Digital Communication/English

Course Syllabus

Technical and Industrial Report Writing (ENGL 2311-001)

Semester with Course Reference Number (CRN)	Fall 2011 CRN: 56223
Instructor contact information (phone number and email address)	Dr. Ellen Raghavan Email: ellen.raghavan@hccs.edu Telephone: (713) 718 - 7893
Office Location and Hours	Office: West Loop Office Hours: By appointment
Course Location/Times	Scarcella E117 Fri 9:30 a.m.-12:30 p.m.
Course Semester Credit Hours (SCH) (lecture, lab) If applicable	Credit Hours 3.00 Lecture Hours 3.00 Laboratory Hours External Hours
Total Course Contact Hours	64
Continuing Education Units (CEU): if applicable	N/A
Course Length (number of weeks)	16 weeks Aug. 27-Dec 18, 2011
Type of Instruction	Lecture
Course Description:	Studies situational analysis, data analysis, and presentation of technical letters and reports. Practices audience identification, including produce and process specification and presentation, safety reporting, governmental compliance and proposal writing. Includes ;periodic, progress, ands other forms of reporting and related correspondence plus the use of forms and extended report writing.

Course Prerequisite(s)	**FREQUENT REQUISITES** • ENGL 1301
Academic Discipline/CTE Program Learning Outcomes	
Course Student Learning Outcomes (SLO): 4 to 7	**1.** Analyze communication contexts by understanding audiences, purposes, and situations. 2. Create technical documents that solve problems and improve situations through communication. 3. Write effective technical prose and edit documents for clarity and conciseness. 4. Design convincing and usable documents. 5. Analyze the ethical responsibilities involved in communication. 6. Communicate effect6ivewly with diverse audiences. 7. Collaborate on communication projects.
Learning Objectives (Numbering system should be linked to SLO - e.g., 1.1, 1.2, 1.3, etc.)	1.1 Use research skills, including internet skills, for developing technical communication projects. 1.2 Respond constructively to others at various stages of the writing process. **1.3** Prepare a feasibility study with both text ad graphics, following MLA or APA style. 1.4 Understand copyright laws and regulations. 1.5 Design an effective resume and job interview package. 1.6 Develop effective oral presentations and a well written feasibility study. 1.7 Show efficient time management to meet deadlines. 1.8 Understand the skills required for job in technical communication.

Submitting Assignments	1. All assignments must be submitted in printed form; handwritten papers will not be accepted.
	2. All major writing assignments must be completed to pass the course.
	3. Hard copies of all assignments musts be submitted on the due date top receive a grade. Late assignments will not be accepted.
	4. Plagiarism will earn an "O" for that assignment and may not be made up. A second instance of plagiarism will result in an F in the course.
	5. Save all assignments to a flash drive as a backup.

Course Evaluation

Your final grades for this class will be earned as follows:

Exercises	10 points
Job application packet	25 points
Assignments	20 points
Recommendation Report	30 points
Tests and interviews	15 points
Total	100 points

Grades

90-100	A
80-89	B
70-79	C
60-69	D
>60	F

Attendance: Avoid absences; you are allowed absences that do not exceed 12.5% of total class hours—equated to mean no more than six hours of instruction. **If you miss more than the allowed number of classes or stop attending for any reason, you must go and withdraw yourself from the class before the Drop dt4e. Failure to do so will result inn an F.**

Instructional Methods   Lecture and Lab

Student Assignments

Student Assessment(s)   Quizzes and Homework Assignments

Instructor's Requirements   **Make-up Policy**

        • NO late assignments will be given credit, **even if you are absent**, unless previous arrangements were made with the instructor.   No assignments will be accepted after the last day of instruction.

        • NO make-up exams will be given, **even if you are absent,** unless previous arrangements were made with the instructor.

Program/Discipline
Requirements: If applicable

1. Avoid coming to class late.
2. The computers and printers are for classwork only.
3. Be courteous to pthers

HCC Grading Scale

A = 100- 90	4 points per semester hour
B = 89 – 80:	3 points per semester hour
C = 79 – 70:	2 points per semester hour
D = 69 – 60:	1 point per semester hour
59 and below = F	0 points per semester hour
IP (In Progress)	0 points per semester hour
W(Withdrawn)	0 points per semester hour

I (Incomplete) 0 points per semester hour

0 AUD (Audit) 0 points per semester hour

IP (In Progress) is given only in certain developmental courses. The student must re-enroll to receive credit. COM (Completed) is given in non-credit and continuing education courses. To compute grade point average (GPA), divide the total grade points by the total number of semester hours attempted. The grades "IP," "COM" and "I" do not affect GPA.

.HCC Policy Statement:

Access Student   http://hccs.edu/student-rights
Services Policies
on their Web site:

EGLS3 -- Evaluation for Greater Learning Student Survey System

At Houston Community College, professors believe that thoughtful student feedback is necessary to improve teaching and learning. During a designated time near the end of the term, you will be asked to answer a short online survey of research-based questions related to instruction. The anonymous results of the survey will be made available to your professors and department chairs for continual improvement of instruction. Look for the survey as part of the Houston Community College Student System online near the end of the term.

Distance Education and/or Continuing Education Policies

Access DE Policies on their Web site:	http://de.hccs.edu/Distance_Ed/DE_Home/faculty_resources/PDFs/DE_Syllabus.pdf
Access CE Policies on their Web site:	http://hccs.edu/CE-student-guidelines

All projects and presentations Week 1

The Technical Communication Environment: Technical Writing Course Overview and guidelines

- Discuss course requirements and procedures
- Go over recommended textbooks and supplies
- Introduce computer labs and software for technical writing projects
- Set preliminary goals and expectations for the course

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To Do: Purchase textbooks and supplies.

Read: Preface, Chapters 1 and 14 in *Technical Communication* by Mike Markel.

Exercise 1 - Goals Memo: Prepare a memo describing your goals and expectations for this course. This information will help your instructor customize the course to fit students' needs.

Assignment 1 - Letter of Recommendation: Work with a partner in asking for a letter of recommendation for a job. You write a recommendation letter for your partner, and have your partner write a letter of recommendation for you. This will be presented in class.

Week 2

Getting Started in Technical Communication

- Be able to define technical communication
- Discuss who produces technical documents
- Define the characteristics of technical communication
- Explain the measures of excellence in technical communication
- Explain how to write letters and e-mail messages

- Show PowerPoint slides for Chapter 1 and 15 (Memos) that your professor has designed for the Markel text

Assignment 2 and Exercise 2 - Claim (Complaint) Letter and reply: Work with a partner and write a claim letter to your partner. Read your partner's claim letter and reply to it with a "good news" or "bad news" adjustment letter tomorrow.

Read: Chapters 2-3 in your textbook.

Week 3

Understanding Ethical and Legal Considerations as well as the Writing Process

- Define copyright law. "fair use," trademark law, contract law, and liability laws
- Go over codes of conduct and whistle-blowing
- Discuss multicultural communication
- Define the principles of technical communication
- Practice the basics of PowerPoint
- Begin to prepare oral presentations for your work in this class

Introduce PowerPoint for Sharing Your Work with Your Classmates

Exercise 3: PowerPoint Slide Set that you Share

Read: Chapters 4 and 11

Week 4

Writing Collaboratively and Designing Effective Sentences

- Discuss the advantages and disadvantages of collaboration
- Find guidelines for conducting meetings
- Learn how to critique drafts
- Review grammar, punctuation, and spelling
- Consider the context of a persuasive argument.
- Learn to work within constraints when constructing an argument.
- Craft a persuasive argument.
- Avoid logical fallacies.
- Structure effective sentences.
- Choose the right words and phrases.
- Understand simplified English for multicultural audiences.

Exercise 4: Do selected sentences from Chapter 11, pp. 248-251

Read: Chapter 15

Week 5

Preparing for the Job Interview

- Find or create an ad for the job you are targeting; you will turn this over to your interviewer and to your instructor on a page with further information (as needed) about the job,
- Create 15-20 interview questions for you to prepare and hand to your interviewer to help with the interview. The interviewer is not required to use all of these questions, but they help to focus on your particular job.
- Understand the importance of sound bytes to explain why you are the best candidate for the job as you begin the interview.
- Write your job application letter to be sent with your job application packet;
- Design your résumé in at least two formats.
- Practice interviewing with partners and/or teams.
- Begin doing the interviews and complete the midterm project this week.
- After the interviews, prepare follow-up letters.

Midterm Project: Job ad and description, 15-20 interview questions, résumés in at least two formats, a letter of application, a follow-up letter, and interview/interviewer practice with your peers in class.

Week 6

Continue with the Interview Process.

Week 7

Complete the Interviews.

Read: Chapters 5 and 6 for next week.

Week 8

Library Tour (to be arranged with the Stafford Librarian)
- Learn how to determine your purpose and strategy.
- Conduct primary and secondary research.
- Use the HCCS library, other libraries, and the Web for research.
- Understand how to begin proposal writing.
- Begin a List of Works Consulted for the Feasibility Study.
- Understand how to use both primary and secondary research.
- Understand how to analyze an audience and state a purpose.

- Know the basic categories of readers.
- Learn to identify primary and secondary audiences.
- Understand the basic categories of readers.
- Focus on Individual characteristics of readers.
- Understand multiculturalism.
- Understand the role of definitions.
- Determine the kind of definition to write: parenthetical, sentence, or extended.
- Understand the role and writing of descriptions.

Exercise 4: Library Tour Questions

Week 9

Read: Chapters 7 and 8

Week 10

Preparing Mechanism Descriptions, Designing Graphics, and Organizing Information

- **Learn about mechanism desriptions**
- Discover the function and characteristics of graphics.
- Learn to use color effectively.
- Choose appropriate graphics for your projects
- Learn how to document sources for the graphics you borrow from others, including internet sources as well as other sources.
- Learn to organize your wiork

Exercise 5: Definitions (parenthetical, sentence, and extended)

Assignment 3: Mechanism Description.. [Both of these are writing assignments, your mechanism description must have both text and graphics.]

Read: Chapters 9, 10, and 13

Week 11

Good Friday Holiday

Week 12

Writing Instructions

- Understand how to approach writing instructions and manuals.

- Prepare effective instructions
- Plan for safety as needed.
- Discuss how to prepare effective manuals.
- Understand the design principles of proximity, alignment, repetition, and contrast.
- Look at size, paper, bindings, and tools for the whole document.

Assignment 4: Instructions

Read: Chapters 12 and 19 in your text.

Week 13

Writing Proposals

Read: Chapter 16 and 17

Assignment 5: Feasibility Report Proposal

Week 14

Thanksgiving Vacation

Read: Chapter 18

Exercise 6: Progress Report Memo for Feasibility Study

Week 15

Designing the Feasibility Report

- Discuss the parts of the feasibility report and show sample reports.
- Front Matter should include: Letter of Transmittal (not bound but inside the front cover of the report), Title Page with title of the report, student's name, date, course title and section number, abstract (for extra credit on cover page or on a separate

page after the cover page), Table of Contents, List of Illustrations (optional, as needed), Executive Summary.

- Main sections of the paper should include titles for each portion of the paper. This section should include at least one parenthetical note for each page (minimum 5 pages). You must include at least two graphics or illustrations in your report.
- Back matter should include a List of Works Cited and List of Works Consulted; you may include a List of Symbols (in Front Matter or Back Matter if needed for clarity) and/or a Glossary in an Appendix section before the List of Works Cited.

Assignment 6: Annotated List of Works Consulted for your feasibility report

Read: Chapter 20

Week 16

Creating Web Sites

- Understand the process of creating web sites.
- Discuss ethics, copyright law, and the web.
- Explore sample web pages, such as the HCCS web page and web sites that students have designed.

Assignment 7: Prepare at least two graphics for your Feasibility Study, either citing sources for designing them on your own.

Read: Chapter 21

Completing the Feasibility Study and Preparing an Oral Presentation

- Review PowerPoint due.
- Portfolio and samples of all your work to be shared with your instructor and classmates.

Final Project and Presentations evaluated and returned.

Acknowledgement of Syllabus

Please fill in the following information and return this page to the instructor before leaving class.
I have read and understood the contents of the course syllabus.

I will comply with the CRN 56223 ENGL 2311-001 Technical and Industrial Report Writing , syllabus guidelines & State requirements for Fall 2010.

Houston Community College System • Southwest College • Scarcella Campus
Program: Digital Communication
CRN 55223 ENGL 2311-001 Technical and Industrial Report Writing, F Room E-117
Instructor: Dr. Ellen Raghavan
Telephone: 713-718-7893
Email: ellen.raghavan@hccs.edu
Office Hours: F 12:30-1:30 or TBA

Student Name:	
Student ID:	
Home Phone:	
Work/Cell Phone:	
Email :	
Website (If applicable):	
Student Signature:	
Date:	

Digital Communication - Release for Use Agreement

A release agreement between Houston Community College Southwest and a presently or past enrolled student to use work produced by the student for the promotion of the college or its programs.

The student agrees to allow HCCS to use works produced for class or art shows in the following ways:

  a. Gallery Shows

  b. Online internet gallery promoting our programs

  c. In printed materials also used to promote the college and its programs

HCCS agrees:

  a. That the student's work will not be sold or offered for sale without prior permission of the student.

  b. The ownership of all works produced in class remains the student.

  c. That the student work will not be altered in any way except to be optimized for display on the internet or reduced in size for publication purposes.

  d. To identify the student when their work is used by the college in the ways stated above.

_____   _____
Student Signature   Print Name

_____   _____
Email   Phone

_____
Date

_____
Division Chair,
Digital Communication