SYLLABUS FOR ENGLISH 2311

TECHNICAL AND BUSINESS WRITING

Semester Hours Credit: 3

INSTRUCTOR: ________________________

OFFICE HOURS: ________________________

I. INTRODUCTION

English 2311 is the study and practice of writing in professional settings. This class focuses on documents necessary to make decisions and take action on the job such as letters and memorandums, reports, proposals, e-mail, and other documents. The course includes significant teamwork. Prerequisite: ENGL 1301 or equivalent with an earned course grade of "C" or above.

II. OVERALL OR GENERAL OBJECTIVES OF THE COURSE

Upon successful completion of this course, the student will be able to:

1. Understand the requirements and ethics of technical and business writing in the 21st Century workplace.

2. Work professionally individually and in a team to produce effective business and technical documents incorporating verbal, visual, and multimedia materials as necessary.

3. Communicate effectively by analyzing audience, organizing documents, writing clearly and precisely with no grammar errors and presenting the document with skillful design.

4. Locate, evaluate, and incorporate pertinent information.

5. Write clear, intelligent technical reports.

III. INSTRUCTIONAL MATERIALS

The instructional materials identified for this course are viewable through www.ctcd.edu/books
IV. COURSE REQUIREMENTS

A. General

1. Regular attendance and punctuality
2. Constructive class and team participation
3. Completion of assignments

B. Specific

1. Complete regular reading assignments from Technical Communication Today (TCT). Study TCT carefully in preparation for class discussion, quizzes, teamwork, and assignments.
2. Write clearly and without errors.
3. Assignments include group writing and assessments; documents with clear business purpose such as memos, resumes, and proposals; and a formal technical report.
4. Emphasize document design, page layout, and visual development of documents.
5. Work professionally in teams. Teams are vital to successful contribution in the global economy.
6. The instructor may require an oral report.

V. EXAMINATIONS

A. Every unit includes reading quizzes.

B. Writing assignments are the primary assessment tool.

C. Assignments may be made up in the event of an excusable absence only. The instructor will determine the time of the make-up on an individual basis. Students must be prepared for class on the day they return, and they will have one week from that date to make-up all missed assignments. Excusable absences are explained in the College catalog.

VI. SEMESTER GRADE COMPUTATION

- Team work 45%
- Individual work 50%
- Quizzes 05%
VII. NOTES AND ADDITIONAL INSTRUCTIONS FROM COURSE INSTRUCTOR

Withdrawal from Course: If a student is unable to continue in this class, it is the student's responsibility to file an Application for withdrawal at the Records office. The student must sign the withdrawal form, and in the case of military tuition assistance students, the Education Services Office must also sign it. Failure to file the withdrawal form will result in Administrative withdrawal with the grade of F.

Administrative Withdrawal: Students may be administratively withdrawn from any class when their absences exceed a total of four (4) class meetings for sixteen-week semesters, three (3) class meetings for eleven-week, eight-week, and six-week semesters, and in the opinion of the instructor they cannot satisfactorily complete the course. The final decision rests solely with the instructor.

Incomplete Grade: The college catalogue states, "An incomplete grade may be given in those cases where the student has completed the majority of the course work but, because of personal illness, death in the immediate family, or military orders, the student is unable to complete all of the requirements for a course. It is the responsibility of the student to arrange with the instructor to complete the course and change the 'IP' grade within the time specified."

Disability Support Services provides services to students who have appropriate documentation of a disability. Students requiring accommodations for class are responsible for contacting the Office of Disability Support Services (DSS) located on the central campus. This service is available to all students, regardless of location. Explore the website at www.cted.edu/disability-support for further information. Reasonable accommodations will be given in accordance with the federal and state laws through the DSS office.

VIII. COURSE OUTLINE

A. Unit One: Technical Communication in Teams

1. Learning Outcomes:
   a. Use email and instant messaging in a professional manner.
   b. Define the stages of team work.
   c. Understand the importance of teamwork in 21st century business and technical writing.

2. Learning Activities:
   a. Read Chapters 4 and 13 in TCT. (C5, F1)
b. Take a Quiz over each chapter. (F8, F11)

c. Develop a Team Plan. (C1, C4, C7, C9, C13, C14, F2, F7, F13, F15)

3. Unit Outline:

   a. "Working in Teams"

   b. "Using E-Mail and Instant Messaging"

B. Unit Two: Technical Communication Essentials

1. Learning Outcomes:

   a. Understand how technical communication is used in the workplace.

   b. Describe the writing process most useful in today's technical writing environment.

   c. Analyze an audience and consider appropriate writing situations to meet the audience's needs.

   d. Understand the ethics of the workplace and apply those ethics to your technical and business writing.

2. Learning Activities:

   a. Read Chapters 1, 2, 3, and 5 in TCT. (C5, F1)

   b. Take a Quiz over each chapter. (F8, F11)

   c. Write a "Writing Process Response" Paper. (C7, C9, F2, F11, F16)

3. Unit Outline:

   a. "Communicating in the Workplace"

   b. "The Technical Writing Process Today"

   c. "Readers and Contexts of Use"

   d. "Ethics in the Technical Workplace"

C. Unit Three: Writing Memorandums and Letters

1. Learning Outcomes:

   a. Analyze and provide solutions to a case study problem.
b. Write a professional memorandum or letter in response to the problem.
c. Proofread and edit documents for professional presentation.
d. Understand the steps of searching for a job.
e. Write an effective application letter.
f. Demonstrate expertise in a professional resume.

2. Learning Activities:
   a. Read Chapters 9, 12, 15, and 17 in TCT. (C5, C6, F1)
   b. Take Chapter Reading Quizzes. (F8, F11)
   c. As a team, brainstorm and propose a solution to the case study problem. (C1, C4, C7, C9, C12, C13, C14, F5, F8)
   d. As a team, write a memorandum or letter in response to the problem. (C6, C7, C8, F2)
   e. As an individual, write an application letter and resume. (C6, C7, C8, F2, F13, F16)

3. Unit Outline:
   a. "Using Plain and Persuasive Style"
   b. "Revising and Editing for Usability"
   c. "Starting Your Career"
   d. "Letters and Memos"

D. Unit Four: Document Design

1. Learning Outcomes:
   a. Understand and use the principles of design in your business and technical communication.
   b. Create and use graphics that complement your business and technical communication.

2. Learning activities:
   a. Read Chapters 10 and 11 in TCT. (C5, C6, F1)
b. Take Chapter Quizzes. (F8, F11)

c. As an individual, complete design assignment. (C6, C7, C8, F1, F2, F10)

3. Unit Outline:
   a. "Designing Documents and Interfaces"
   b. "Creating and Using Graphics"

E. Unit Five: Technical Communication Strategies and Researched Report Writing

1. Learning Outcomes:
   a. Apply useful descriptive language to your technical documents.
   b. Define terms clearly in technical documents.
   c. Explain instructions and processes clearly.
   d. Write clear proposals for business and technical situations.
   e. Research and manage information.
   f. Write an analytical report.

2. Learning Activities:
   a. Read Chapters 7, 8, 18, 19, 20, 21, and 23 in TCT (C5, C6, F1)
   b. Take Chapter Reading Quizzes (C7) (F8, F11)
   c. As a team, develop a research report topic and research strategy (C1, C4, C7, C9, C12, C13, C14, F5, F8)
   d. As a team, conduct research, write a proposal, and write a research report, using the strategies learned in this unit (C6, C7, C8, F2)

3. Unit Outline:
   a. "Researching and Managing Information"
   b. "Organizing and Drafting"
   c. "Technical Definitions"
   d. "Technical Descriptions"
   e. "Instructions and Documentation"
f. "Proposals"

g. "Analytical Reports"