

Delta College
English 113 Technical Communication
Three Credit Hours

Marianne C. Bird
Office (989) 686-9199
mariannebird@delta.edu

Course description: This course covers techniques for presentation of technical material in formal and informal written reports, letters and other current forms of business and technical communication. It emphasizes general principles used for successful written communication experiences in the professional world and the development of thinking and organizational skills with specific applications for technical courses or professional studies.

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: Explain the general administrative operations of a business.
- Objectives: Appreciate the trust relationship between businesses and clients. Produce a written resume which demonstrates past experience, education and community and professional involvement. Prepare for a professional interview process.
- Outcome: Demonstrate the ability to produce professional correspondence and documents.
- Objectives: Properly lay out and write a business letter. Properly lay out and write the content of a memo. Properly lay out and write reports. Identify the differences between general written grammar rules and the guidelines which are specific to professional writing in business and industry. Analyze an audience.
- Outcome: Analyze work situations in writing or group discussion.
- Objectives: Demonstrate the critical thinking skills required of a professional. Demonstrate the group process skills required of a professional.
- Outcome: Demonstrate the basic speaking skills required of a professional.
- Objectives: Prepare a written version of an oral presentation. Give extended oral explanations of work done. Provide mature oral explanations or professional problem solving. Work at mature level in small (interpersonal) groups, particular to solve problems.

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

--Objectives: Identify purpose and audience. Identify proper use of tables, charts, illustrations and computer graphics. Incorporate visuals in written reports, oral reports and electronic messages.

--Outcome: Write clear and effective memos, letters and report which request assistance, provide information, provide instruction, register a complaint, respond to a complaint, report an incident, report progress of work done, report completion of work done, provide details of an investigation, provide the results of an evaluation, provide recommendations, describe a process, describe a mechanism and abstract an article or report.

--Outcome: Produce and write a researched technical report.

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

--Outcome: Demonstrate general familiarity with communication technology.

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

--Outcome: Demonstrate professional conduct.

--Objectives: Identify appropriate ethical behavior. Identify professional liability concerns. Identify the importance of networking, teamwork and workplace cooperation.

Assignments:

We will be completing several assignments in this class. You will receive information on all of these assignments describing what is required and offering helpful information.

Helpful hints:

Attend all class sessions. Turn in all work on time. Actively participate in class.

Late work:

Deadlines are announced well in advance. Therefore, no late work will be accepted. If you are not able to attend class the day the assignment is due, you must turn it in prior to the beginning of class. It is your responsibility to turn in your work on time.

Plagiarism:

Sources will be randomly checked for assignments that required outside references. Papers with sources that do not check out to the instructor's satisfaction will receive a grade of 0. You will be asked to turn in your research with your assignments that

required research. I will follow the Delta College policy regarding plagiarism. It is included in this packet.

Attendance:

Students must attend class regularly because in-class writing is scheduled. These assignments will not be allowed to be made up. Discussions and presentations will also occur in class. Two absences by mid-term will result in an instructor-initiated drop. Three tardies will equal an absence. Attendance is required for this course and I will take attendance daily.

Format

The final version of your work must be typed on 8 1/2 x 11 typing paper. Be sure to include your name, class name, instructor name and due date on the upper left hand side.

Required materials:

The textbook, Technical Communication by John M. Lannon
Delta ID card
Delta email account
3 x 5 cards
Notebook
Pocket folder

Grades:

Your midterm grade will be based on class activities and assignments we have completed by the halfway point of the term. Your final grade will average your work from all weeks.

Grading scale:

100-95 A	94-90 A-	89-87 B+	86-84 B	83-80 B-	79-77 C+
76-74 C	73-70 C-	69-67 D+	66-64 D	63-60 D-	59 below E

You will be notified of your midterm grade as well as your final grade.

Miscellaneous:

-
- Please refrain from bringing food or beverages to class.
 - Please remove hats/headgear inside the classroom.
 - Please refrain from bringing children, siblings or guests to class.
 - Please turn off cell phones and beepers.
 - Please be considerate and respectful of others.

Delta College has an official add/drop policy and refund policy which is printed in this semester's schedule of academic classes. This policy can have a financial, personal and career impact on you. Please be sure to review it.

Delta also offers a variety of services ranging from the Teaching Learning Center to the Employment Office.

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.

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. Mike Cooper, Disability Services Director, D-WING, D102, 989-686-9322.

Integrity of Academic Work (From the Delta College Catalog)

I. Statement of Values

The principles of truth and honesty are fundamental to a community of learners. All members of the Delta College Community are expected to honor these principles and are responsible for maintaining the integrity of academic work at the College.

Plagiarism or any misrepresentation of work, unsanctioned collaboration, use of prohibited materials, and participation in any form of dishonesty all constitute violation of this policy.

Violations of this policy will result in the actions and consequences specified within this policy.

II. Faculty determine standards of integrity for academic coursework.

Examples of academic dishonesty that would constitute violations of this policy include, but are not limited to, the following:

- A. Plagiarism*
- B. Cheating on tests, quizzes, or any assignments
- C. Fabrication
- D. Aiding and abetting dishonesty
- E. Falsification of records and official documents

*Plagiarism is defined as, “the false assumption of authorship; the wrongful act of taking the product of another person’s mind and presenting it as one’s own.” As developed by Alexander Lindey in “Plagiarism and Originality” (N.Y.: Harper,1952)

III. Faculty and Staff Responsibilities.

Faculty should do the following, where applicable and when appropriate:

- A. Provide clarification about the nature of academic dishonesty.

- B. Clarify expectations for homework, assignments, collaborative student efforts, research papers, exams, etc.
- C. Identify any specific style/format requirements for assignments.
- D. Communicate ethical and professional standards associated with courses and programs.
- E. Honor principles of truth and honesty and in so doing protect the validity of college grades.

IV. Student Responsibilities and Rights

Delta College Students are responsible for understanding/following

- A. All provisions of this policy including, but not limited to, examples under I and II above.
- B. Specific course policies for academic work.
- C. Other College policies as specified in the current Delta College Catalog.
- D. Commonly understood principles of personal honesty and integrity.

The student may appeal, through the Disputed Final Grades policy, any grade affected by a charge of academic dishonesty.

V. Process for Policy Violations by Students

- A. Faculty may use their discretion and judgment in any suspected violation of this policy, including limiting action to a warning. If the faculty member determines that this policy has been violated, then the process outlined below will be followed.
 1. If the faculty member decides that a violation of this policy will not affect the student's assignment or course grade, the faculty member will explain the violation to the student and warn the student of future consequences for similar behavior.
 2. If a faculty member decides that a violation of this policy will affect the student's grade in the course, then the faculty member will explain the decision in writing to the student within a reasonable time frame. The faculty member will then send copies of the written explanation to the appropriate Division Chair, Academic Dean, and the Chief Academic Officer of the College.

Both the Division Office and Academic Office will maintain permanent records of these violations.

- B. When a violation is reported to the Academic Office, the Chief Academic Officer of the College will determine appropriate consequences beyond the course grade for the student, including, particularly in the case of a repeated violation of this policy, possible dismissal from the College.

Disruptive Students (From the Delta College Catalog)

Disruptive conduct taints the educational atmosphere and may endanger the safety of students and staff. Accordingly, when student conduct on campus creates a serious enough disruption such that the only reasonable solution is removal of the student, a faculty/staff member may temporarily suspend or permanently expel that student from class/campus.

This policy and accompanying procedures assumes that the faculty/staff has made every attempt to resolve this issue with the student through such informal methods as individual conferences and/or written messages. If these informal methods have not met with success, the following formal procedures will be implemented.

1. The student will be verbally warned by the faculty or staff member the student's behavior is considered to be disruptive (describe the behavior to which the faculty/staff member is referring) and that if the student continues the behavior, s/he will be asked to leave the class/building.
2. If the student persists with the disruptive behavior, the faculty/staff member can then ask the student to leave the class or campus. At this time the faculty/staff must warn the student that failure to leave may result in police intervention. The faculty/staff must indicate whether the suspension is just for that day or if the student must appeal to the appropriate Division Chair to reenter the class. In other words, clarify for the student whether the suspension is temporary or permanent.
3. If after the previous verbal warnings the student continues to demonstrate disruptive behavior, the faculty/staff will summon the appropriate police agency who will have the option of arresting the student for criminal trespass, if necessary. The faculty/staff member's request for the student to leave provides the police agency with sufficient probable cause to effect an arrest.
4. If as a result of faculty/staff member's request for expulsion the student leaves the classroom/campus, the faculty/staff will notify their Division Chair or immediate supervisor in writing within 24 hours of the incident. The written report must include the student's identity and the behavior that was considered to be disruptive. Sufficient detail must be provided to allow the Chair/Supervisor to assess whether or not the policy was followed. Please note that the written report is only necessary when considering expulsion. Temporary suspension is handled informally by the faculty/staff member.
5. The Division Chair/Supervisor must immediately contact the student by phone, with a follow-up through registered mail, notifying them of the opportunity to explain the incident from the student's point of view. In addition, this notice will include the date by which the student must respond back to the Division Chair (or designee) or else forfeit their right to appeal the expulsion. Generally, the student will be given three class* days to respond in person, by phone, or mail (postmarked). Within 24 hours of the conclusion of the meeting to review the suspension, the Chair/Supervisor will decide if the removal was justified or if the student should be reinstated. The Chair/Supervisor may find it necessary to consult with other College employees, students, or records for additional information upon which to base their decision. The Chair/Supervisor may support or deny the removal, or make other arrangements for the student.
6. The decision of the Chair/Supervisor will be conveyed to the student and the faculty/staff member who caused the removal as soon as possible, either in person or by phone. A written confirmation of the decision will be sent to both the staff member and the student within three class days. Within three class days of the receipt of the written decision, the student or

the staff member may appeal in person, by phone, or in writing the decision to the appropriate Dean/Supervisor (identified in the written decision by the Chair); whose decision will be final.

7. It is important to emphasize that each step of the process should proceed as quickly as possible, while maintaining fairness and objectivity.

*For the purpose of this policy, class days include only Monday-Friday when Delta College classes are in session.