## Everett Community College: ENGL& 230 Technical Writing, 3 credits

# Hybrid Course

# Instructor:

**Email**:

Voice Mail:

Office hours:

**Engl& 230 Course Description**

Writing reports, memorandums, and other business and technical documents with an emphasis on layout, tone, clarity, and conciseness.

Discussions and assignments in this class reveal methods for developing the writing skills and techniques needed to communicate effectively and efficiently in professional and technical industries. The course explores techniques for gathering, organizing, and presenting technical information in written reports for technical and non-technical readers. By studying the purpose and design of reports commonly used in business and technical industries, students will gain practical writing experience and stronger persuasive skills, which will also be useful in academic writing.

**Prerequisite**

Technical writing is a rigorous college-level writing class, and you must have demonstrated abilities in analytical reading and writing prior to taking this class. Completion of Engl& 101 with a grade of 2.0 (“C”) or higher is **required** for entrance into Engl& 230.

I will check each student’s prerequisite information; if I have a question, I will inform you. Please be aware that a student who does not have the prerequisite, or documentation of the prerequisite, may not continue in the course even if he/she is registered.

**Required Text**

Gurak, Laura J. and John M. Lannon. Strategies for Technical Communication in the Workplace. New York: Longman, 2009. (ISBN: 978-0205698240).

* You can purchase the text in person at the Everett CC bookstore or online at http://www.evccbookstore.com. The text is also available online at amazon.com.
* An e-text version of our textbook is available from the publisher for $28.30 at http://www.coursesmart.com/strategies-for-technical-communication-in/laura-j-gurak-john-m-lannon/dp/9780205791859.
* You can access Chapter One of our book online for free. Here's the link:  
  <http://instructors.coursesmart.com/strategies-for-technical-communication-in/laura-j-gurak-john-m-lannon/dp/9780205791859>. When you get to the page, click on "Take a Look" on the left-hand side of the page, and it will take you to a .pdf version of Chapter One.
* A copy of our textbook is on reserve in the campus library. You will be able to check it out and use it in the library for 2 hours at a time.
* Plan ahead: you are expected to have your textbook (or access to it) on the first day of class. I will not extend an assignment due date because you don’t have a book.

**Online Communication**

* First and foremost, you need to have an updated personal e-mail address in Angel. You can take care of this in the Preferences section of Angel (the silhouette of the head). I communicate frequently via **personal e-mail** and course announcements, so make sure that your email address is one that you check regularly.
* Next, I expect that you will be online frequently. Please check e-mail **every 24 hours.** I know many of you check far more often, and I do too.
* I am committed to returning your e-mail within 24 hours on a weekday. On the weekend, it may take a bit longer. If you do not hear from me within 24 hours, please send me another e-mail. My email address is \_\_\_\_\_\_\_\_. Make sure and include the course number and your full name in your email. You can also call and leave me a voice mail at \_\_\_\_\_\_\_. I check voice mail once a day.
* Every e-mail that I send to you as a class is replicated in the announcements, so if you log into Angel regularly (should be as often as you check e-mail), you will see the announcement.
* For general questions and communication with your classmates, please use the Student Lounge. You’ll find this under the Communications link on Angel. I usually stay out of the lounge; so e-mail me directly if you want to ask me a question.

**How this Course Works**

**Instructional Delivery:** Course content is divided into modules or units. The schedule of assignments is the first document you’ll see in each unit folder. Each unit includes (at a minimum) text readings, an open book quiz on the readings, a “practice” writing assignment, and a final writing assignment. You might also participate in discussion boards and complete other types of assignments related to the focus of study in each unit.

#### Peer Critiques: Prior to submitting your final written assignment in each unit, our class meets in critique groups online and you collaboratively assist one another with document improvement. You are required to submit a completed draft on these dates and critique one of your peer’s drafts. Each rough draft and peer critique are worth 50 points, for a total of 100 points. Remember: you must submit a rough draft and critique a peer’s draft to receive these points.

**Assignment Submissions:** In **Angel**, there is a separate “Assignment Submissions” folder for each unit under the “Lessons” tab.

Please also note these additional guidelines for submitting assignments

* Submit your homework as either a Word document (.doc or .docx) or rich text format (.rtf).
* If you are having trouble submitting an assignment, you need to call the Angel support line: (425) 388-9367 or (425) 388-9585 or (toll-free) 1(866) 575-9027.
* Do NOT email an assignment to me. You need to submit your work to Angel to receive credit. Exception: **If Angel is down for an extended period of time**, you can submit your assignment to me via email to show that you have it completed by the deadline, but you must still submit it to Angel when the system is available.

**Minimum Technical and Skills Requirements to Succeed in this Course**

**Technical Requirements**

* Access to a computer (at home, school, or work) which you can use for extended periods of time.
* Broadband internet access (cable modem, DSL, or other high speed).
* Firefox 3.0 or later or Internet Explorer 7 or later. (Note that Safari and Chrome are not compatible with Angel).
* Permissions/ability to install plug-ins or class software (e.g. Adobe Reader or Flash)
* Highly recommended: up-to-date anti-virus software
* Please note that technical problems are not an acceptable excuse for chronically late or missing work. Always back up your work and/or keep hard copies of it. Make a contingency plan in case your usual computer access fails or is not available; take note of the facilities for computer access on campus.

**Skills**

To succeed in this class, you should have the ability to:

* Navigate web sites, including downloading and reading files from web sites
* Download and install software or plug-ins such as Adobe Reader or Flash
* Use email, including attaching and downloading documents/files from emails
* Use the formatting tools in Word or a similar word processing program.
* Save files in commonly used word processing formats (.doc, .docx, .rtf)
* Copy and paste text and graphics on a computer
* Save and retrieve documents and files on your computer
* Locate information on the internet using search engines

**Getting Help with Angel**

**Angel Help:**

* Phone:  (425) 388-9367 or (425) 388-9585 or (toll-free) 1(866) 575-9027
* Email: elearning@everettcc.edu
* Webpage:  http://www.everettcc.edu/elearning or http://everett.angellearning.com
* Offices:  Whitehorse Hall, Rooms 210 & 211

**Course Learning Objectives**

Upon completion of this technical writing course, students should have the following skills:

* Demonstrate technical control
  + Employ standard conventions of English
  + Produce a variety of technical reports that meet contemporary business and industry standards
  + Understand and apply the principles of document design
  + Incorporate graphics effectively and efficiently in technical documents
* Demonstrate critical thinking
  + Recognize target audience and employ persuasive/communication strategies appropriately
  + Read a variety of sources independently; recognize and evaluate bias; and analyze content
  + Understand the purpose and design of written technical reports commonly used in business and industry.
  + Recognize the interdependent relationship between text and graphics within technical documents
* Demonstrate a variety of communication skills
  + Create, support, and sustain an idea through clear, coherent, and focused documents
  + Work collaboratively with peers
  + Write with an awareness of audience
  + Incorporate an appropriate voice and tone
  + Participate in class discussions and oral presentations

**Course Grading for Everett Community College**

**Grade Weights**

Collected chapter quizzes, rough drafts,

peer critiques, in-class work, participation 20 %

Practice/short writing assignments (3 or 4) 20 %

Formal writing assignments:

Assignment One: Feasibility Report 15 %

Assignment Two: Trip Report/Progress Report 15 %

Assignment Three: Technical Description 15%

Assignment Four: Technical Instructions 15%

**Grading Scale**

EvCC uses a letter symbol grading system to assess academic achievement. Traditional grades ( A through E) and their percentile values follow:

|  |  |  |  |
| --- | --- | --- | --- |
| **Grade** | **Percentile Value** | **Grade** | **Percentile Value** |
| A | 95-100% | C | 75% |
| A- | 90-94% | C- | 70-74% |
| B+ | 86-89% | D+ | 66-69% |
| B | 85% | D | 65% |
| B- | 80-84% | D- | 60-64% |
| C+ | 76-79% | E | 0-59% |

**Grade Definition**

A Outstanding

B Above Average

C Average College-Level work

D Below Average

E Unacceptable/Plagiarism

**Common Grading Policies**

**Grading turnaround** **times**: For most assignments, it takes me between one to two weeks to post grades and comments. If you want additional feedback/comments after I have graded an assignment, please send me an email and let me know.

**Policy on Incompletes:** I don’t give them.

**Policy on the “V” Grade:** I don’t give them.

**Course Policies and Resources**

**Classroom Atmosphere: R-E-S-P-E-C-T.** Civility makes it possible for all of us to participate productively and to develop a supportive atmosphere for learning and for the exchange of ideas. Whether we meet in person or online, I expect communication that is appropriate to a college classroom, founded on courtesy and respect. I expect you to behave as if you care about the content of the class and are here to learn. I expect you to respect me and your fellow students. To that end, I want everyone to take a few minutes to read over and follow the guidelines for “netiquette” in online classes at this site: <http://www.online.uwc.edu/Technology/onlEtiquette.asp>

If I determine that you are not following the above guidelines, I will meet with you in person to discuss the problem. If the behavior continues, I will ask you to drop the class.

**Late Work:** The penalty for late work is one half of a letter grade for each day an assignment is late up to two days (48 hours); after that, I will not accept the assignment. For example, if you write an “A” paper, but it’s two days late, then your grade will be a “B.” I do not accept accumulated late work.

**Note:** If you foresee that it will be impossible for you to meet a deadline, contact me **before** the deadline and we’ll discuss it. This must not become chronic. **Note that if you don’t contact me until after the due date, no extension will be possible and you cannot earn credit for the assignment**. If I do allow an extension, you will need to remind me of the extension when you submit your assignment. Make sure and write me a note in the “Comments” box in Angel, or it’s highly likely that I won’t remember our agreement.

**Plagiarism:** I fully enforce all campus plagiarism policies and do NOT tolerate acts of deliberate textual theft or academic dishonesty.

* Using someone else’s words or ideas **as if they were your** **own (or allowing someone else to use your words or ideas as his/her own)** is grounds for denial of credit for the assignment (you will receive a zero and will not be able to make up the points). I also have the right to notify the Vice-President for Student Services for further disciplinary action. See *Student Rights, Freedoms and Responsibilities,* Guidelines for Student Conduct.
* To avoid plagiarism, learn and use the MLA documentation skills taught in this course. Use quotation marks around someone else’s words and give the name of the source. Also be aware that for any idea that is not your own, even if you are not quoting the exact words, you must still acknowledge your source. So, even if you are paraphrasing or summarizing information from another source, you must give the name of the source.
* If you aren’t sure whether or not you’re plagiarizing, or you aren’t familiar with the concept of plagiarism, look it up on the internet or ask me. I will not accept the excuse that you didn’t understand plagiarism.
* Do your own work!

**Disabled Student Services:** If you require an accommodation for a disability at **Everett CC**, contact the Center for Disability Services. Voice: (425) 388-9272. TTY: (425) 388-9438. Parks Student Union, Room 206.

**Writing Center:** The Writing Center is a great place to get help with your writing assignments in this course. You can drop in to the center and get free help from writing tutors, or you can sign up for a credit and work with an instructor. If your writing is mechanically weak, with problems such as sentence-level errors, or if technical writing is completely new to you, I strongly urge you to visit the Writing Center to help you strengthen your skills. Mechanically correct English is necessary for written work in this class to receive a grade of “C” or above. At **Everett CC**, the Center is located on the first floor of Rainier Hall.

If you can’t make it to the Writing Center on campus, you can get help with your writing through e-tutoring. Use the links below:

**Online e-tutoring for Everett CC students**: go to <http://www.everettcc.edu/elearning/index.cfm?id=2130> and follow the instructions

**Description of Assignments and Assessments**

Detailed assignment sheets and explicit grading criteria will be provided in each unit.