

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

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Required Texts and Materials

Course Pack: *English 170: APT to Write Technically*. Norma DePledge

Good college dictionary

Diskettes

COURSE OUTLINE FOR ENGLISH 170	
CALENDAR DESCRIPTION	
<p>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 job-search formats in a clear, concise, purposeful, unambiguous, and grammatically correct way.</p>	
LEARNING OUTCOMES	
Course Content	<i>Students will</i>
<p>WRITING FORMATS</p> <ul style="list-style-type: none"> • 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. 	
<p>WRITING STRUCTURE</p> <ul style="list-style-type: none"> • Present information appropriately either using the direct approach (under normal circumstances) or the indirect approach (for bad news and some persuasive situations). 	
<p>WRITING STYLE</p> <ul style="list-style-type: none"> • 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. 	
<p>DOCUMENT DESIGN</p> <ul style="list-style-type: none"> • 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. 	
<p>DOCUMENT INTEGRITY</p> <ul style="list-style-type: none"> • 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. 	

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

TESTS AND ASSIGNMENTS	DUE DATE	LENGTH	YOUR GRADE IN PERCENT	ASSIGNMENT VALUE	YOUR TOTAL
Assignment I: Correspondence Portfolio	Oct 20	200 – 250 / letter		12%	
Assignment II: Illustrated Report	Nov 3	400-500 wds		14%	
Assignment III Memo Exam	Nov 10	2 - 4pages		15%	
Assignment IV: User Manual				19%	
<ul style="list-style-type: none"> • Copyedit exam • User Manual Doc 	Nov 3 Nov 22	10-15 pages		(5) (14)	
Assignment V: Job Search Documents	Dec. 8			20%	
<ul style="list-style-type: none"> • Info interview & contacts • Résumé • Cover letter 		1 page max 2 pages max 200 - 300 wd		(4) (8) (8)	
Grammar & Copyedit Exam	Dec 8			10%	
Quizzes & Peer Edits @ -2% for each missed Peer edit or quiz.	TBA & Weekly schedule			10%	
TOTALS				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 your 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

The sum of all assignments, quizzes and exam is 100 points. To keep a running total of the points you have accumulated, multiply your “GRADE IN PERCENT” by the “ASSIGNMENT VALUE.” Put the raw number in the column marked “Your Total.” You can then compare the number of points you’ve accumulated to date against the total number of points.

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 middle of exam week, December 17, 2004, and **must fulfill the requirements of the assignment.** If you have left any assignments unsubmitted or incomplete by December 17, 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>WEEK 1 Sept 27 – Oct 1</p>	<p>INTRO TO COURSE AND LAB</p> <p>Open-book Grammar Quiz</p> <p>Technical/Workplace Communication</p> <ul style="list-style-type: none"> • good and bad egs, workplace writing • intro the 7 C's • 7 Cs exercises <p>Homework:</p> <ul style="list-style-type: none"> • Read Intro and 7Cs: CP 1-16 • Complete exercises assigned in class 	<p>Review Grammar Quiz 10 Grammar minutes</p> <p>Intro to lab</p> <p>Doc Design exercises (listing and punctuation, headings, fonts, etc)</p> <p>Revision: "Accentuating the Negative" CP 21, (Complete and hand in for generic feedback.)</p> <p>Homework:</p> <ul style="list-style-type: none"> • Finish Accentuating the Neg. • Read "Listing," CP 30-32 • Review 7 C's for quiz next day
<p>WEEK 2 Oct 4 – Oct 8</p>	<p>Hand in "Accentuating the Neg."</p> <p>Quiz: 7 C's</p> <p>Review samples of badly- and well-written neutral communications: CP18-19.</p> <p>Overview of Correspondence Portfolio (CP 62) and letter types and format.</p> <p>Begin exercises (format and content – action and indirect): CP 77 ff</p> <p>Assign Correspondence Portfolio</p> <p>Homework:</p> <ul style="list-style-type: none"> • Read Assignment (CP 62) carefully. • Read CP 63-76 • Complete exercises assigned in class 	<p>Return Accentuating the Neg and 7Cs Quiz (feedback)</p> <p>Take up exercises</p> <p style="text-align: right;">Neutral and Indirect Refusal letters:</p> <ul style="list-style-type: none"> • Lecture and exercises continued from Monday <p>Time permitting, begin drafting letters.</p> <p>Homework:</p> <ul style="list-style-type: none"> • Finish exercises assigned in class. • Review exercises and Style Guide CP(74-76) for quiz.

	MONDAY	Wednesday
Week 3 Oct 11 – Oct 15	Thanksgiving Day No Classes	Quiz: Listing & punct, and Letter Format Draft and submit 1st draft by end of class. (Generic feedback next class.) <ul style="list-style-type: none"> • If drafting time is not needed, continue exercises. Homework: Correspondence Portfolio is due next class for peer edit.
WEEK 4 Oct 18 – Oct 22 Have you found a job advertisement?	10 grammar minutes: Passive voice Peer edit: <ul style="list-style-type: none"> • 2% deduction from final for missing drafts or missing peer edit • Step-by-step edit BEGIN MEMOS CHAPTER 5, CP 42 FF Lecture & exercises <ul style="list-style-type: none"> • Assignment: CP 43 • Ex. CP 35 (revising) • Copyedit CP 57-58 • Subj lines: 55 Homework: Complete revisions to Correspondence Portfolio. Due next class.	DUE: Assignment I, Corr Portfolio. Submit drafts as well as finalized documents. Lecture: Memo reports: CP CP 45ff <ul style="list-style-type: none"> • Labels, keys, captions • Ref to graphic in text • Clutter and clarity In-class Quiz: Practice Memo to hand in <ul style="list-style-type: none"> • Include table or graph Homework: <ul style="list-style-type: none"> • Read Chapter 5, Memos
WEEK 5 Oct 25 – Oct 29	Quiz: Memo copyedit Feedback: Quiz Memo Exercise: Handout of Effective Practice memo <ul style="list-style-type: none"> • Copyedit • Take up • Discussion revised memo Grammar: Punctuation (commas, colons) Homework: <ul style="list-style-type: none"> • Reread revised Hockey Memo • Review Agreement 	Drafting Assignment II: Illustrated Memo Report <ul style="list-style-type: none"> • Submit draft at end of class. Homework: Complete Assignment II for Peer Edit next class.

	Monday	Wednesday
WEEK 6 NOV 1 – NOV 5	10 Grammar Minutes: review agr & passive Peer Edit Illustrated Report Begin Assignment III: User Manual, Chapt 7 <ul style="list-style-type: none"> • Assignment: CP 88 • Lecture: form, types of text etc • Practice Exercises: CP 99-105 Homework: <ul style="list-style-type: none"> • Reread Assignment, CP 88. • Read 89-94: notes on User Man. • Read User Manual Grading Criteria, end of course pack. 	DUE: Assignment II: Illustrated Rept. 10 grammar minutes EXAM: USER MANUAL COPYEDIT Draft and submit at least steps 1 & 2.
Week 7 Nov 8 – Nov 12	RETURN ILLUSTRATED MEMO REPORTS <ul style="list-style-type: none"> • Feedback LAB: DRAFTING USER MANUAL HOMEWORK: PREP FOR MEMO EXAM	Memo Exam (Assignment III) Field trip or incident report Homework: Finish User Manual
WEEK 8 Nov 15 – Nov 19	FULL PEER EDIT, USER MANUAL HOMEWORK: <ul style="list-style-type: none"> • REVISE USER MANUAL FOR NEXT CLASS. 	Catch up class: exercises / quizzes Grammar: Fragments and Comma Splices
Week 9 Nov 22 – Nov 26 Job prep is due this week.	DUE: Assignment IV: User manual Begin Assignment V: Job Search Communications: <ul style="list-style-type: none"> • Assignment: CP 106 Lecture and Practice: <ul style="list-style-type: none"> • Information-gathering interviews <ul style="list-style-type: none"> ○ Ineffective cold calls:CP125-25 • Reading job posting & résumé: Ex: CP127-29 • Reading your own job posting • Drafting résumé entries • Résumé format and examples HOMEWORK: <ul style="list-style-type: none"> • READ CHAPTER VIII, JOB SEARCH 	10 grammar minutes Quiz on Chapter VIII, Job Search EXERCISES AND DRAFTING <ul style="list-style-type: none"> • Cold Calls • Info Interview Questions and • Resume Homework: Cover Letters: CP 121-124

	MONDAY	Wednesday
WEEK 10 Nov 29 - Nov 3	COVER LETTERS <ul style="list-style-type: none"> • AIDA formula • What doesn't work? CP 130-131 • What does work: Samples (you-centred) • Review active verbs. • Review You-centredness • Review letter format: copyedit CP 84 	Grammar Review Quiz: letter format Drafting Cover Letters
WEEK 11 Dec 6 - Dec 10	Peer Edit all Job Search Documents. Homework: Revise Job Search Docs: Due next class.	DUE: ASSIGNMENT V, JOB SEARCH Grammar Exam