



School of Arts & Science
ENGLISH DEPARTMENT
ENGL 170
Technical Communications 1
2010 Q1

COURSE OUTLINE

This introductory course in technical (workplace) writing deals with workplace correspondence (letters, memos, e-mails), workplace reports, technical description, and technical summarizing. The topics include writing structure (the “direct approach”), writing style (highly-specific, fact-filled and audience-focused), document design, document integrity (adherence to standards), and grammatical correctness.

1. Instructor Information

Instructor:	Paul Gamache
Office Hours:	Monday/Tuesday/Wednesday 10:30-11:30 (and by appointment)
Location:	CC 119A
Phone:	381-7812
Email:	gamache@camosun.bc.ca

2. Intended Learning Outcomes

Upon completion of this course you will be able to

1. Write letters, memos, and short reports using correct formats;
2. Plan, organize, structure and write business letters and memos for a variety of everyday workplace situations;
3. Plan, organize, structure and write informal reports for a variety of work-related reasons (progress, analysis, incident, field, complaint);
4. Write clear instructions and procedures that can be followed accurately without confusion;
5. Present information appropriately either using the direct approach (under normal circumstances) or the indirect approach (for bad news and some persuasive situations);
6. Analyze the needs and backgrounds of various audiences (scientific, technical, lay) requiring technical reports and use vocabulary appropriate for the intended audience;
7. Write in a style that exhibits brevity and clarity and avoids words of low information content;
8. Design documents for readability by employing short paragraphs, bullets, headings, tables, and effective spacing and layout;
9. Illustrate technical documents appropriately (charts, graphs and tables) using the appropriate technical-writing conventions;
10. Employ numbers, units, equations, and abbreviations correctly in documents using the International System of Units (SI);
11. Write all technical documents using correct spelling, grammar, and usage.

3. Required Materials

English 170 Coursepack (Gamache), available in the Bookstore.

4. Attendance

Just as on the job, attendance is essential. If you miss a class, it is your responsibility to collect the handouts missed, know the material covered, and complete the assignments due. **In-class exercises, quizzes, etc. cannot be made up later; if you miss one, you will receive no mark.**

5. Assignment Policies

a) **Submissions: YOU MUST SUBMIT ALL ASSIGNMENTS TO PASS THIS COURSE.**

b) **Late Submissions:** You must submit assignments on time. **Late assignments will receive 0/100.**

If you know that you will be submitting an assignment late, consult me at least 48 hours before the due date and get a signed "Late Permission Slip" from me. Staple this permission slip to the assignment before submission.

c) **Plagiarism:** Plagiarism is a form of cheating in that you are using someone else's words, ideas, opinions, or facts as though they are your own. Words belong to the person who first prints or speaks them; to claim them as your own is a form of stealing, which, translated into our academic setting, means cheating. Plagiarism will result in a grade of zero and a meeting with me to discuss subsequent action.

d) **Assignment Format:** Please follow these requirements for all assignments:

- < Use white paper 8 1/2 X 11 inches;
- < Write/print on one side of the paper only;
- < Use **12-point font** (and ensure high print quality);
- < Default to the margins designated by your word processing software (no less than one inch all round). Adjust only if the document's appearance is not compromised;
- ▶ Submit completed (name, date, topic) evaluation sheets with every assignment that uses one and a completed Assignment Log sheet (front only). I will not mark any assignment submitted without these two sheets. If you lose one, photocopy it;
- < Keep all of your assignments (and related documents) in the assignment folder that I will give you. Submit your assignments in this folder. It must contain all previous assignments.
- ▶ As soon as an assignment is returned, complete the back of the appropriate Learning Log sheet. Include it with the next assignment. I will not mark the next assignment without it.

NOTE: Assignments that do not conform to these requirements are "unacceptable" and will be returned unmarked. Unacceptable assignments will not be graded until they are acceptable.

6. Evaluation of Course Work / Assessment (Weighting) and Due Dates

Assignment	Due	Grade	Value	Total
1. Technical description	Friday, October 1		5%	/5
2. Workplace memo	In class, week of Oct. 11-15		10%	/15
3. Business (complaint) letter	Friday, October 22		10%	/25
4. Report organizing assignment	Friday, November 5		5%	/30
5. Report (Executive) summary	In class, week of Nov. 8-12		5%	/35
5. Illustrated report #1	Friday, November 19		5%	/40
6. Illustrated report #2	Friday, November 26		10%	/50
7. Illustrated progress report	Friday, December 3		15%	/65
8. User manual	Friday, December 10		15%	/80
Quizzes, exercises, etc.	various dates (in class)*		20%	/100
TOTAL			100%	%

➤ Note that there is no final exam.

* Missed exercises, quizzes, etc. cannot be made up.

7. Grading System

a) Standard Grading System (GPA)

Percentage	Grade	Description	Grade Point Equivalency
90-100	A+		9

85-89	A		8
80-84	A-		7
77-79	B+		6
73-76	B		5
70-72	B-		4
65-69	C+		3
60-64	C		2
50-59	D		1
0-49	F	Minimum level has not been achieved.	0

b) Temporary Grades

Temporary grades are assigned for specific circumstances and convert to a final grade according to the grading scheme used in the course. See Grading Policy E-1.5 at camosun.ca for information on conversion to final grades and for additional information on student record and transcript notations.

Temporary Grade	Description
I	<i>Incomplete:</i> A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.
IP	<i>In progress:</i> A temporary grade assigned for courses that are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.
CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement.

8. Recommended Materials or Services to Assist Students to Succeed Throughout the Course

a) LEARNING SUPPORT AND SERVICES FOR STUDENTS

Various services are available to assist you. Information on these services is available in the College calendar, at Student Services, and on the College web site at *camosun.ca*.

b) STUDENT CONDUCT POLICY

Camosun College has a Student Conduct Policy, which includes plagiarism. It is your responsibility to become familiar with the content of this policy. The policy is available in each School Administration Office, at Student Services, and in the Policy Section of the College website.

Tentative Class / Topic / Assignment Schedule

Week / Date	Class #1	Class #2	Due
1. Sept. 27 – Oct.1	Introduction	technical description	Technical Description
2. Oct. 4 – 8	writing exercises	writing exercises	
3. Oct. 11 – 15	memos	in-class Memo	Workplace Memo
4. Oct. 18 – 22	letters	letters	Complaint Letter
5. Oct. 25 – 29	tech. description (again)	organizing/headings	optional replacement memo/letter
6. Nov. 1 – 5	summer internship report (group)	summer internship report (group)	Summer Internship Report (Group)
7. Nov. 8 – 12	In-class Summary	In-class Summary	In-class summary
8. Nov. 15 – 19	illustrating / enrolment report (group)	illustrating / enrolment report (group)	Enrolment Report (Group)
9. Nov. 22 – 26	illustrating / hockey report (individual or group)	illustrating / hockey report (individual or group)	Hockey Injury Report
10. Nov. 29 – Dec. 3	progress reports	progress reports	Progress Report
11. Dec. 6 – 10	user manuals	user manuals	User Manual

Grammar / writing issues and exercises will be covered throughout the course as need dictates and time permits.