

**CAMOSUN COLLEGE - COURSE OUTLINE**  
**ENGLISH 170: TECHNICAL & PROFESSIONAL COMMUNICATIONS 1**  
**SECTION 001**  
**QUARTER 3, 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

<b>COURSE OUTLINE FOR ENGLISH 170</b>	
<b>CALENDAR DESCRIPTION</b>	
<p><b>ENGL 170 - TECHNICAL AND PROFESSIONAL COMMUNICATIONS 1 (3.0)</b>            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 job-search formats in a clear, concise, purposeful, unambiguous, and grammatically correct way.</p>	
<b>LEARNING OUTCOMES</b>	
<b>Course Content</b>	<i>Students will</i>
<p><b>WRITING FORMATS</b></p> <ul style="list-style-type: none"> <li>• Write letters, memos, and short reports using correct formats.</li> <li>• Plan, organize, structure and write business letters and memos for a variety of everyday situations.</li> <li>• Plan, organize, structure and write informal reports for a variety of work-related reasons (progress, analysis, incident, field, complaint).</li> <li>• Write a user manual that employs clear instructions and procedures which can be followed accurately without confusion.</li> <li>• Compose an effective resume in hard copy and electronically scannable format.</li> <li>• Compose an effective letter of application which relates skills to the job description.</li> </ul>	
<p><b>WRITING STRUCTURE</b></p> <ul style="list-style-type: none"> <li>• Present information appropriately either using the direct approach (under normal circumstances) or the indirect approach (for bad news and some persuasive situations).</li> </ul>	
<p><b>WRITING STYLE</b></p> <ul style="list-style-type: none"> <li>• Analyze the informational needs and backgrounds of various audiences (scientific, technical, lay) requiring technical reports and use technical vocabulary appropriate for the intended audience.</li> <li>• Write in a style that exhibits brevity and clarity and avoids words of low information content.</li> </ul>	
<p><b>DOCUMENT DESIGN</b></p> <ul style="list-style-type: none"> <li>• Design documents for readability by employing short paragraphs, bullets, headings, tables, effective spacing and layout.</li> <li>• Illustrate technical documents appropriately (charts, graphs and tables) using the appropriate technical-writing conventions.</li> </ul>	
<p><b>DOCUMENT INTEGRITY</b></p> <ul style="list-style-type: none"> <li>• Employ numbers, units, equations, and abbreviations correctly in documents using the International System of Units (SI).</li> <li>• Write all technical documents using correct spelling, grammar, and usage.</li> </ul>	

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

TESTS AND ASSIGNMENTS	DUE DATE	LENGTH	YOUR GRADE IN PERCENT	VALUE OF ASSIGNMENT VALUE	YOUR TOTAL
Assignment I: Correspondence Portfolio	April 28	250-400 wds per letter		12%	
Assignment II: Illustrated Report	May 12	400-500 wds		14%	
Assignment III: User Manual	May 31	4 – 8 pages		20%	
Assignment IV Memo Exam	June 16	500		14%	
Assignment V: Job Search Documents <ul style="list-style-type: none"> <li>• Info interview &amp; contacts</li> <li>• Résumé</li> <li>• Cover letter</li> </ul>		1 page max 2 pages max 200 - 300 wd		20% (4) (8) (8)	
Grammar & Copyedit Exam	June 16			10%	
Quizzes & Peer Edits @ 2% each	TBA & Weekly schedule			10%	
<b>TOTALS</b>				100%	

**PEER EDITS**

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 in this course. I will grade papers with the assumption that a peer edit has been done. A paper will not, therefore, receive additional marks for having a peer edit. Rather, it will lose marks for the absence of a peer edit.

**Failure to bring a completed draft to the class and to participate in the peer editing will result in the loss of 2% from you final grade.** As an example, a student who misses two peer edits could have her or his final grade reduced from 80% (B+) to 76% (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.

**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.

In addition to quizzes that count toward your final grade, there will be a number of open book quizzes and copyedits that don’t count for marks. Their purpose is to help you learn grammar and effective communication concepts. They will also prepare you for the Grammar and Copyedit 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 marks.**

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.

#### 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 the end of exam week, March 26, 2004, and **must fulfill the requirements of the assignment.** If you have left any assignments unsubmitted or incomplete by March 26, 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 (Exception: User manual).
- 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...) except in formal reports, where the front pages require a different pagination.
- 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
A	90-94	B	75-79	C	60-64		
A-	85-89	B-	70-74	D	50-59		

	Monday	WEDNESDAY
<p><b>WEEK 1</b> April 5 - 9</p> <p>Start job search prep.</p>	<p><b>INTRO TO COURSE AND LAB</b></p> <ul style="list-style-type: none"> <li>• learning outcomes</li> <li>• requirements / assignments</li> <li>• course pack, layout (T of C highlight)</li> <li>• why tech writing? (CP 3, 4, 83-84)</li> </ul> <p>Handout: Job Search Assignment: <b>START</b></p> <p>Open-book Grammar Quiz</p> <p>Technical/Workplace Communication</p> <ul style="list-style-type: none"> <li>• good and bad eggs, workplace writing</li> <li>• intro the 7 C's</li> <li>• 7 Cs Exercises</li> <li>• Courtesy: CP 87</li> </ul> <p><b>Homework:</b></p> <ul style="list-style-type: none"> <li>• Read CP 1-16</li> </ul>	<p><b>Review Grammar Quiz</b> <b>10 Grammar minutes</b></p> <p>Intro to lab</p> <p>Doc Design exercises</p> <ul style="list-style-type: none"> <li>• Subject lines (Handout folder)</li> <li>• Font exercise</li> <li>• Bulleted lists (Gr, // folder)</li> <li>• Remaining 7 C's ex</li> </ul> <p>Revision: "Accentuating the Negative" (Complete and hand in for generic feedback.)</p> <p><b>Homework:</b></p> <ul style="list-style-type: none"> <li>• Read "Listing," CP 18-19</li> <li>• Review 7 C's for quiz next day</li> </ul>
<p><b>WEEK 2</b> April 12 - 16</p> <p><b>EASTER MONDAY</b></p>	<p><b>Return of "Accentuating the Neg."</b></p> <p><b>7 C's Quiz.</b></p> <p>Review samples of badly- and well-written neutral communications: CP82-83.</p> <p>Overview of letter format, Intro neutral letter strategy.</p> <p>Exercises:</p> <ul style="list-style-type: none"> <li>• Style sheets: CP 32-35</li> <li>• Sample letters: CP 35, 41</li> <li>• Action segment CP 27</li> <li>• Exercise email CP 112: submit at end of class for generic feedback.</li> </ul> <p><b>Handout:</b> Assignment I: Correspondence Portfolio</p> <p><b>Homework:</b> Reread CP 82-83. Read Assignment carefully. Begin CP 84-85 for Mon.</p>	<p><b>Return 7Cs Quiz &amp; take up 84-85</b></p> <p><b>Generic feedback on emails</b></p> <p style="text-align: right;">Neutral and Indirect letter:</p> <ul style="list-style-type: none"> <li>• Draft nods, CP 43</li> <li>• Practice Addresses</li> <li>• Letterhead</li> <li>• Page 2 headers</li> <li>• Neutral comments</li> <li>• Ending on a constructive note</li> </ul> <p>Time permitting, begin drafts of letters.</p> <p><b>Homework:</b></p> <ul style="list-style-type: none"> <li>• Finish CP 84-85 for Monday.</li> <li>• Study "Letters: Style Guide" CP 32-34</li> </ul>



<p><b>WEEK 4</b> April 26 - 30</p> <p>Have you found a job advertisement?</p>	<p><b>10 grammar minutes: Passive voice</b></p> <p><b>Peer edit:</b></p> <ul style="list-style-type: none"> <li>• 2% deduction from final for missing</li> <li>• Step-by-step edit</li> </ul> <p><b>BEGIN MEMOS</b></p> <p>Lecture</p> <ul style="list-style-type: none"> <li>• Headings: effective, clear</li> <li>• Org of body, 1 para + 1 main idea</li> </ul> <p>Exercise</p> <ul style="list-style-type: none"> <li>• Hockey memo: CP 91: Org, headings, table, drafting intro.</li> <li>• Raw data and interpretive data</li> </ul> <p><b>Submit</b> for generic feedback</p> <p><b>Homework:</b> Complete revisions to Correspondence Portfolio. Due next class.</p>	<p><b>DUE: Assignment I, Corr Portfolio.</b> Submit drafts as well as finalized documents.</p> <p>Lecture: Memo reports: CP 21-22, 24</p> <ul style="list-style-type: none"> <li>• Labels, keys, captions</li> <li>• Ref to graphic in text</li> <li>• Clutter and clarity</li> </ul> <p>Practice</p> <ul style="list-style-type: none"> <li>• Revise poorly formatted memo</li> <li>• Create table and graph</li> </ul> <p>Handout Assignment II and start draft.</p> <p><b>Homework:</b></p> <ul style="list-style-type: none"> <li>• Review work done in class, study samples.</li> <li>• Study CP 18-27.</li> </ul>
<p><b>WEEK 5</b> May 3 - 7</p>	<p><b>Quiz:</b> Copyedit, passive voice</p> <p><b>Feedback:</b> Hockey Memo</p> <p><b>Exercise:</b> Handout of Effective Hockey memo with errors</p> <ul style="list-style-type: none"> <li>• Copyedit</li> <li>• Take up</li> <li>• Discussion revised memo</li> </ul> <p><b>Grammar:</b> Agreement &amp; Passive</p> <p><b>Homework:</b></p> <ul style="list-style-type: none"> <li>• Reread revised Hockey Memo</li> <li>• Review Agreement</li> </ul>	<p><b>Drafting Assignment II</b></p> <p><b>Homework:</b> Complete Assignment II for Peer Edit next class.</p>

	Monday	Wednesday
<b>WEEK 6</b> May 10 - 14  Job Advertisement	10 Grammar Minutes: <b>review agr &amp; passive</b>  <b>Peer Edit</b> Illustrated Report  Begin Assignment III: User Manual <ul style="list-style-type: none"> <li>• <b>Practice Exercises:</b> <ul style="list-style-type: none"> <li>○ Sorting types of text</li> <li>○ Practicing intros</li> <li>○ Practicing conclusions</li> </ul> </li> <li>• Hand out of assignment</li> <li>• Discussion assign &amp; evaluation guide</li> <li>• Opening pages</li> <li>• Pagination</li> <li>• Design: simple, consistent, clear</li> <li>• Fail-safe precautions, hints, tips</li> <li>• Imperative mood</li> </ul> <b>Homework:</b> <ul style="list-style-type: none"> <li>• Reread Assignment III carefully.</li> <li>• Read User Manual Grading Criteria</li> </ul>	DUE: Assignment II: Illustrated Rept.  <b>10 grammar minutes</b>  <b>QUIZ:</b> MEMO COPYEDIT  <b>Practice Exercises</b> in preparation for starting the User Manual.  <b>Time Permitting:</b> Start work on User Manual.  <b>Homework:</b> Work on User Manual
<b>Week 7</b> May 17 - 21	<b>VICTORIA DAY: NO CLASSES</b>	<b>DRAFTING USER MANUAL</b>  <b>Homework:</b> Finish User Manual
<b>WEEK 8</b> May 24 - 28  Job prep is due next week.	Lab:  <b>Assignment IV</b> <b>Exam</b> <b>Memo Report</b>	<b>FULL PEER EDIT, USER MANUAL</b>  <b>HOMEWORK:</b> <ul style="list-style-type: none"> <li>• REVISE USER MANUAL FOR NEXT CLASS.</li> <li>• Bring Job description plus list of job and volunteer exp. to next class.</li> </ul>
<b>Week 9</b> May 31 - June 4  Job prep is due this week.	DUE: Assignment III: User manual  <b>Assignment V:</b> Job Search Communications: See Assignment: CP 153  Lecture and Practice: <ul style="list-style-type: none"> <li>• Information-gathering interviews               <ul style="list-style-type: none"> <li>○ Ineffective cold calls:CP93</li> </ul> </li> <li>• Reading sample job postings in order to tailor résumé: Ex: CP97</li> <li>• Reading your own job posting</li> <li>• Drafting résumé entries</li> <li>• <b>Résumé format and examples</b></li> </ul> <b>HOMEWORK:</b> <ul style="list-style-type: none"> <li>• READ SAMPLE RESUMES: CP 106-111</li> </ul>	<b>10 grammar minutes</b>  <b>DRAFT</b> <ul style="list-style-type: none"> <li>• List of Contacts</li> <li>• Cold Call</li> <li>• Info Interview Questions and</li> <li>• Resume</li> </ul> Homework: Read "Persuasive Writing" CP 36-38,

	MONDAY	Wednesday
<b>WEEK 10</b> June 7 - 11	<b>COVER LETTERS</b> <ul style="list-style-type: none"> <li>• What doesn't work? CP 95-96</li> <li>• AIDA formula</li> <li>• What does work: Samples</li> <li>• Exercise: CP 96, revising an ineffective cover letter</li> </ul>	<b>10 grammar minutes</b>  Drafting Cover Letters
<b>WEEK 11</b> June 14 - 18	Peer Edit all Job Search Documents.  <b>Homework:</b> Revise Job Search Docs: Due next class.	<b>DUE:</b> Assignment V, Job Search  <b>Grammar Exam</b>