ENC 2210: TECHNICAL WRITING

SECTION 34F7   CLASS# 12729

SPRING 2023

COURSE INFORMATION

Instructor

   Name: Motunrayo Ogunrinbokun

   Email: mogunrinbokun@ufl.edu   **Office Hours/Method**: **M/W 11:00 –12:00 pm**

   Class times: TR (8:30 – 10:25 am)

COURSE DESCRIPTION

This course is an introduction to technical and professional writing. This course presents students with practical information about communicating in different kinds of workplace environments and professional/technical discourse communities. Throughout the semester students will produce and analyze common technical writing genres, including emails, letters, résumés, memos, reports, proposals, technical descriptions, technical definitions, technical manuals, and proposals. Students will work toward understanding how to analyze and react to rhetorical situations each genre and writing situation presents, including issues of audience, organization, visual design, style, and the material production of documents.

Class meetings provide students with the opportunity to participate in ongoing 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. Because as much of the communicative work produced in the workplace is collaborative as it is individual, this course emphasizes both individual writing projects and collaborative writing projects.

OUTCOMES

In ENC 2210, students will learn to:
- Identify and understand the facets and functions of the primary genres of technical writing, including letters, memos, emails, resumes, reports, proposals, technical descriptions, technical definitions, and technical manuals
- 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 ENC 2210 Syllabus
- 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 so as to ensure that they fulfill their intended purposes

REQUIRED TEXTS AND TECHNOLOGY

- Johnson-Sheehan, Richard. Technical Communication Today, 6th edition, Revel Access Digital Format. Pearson. ISBN-13: 9780134438658.
- All other readings will be posted to our Canvas page.

GENERAL EDUCATION LEARNING OUTCOMES: (C) AND (WR)

Composition Credit: Students must pass this course with a "C" or better to satisfy the CLAS requirement for Composition (C). To earn general education Composition credit, students will
- Demonstrate forms of effective writing (focusing on analyses, arguments, and proposals);
- Learn different writing styles, approaches, and formats and successfully adapt writing to different audiences, purposes, and contexts; effectively revise and edit their own writing and the writing of others;
- Organize complex arguments in writing, using thesis statements, claims, and evidence;
- Employ logic in arguments and analyze their own writing and the writing of others for errors in logic;
- Write clearly and concisely consistent with the conventions of standard written English;
- Use thesis sentences, claims, evidence, and logic in arguments.

University Writing Requirement: The University Writing Requirement (WR) ensures students both maintain their fluency in writing and use writing as a tool to facilitate learning. Course grades now have two components. To receive University Writing Requirement (WR) credit (E6), a student must earn a course grade of C or higher and assignments must meet minimum word requirements totaling at least 6000 words. Thus, to earn WR-E6 credit, students must complete all the major writing assignments.

The instructor will evaluate and provide feedback on the student's written assignments with respect to content, organization and coherence, argument and support, style, clarity, grammar, punctuation, and mechanics. Conferring credit for the University Writing Requirement, this course requires that papers conform to the following assessment rubric. More specific rubrics and guidelines applicable to individual assignments may be delivered during the course of the semester.

COURSE UNITS AND ASSIGNMENTS

The following is a general outline of the topics covered in this course by module. Readings and assignment due dates are available on Canvas.

The types of assignments fall into these categories:

Major, word-credit assignments (MWA) – These are the major "papers" you will write; **without them, you cannot earn the writing credit for the course or pass the class**. These are graded holistically and assigned point values that represent A-level work (excellent), B-level work (very good, above average), C-level work (acceptable), D-level work (less than acceptable). These papers are highlighted in bold in the list below.

Preparation Activity Memos – These activities will practice skills and help you work out ideas that will be used in your MWAs. These memos also contribute to the word count requirement.

Activities – Activities prepare you for the MWAs and help you practice specific skills. Because most workplace environments require collaboration, participation is a crucial part of the class. Students are expected to work with their peers in a professional manner when activities are collaborative.

Peer Reviews – You will participate in peer reviews for most of the MWAs; peer review is not grammar-checking, but rather it is providing feedback to a writer from a knowledgeable reader's perspective. Peer reviews will usually happen in-class and are graded pass/fail. To participate, you must have a paper to share: there is no partial credit.

ASSIGNMENTS

Memo	50 pts
Job Application Documents	75 pts
Instructions	100pts
Report	125 pts
Proposal/Recommendation Report	150 pts
Portfolio	200 pts
Preparation Activity Memos (4 x 25 pts)	100 pts
Peer Reviews (5 x 20 pts)	100 pts
Activities (5 x 20 pts)	100 pts
TOTAL	**1000 pts**

ALL assignments with a word requirement MUST be turned in to be eligible for receiving the 6000-word requirement <u>and</u> to pass the class.

ASSESSMENT RUBRIC

The rubric below is intended as a general guide to how work is graded. "Satisfactory" does NOT mean an "A" grade – "Satisfactory" represents a range of acceptable work from "C" to "A".

	SATISFACTORY (Y)	UNSATISFACTORY (N)
CONTENT	Papers exhibit evidence of ideas that respond to the topic with complexity, critically evaluating and synthesizing sources, and provide an adequate discussion with basic understanding of sources.	Papers either include a central idea(s) that is unclear or off- topic or provide only minimal or inadequate discussion of ideas. Papers may also lack sufficient or appropriate sources.
ORGANIZATION AND COHERENCE	Documents and paragraphs exhibit identifiable structure for topics, including a clear thesis statement and topic sentences.	Documents and paragraphs lack clearly identifiable organization, may lack any coherent sense of logic in associating and organizing ideas, and may also lack transitions and coherence to guide the reader.
ARGUMENT AND SUPPORT	Documents use persuasive and confident presentation of ideas, strongly supported with evidence. At the weak end of the satisfactory range, documents may provide only generalized discussion of ideas or may provide adequate discussion but rely on weak support for arguments.	Documents make only weak generalizations, providing little or no support, as in summaries or narratives that fail to provide critical analysis.
STYLE	Documents use a writing style with word choice appropriate to the context, genre, and discipline. Sentences should display complexity and logical structure.	Documents rely on word usage that is inappropriate for the context, genre, or discipline. Sentences may be overly long or short with awkward construction. Documents may also use words incorrectly.

MECHANICS	Papers will feature correct or error-free presentation of ideas. At the weak end of the satisfactory range, papers may contain a few spelling, punctuation, or grammatical errors that remain unobtrusive and do not obscure the paper's argument or points.	Papers contain so many mechanical or grammatical errors that they impede the reader's understanding or severely undermine the writer's credibility.

GRADING

Grading for this course will be rigorous. Do not rely on your instructor for copy-editing, even on drafts. To receive a passing grade, each paper must reach the minimum assigned word count.

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

At the discretion of the instructor, minor assignments or activities may be dropped from or added to the schedule. If assignments are dropped, the final grade will be calculated as a percentage of the remaining points.

COURSE POLICIES

Technical Writing is a skills-based class. Because we develop skills by practicing, attendance and participation is vital--the more we write, the better writers we become. Consequently, frequent absences will affect students' success in the course. Because writing skills are gained by experience, instruction is often based on in-class activities, which are difficult or impossible to replicate outside of class. Graded class activities that are missed due to absences cannot be made up.

Attendance

Attendance is required. The policy of the University Writing Program is that if a student misses more than **three periods** during the summer semester, the student will fail the entire course.

In the synchronous + asynchronous format, those **three missed periods** apply to the synchronous meetings. The asynchronous lessons and activities will have point values attached to them, and missing them will affect the student's final grade.

The UWP 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 the instructor **prior** to the date that will be missed. Requirements for class attendance and make-up exams, assignments, and other work in this class are consistent with university policies that can be found at https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx

Please note: If students are absent, it is their responsibility to make themselves aware of all due dates. If absent due to a scheduled event, students are still responsible for turning assignments in on time.

Tardiness: If students enter class after roll has been taken, they are late, which disrupts the entire class. Two instances of tardiness count as one absence. This applies to the synchronous classes. Make sure you join the class early enough to correct any technological issues you encounter.

For the synchronous Zoom classes, attendance will be taken by your visual presence and active engagement in the class.

Classroom Demeanor

Please keep in mind that students come from diverse cultural, economic, and ethnic backgrounds. Some of the texts we will discuss and write about engage controversial topics and opinions. Diversified student backgrounds combined with provocative texts require that you demonstrate respect for ideas that may differ from your own. Disrespectful behavior will result in dismissal, and accordingly absence, from the class.

When attending class via Zoom, there are a few guidelines we expect you to follow.

- Avoid distractions during class time. Close unnecessary apps and put your phone away. Attend from an area with no distractions. (If circumstances require you to work from an area with distractions, let your instructor know. For example, if you have to share a room with family, let your teacher know that your mom might be walking in the background or your brother is doing his class at the dining room table at the same time.)
- Make sure that whatever is visible (your attire, the background) is reasonable for class. Would you wear it to class? Would you show that poster in class? Would you bring that pile of dirty clothes to class?
- Zoom requirements: During class, you are expected to be visible to the instructor and be able to communicate with the instructor by audio or writing in the chat box.
  - **You will need a web cam and microphone for class. If you work in a noisy or distracting environment, we strongly recommend headphones with a microphone.**

In-Class Work

Active participation is a crucial part of success in this class. Students will be expected to work in small groups and participate in group discussions, writing workshops, peer reviews, and other in-class activities. Be prepared for unannounced quizzes or activities on the readings or classroom discussion. In general, students are expected to contribute constructively to each class session.

Paper Maintenance Responsibilities

Students are responsible for maintaining 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.

Submission Requirements

All papers will be submitted as MS Word (.doc, .docx) documents to Canvas. Final drafts should be polished and presented in a professional manner. Because professional communication varies in document design, all papers will have specific formatting guidelines to follow. Please read these carefully and ask questions early to avoid losing points.

Papers and drafts are due online at the assigned day and time. Late papers will not be accepted. Failure of technology is not an excuse. If illness or injury prevents a student from turning in a paper on time, the student should consult with the

writing coach to turn in the work as soon as is feasible given the situation.

Course Evaluations

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at https://gatorevals.aa.ufl.edu/students/. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via https://ufl.bluera.com/ufl/. Summaries of course evaluation results are available to students at https://gatorevals.aa.ufl.edu/public-results/.

Writing Studio

The University Writing Studio is located in Turlington 2215 and is available to all UF students. Free appointments can be made up to twice a week. **They are currently offering online appointments**. See https://writing.ufl.edu/writing-studio/ to learn more.

Plagiarism

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

> 1. Quoting oral or written materials including but not limited to those found on the   internet, whether published or unpublished, without proper attribution.

> 2. Submitting a document or assignment which in whole or in part is identical or substantially identical to a document or assignment not authored by the student.

University of Florida students are responsible for reading, understanding, and abiding by the entire Student Honor Code, which can be found at https://sccr.dso.ufl.edu/students/student-conduct-code/.

Important Tip: You should never copy and paste something from the Internet without providing the exact location from which it came.

If a student plagiarizes all or any part of any assignment, **he or she will be awarded a failing grade on the assignment**. Additionally, instructors may impose a course grade penalty and report any incident of academic dishonesty to the Office of the Dean of Students. Each student's work may be tested for its originality against a wide variety of databases by anti-plagiarism sites to which the University subscribes, and negative reports from such sites may constitute proof of plagiarism. Other forms of academic dishonesty will also result in a failing grade on the assignment as a minimum penalty. Examples include cheating on a quiz or citing phony sources or quotations.

REVISION POLICY

During the course of the semester, you may revise and resubmit one of these papers for regrading: the Job Application Portfolio, the Instructions, the Innovation Paper, or the Research Report. Your new grade will replace the previous one. Revisions must be exhaustive; that is, ALL changes recommended by the instructor must be made or no new score will be given. Revisions are due by the last day of classes. They must be submitted in the original assignment location and you must include a memo addressed to your instructor naming the assignment revised and summarizing your revisions.

ACADEMIC HONESTY

As a University of Florida student, your performance is governed by the UF Student Honor Code, (https://catalog.ufl.edu/ugrad/current/advising/info/student-honor-code.aspx). The Honor Code requires Florida students to neither give nor receive unauthorized aid in completing all assignments. Violations include cheating, plagiarism, bribery, and misrepresentation, all defined in detail at the above site.

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:**
>
> **1. Quoting oral or written materials including but not limited to those found on the internet, whether published or unpublished, without proper attribution.**
>
> **2. Submitting a document or assignment which in whole or in part is identical or substantially identical to a document or assignment not authored by the student.**
>
> (University of Florida, Student Honor Code, 8, October, 2013)

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

The University Writing Program takes plagiarism very seriously, and treats instances of plagiarism as dishonesty and as a failure to comply with the scholarly requirements of this course. You commit plagiarism when you present the ideas or words of someone else as your own. Each student's work may be tested for its originality against a wide variety of databases by anti-plagiarism sites to which the University subscribes, and negative reports from such sites may constitute proof of plagiarism. Some (but not all!) examples of plagiarism are copying-and-pasting anything from the Internet without proper quotations and attributive tags, using work you have turned in to other classes without permission from the instructor, and insufficient paraphrasing.

If you commit academic dishonesty, you will receive a zero for the assignment, and the instructor will submit the incident to the Dean of Students Office as an Honor Code violation. Punishments can vary, but the instructor will recommend failing the course. (If you commit plagiarism in the workplace, at the very least you will be reprimanded. You could also be fired or even lose your career.)

If you are unsure if what you are doing is considered academic dishonesty, ask your instructor <u>before</u> turning it in.

CONFERENCES AND WRITING STUDIO

Students are encouraged to use the instructor's office hours (electronic and face-to-face) if there are questions about progress in the course, work underway, or any other course-related concerns. Having conferences on assignments is often the best way to improve the quality of final drafts. The Writing Studio (http://writing.ufl.edu/writing-studio/) also offers one-on-one assistance on writing projects and is available to students of all levels. The Writing Studio's website includes instructional videos for some of the most common questions about writing.

EVALUATIONS

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at https://gatorevals.aa.ufl.edu/students/. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via https://ufl.bluera.com/ufl/. Summaries of course evaluation results are available to students at https://gatorevals.aa.ufl.edu/public-results/.

Students with Disabilities

The University of Florida complies with the Americans with Disabilities Act. Students requesting accommodation should contact the Students with Disabilities Office, Peabody 202. That office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation.

Students in Distress

For guidance during distressing situations, please contact U Matter We Care or the Dean of Students Office. They can help students navigate resources and academic procedures for personal, medical, and academic issues.

- U Matter We Care: http://umatter.ufl.edu, umatter@ufl.edu, 352-294-2273 (CARE)
- Dean of Students: https://dso.ufl.edu/, 202 Peabody Hall, (352) 392-1261
- Counseling and Wellness Center: https://counseling.ufl.edu/, 3190 Radio Road, (352) 392-1575
- Field and Fork Pantry: https://fieldandfork.ufl.edu/, located near McCarty B, 352-294-2208
- Student Health Care Center: http://shcc.ufl.edu/, multiple locations, (352) 392-1161

Course Schedule
This schedule is only a guide and is subject to change.
TCT = *Technical Communication Today*

Date	Read/View for Class
Week 1	Unit 1: Technical Communication
1/9	Introduction: Syllabus
1/11	Read TCT, Chapter 1: "Technical Communication in the Workplace" **Introductory Email Due**
Week 2	Audience
1/16	Read WD, Chapter 2: "Profiling your Readers"
1/18	Audience Profile Activity **Audience Profile Due**
Week 3	Rhetoric and Genre
1/23	Rhetoric and Technical Writing
1/25	Read TCT, Chapter 17: "Using Plain and Persuasive Style"
Week 4	Unit 2: Professional Self
1/30	Identifying the Professional Self Read WD, Chapter 5: "Starting your Career"
2/1	Activity **Memo Due**
Week 5	Job Applications
2/6	Read TCT, "Chapter Six: Emails, Letters and Memos"
2/8	Application Activity **PAM 1 Due**
Week 6	Workplace Communication
2/13	Read TCT, Chapter 11: "Thinking like an Entrepreneur"
2/15	Peer Review of Job Application

Week 7	Unit 3: Instructions and Technical Documentation
2/20	Read "Chapter 8: Instructions" **Job Application Due**
2/22	Instructions Style and Design **PAM 2 due**
Week 8	Persuasion
2/27	Read TCP, Chapter 13:" How to be Persuasive"
2/29	Peer Review of Instructions
Week 9	**Spring Break**
Week 10	Reports
3/12	Read TCT, Chapter Ten: "Brief Reports"
3/14	Collaborative Activity **PAM 3 due**
Week 11	Reports
3/19	Read TCT, Chapter Eleven: "Formal Reports"
3/21	Peer Review of Report
Week 12	Proposal
3/26	Read TCT Chapter Nine, "Proposals" **Report Due**
3/28	Read TCT, Chapter Fourteen, "Researching in Technical Workplaces" **PAM 4 due**
Week 13	Unit 3: Drafting, Design and Revising
4/2	Read TCT, Chapter Fifteen, "Organizing and Drafting"
4/4	Read TCT, Chapter Seventeen, "Designing Documents and Interfaces"
Week 14	Drafting and Reflection
4/9	Peer Review of Proposal
4/11	Portfolio Workshop
Week 15	Presentations
4/16	Portfolio Presentation **Proposal Due**
4/18	Reflection and Assessment
Week 16	
4/23	Digital day **Portfolio Due**