consider audience needs, goals, and expectations.

Research Report [800 words]

As a preliminary step to final proposal, you need to find a problem existing in the UF campus. Before suggesting how to solve this problem, you need to devise and conduct real-world research to prove there exists a problem affecting UF communities and show its urgency. Your research report should examine the existing news articles or statistics, collect original data like student surveys or interviews, and draw conclusions about the problem’s existence, importance, and urgency.

Prospectus [300 words]

Write a mini-proposal that lays out the rationale and audience for a project.

Progress Report [500 words]

Midway through the final proposal, write a Progress Report detailing the work completed and work to be completed on the final.

Proposal [1200 words]

students will collaboratively compose a proposal that identifies a problem within the UF community requiring the creation of a new service or product in order to solve.

Attendance & Participation

Participation includes discussions, in-class activities, and workshops.

	Word Count	Points
Planning Emails	350x3 = 1200	50x3 = 150
Professional Correspondence	500	60
Application Packet (Resume+CoverLetter)	350x2 = 700	60x2 = 120
Technical Description	800	140

Research Report	800	140
Prospectus	300	50
Progress Report	500	60
Proposal	1200	180
Attendance&Participation		100
Total	6000	1000

7. Course Policies

- 1) You must complete all *assignments* to receive credit for this course.
- 2) *Attendance*: If students miss more than four periods during the term, they will fail the course. The university exempts from this policy **only** those absences involving university-sponsored events, such as athletics and band, and religious holidays. Absences related to university-sponsored events must be discussed with me prior to the date that will be missed. You should consult with the instructor, if you have any extenuating circumstances for your absence.
Tardiness: If you are late to class **twice**, you will be penalized one absence. If you know that you will need to leave class early or will be arriving late, please alert me ahead of time.
- 3) *Paper Format & Submission*: All the papers should be submitted through Canvas. All papers will be submitted as MS Word (.doc or .docx) file to E-learning. I may consider extenuating circumstances, but students must contact me at least twenty-four hours before the assignment is due. All drafts should be polished and presented in a professional manner. All papers must be in 12-point Times New Roman font, single-spaced with 1-inch margins and numbered pages.
- 4) No late assignments will be accepted, unless prior arrangements have been made with the instructor to accommodate extenuating circumstances.
- 5) *Paper Maintenance Responsibilities*. Keep duplicate copies of all work submitted in this course. Save all returned, graded work until the semester is over.
- 6) *Academic Honesty and Definition of Plagiarism*. Plagiarism violates the Student Honor Code and requires reporting to the Dean of Students. All students must abide by the Student Honor Code: <https://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>.
- 7) Students with *disabilities* who are requesting accommodations should first register with the Disability Resource Center (352-392-8565, www.dso.ufl.edu/drc/), which will provide appropriate documentation to give the instructor.
- 8) For information on UF Grading policies, see: <https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>
- 9) *Grade Appeals*. In 1000- and 2000-level courses, students may appeal a final grade by filling out a form available from Carla Blount, Program Assistant, in the Department office (4008 TUR). Grade appeals may result in a higher, unchanged, or lower final grade.
- 10) *Course Evaluations*. Toward the end of the semester, you will receive email messages asking you to go online and evaluate this course: <https://evaluations.ufl.edu/evals/Default.aspx>

8. Schedule

Week 1: 5.8-5.12		Reading	Due (*before class)
Subject: Introduction to Technical Writing; Audience & Correspondences			
M	Intro to Tech Writing	Chapter 1: Communicating in the Technical Workplace	
T	Correspondences: Letter	Chapter 5: Letters, Memos, and E-mails	
W	Rhetorical Situation	Chapter 16: Using Plain and Persuasive Style and Chapter 13: Persuading Others	Letter (1)
T	Memo Format	Chapter 2: Communicating in a Reader Focused Way	
F	Plannning Recommending Memo		Memo Outline (end of class)

Week 2: 5.15 -5.19		Reading	Due (*before class)
Subject: Persuasive Writing & Job Application Packet			
M	Job Searching	Chapter 11: Starting Your Career	Memo
T	Resume Formatting	none	
W	Intro to Cover Letter	Chapter 13: Persuading Others	Letter (2)
T	Job Application continued	Chapter 15: Organizing and Drafting	
F	Peer Review Job Application Packet	none	Draft of JA

Week 3: 5.22-5.26		Reading	Due (*before class)
Subject: Technical Definition & Description			
M	Intro to Tech Definition	Chapter 17: Designing Documents and Interfaces	Memo
T	Technical Descriptions and Specifications	Chapter 6: Technical Descriptions and Specifications	
W	Research & Technical Definition Workshops	Chapter 7: Instructions and Documentation	Letter (3)
T	Writing Day	none	
F	Peer Review Tech Definition		Draft

Week 4: 5.29-6.2		Reading	Due (*before class)
Subject: Research Design and Research Report			
M	No Class: Memorial Day		Tech Definition
T	Intro to Research Report	Chapter 19: Revising and Editing for Usability	
W	Grouping & Research Plan	Chapter 10: Analytical Reports	
T	Report Organization (Outline)	none	
F	Peer Review of Research Report	none	

Week 5: 6.5-6.9		Reading	Due (*before class)
Subject: Proposal Planning and Progress Report			
M	Intro to Proposal	Chapter 8: Proposals	Research Report
T	Committee Meetings- Solution Making	Chapter 14: Researching in Technical Workplaces	
W	Prospectus Writing	none	
T	Intro to Progress Report	Chapter 9: Activity Reports	Prospectus
F	Create visuals	Chapter 18: Creating and Using Graphics	

Week 6: 6.12-6.16		Reading	Due (*before class)
Subject: Proposal			
M	Committee Meetings- Group Work Distribution	none	Progress Report
T	Proposal Conference	none	
W	In-Class Writing Day	none	
T	No Class		Proposal
F	Wrap-up		

9. Grading Scale

Grading Scale							
A	93-100%	B	83-86.9%	C	73-76.9%	D	63-66.9%
A-	90-92.9%	B-	80-82.9%	C-	70-72.9%	D-	60-62.9%
B+	87-89.9%	C+	77-79.9%	D+	67-69.9%	E	0-59.9%