

**Eng. 113 Syllabus and Course Information**  
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**COURSE DESCRIPTION**

***ENG 113 Technical Communication 3 Sem Hrs***

Prerequisite: ENG 111 or ENG 111A or ENG 111H.

Covers techniques for presentation of technical material in formal and informal written reports, letters and other current forms of business and technical communication.

Emphasizes general principles used for successful written communication experiences in the professional world and the development of thinking and organizational skills, with specific applications to technical courses or professional case studies. (45-0)

**COURSE INFORMATION**

*Course Site Address* : [www.delta.edu/educator](http://www.delta.edu/educator)

*Textbook(s)*

Technical Communication, by John Lannon 11th Edition (Longman Publishing).

Required

**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 of professional problem solving.
- Work at a mature level in small (interpersonal) groups, particularly 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.  
Graphs.  
Illustrations.  
Computer Graphics.  
Incorporate visuals.  
In written reports.  
In oral reports.  
In electronic messages.

OUTCOME: Write clear and effective memos, letters, and reports which

Objectives:

- 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.
- 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.

## COURSE POLICIES

1. Students will be required to complete, on time, the weekly assignments as listed in the “Course Documents” section in the packets for the assigned week. This is also shown in the “Calendar” under the “Course Information” section.
2. The deadline time to be used for completion is EST Michigan time. Students will be expected to participate at least 4 times per assignment on the Class Discussion board (access by clicking on the Communications button) located at the classroom web site. First post responding to my main post will count for 5 points, while the next three posts to fellow classmates will count for 2 points each. Post must contain new or detailed content! Be specific!
3. Students **who do not participate in more than 3 weeks** of posts on the Class Discussion board **will be dropped** from the class by the instructor or if it is too late to drop the student, the student will be given a grade of F. The Classroom Discussion board is this Eng.113's method of taking attendance in accordance with the English Department's attendance policy.
4. Students are expected to spend a minimum of three hours a week online retrieving e-mail and reading and reviewing WWW materials.
5. Students, when asked and directed to, are expected to work with partners/small groups on assignments via e-mail in a timely organized fashion.
6. Students should spend at least 9 hours per week on reading and writing assignments much like a regular classroom would require.
7. Students will correspond with me privately regarding questions, etc. just as in a face-to-face classroom. Label all email as ENG 113 in the Subject/Re field. Almost all assignments are submitted via Educator by clicking on “Assessments” “Assignments” then “Specific Assignment”. All assignments should be submitted as an RTF file only. Any assignments sent to me for proofreading, etc. should be RTF files only. Instructions on how to save documents as RTF files are contained in the

“Orientation” packet.

8. **Save copies of all assignments, correspondence, etc. sent.** If you do not receive an acknowledgment from me within 24 hours of sending a question to my Delta email, resend it. All assignments must be submitted to the discussion board or through Educator on time for any credit, not at the end of the semester or several weeks past the due date. It is the student's responsibility to follow through, and be sure that I have received their work when due. **Establish a SENT file** in your mail program which will keep copies of your work sent. If I don't receive it, you pull it up and resend. It will show be exactly when it was first sent; this is very important for online students. Educator will indicate to you that your work has been submitted.

9. Students will conduct themselves on the Class Discussion board list, e-mail messages, etc. as they would in a face-to-face classroom. Obscene and other inappropriate messages received by personal email or posted in the Discussion Board area will result in dismissal from the class. Any messages disruptive to the students or instructor will be considered inappropriate. ALL correspondence and questions related to the class should be directed to the instructor, not other students. The instructor will happily assist you and answer questions.

## **INTERNET SKILLS AND EXPECTATIONS**

Each student is expected to have access to the Internet at home; Delta's labs could be used as a backup only.

1. Each student should be aware of the services of Delta's Distance Learning Office.
2. Students will submit all assignments as an **rtf**. file, NOT as part of an email, etc.
3. Students **will maintain a current SENT file** from their email program. Students will manually set the file in the email program so that it retains all correspondence for the semester. This may prove to be extremely important as it may be the only way to prove you sent an assignment, etc. by the deadline. Students must have an Internet provider to use e-mail and view the World Wide Web.
4. Students should use Netscape 7.0 or higher as a navigational tool. Mail service with a provider such as Outlook Express or Netscape Messenger is needed.
5. Students are responsible for technical problems that arise with their equipment. Neither I, nor the college, can offer technical help. If you experience severe technical problems, they must be documented and communicated to me

immediately. Because of the possibility of an equipment problem, be absolutely to **save all copies of work transmitted** and back up your work on disks. Do not wait until the last minute to post to the Class Discussion Message Board or to send assignments because of the above.

## **OTHER CLASSROOM ISSUES**

1. Students will complete the weekly reading assignments from our text found in the “Course Documents” section and specifically listed on the task sheet for each unit.

2. Importantly, I am repeating the attendance policy! Students must complete all written and discussion board assignment by the date and time assigned. Students are expected to meet all deadlines for assignments, papers, etc. Check the dates and times due very carefully in the “Calendar” found under “Course Information.” The deadline time to be used for completion is EST Michigan time. NOTE: Students **who do not participate in more than 3 weeks of posts** on the Class Discussion board **will be dropped** from the class by the instructor as per the English Division’s policy on attendance. The Classroom Discussion board is this Eng. 113's method of taking attendance.

3. Students will conduct themselves on the Class Discussion board list (access by clicking on the Communications button), e-mail messages, etc. as they would in a face-to-face classroom. Obscene and other inappropriate messages, deemed inappropriate solely by the instructor, will result in dismissal from the class.

4. Students will keep copies of all correspondence and written work.

5. Students will proofread all messages, papers, etc. carefully regarding spelling, grammar, punctuation, and content before sending. On assignments and papers, lack of this will be reflected in the assigned grade.

6. No chain letters, jokes, or non-class material should be forwarded to your classmates or appear on the Classroom Discussion message board. This can result in dismissal from class.

## **COURSE REQUIREMENTS**

You need to keep current on all the assignments and readings. In addition, you will have to complete the following:

1. Class Discussion Board list (access by clicking on the Communications button) participation of at least 4 times per assignment. Points are assigned as follows: first post reply to my main post--5 points, three posts to classmates are 2 points each.
2. Situation Writing Assignments--10-25 points each

3. Proposal--Individual final writing project for 50 points
4. Miscellaneous: several other assignments will have 10-25 point values. An example would be posting a writing assignment on the classroom discussion board.

## **ASSIGNMENTS**

All reading, writing, and Discussion Board assignments may be obtained by accessing: "Course Documents" section and the current week's packet. Also, using the calendar, accessed by clicking on "Course Information" will also indicate the week's assignment. Our weekly course deadlines **are included** in the "Calendar" section.

## **EVALUATION/GRADING**

Evaluation will occur by using the point system above for all activities. Each activity will contain a maximum point score that students can attain. Discussion board participation, writing assignments, and the final test are activities that will contain point values. At midterm, and the end of the semester, the cumulative total of points will be converted to a letter grade. Guidelines and criteria for evaluating papers/assignments can be found at "Guidelines and Evaluation of Online Papers" in "External Links". At the end of the semester, the cumulative total of points will be converted to a letter grade. For determining a final grade, grades will be as follows: 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- <60% = F Delta does not give a D- as a final grade Grades should be visible to students throughout the course; as the assignments are graded and a point value assigned, students should be able to attain access to all grades given throughout the course.

## **PLAGIARISM**

Misrepresentation of someone else's work as one's own is cheating. "Borrowing" from a source without permission or acknowledgment of the author without giving credit is unethical and illegal. It is against school policy, and it will result in a failing grade in the assignment. Repeated deception will result in a failing grade in the course.

## **THE INTERNET CLASSROOM**

The Internet Classroom is composed of the class discussion board, correspondence with the instructor, and correspondence between members when working in groups. All the above policies were designed for use in this course. The Internet Classroom will demand as much of your time as a face-to-face class would, if not more. Responding to the posts on the Class Discussion Board, reading all assignments, and completing all written work on time will result in a successful Internet Classroom experience. It is also an important consideration, with online classes, to remember about using proper Netiquette. Both students and instructor should

practice using a polite "tone" when writing communications. Inappropriate tone can result in dismissal from the class. Manners are just as important when "talking" online as when in a face-to-face classroom, probably more so. Lastly, it is important that all written work be turned in on time, midnight of the date assigned. Getting behind while taking an on-line class is frustrating, and usually, catching up is next to impossible.

## 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.

## **DELTA COLLEGE GENERAL EDUCATION OUTCOMES STATEMENT**

The Delta College faculty, in conjunction with area employers and numerous others, believe general education outcomes are important for community college graduates, whether they are going immediately into the workplace or continuing their education. Delta College students will have opportunities to practice these outcomes:

### *Ability Outcomes*

- Communicate effectively in Reading and Writing
- Communicate effectively in Speaking and Listening
- Think Critically
- Access, Analyze and Use Information
- Value and Practice Citizenship
- Interact Productively with Others
- Value Diversity
- Knowledge Outcomes
- Natural Science
- Social Science
- Mathematical Reasoning
- Communication
- Wellness
- Aesthetics
- Technology
- International/Intercultural

For more details go to the following web page :

<http://www.delta.edu/gened/newsletter2002/gesttmt.html>

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