ENC 2210: Technical Writing
Summer B 2018

Course Information

Instructor: Christopher Smith
Section Number: 4798
Classroom: Matherly 0102 (MAT)
Meeting Times: MTWRF, Period 4 (12:30pm — 1:45pm)
Office Hours: Tuesday, Thursday 2-3 PM
Email: csmith32@ufl.edu

Course Description:

ENC 2210: Technical Writing is an introduction to technical and professional writing. This course presents students with practical information about communicating in different workplace environments and discourse communities. Throughout the semester students will produce and analyze texts within a number of common technical writing genres, including: emails, letters, resumes, memos, reports, proposals, technical descriptions, technical definitions, technical manuals, and proposals.

Students will analyze and respond to the different rhetorical situation each assignment presents. Students will also consider concepts such as audience, organization, visual design, style, and the material production of documents. Class meetings provide students with the opportunity to participate in on-going class discussions about assigned readings and writing projects, to work closely with the instructor, to work with peers in writing and revision workshops, and to collaborate with peers on projects. Technical writing is produced individually as well as collaboratively. Accordingly, ENC 2210 emphasizes both individual and team efforts.

Course Outcomes:

By the end of the course, students enrolled in ENC 2210 should be able to:

- identify and understand the facets and functions of the primary genres of technical writing.
- produce professional caliber technical documents
- analyze and adapt to the constraints of specific rhetorical situations, including audiences, purposes, and uses
- develop strategies for addressing multiple audiences in any given technical document, including accommodations for expert and lay audiences
- 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
- produce documents both collaboratively and independently
- develop and administer user tests; analyze and synthesize user test data

- refine writing style for clarity, concision, coherence, cohesion, and emphasis
- critique and revise documents to ensure that they fulfill their intended purposes
- work with peers to provide written and oral feedback to one another

General Education Objectives:

- This course confers General Education credit for Composition (C), and also fulfills 6,000 of the university's 24,000-word writing requirement (WR).
- *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 (WR)* 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.

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**: Students demonstrate competence in the terminology, concepts, theories and methodologies used within the academic discipline.
- **Communication**: Students communicate knowledge, ideas and reasoning clearly and effectively in written and oral forms appropriate to the discipline. Students will participate in class discussions throughout the semester to reflect on assigned readings.
- **Critical Thinking:** Students analyze information carefully and logically from multiple perspectives, using discipline-specific methods, and develop reasoned solutions to problems.

Textbooks

Johnson-Sheehan, Richard. *Technical Communication Today, 6th edition*. Pearson, 2017. Print. Revel Online Access.

Grading Points

Letters (3)	150 points
Memos (2)	150 points
Project: Job Application Packet: Resume and Cover Letter	100 points
Project: Technical Definition	100 points
Project: Proposal	100 points
Project: Manual	200 points

Project: Presentation   100 points
Professionalism and Participation   100 points

Assignments

Emails. Over the course of the semester students will write three emails:

#1: The first email assignment is written in response to the case study provided in Chapter 4 of *Technical Communication Today*. In this email, you will be writing to the CEO of the company, responding specifically to the questions/prompts presented in the case study. You will submit this email in draft form for instructor comment, present it in workshop for peer evaluation, and revise it before submitting it for a final grade
(word count: 200 words)

#2: You will write your second email to inform your instructor as to what subjects/terms you intend to address in your technical description/definition assignment.
(word count: 250 words)

#3: In the third email, you will explain to your instructor which manual assignment you will choose, why, and how you plan on completing the assignment.
(word count: 300 words)

Total word count: 900 words

Memos. There will be two memo assignments:

#1: The first memo assignment serves as an introduction between students and teacher. You'll be working with the memo format as outlined in Chapter 6 of the *Technical Communication Today*. Please note, you should fill in the correct information in the memo format to include your name, my name (as the instructor), and the correct date. You'll be responding to an assigned prompt. (word count: 100 words)

#2: The second memo is more detailed. For this project, you will read and analyze the case study in Chapter 2 of *Technical Communication Today*. Once you are familiar with the case study, you will write a memo to your instructor explaining the importance of targeted audiences in technical writing. The memo should address how and when the writers involved in this case will have to adjust their language when writing for audiences at different levels.
(word count: 550 words)

Total word count: 700 words

Project: Resume and cover letter. For this assignment, you will produce professional-caliber job application materials: a cover letter and a resume. This assignment is explained in detail in chapter 5 of *Technical Communication Today*. You will submit drafts for peer evaluation and instructor feedback.
(word count: 300 words)

Project: Technical description. For this assignment, you will respond to the prompt in chapter 7 of *Technical Communication Today*. Within the technical document, you must include at least 3 technical definitions. (word count: 400 words)

Project: Proposal. For this project, you will write a proposal (Chapter 9, *Technical Communication Today*) requesting approval for a final term project. (word count: 1000 words)

Project: Manual. For this assignment, you will have the option of completing an instructional writing scenario found in chapter 8 of *Technical Communication Today*. Remember: this assignment is linked to three other assignments: Letter #3, the proposal, and your oral presentation.

Project: Oral Presentation. For this assignment, you will prepare an oral presentation for the class which takes into consideration elements of the proposal in order to explain the functionality of your user manual.

Total word count for the entire course: 6000 words.

Course Policies

- You must complete *all* assignments to receive credit for this course.

- **Attendance:**

  This is a participation-oriented, skills-based writing course, which means that you will build your skills incrementally and systematically in each class throughout the semester. Much of the learning that takes place is spontaneous and difficult to reproduce outside of class.

  Consequently, if you miss more than two classes during the semester, your grade will drop. Each absence beyond two will lower your overall course letter-grade by 5 points. If you miss more than four classes, you will fail the course. Exempt from this policy are only those absences involving university-sponsored events, such as athletics and band, for which you must provide appropriate documentation in advance of the absence. Absences for illness or family emergencies will count toward your two allowed absences. I advise that you save your absences for when absolutely necessary.

  If you are absent, it is still your responsibility to make yourself aware of all class discussions and activities as well as any new developments, such as assignments and due dates. You are still responsible for turning assignments in on time. However, you will not be able to make up any in-class assignments. I will not approach you regarding absences and missing or late assignments, nor will I inform you of what you miss during class. Please establish contact with a classmate in order to update yourself on the course happenings in the event that you miss class. If you anticipate having a prolonged absence for any reason, please speak with me in advance to make appropriate arrangements.

  Late Arrival: Our class is discussion-based, and as such late arrival is both rude and disruptive. If you are not in the room when the class starts, you are late. If you are late three, you will be penalized one absence.

- **Participation:**

  Participation is a necessary component of your time in this class, and as such will factor into your grade. You are expected to arrive to class prepared, with homework done, articles/books read, and

paper and writing utensils at hand. You will work individually, in small groups, and in class-wide discussions. I will expect each of you to participate actively each day.

- **Class Discussion:**

  You are expected to add constructively to the conversation we have each day, or respond to questions posed by the instructor. You will treat the instructor and your fellow classmates with respect at all times, especially when you disagree with them. Anyone who breaks that rule will be asked to leave the classroom.

- **Paper Maintenance Responsibilities:**

  Students are responsible for maintaining duplicate copies of all work submitted in this course and retaining all returned, graded work until the semester is over. Should the need arise for a resubmission of papers or a review of graded papers, it is the student's responsibility to have and to make available this material.

- **Assignment Submission:**

  All papers must be in 12-point Times New Roman/Arial font, double-spaced with 1-inch margins, and every page should include your name and a number. If a source has been used in a paper, it **must** be cited on a references page.

  Every paper will be submitted as MS Word (.doc) or Rich Text Format (.rtf) documents to Canvas by the due date and time. Canvas does not read other formats. To prevent issues, please use only .doc or .rtf files.

  Assignments on Canvas will <u>close at the time they are due</u>, meaning students will not be able to submit the assignment after that point.

  Save and submit all papers in Canvas using the following file name: lastnameENC2210nameofassignment (SmithENC2210LetterOne).

  Failure of technology (hard drive crashes, printer out of ink, etc.) is not an excuse. If Canvas is not functioning properly when you attempt to submit a paper, you must immediately email me and apprise me of the situation and bring a hard copy to class, which you may submit for no penalty.

- **Email Correspondence:**

  This is an English class, so I expect your emails to me to be professional and follow rules of grammar and etiquette. Please include proper salutations and a signature that includes your name.

- **Plagiarism:**

  Plagiarism is a serious violation of the Student Honor Code. The Honor Code prohibits and defines plagiarism as follows:

  Plagiarism. A student shall not represent as the student's own work all or any portion of the work of another. Plagiarism includes (but is not limited to):

Quoting oral or written materials, whether published or unpublished, without proper attribution.

Submitting a document or assignment that in completely or in part is identical or substantially identical to a document or assignment not authored by the student.

University of Florida, Student Honor Code, 15 Aug. 2007

University of Florida students are responsible for reading, understanding, and abiding by the entire Student Honor Code.

- **Important Tip:**

  You should never copy and paste something from the Internet without providing the exact location from which it came, including the date cited.

- **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

- **Personal Difficulties:**

  Students who face difficulties completing the course or who are in need of counseling or urgent help may call the on-campus Counseling and Wellness Center (352) 392-1575, or contact them online: http://www.counseling.ufl.edu/cwc/Default.aspx

- **UF's policy on Harassment:**

  UF provides an educational and working environment that is free from sex discrimination and sexual harassment for its students, staff, and faculty: http://hr.ufl.edu/manager-resources/recruitment-staffing/institutional-equity-diversity/resources/harassment/

- **Policy on environmental sustainability:**

  Whenever possible, I will use paper-sparing electronic media to distribute our course materials. Consider purchasing electronic editions of assigned texts when they are available, or used copies of print texts. If you do not elect to keep your print books, consider sharing them with others after the semester ends. (For example, you could donate them to the Alachua County Friends of the Library annual book sale.)

- For information on UF Grading policies, see:
  https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx

- **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.

SYLLABUS

Week 1

M 7/2   <u>Discussion</u>: Course introductions.
               <u>Homework</u>: *Technical Communication Today* Chapter 1.

T 7/3   <u>Discussion</u>: What is technical writing?
               <u>Homework</u>: *Technical Communication Today* Chapter 6, 15.

W 7/4   **HOLIDAY**

R 7/5   <u>Discussion</u>: Writing memos and e-mail correspondence.
               <u>Homework</u>: Memo 1. *Technical Communication Today* Chapter 4.

F 7/6   **Memo 1 due.**
               <u>Discussion</u>: Ethics and technical writing.
               <u>Homework</u>: *Technical Communication Today* Chapter 2.

Week 2

M 7/9   <u>Discussion</u>: Determining your reader.
               <u>Homework</u>: *TCT* Chapter 13; Memo 2.

T 7/10   <u>Discussion</u>: Rhetoric and technical writing.
               <u>Homework</u>: *TCT* Chapter 16.

W 7/11   <u>Discussion</u>: Writing letters.
               <u>Homework</u>: *TCT* 21.

R 7/12   <u>Discussion</u>: Technical writing and electronic technologies.
               <u>Homework</u>: Chapter 18; Memo 2.

F 7/13   **Memo 2 due**.
               <u>Discussion</u>: Effective use of graphics; Workshop: Email 1.
               <u>Homework</u>: Letter 1; *TCT* Chapter 14.

Week 3

M 7/16   <u>Discussion</u>: Research and technical writing.
               <u>Homework</u>: *TCT* Chapter 12.

T 7/17   **Email 1 due.**
               <u>Discussion</u>: Looking for opportunities.
               <u>Homework</u>: *TCT* Chapter 5.1 – 5.3.

W 7/18   Discussion: Job application materials.
          Homework: Draft of resumé and cover letter.

R 7/19   Workshop: Resumé and cover letter.
          Homework: *TCT* Chapter 19; Revise resumé and cover letter.

F 7/20   **Email 2 due.**
          Conferences: Resumé and cover letter.
          Homework: *TCT* Chapter 5.4 – 5.7; Resumé and cover letter.

Week 4

M 7/23   Discussion: The interview. **Resumé and cover letter due.**
          Homework: *TCT* Chapter 7.1 – 7.5.

T 7/24   Discussion: Technical descriptions.
          Homework: Email 2. *TCT* Chapter 7.6 – 7.9.

W 7/25
          Workshop: Technical descriptions.
          Homework: Find an example of a poorly done technical description; Revise
          technical descriptions.

R 7/26   Conferences: Technical descriptions.
          Homework: Technical description.

F 7/27   **Technical description due.**
          Homework: *TCT* Chapter 9.1 – 9.4

Week 5

M 7/30   Discussion: Proposals.
          Homework: *TCT* Chapter 9.5 – 9.8; Draft of proposal.

T 7/31   Workshop and conferences: Proposals.
          Homework: *TCT* Chapter 8.

W 8/1   Discussion: Technical instructions.
          Homework: Proposal; *TCT* Chapter 8.

R 8/2   **Proposal due.**
          Discussion: Manuals
          Homework: *TCT* Chapter 20.

F 8/3   Discussion: Presenting and technology.
          Homework: *TCT* Chapter 20.

Week 6

M 8/6   Discussion: The pitch.
          Homework: Watch: Amy Cuddy TED Talk:
          https://www.youtube.com/watch?v=Ks-_Mh1QhMc ; Email 3.

T 8/7   **Email 3 due.**
          Presentations
          Homework: Manual and Presentations

W 8/8   Presentations
          Discussion: TBA
          Homework: Manual and Presentations

R 8/9   **Manual due.**
          Presentations
          Discussion: TBA

F 8/10   **NO CLASS**

Grading Scale

A	4.0	93-100, 930-1000	C	2.0	73-76, 730-769
A-	3.67	90-92, 900-929	C-	1.67	70-72, 700-729
B+	3.33	87-89, 870-899	D+	1.33	67-69, 670-699
B	3.0	83-86, 830-869	D	1.0	63-66, 630-669
B-	2.67	80-82, 800-829	D-	0.67	60-62, 600-629
C+	2.33	77-79, 770-799	E	0.00	0-59, 0-599