ENC 2210: Technical Writing
Summer A 2014

Course Information

Instructor:	Joe Weakland
Section Number:	0249
Classroom:	Turlington Hall (TUR) Room 2350
Meeting Times:	MTWRF, Period 3 (11:00-12:15 pm)
Email:	jweakland@ufl.edu
Office Location:	Rolfs Hall Room 501
Office Hours:	Tuesday 3:00 to 4:00pm

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, 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

- 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 insure that they fulfill their intended purposes
- work with peers in order to provide written and oral feedback to one another

Textbooks

Technical Communication in the Twenty-First Century. Sidney I. Dobrin, Christopher J. Keller, and Christian R. Weisser.

Grading Points

Letters (3)	150 points
Memos (3)	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: User Test / Report	100 points
Professionalism and Participation	100 points

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

Assignments

Letters. Over the course of the semester students will write three letters:

#1: The first letter assignment is written in response to the case study provided on page 391 in Chapter 12 of *TCTC*. In this case study, you are asked to write a letter in response to a series of letters written by the National Park Service in 2004. This letter will be submitted in draft form for instructor comment, will be presented in workshop for peer evaluation, and will be revised before being submitted for a final grade.
(word count: 250 words)

#2: You will write your second letter to inform your instructor as to what subjects/terms you intend to address in your technical description and technical definition assignments.
(word count: 300 words)

#3: In the third letter, you will explain to your instructor which manual assignment you will choose, why, and how you plan on completing the assignment.
(word count: 350 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. Memo format is located at <http://www.clas.ufl.edu/users/sdobrin/ENC2210Memo1.pdf>. 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. Do not simply copy the header as it stands; you should reply to the assignment memo. (word count: 100 words)

#2: The second memo is more detailed. For this project, you will read and analyze the case study found in chapter 2 of *TCTC* (p. 38-39). Once you are familiar with the case study, you will write a memo to your instructor explaining the relationship between ethics and technical writing as it is manifest in the case study. The memo should address how the writers involved in this case might have avoided both the disaster explained in the case study as well as how they may have acted more ethically by way of their technical documentation. Of course, you may also argue in your memo that the writers identified in the case study did act ethically. If you chose this route, you should explain this conclusion in your memos.
(word count: 600 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 14 of *TCTC*. You will submit drafts for peer evaluation and instructor feedback. (word count: 300 words)

Project: Technical definition. For this project, you will respond to case study 1 in chapter 15, page 462 of *TCTC*. You should write the extended definition portion of the assignment as a web page. (word count: 400 words)

Project: Proposal. For this assignment, you will write a proposal in response to the case study found on page 629 in *TCTC*. (word count: 1000 words)

Project: Manual. For this assignment, you will have the option of completing one of these assignments found in *TCTC*: Writing Scenario #2 p. 587 in Chapter 19 of *TCTC*; Writing Scenario # 5 p. 588 in Chapter 19 of *TCTC*; Writing Scenario #9 p. 588 in Chapter 19 of *TCTC*; Writing Scenario #11 p. 588 in Chapter 19 of *TCTC*. (word count: 300 words, manual only). Remember: this assignment is linked to three other assignments: Letter #3, the Progress Report, and The User test and Report (see below).

Project: User test and report. For this assignment you will develop a user test methodology, including procedures and protocols (see chapter 11 of *TCTC*). Using test groups, you will conduct user tests in order to measure the functionality and readability of your technical manual. Based on the data you gather and your evaluation of that data, you will then revise

the technical manual before final submission for grade. In addition, you will produce a user test report (see chapters 11 *TCTC*) that identifies the user test methodology, the materials, the processes, and procedures. The report will provide evaluation of that data and will address how that data was considered in regard to the final revision of the manual. The report should also detail what revisions were made as a result of the user test. (word count: 1000 words)

Total word count for the entire course: 6200 words.

Course Policies

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 considerably. 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, and religious holidays, 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 you are truly ill.

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 twice, 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. 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 Submissions
In order to receive credit for an assignment, you must follow all rules set out for paper submission. All assignments should be done on a computer and have a professional appearance. (No stains, wrinkles, etc.) Any multi-page assignment turned in via hard copy that is not stapled together will lose one letter grade. Please include your last name in the document title for electronic submissions.

Papers due via hard copy will be turned in at the start of the class period on the due date. Papers due electronically should be turned in via Sakai by the time that class begins on the due date. No late assignments will be accepted, unless prior arrangements have been made with the instructor.

Failure of technology (hard drive crashes, printer out of ink, etc.) is not an excuse. If Sakai 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):
>
> a.) Quoting oral or written materials, whether published or unpublished, without proper attribution.
>
> b.) 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.

University Statements

Statement of student disability services: The Disability Resource Center in the Dean of Students Office provides information and support regarding accommodations for students with disabilities. For more information, see: http://www.dso.ufl.edu/drc/

Statement on harassment: UF provides an educational and working environment that is free from sex discrimination and sexual harassment for its students, staff, and faculty. For more about UF policies regarding harassment, see: http://www.dso.ufl.edu/sccr/sexual/

Statement on academic honesty: All students must abide by the Student Honor Code. For more information about academic honesty, including definitions of plagiarism and unauthorized collaboration, see: http://www.dso.ufl.edu/sccr/honorcodes/honorcode.php

Tentative Course Schedule

Week 1

M   Discussion: Course introductions.
        Homework: *TCTC* Chapter 1.
T   Discussion: What is technical writing?
        Homework: *TCTC* Chapter 12.
W   Discussion: Writing memos and e-mail correspondence.
        Homework: Memo 1. *TCTC* Chapter 4.
R   **Memo 1 due.** Discussion: Ethics and technical writing.
        Homework: *TCTC* Chapter 2.
F   Discussion: Rhetoric and technical writing.
        Homework: Memo 2.

Week 2

M   Homework: *TCTC* Chapter 13.
T   Discussion: Writing letters.
        Homework: *TCTC* Chapter 3
W   Discussion: Technical writing and electronic technologies.
        Homework: Memo 2
R   Discussion: **Memo 2 due**. Workshop: Letter 1.
        Homework: Letter 1. *TCTC* Chapter 6.
F   Discussion: Research and technical writing.
        Homework: *TCTC* Chapter 14.

Week 3

M   Discussion: Job application materials.
        Homework: *TCTC* Chapter 10.
T   Discussion: Revising, rewriting, and editing.
        Homework: Draft of resume and cover letter.
W   Workshop: Resume and cover letter.

Homework: Revise resume and cover letter.
R   Conferences: Resume and cover letter.
Homework: Resume and cover letter.
F   **Resume and cover letter due.**
Homework: *TCTC* Chapter 9.

Week 4

M   Discussion: Layout and design.
Homework: *TCTC* Chapter 15.
T   Discussion: Technical definitions.
Homework: Letter 2.
W   **Letter 2 due.** Workshop: Technical definitions.
Homework: Revise technical definitions.
R   Conferences: Technical definitions.
Homework: Technical definition.
F   **Technical definition due.**
Homework: *TCTC* Chapter 20.

Week 5

M   Discussion: Proposals.
Homework: Draft of proposal.
T   Workshop and conferences: Proposals.
Homework: *TCTC* Chapter 18. Progress report.
W   **Progress report due.** Discussion: Technical instructions.
Homework: Proposal; *TCTC* Chapter 22
R   **Proposal due**
Homework: *TCTC* Chapter 19
F   Discussion: Manuals.
Homework: *TCTC* Chapter 22

Week 6

M   Discussion: Formal reports.
Homework: Letter 3; *TCTC* Chapter 11
T   **Letter 3 due.** Discussion: User tests.
Homework: Manual and user test
W   Workshop and conferences: User tests
Homework: Manual and user test
R   Workshop and conferences: User tests
Homework: Manual and user test
F   **Manual and user test due.** Discussion: Course wrap-up. Evaluations.