ENC 2210: Technical Writing

Section: 4G55
Class Meeting Times: MTWRF, Period 3
Location: Matherly, Rm 0116

Instructor: Anuja Madan
Email: anujamadan@ufl.edu
Office Hours: Wednesdays period 4, and by appointment—TUR 4307

Required Text

Lannon, John and Gurak, Laura. *Technical Communication, 14th Edition.* New York: Pearson. Print.

Recommended Text

Joseph Williams and Joseph Bizup. *Style: the Basics of Clarity and Grace.* Fifth Edition. New York: Pearson. Print.

Course Description

ENC 2210 is an introduction to technical and professional communication. This course presents students with practical information regarding communication in differing workplace environments and professional discourse communities.

Throughout the semester, students will produce and analyze common written technical communications, including emails, letters, resumés, memos, brochures, technical definitions and descriptions, technical manuals, and proposals. Students will work toward understanding how to analyze and react to the rhetorical situations presented by each writing situation. This will include 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, ENC 2210 emphasizes both individual writing projects and collaborative writing projects.

Course Objectives

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, brochures, blogs, proposals, technical descriptions, and technical definitions.
- Produce professional-caliber technical documents
- Analyze and adapt to the constraints of specific rhetorical situations, including audience, purpose, and use
- 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 images into documents
- Produce documents both collaboratively and independently
- Refine writing style for clarity, concision, coherence, cohesion, and emphasis
- Critique and revise their own documents to ensure that they fulfill their purposes
- Work with peers in order to provide written and oral feedback to one another

General Education Requirements

This course can satisfy the UF General Education requirement for Composition or Humanities. For more information, see:
http://www. registrar, uf I. edu/catalog/policies/advisinggened. htm I.

This course can satisfy the UF requirement for Writing. For more information, see: http://www.registrar.ufl.edu/catalog/policies/advisinggordon.html
Successful completion of ENC 2210, Technical Writing, satisfies the requirements of the State of Florida's 6000 word Gordon Rule.

Assignments and Grading

1. **Correspondences (200 points, 2000 words minimum)**
   Over the course of the semester, students will write two letters and three memos relating the different types of correspondences found in the workplace.

2. **Job Application Packet (200 pts, 1000 words min.)**
   Students will produce professional-caliber job application materials: a cover letter and a resume.

3. **Technical Definition (50 pts, 400 words min.)**
   You will choose a technical term relevant to your major and then compose a technical definition for a professional audience.

4. Research Proposal (100 points, 900 words min.)
  In your groups, you will identify a problem in the UF community and come up
  with a solution. You will then research that solution and write a proposal
  requesting funding to implement your solution at UF.

5. User Test Report & Progress Report (200 points, 900 words min.)
  As the second part of the project, students will collaboratively create user
  tests, administer the tests, and write a formal User Test Report and internal
  Progress Report detailing the implications of their findings.

6. Manual (250 points, 1000 words min.)
  As the final part of the project, students will collaboratively produce a
  manual to define, detail, and explain their new service

Total points for this course = 1000 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

You must pass this course with a "C" or better to satisfy the CLAS requirement
for Composition (C) and to receive the 6,000-word University Writing
Requirement credit (E6). You must turn in all papers totaling 6,000 words to
receive credit for writing 6,000 words. **NOTE ALSO:** a grade of "C-" **will not**
confer credit for the University Writing Requirement or the CLAS Composition (C)
requirement.

GRADE APPEALS: Students may appeal a final grade by filling out a form
available in the English Department Offices. You will need to contact Carla
Blount, Program Assistant to the Director of Writing Programs, for details if you
wish to file an appeal

General Assessment Rubric

A	Insightful: You did what the assignment asked for with care and precision. Assignments in this range display excellent writing and thoroughly address the prompts of the assignment. Work in this range shows all the qualities listed below for a "B," but it also demonstrates that you took extra steps to be original or creative in developing content, solving a problem, or developing a style. Work in the "A" range is not only correct

	and intriguing, but also illuminating. Since careful editing and proofreading are essential in writing, papers in the A range must be free of typos and grammatical or mechanical errors.
B	Proficient: Students did what the assignment asked of them with competence. Work in this range is thoughtful and carefully written, but it needs revision. To be in the "B" range, the assignment must be complete in content, be well organized, and show special attention to style.
C	Satisfactory: You did what the assignment asked of you and demonstrated that you have a generalized comprehension of the ideas/films/essays you're working with. Work in this range needs significant revision, but it is complete in content and the organization is logical. Diction may be imprecise or unclear. The style is straightforward but unremarkable.
D	Poor: The assignment is of poor quality. Work in this range needs significant revision. The content is often incomplete and/or the organization is hard to discern. Support is irrelevant, overgeneralized, lacks validity, and/or is absent. Ideas/texts are oversimplified. Work in this range may have no thesis statement, or may stray significantly from the thesis throughout the essay. Attention to style is often nonexistent or uneven.
E	An E is usually reserved for people who don't do the work, or don't come to class, or those who have plagiarized. However, if your work shows little understanding of the needs of the assignment or demonstrates that you put little effort in completing it, you will receive a failing grade.

Course Policies

Participation and Attendance

Regular attendance and active participation are crucial. Class participation includes contributing to class discussions; coming to class on time, prepared with books and homework; preparing for in-class activities; providing adequate drafts for group work; collaborating and participating in group activities; and overall working and paying close attention to the lectures and activities of the classroom. In general, students are expected to contribute constructively to each class session. **Because this course relies heavily on workshops, students should bring computers, the textbook, paper, and writing utensils to each class meeting.**

In this course we will follow a strict attendance policy. **If students miss more than four periods during the term, they will fail the entire 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. Absences, even for extraordinary reasons will result in

missing work that cannot be made up; therefore, students can expect absences to have a negative impact on grades.

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

Tardiness: Tardiness creates a problem for the entire class since it can disrupt work in progress. Three instances of tardiness (arriving more than 5 minutes late) will result in one absence.

Collaborative Work

Workplace writers often find themselves contributing and completing documents and projects with co-workers. Learning how to collaborate is an essential and valuable skill. In this course, students will complete some assignments in groups. I will also require students to respond and/or evaluate to each other's writing. Each student is responsible for completing work for both individual and group work thoroughly and in a timely fashion. Failing to effectively contribute to collaborative work will negatively impact grades.

Classroom Conduct

Please treat classmates with respect. 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 students demonstrate respect for ideas that may differ from their own. Disrespectful behavior will result in dismissal, and accordingly absence, from the class. Any use of electronic devices not related to classroom learning: phones, personal data assistants, iPods, etc. are disruptive and will not be tolerated. Please turn them off and keep them out of sight.

Assignment Maintenance Responsibilities

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

Late Work Policy and Mode of Submission

I do not accept late work. All papers will be submitted as **MS** Word (.doc) or Rich Text Format (.rtf) documents 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.

University Policies

Statement of Composition (C) Credit

This course can satisfy the UF General Education requirement for Composition. For more information, see:
https://catalog.ufl.edu/ugrad/current/advising/info/general-education-requirement.aspx

Students with Disabilities

The University of Florida complies with the Americans with Disabilities Act. 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/. The office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation.

Statement of 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

Weekly Schedule

Week 1
   06/27: Course Introduction; Chapter 1: Introduction to Technical Communication
   06/28: Chapter 15: Workplace Memos and Letters
   06/29: Chapter 2: Writing for your Audience; Chapter 3: Persuading your Audience
   06/30: Chapter 4: Ethical Communication; Chapter 14: Email and Text Messages
   07/01: No class
   DUE: Introduction Memo

Week 2
   07/04: Holiday
   07/05: Chapter 7: Thinking Critically about the Research Process
   07/06: Chapter 16: Creating a Résumé and Cover Letter. **DUE: Analysis Memo**
   07/07: Chapter 10: Writing for your reader

07/08: Chapter 11: Writing Professionally; Peer review drafts of job materials. **DUE: Recommendation Request Letter**

Week 3
   07/11: Chapter 8: Evaluating Information. **DUE: Job Application Packet AND Rhetorical Analysis Memo**
   07/12: Chapter 17: Technical Definitions,
   07/13: Chapter 18: Technical Definitions. **DUE: Pitch Letter**
   07/14: Chapter 5: Teamwork. Brainstorm ideas for research proposals
   07/15: Chapter 22: Proposals. **DUE: Technical Definition**
Week 4
   07/18: Work on Proposals
   07/19: Chapter 19: Instructions and Procedures. **DUE: Proposal**
   07/20: Chapter 10: Organizing for Readers
   07/21: Chapter 20: Informal Reports
   07/22: Committee Meetings—User Tests

Week 5
   07/25: Committee Meetings: Administer User Tests
   07/26: Committee Meetings: Analyze User Test Reports
   07/27: Committee Meetings: User Tests. **DUE: User Test Report**
   07/28: Chapter 21 : Formal Analytic Reports
   07/29 - Committee Meetings: Feasibility Reports

Week 6
   08/01: Chapter 12: Designing Visual Information. **DUE: Progress Report**
   08/02: Committee Meetings: Manuals
   08/03: Committee Meetings: Manuals
   08/04- Committee Meetings: Manuals. **DUE: Manual**
   08/15: No class

* This schedule is subject to change with advance notice.