

English 113: Technical Communication
Winter 2012
3 Credit Hours
Delta College

Instructor: Mrs. Janet Alexander
Office: S205
Office Hours: T: 11-12; W: 12-2 and 8-9 (S.C. Johnson); TH: 11-12; and by appointment
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Required Texts and Materials

- *Technical Communication: Twelfth Edition* by John Lannon
- Computer access
- Thumb drive
- A couple folders for turning in all stages of the written work on the due dates
- 3 ring binder
- Collegiate quality dictionary (highly recommended)
- Collegiate quality thesaurus (highly recommended)

Outcomes and Objectives

According to the standards set by Delta's English Division, a successful student in this class should be able to master the following outcomes and objectives:

Outcome 1: Explain the general administrative operations of a business.

Objectives:

- A. Appreciate the trust relationship between businesses and clients.
- B. Produce a resume which demonstrates past experience, education, and community and professional involvement.
- C. Prepare for a professional interview process.

Outcome 2: Demonstrate the ability to produce professional correspondence and documents.

Objectives:

- A. Properly lay out a business letter.
- B. Properly lay out a memo.
- C. Properly lay out reports.
- D. Identify the differences between general grammar rules and the guidelines which are specific to professional writing in business and industry.
- E. Analyze an audience.

Outcome 3: Analyze work situations, in writing or group discussion.

Objectives:

- A. Demonstrate the critical thinking skills required of a professional.
- B. Demonstrate the group process skills required of a professional.

Outcome 4: Demonstrate the basic speaking skills required of a professional.

Objectives:

- A. Prepare a written version of an oral presentation.
- B. Give extended oral explanations of work done.
- C. Provide mature oral explanations of professional problem solving.
- D. Work at a mature level in small (interpersonal) groups, particularly to solve problems.

Outcome 5: Select, design, and construct graphic aids accurately and appropriately for use in written documents or oral presentations.

Objectives:

- A. Identify purpose and audience.
- B. Identify proper use of
 - 1 Tables
 - 2 Charts
 - 3 Graphs
 - 4 Illustration
 - 5 Computer Graphics
 - 6 In written reports
 - 7 In oral reports
 - 8 In electronic messages

Outcome 6: Write clear and effective memos, letters, and reports which

Objectives:

- A. Request assistance.
- B. Provide information.
- C. Provide instruction.
- D. Register a complaint.
- E. Respond to a complaint.
- F. Report an incident.
- G. Report progress of work done.
- H. Report completion of work done.
- I. Provide details of an investigation.
- J. Provide the results of an evaluation.
- K. Provide recommendations.
- L. Describe a process.
- M. Describe a mechanism.
- N. Abstract an article or report.

Outcome 7: Produce and write a researched technical report.

Objectives:

- A. Demonstrate familiarity with professional journals.
- B. Demonstrate an understanding of the interview process.
- C. Demonstrate familiarity with professional and academic formats for long, formal written reports.

Outcome 8: Demonstrate general familiarity with communication technology.

Objectives:

- A. Identify current types of audio-visual equipment and explain their use.
- B. Demonstrate general familiarity with a computer word processing system.

Outcome 9: Demonstrate professional conduct.

Objectives:

- A. Identify appropriate ethical behavior.
- B. Identify professional liability concerns.
- C. Identify the importance of networking, teamwork, and workplace cooperation.

Grading Scale

95-100=A	80-82=B-	67-69=D+
90-94=A-	77-79=C+	60-66=D
87-89=B+	73-76=C	59&below=F
83-86=B	70-72=D	

Course Grade Calculation

50% Group Assignments These grades will be based evenly from two criteria. Half of your grade will be the entire group grade. The other half of your grade will be based on your group members' evaluations of you as a member. As a group, you also have the option of voting a member out of the group. To do this, the group must give him or her and me a written warning, and then give the person one group activity to bring up his or her performance. If after that activity, the group still decides to vote the member out, another letter must be given to him or her and me explaining why the decision has been made. That decision will then be final and that member will receive the letter grade of "F" on all remaining group assignments.

25% (250 points) Technical Report This will be due the class session of April 18th; however, your group should begin working on it as soon as we discuss the requirements, which will be relatively soon.

15% (150 points) Oral Presentation These will take place during the classes of April 11th and April 18th and will be based on your technical report.

5% (50 points) Proposal for Technical Report This will be your opportunity to plan your report: your timeline, goals, sources, workstyles, etc.

5% (50 points) Progress Report on Technical Report This will be your opportunity to report on how the project is going: successes, struggles, questions, etc.

25% (250 points = 25 points x 9 posts + 5 points x 5 responses) Desire2Learn Participation and Additional Responses Nine weeks you will be responsible for reading chapters out of our text or other materials. Before twenty-four hours of the session (either online or face to face) when we will discuss those chapters, you need to have posted to the discussion board prompts in at least eight sentences each. Therefore, original posts are due by 5:00 p.m. on **Tuesdays**. These posts need to be original and thoughtful. They also need to prove that you read the material by summarizing, paraphrasing or quoting from the text. Please reference page numbers. Make sure that they do not in any way quote or even paraphrase anyone else's post. If it does, this will be considered plagiarism. (See policy.) Also, if you do not post before twenty-four hours before the class begins, you will not receive credit. Furthermore, you will need to either respond to at least one classmate's post in at least eight sentences or vocally express your response to what is written by a classmate at least five times during the semester. You can also *optionally* respond to more of your classmates' posts: if you choose to respond to others (in the discussion board and/or in the class) every time, I will reward you with extra credit.

We need to do our original posts by twenty-four hours before class begins so that our classmates will then have at least those twenty-four hours to plan their oral and/or written responses on what you wrote and/or on what your classmates' wrote. To get credit, these responses need to have substance: detail and explanation. The responses are due by 5:00 p.m. on **Wednesdays**.

25% (250 points) 5 Individual Assignments

Cover Letter/ Resume

Job Interview

Writing in the Workplace Memo

E-mail Assignment

Evaluation Results of Group Members

Academic Dishonesty

Plagiarism (misrepresenting the work of others as your own) is a serious offense and will result in an "F" for the project and possibly for the course. For more information about Delta's policies, refer to the "Integrity of Academic Work" section in the

“[Students’ Rights, Responsibilities, and Conduct](#)” section of the *Delta College Catalog* or the English Division home page (<http://www.delta.edu/english/plagiarism.html>). If in doubt about plagiarism, please ask me for clarification. Note that I consider the submission of papers that you have previously written for another course to be plagiarism. Also note that taking any ideas or words from any source (including Internet sources) without proper citation is also plagiarism; to check for this, I use various Internet-based tools, including Turnitin.com. In this class, we will use MLA citation methods.

Late Work

Not accepted. If you **must** miss a class in which an assignment is due, then turn it in advance, send it to me via a word or rtf email attachment by midnight, or have a roommate, spouse, parent, etc. get it to our classroom by 8 p.m. the day the work is due! If you **must** miss a day in which a group-work assignment is due, then it is your responsibility to notify your other group members in order to get to them your contribution.

Attendance

This class is considered a hybrid class, which means that part of our meetings, is considered online. Therefore, you must participate to the Desire2Learn site on a weekly basis for attendance credit. Also, much of our group discussions and presentations will occur in our face-to-face class.

Instructor Initiated Drop for Lack of Attendance

Your English Division instructor will drop you from this course if you miss, for any reason, in excess of 2/15 of your classes for this course. For this particular course this semester (or term) that means in excess of two class periods. This is an English Division policy.

Early Alert

In an effort to ensure you have the supports necessary to be successful, Delta College has an Early Alert Referral Program. If I feel you could benefit from additional support outside of the classroom, I may make a referral.

Disabilities

If you have a documented disability which affects your academic performance, and need an academic accommodation, please contact the Office of Disability Services in D102.

The telephone number is 686-9330.

Honors

This course is available as an honors option. Please see me within the first few weeks of the semester if you are in the honors program at Delta and/or if you would like to explore taking the course for honors credit. We will discuss a contract that works for your needs.

Class Agenda

Note: This schedule may change due to teacher or student needs

<u>Week</u>	<u>Dates</u>	<u>Class Content/Readings/Homework</u>
1	1/11	Introduction to course
2	1/18	Chpts 1, 6 and 18
3	1/25	Online Only ; Chpts 2 and 5
4	2/1	Cover Letters and Resumes due
5	2/8	Job Interviews due; Chpt 15 and journal vs magazine
6	2/15	Writing in the Workplace Memos due; Chpts 3 and 4
7	2/22	Proposals for Technical Report due; Chpts 11 and 24
8	2/29	Online Only ; E-mail Assignment due; Chpts 10 and 17
9	3/7	No Class; Spring Break
10	3/14	Chpts 7 and 22
11	3/21	Progress Reports due; Chpts 8 and 9
12	3/28	Online Only ; Chpts 23 and 25
13	4/4	Workshop/Optional Conferences for orals/techs
14	4/11	Oral Reports due
15	4/18	Oral Reports due; Technical Reports due
16	4/25	Online Only ; Evaluation Results of Group Members due; Exit Conferences