CAMOSUN COLLEGE - COURSE OUTLINE ENGLISH 170: TECHNICAL & PROFESSIONAL COMMUNICATIONS 1 SECTION 001 QUARTER 2, 2004

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Required Texts and Materials

Course Pack: English 170: APT to Write Technically. Claire McKenzie and Norma DePledge

Good college dictionary

Diskettes

COURSE OUTLINE FOR ENGLISH 170

CALENDAR DESCRIPTION

ENGL 170 - TECHNICAL AND PROFESSIONAL COMMUNICATIONS 1 (3.0)

This course focuses on writing for the workplace including writing formats, structure, style, document design and integrity with a comprehensive review of grammar, punctuation and usage. Students learn to write letters, memos, e-mails, short reports, instructions and jobsearch formats in a clear, concise, purposeful, unambiguous, and grammatically correct way.

LEARNING OUTCOMES

Students will

WRITING FORMATS

Course Content

- Write letters, memos, and short reports using correct formats.
- Plan, organize, structure and write business letters and memos for a variety of everyday situations.
- Plan, organize, structure and write informal reports for a variety of work-related reasons (progress, analysis, incident, field, complaint).
- Write a user manual that employs clear instructions and procedures which can be followed accurately without confusion.
- Compose an effective resume in hard copy and electronically scanable format.
- Compose an effective letter of application which relates skills to the job description.

WRITING STRUCTURE

• Present information appropriately either using the direct approach (under normal circumstances) or the indirect approach (for bad news and some persuasive situations).

WRITING STYLE

- Analyze the informational needs and backgrounds of various audiences (scientific, technical, lay) requiring technical reports and use technical vocabulary appropriate for the intended audience.
- Write in a style that exhibits brevity and clarity and avoids words of low information content.

DOCUMENT DESIGN

- Design documents for readability by employing short paragraphs, bullets, headings, tables, effective spacing and layout.
- Illustrate technical documents appropriately (charts, graphs and tables) using the appropriate technical-writing conventions.

DOCUMENT INTEGRITY

- Employ numbers, units, equations, and abbreviations correctly in documents using the International System of Units (SI).
- Write all technical documents using correct spelling, grammar, and usage.

TESTS AND ASSIGNMENTS	D UE DATE	LENGTH	YOUR GRADE IN PERCENT	VALUE OF ASSIGNMENT VALUE	YOUR TOTAL
Assignment I: Correspondence Portfolio	January 29	200-300 wds per letter		10%	
Assignment II: Illustrated Report	February 10	500-600		15%	
Midterm Exam	February 19			15%	
Assignment III: User Manual	March 2	4 – 8 pages		20%	
Assignment IV (Exam): Informal Report	March 2	500		10%	
Assignment V: Job Search Documents Info interview & contacts Résumé Cover letter 	March 22	1 page max 2 pages max 200 - 300 wd		20% (4) (8) (8)	
QUIZZES	Schedule lists provisional dates			10%	
TOTALS				100%	

ASSIGNMENTS AND EXAMS (Due dates may be subject to change.)

Note: A peer edit is a required element of most assignments. Failure to be present in class and to participate in peer edits and/or failure to have assignments ready for in-class peer edits will result in deductions from an assignment's grade.

PEER EDITS	Jan 27 Feb	Possible
	5	deductions: 40
	Feb 26	%
	Mar 18	

CALCULATING YOUR GRADE

To calculate your grade as the course progresses, multiply your "GRADE IN PERCENT" by the "ASSIGNMENT VALUE." Then divide your answer by 100.

There will be a number of open book quizzes and copyedits. These will not count for marks. Their purpose is to help you learn grammar and effective communication concepts and to prepare you for the midterm exam.

ATTENDANCE

Attendance is vital. I take it seriously, and you should too.

If you miss an exam without prior consultation and a deferral from me, you will need a doctor's note in order to be granted permission to write it late. Without the doctor's note, your grade will be zero.

If you miss a peer edit, similarly you will lose the 10 or 15% attached to peer edits.

In the event that you must miss a class, it is your responsibility to catch up, to apprise yourself of any changes to assignments that might have been announced in class, and to ensure that you know the material covered in class. Therefore, find a buddy in the class, exchange phone numbers, and consult each other in the event that you must be absent.

Submission of assignments

All assignments must be word processed. They will be graded for both content and form.

Due dates and late papers

- You must complete and submit all assignment to pass this course. Even if you have to submit a paper so late that it will receive 0, it must be submitted by December 8, 2003, and must fulfill the requirements of the assignment. If you have left any assignments unsubmitted or incomplete by December 8, your final grade will be F.
- Assignments are due on the due date at the beginning of class.
- Unless you consult me well in advance to arrange a deferral, assignments submitted after the normal due date will be penalized 5% per day including weekends.

Assignment format

- Word-process on 8 1/2 X 11" white paper.
- In most cases, write on one side of the paper only.
- Use block format; that is, single space the text, and double space between paragraphs. Do not indent paragraphs.
- Use 12 point font.
- Normally, use the default margins in your word processing software, about one and one half inch on top and left, one inch on bottom and right. Adjust margins for design purposes when appropriate.
- Paginate in Arabic numerals (1, 2, 3...).
- Staple pages in top left corner.
- Do not add title pages or covers unless instructed to do so.

Camosun College Grading System:

A+	95-100	B+	80-84	C+	65-69	F	49 and below
А	90-94	В	75-79	С	60-64		
A-	85-89	B-	70-74	D	50-59		

English 170, January 2004

THIS SCHEDULE IS PROVISIONAL AND SUBJECT TO CHANGE.

TUESDAY	WEDNESDAY
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WEEK 1	Intro to course and lab	10 grammar minutes
January 5 - 9 Start job search	 learning outcomes requirements / assignments course pack, layout (T of C highlight) why tech writing? (CP 3, 4, 83-84) Handout: Job Search Assignment: START 	Doc Design cont'd • Subject lines • Completeness exercise Open-book Grammar Quiz
prep.	 Technical/Workplace Communication good and bad egs, workplace writing intro the 7 C's 7 Cs Exercises Begin doc design bulleted lists and alignment Homework: Read CP 1-16 Be prepared for open-book grammar quiz next class. 	 Homework: Read CP 17-19, doc Design Review 7 C's for quiz next day
WEEK 2	7 C's Quiz.	10 grammar minutes
January 12 - 16	Overview of letter format incl. style guide, lists, headings, neutral letter org, Seven Cs	Generic feedback on letters. Take up Ex, CP 84-85.
	 Exercises: Style sheets: CP 32-35 Communicating all info in 1 shot Action segment CP 27 (exercise email) Sample letters: CP 35, 41 Review samples of badly- and well-written neutral communications: CP82-83. In-class task: Revise poor-quality letter and submit at end of class. Homework: Reread CP82-83. Do Ex 3, CP 84-85. 	Intro Assignment I: Correspondence Portfolio, CP 151 (ADD peer ed) Review neutral letter form Revise CP 85, (Neutral) Peer ed Indirect refusal form Exercises: Neutral comments: CP 43 Writing an alternative Ending on a constructive note Sample: CP 44-45 Homework:
Week 3 January 19 - 23	In-class task: Work on Assignment I, Correspondence Portfolio	Review CP32-35, 39-45 10 GRAMMAR MINUTES
,, 17 <u>1</u> 0	Neutral letter scenario Indirect refusal scenario	Copyedit and correction

Hand in drafts at end of class	Finish exercises
(We will return to letters in the Job Search Assignment: Persuasive Cover Letter.)	 Addresses, Page 2 headers Wordiness: Ex 4 & 5, CP 12 Idiom: CP 16, Quiz ex, CP 117
Homework : Complete both letters for peer edit next week. Peer edit is required element.	Homework : Correspondence Portfolio is due next class. Prep next segment of course by reading CP 18-20 & 24-27

WEEK 4	10 grammar minutes	DUE: Assignment I, Corr Portfolio.
January 26 - 30	0	Submit drafts as well as finalized
	Peer edit: (* worth 10%)	documents.
	Honours system	10 grammar minutes: Quiz wordiness,
	• Step-by-step edit	idiom
How is the job search prep going?	 Begin Memos Headings: effective, clear Org of body 1 para + 1 main idea Draft O'Sun College practice memo CP 90 	Types of Memo reports: CP 24 Evaluating O'Sun memos • Format, white sp, alignment • Sample • Correctness
	Homework: Complete draft of O'Sun	Compare drafts with Sample
	memo and bring to class next day for peer edit.	Homework : Review work done in class, study sample, study CP 21-23.
WEEK 5 February 2 - 6	Drafting Assignment II	10 Grammar minutes
	Graphics	Quiz: Letters and gr: addresses, p 2
	 Lecture (CP 21-22) Charts and figures Labels, keys, captions Ref to graphic in text Clutter and clarity Raw data and interpretive data Create graph (CP 23) and insert a line of interpretive data Practice elements using "Camosun Enrolment" scenario or Major League Hockey. Draft Assignment II, Illustrated Memo Report from handout Homework: Complete draft of Assignment II for peer edit 	 headers, parallelism, idiom Peer Edit draft of Assignment II. (*worth 10%) Check design: layout of charts and figures, white space, org, block format, pagination, use of bullets/numbers if appropriate. Check for clear ref to graphics in text Check logic and consistency of headings Check subject line Conclusion: specific results, recommendations, and/or specific action segment Homework: Revise Assignment II, which is due next class.
WEEK 6	next class. DUE: Assignment II: Illustrated Rept.	10 grammar minutes
February 9 - 13	 Begin Assignment III: User Manual Practice Exercises: Sorting types of text Practicing intros Practicing conclusions Hand out of assignment Discussion assign & evaluation guide 	QUIZ Prep for midterm. • Additional types of memos • exercises • Grammar review • Copyedit

Job search prep?	 Opening pages Pagination Design: simple, consistent, clear Fail-safe precautions, hints, tips Imperative mood 	Homework: Punctuation quiz next class
	Homework: • Reread Assignment III carefully.	

Week 7	10 grammar minutes (Punct Quiz)	MIDTERM EXAM
February 16 – 20		will include questions from any or
	Return Assignment II. Debrief	all of the following:
		• grammar
	Assignment III, User Manual, continued.	• Punct: CP 67 & 75
		Workplace idiom: CP 117
		• Effective writing: CP 81,
		85-86
		Active voice: CP 69
	Homework: Prep for midterm	Letters and memo
WEEK 8	FINAL CLASS FOR USER MANUAL	Full Peer edit, User Manual
February 23 - 27		(*worth 10%)
Job prep is due next		Homework: Make final revisions
week.	Homework: If you haven't already done	to User Manual. Due
	the job prep, do so now.	next class.
Week 9	DUE: Assignment III: User manual	10 grammar minutes
March 1 - 7	EXAM: Assignment IV: In-class Informal	
	Report	Begin Assignment V: Job Search
	Report	Communications
		Lecture and Practice:
		 Information-gathering interviews: What doesn't
		work?: CP 96
Job prep is due this		
week.		Reading sample job nestings in order to tailor
week.		postings in order to tailor résumé
		• Ex: CP100
		Reading your own job
	HOMEWORK: BRING JOB DESCRIPTION PLUS	posting. Drafting résumé
	LIST OF JOB AND VOLUNTEER EXPERIENCE TO	entries Décembre de
	NEXT CLASS.	Résumé format and
		examples
		Homework: Bring all job prep
		material to lab next
		class.
WEEK 10	Draft résumé and info-gathering	10 grammar minutes
March 8 - 12	interview.	
		Cover letters: Persuasive writing.
		The AIDA formula
		Exercise: CP 98-99, revising an ineffective cover letter

WEEK 11	Cover letters practice	Quiz: AIDA formula
March 15 - 19	 Handout: resume. Write Desire section. Draft cover letter, finalize resume and info-gathering interview with list of contacts 	Peer edit of job search documents. (*worth 10%)
	Homework: Finalize Job Search documents for peer edit next class.	
EXAM WEEK March 22 - 26	DUE : Assignment IV : Info-interview with list of contacts, Resume, and Cover letter. Submit to me in my office (CC 119B).	

A peer edit by a member or members of your own class, carried out during a class scheduled for peer editing, is a required element of most assignments. Failure to bring a completed draft to class on the day of a peer edit will result in a deduction from your grade on the paper. A paper that is not peer edited in the class in which a peer edit is scheduled will lose 5%. Moreover, a writer/editor/student who does not come to class to participate in the peer edit session will lose another 5% for a total of 10%. Therefore, if your grade on the document was 88% or A-, but you failed to attend the peer edit session, your grade on the assignment would be 78% or B.

I recommend that you always seek feedback on a paper, even if you are unable to attend the class in which a peer edit is scheduled. However, asking someone to edit your paper out of class, even if you ask a classmate, will not restore the lost marks.