ENC 2210: Technical Writing
Summer A 2016

Course Information

Instructor:	Milt Moise
Section Number:	025B
Classroom:	Turlington Hall (TUR) Room B310
Meeting Times:	MTWRF, Period 5 (11:45-12:35)
Email:	mmoise@ufl.edu
Office Location:	Rolfs Hall Room 501
Office Hours:	Wednesday 2:00 to 3:00 pm

Course Description

ENC 2210: Technical Writing is a course designed to introduce you to technical and professional writing. In the duration of this course you will be presented with practical information about communicating in a workplace environment and similar relevant settings. Throughout the semester you will analyze and produce texts from different genres of technical writing, which will include emails, letters, resumes, memos, reports, proposals, technical descriptions, technical definitions, technical manuals, and proposals.

Each assignment will present its own unique rhetorical challenges that you will have to address. The concept of audience is very important to this class, as well as organization, visual design, style and the material production of documents. Our classroom sessions will be an opportunity to participate in essential classroom discussions about assigned readings and writing projects, to work closely with the instructor, to work closely with your peers in the writing and revision process, and to collaborate with your peers on projects. Technical writing is both individual and collaborative, and this is a main point of emphasis.

Course Objectives and Outcomes

By the end of the course, you should be able to:

- write more clearly and concisely than you did previously
- identify and understand the different genres of technical writing
- analyze and adapt to the constraints of rhetorical situations
- address multiple audiences, including expert and non-experts
- produce quality, professionally designed documents
- integrate tables, figures, and other visuals into documents
- develop and administer user tests; analyze and synthesize user test data
- critique and revise your documents accordingly
- provide written and oral feedback to peers in a helpful, constructive fashion

Textbook

Technical Communication Today, 14th edition. Pearson. John M. Lannon and Laura J. Gurak. ISBN: 9780134118499

Grading Points

Letters (3)	150 points
Memos (3)	150 points
Project: Job Application Packet: Resume and Cover Letter	100 points
Project: Technical Definition	100 points
Project: Proposal	100 points
Project: Manual	200 points
Project: User Test/Report	100 points
Professionalism and Participation	100 points

Grading Scale

A   4.0   93-100, 930-1000
A- 3.67   90-92, 920-929
B+ 3.33   87-89, 870-899
B   3.0   83-86, 830-869
B- 2.67 80-82, 800-829
C+ 2.33   77-79, 770-799
C   2.0   73-76, 730-769
C- 1.67   70-72, 700-729
D+1.33   67-69, 670-699
D   1.0   63-66, 630-669
D- 0.67   60-62, 600-629
E   0.00   0-59, 0-599

Assignments

Letters (3)

1. Respond to the letter on page 358 in Chapter 15 of *Technical Communication*. Submit a draft for instructor comment, present it in workshop for peer evaluation, and revise it for a final grade. (word count: 250 words)

2. Your second letter will address what subjects/terms you intend to write about in your technical description and technical definition assignments. (word count 300 words)

3. In the third letter, you will explain to your instructor which manual assignment you will choose, why, and how you plan on completing the assignment. (word count 350 words)

   Total word count: (900 words)

Memos (2)

1. Introduce your self to your instructor. Please note, you should insert the correct information in the memo format which includes your name, my name (as the instructor), and the correct date. See memo assignment #1 for more detail. (250 words)

2. For the second memo assignment, you will convert Karen Granger's letter in chapter 15 to a memo and highlight key differences between the two. (350 words)

Total word count: 600 words

Resume and cover letter

For this assignment you will produce professional job application materials: a cover letter and a resume. This assignment is explained in detail in chapter 16 of *Technical Communication.* You will submit drafts for peer evaluation and instructor feedback. (word count 300 words)

Technical Definition

For this project, you will select a key term from your proposal to define for the target audience. This project will be produced as a Word or PowerPoint document and be formatted as if it were a blueprint for a webpage. (word count: 400 words)

Proposal

Write a proposal in response to the case study in chapter 22 of *Technical Communication.* (word count: 1000 words)

Manual

For this assignment, you will have the option of completing one of the assignments found in chapter 19, nos 1-5 of page 469 of *Technical Communication.* (word count: 300 words)

User test and report

For this assignment you will develop a user test methodology, which will include procedures and protocols. Using test groups, you will conduct user tests to ascertain the functionability and readability of your technical manual. Based on the information you gather and your assessment of that information, you will then revise that technical manual before submitted it to be graded. You will also be required to produce a user test report that identifies the user test methodology, materials, processes and procedures. The report will evaluate that data and will address how that data was considered in relation to

the final revision of the manual. The report should also detail what revisions were made as a result of the user test. (word count 1000 words)
Total word count for the entire course: 6200 words.

Course Policies

Attendance
This is a participation-oriented, skills-based writing course, which means that you will build your skills incrementally and systematically in each class throughout the semester. Much of the learning that takes place is spontaneous and difficult to reproduce outside of class.

Consequently, if you miss more than two classes during the semester, your grade will drop considerably. Each absence beyond two will lower your overall course letter-grade by 5 points. If you miss more than four classes, you will fail the course. Exempt from this policy are only those absences involving university-sponsored events, such as athletics and band, and religious holidays, for which you must provide appropriate documentation in advance of the absence. Absences for illness or family emergencies will count toward your two allowed absences. I advise that you save your absences for when you are truly ill.

If you are absent, it is still your responsibility to make yourself aware of all class discussions and activities as well as any new developments, such as assignments and due dates. You are still responsible for turning assignments in on time. However, you will not be able to make up any in-class assignments. I will not approach you regarding absences and missing or late assignments, nor will I inform you of what you miss during class. Please establish contact with a classmate in order to update yourself on the course happenings in the event that you miss class. If you anticipate having a prolonged absence for any reason, please speak with me in advance to make appropriate arrangements.

Late Arrival: Our class is discussion-based, and as such late arrival is both rude and disruptive. If you are not in the room when the class starts, you are late. If you are late twice, you will be penalized one absence.

Participation
Participation is a necessary component of your time in this class, and as such will factor into your grade. You are expected to arrive to class prepared, with homework done, articles/books read, and paper and writing utensils at hand. You will work individually, in small groups and in class-wide discussions. I will expect each of you to participate actively each day.

Class Discussion: You are expected to add constructively to the conversation we have each day. You will treat the instructor and your fellow classmates with respect at all times, especially when you disagree with them. Anyone who breaks that rule will be asked to leave the classroom.

Paper Submissions
In order to receive credit for an assignment, you must follow all rules set out for paper submission. All assignments should be done on a computer and have a professional appearance. (No stains, wrinkles, etc.) Any multi-page assignment turned in via hard copy that is not stapled together will lose one letter grade. Please include your last name in the document title for electronic submissions.

Papers due via hard copy will be turned in at the start of the class period on the due date. Papers due electronically should be turned in via Sakai by the time that class begins on the due date. No late assignments will be accepted, unless prior arrangements have been made with the instructor.

Failure of technology (hard drive crashes, printer out of ink, etc.) is not an excuse. If Sakai is not functioning properly when you attempt to submit a **paper, you must immediately email me and apprise me of the situation and bring a hard copy to class, which you may submit for no penalty.**

Email Correspondence
This is an English class, so I expect your emails to me to be professional and follow rules of grammar and etiquette. Please include proper salutations and a signature that includes your name.

Plagiarism
Plagiarism is a serious violation of the Student Honor Code. The Honor Code prohibits and defines plagiarism as follows:

> Plagiarism. A student shall not represent as the student's own work all or any portion of the work of another. Plagiarism includes (but is not limited to):
>
> a.) Quoting oral or written materials, whether published or unpublished, without proper attribution.
>
> b.) Submitting a document or assignment that in completely or in part is identical or substantially identical to a document or assignment not authored by the student.
>
> University of Florida, Student Honor Code, 15 Aug. 2007

University of Florida students are responsible for reading, understanding, and abiding by the entire Student Honor Code.

Important Tip: You should never copy and paste something from the Internet without providing the exact location from which it came, including the date cited.

University Statements

Statement of student disability services: The Disability Resource Center in the Dean of Students Office provides information and support regarding accommodations for students with disabilities. For more information, see: http://www.dso.ufl.edu/drc/

Statement on harassment: UF provides an educational and working environment that is free from sex discrimination and sexual harassment for its students, staff, and faculty. For more about UF policies regarding harassment, see:
http://www.dso.ufl.edu/sccr/sexual/

Statement on academic honesty: All students must abide by the Student Honor Code. For more information about academic honesty, including definitions of plagiarism and unauthorized collaboration, see:
http://www.dso.ufl.edu/sccr/honorcodes/honorcode.php

Tentative Course Schedule

Week 1

M   Discussion: Course introductions.
       Homework: *Technical Communication* Chapter 1.
T   Discussion: What is technical writing?
       Homework: *Technical Communication* Chapters 14 and 15.
W   Discussion: Writing memos and e-mail correspondence.
       Homework: Memo 1. *Technical Communication* Chapter 15.
R   **Memo 1 due.** Discussion: Ethics and technical writing.
       Homework: *Technical Communication* Chapter 4.
F   Discussion: Rhetoric and technical writing.
       Homework: Memo 2.

Week 2

M   Homework: *Technical Communication* Chapter 15.
T   Discussion: Writing letters.
       Homework: *Technical Communication* Chapter 23
W   Discussion: Technical writing and electronic technologies.
       Homework: Memo 2
R   Discussion: **Memo 2 due**. Workshop: Letter 1.
       Homework: Letter 1. *Technical Communication* Chapter 7.
F   Discussion: Research and technical writing.
       Homework: *Technical Communication* Chapter 16.

Week 3

M   Discussion: Job application materials.
       Homework: *Technical Communication* Chapter 11.
T   Discussion: Revising, rewriting, and editing.
       Homework: Draft of resume and cover letter.
W   Workshop: Resume and cover letter.
       Homework: Revise resume and cover letter.
R   Conferences: Resume and cover letter.
       Homework: Resume and cover letter.
F   **Resume and cover letter due.**
       Homework: *Technical Communication* Chapter 10.

Week 4

M   Discussion: Layout and design.
        Homework: *Technical Communication* Chapter 17.
T   Discussion: Technical definitions.
        Homework: Letter 2.
W   **Letter 2 due.** Workshop: Technical definitions.
         Homework: Revise technical definitions.
R   Conferences: Technical definitions.
        Homework: Technical definition.
F   **Technical definition due.**
        Homework: *Technical Communication* Chapter 22.

Week 5

M   Discussion: Proposals.
        Homework: Draft of proposal.
T   Workshop and conferences: Proposals.
        Homework: *Technical Communication* Chapters 19 & 20. Progress report.
W   **Progress report due.** Discussion: Technical instructions.
        Homework: Proposal; *Technical Communication* Chapter 19.
R   **Proposal due.** Discussion: Instructions and Procedures.
        Homework: *Technical Communication* Chapter 19
F   Discussion: Manuals.
        Homework: *Technical Communication* Chapter 21

Week 6

M   Discussion: Formal reports.
        Homework: Letter 3; *Technical Communication* Chapter 19
T   Discussion: User Testing
         Homework: Manual and user test Chapter 19
W   Workshop and conferences: User tests
        Homework: Manual and user test
R   Workshop and conferences: User tests
        Homework: Manual and user test
F   **Manual and user test due.** Discussion: Course wrap-up.
         Evaluations.