

ENC 2210: Technical Writing

Summer B 2009

Steven J LeMieux

Section 4798, Period 4, TUR 2346

s.j.lemieux@ufl.edu

Office: Tigert 302

Office Hour: Period 5 Wednesday

UF Catalog Description

A survey of the forms and methods of communication used in business, industry and government, including non-formal and formal reports, letters, resumes and proposals.

Overview

This course introduces you to technical and professional writing. It offers practical information about communicating in different kinds of workplace environments and professional communities. You will produce and analyze many common technical writing genres: email messages, letters, resumes, memos, reports, proposals, technical descriptions, technical definitions, technical manuals, proposals, etc.

In class meetings, you will discuss assigned readings and projects, receive feedback from me on your writing, write and revise documents in peer workshops, and collaborate with other students on writing projects.

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 genres of technical writing
- analyze and adapt to the constraints of rhetorical situations
- address multiple audiences, including experts and laypeople
- produce professionally designed technical documents
- integrate tables, figures, and other visuals into documents
- develop and administer user tests; analyze and synthesize user test data
- critique and revise your own documents thoroughly
- give written and oral feedback to peers

The university's General Education student learning outcomes for this course are detailed in the Undergraduate Catalog at

<http://www.registrar.ufl.edu/catalog/policies/advisinggened.html#requirements>.

Text

Technical Communication in the Twenty-First Century. Sidney I. Dobrin, Christopher J. Keller, and Christian R. Weisser. (Available at the University of Florida Bookstore)

Grade Scale

A	93-100	4.0
A-	90-92	3.67
B+	87-89	3.33
B	83-86	3.0
B-	80-82	2.67
C+	77-79	2.33
C	73-76	2.0
C-	70-72	1.67
D+	67-69	1.33
D	63-66	1.0
D-	60-62	0.67
E	0-59	0.00

Point Values per Assignment

Letters (3)	10
Memos (3)	10
Project: Job Application Packet: Resume and Cover Letter	10
Project: Technical Definition	10
Project: Proposal	10
Project: Progress report	10
Project: Manual	20
Project: User Test / Report	10
<u>Professionalism and Participation (quizzes, workshops, etc.)</u>	<u>10</u>
Total	100

Assignment Descriptions**Letters**

Respond to the case study on page 371 in Chapter 12 of *TCTC*. Submit a draft for instructor comment, present it in workshop for peer evaluation, and revise it for a final grade. (150 words)

(Written to your instructor in conjunction with the technical definition assignment explained below.)

Answer the analytical questions posed in the next-to-last paragraph of the case study on page 438 of *TCTC*. (150 words)

Explain to your instructor the manual assignment you will choose, as well as how you plan to complete the assignment. (150 words)

Total Word Count: 450

Memos

Introduce yourself to your instructor. See this page for memo format:

<http://www.clas.ufl.edu/users/sdobrin/ENC2210Memo1.pdf>. Fill out all of the information, including your name, your instructor's name, and the correct date. (50 words)

Read and analyze the case study on pp. 90-92 of *TCTC*. Using the details of the case study, write a memo to your instructor explaining the relationship between ethics and technical writing. It should address how the writers in the case study might have avoided the disaster and how they might have acted more ethically in their technical documentation. Or, you can say that the writers acted ethically. If so, explain why you think they did. (250 words)

Explain to your instructor the rhetorical choices you made in designing your job application packet and why you made them. (100 words)

Total Word Count: 400

Project--Resume and Cover Letter

Responding to exercise #6 of Chapter 13 (p. 412), produce professional-caliber job application materials: a cover letter and a resume. You will submit drafts for peer evaluation and instructor feedback. (300 words)

Project--Technical Definition

Respond to the case study on page 438 of *TCTC*. In addition to answering the questions posed in the next-to-last paragraph of this case, write the extended definition of *bioterrorism* noted in the final paragraph. (250 words)

Project--Proposal

Write a proposal in response to the case study on pages 603-604 in *TCTC*. (1000 words)

Project--Progress Report

This assignment relates to the manual assignment described below. Submit a progress report to your instructor detailing the progress you have made on the manual assignment. You will include information about what you have finished, what you still need to finish, and how you plan to do so. You'll submit this project mid-way through your work on the manual assignment. (1000 words)

Project--Manual

Complete one of these Writing Scenarios from *TCTC*:

#6 p. 537 #10 p. 538 #11 p. 538
#5 p. 567 #7 p. 568 #10 p. 568 #13 p. 568

(2500 words; manual only)

This assignment is linked to three other assignments: Letter #3, the Progress Report, and The User Test and Report (see below).

Project--User Test and Report

Develop a user test methodology, including procedures and protocols (see *TCTC* chapter 10). Using test groups from outside of the class population, you will conduct user tests to measure the functionality and readability of your technical manual. Based on the data you gather and your evaluation of that data, you'll then revise the technical manual before submitting it for a final grade. In addition, you will produce a user test report (see *TCTC* chapters 10 and 21) that identifies the user test methodology, the materials, the processes, and procedures. The report will evaluate that data and address how it was considered in regard to the manual's final revision. The report should also detail what revisions were made as a result of the user test. (1000 words)

TOTAL WORD COUNT FOR FINAL SUBMISSIONS: 6,900

Course Policies

Text and Workshop Requirements

All assignments should be computer generated and professional in appearance.

Bring two copies of drafts to all writing workshops.

Drafts should be complete and polished, not "rough."

If you miss a workshop, you must arrange a make-up session with your classmates. Otherwise, it will not receive a grade.

Submit all assignments at the beginning of class on the due date. Because deadlines are part of workplace writing, we will stick to them: *no late assignments*.

Attendance

Be present, on time, and prepared. If you are ten or more minutes late, do not come in; you'll be considered absent anyway, and you'll disrupt the class.

If you miss four classes, your final grade will drop by one full letter. If you miss more than four classes, you will fail the course.

When you miss class, you are responsible for getting any assignments and making up any work.

If you develop a medical condition that prevents you from coming to class, see me as soon as possible to discuss options.

Grade Appeals

If you have questions regarding your final grade, see me first. After we meet, if you want to appeal your final grade, see or call Carla Blount in the Department of English. The English Department will consider appeals for final semester grades, not individual assignment grades.

University Policies

Disability Services

The Disability Resource Center in the Dean of Students Office provides students and faculty with information and support regarding accommodations for students with disabilities in the classroom. For more information, see:

<http://www.dso.ufl.edu/drc/>

Academic Honesty

All students are required to 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>

Harassment

UF provides an educational and working environment for its students, faculty, and staff that is free from sex discrimination and sexual harassment. For more about UF policies regarding harassment, see:

<http://www.dso.ufl.edu/studentguide/studentconductcode.php#s4041>

General Education Requirements

Composition

This course can satisfy the UF General Education requirement for Composition or Humanities. For more information, see:

<http://www.registrar.ufl.edu/catalog/policies/advisinggened.html>

Writing Requirement (formerly Gordon Rule)

This course can satisfy the UF requirement for Writing. For more information, see:

<http://www.registrar.ufl.edu/catalog/policies/advisinggordon.html>

Weekly Schedule:

Week 1

Monday

- Course introduction, syllabus review

Tuesday

- *TCTC* Chapter 1: Technical and Professional Communication in the Workplace

Wednesday

- *TCTC* Chapter 11: Email and Memos
- **Assignment: Memo 1**

(see <http://www.clas.ufl.edu/users/sdobrin/ENC2210Memo1.pdf>)

Thursday

- *TCTC* Chapter 4: Ethics and the Workplace Writer

Friday

- **Memo 1 due**
- *TCTC* Chapter 2: Rhetoric and Technical Communication
- **Assignment: Memo 2**

Week 2

Monday

- *TCTC* Chapter 12: Letters

Tuesday

- *TCTC* Chapter 3: Technical Writing and Electronic Technologies

Wednesday

- **Memo 2 due**
- *TCTC* Chapter 5: Researching and Evaluating Source Materials
- **Assignment: Letter 1**

Thursday

- Workshop: Letter 1

Friday

- *TCTC* Chapter 6: Organizing and Drafting Document
- **Letter 1 due**

Week 3

Monday

- *TCTC* Chapter 13: Finding and Obtaining Employment;
- **Job Application assignment**
- *TCTC* Chapter 9: Revising, Rewriting and Editing

Tuesday

- Workshops for Job Application materials

Wednesday

- Workshops for Job Application materials

Thursday

- **Job Application Materials (Memo, cover letter and resume) due**
- *TCTC* Chapter 8: Layout and Design

Friday

- *TCTC* Chapter 14: Technical Definitions
- **Assignment: Technical Definition, Letter 2**

Week 4

Monday

- Technical Definition discussion
- **Letter 2 due**

Tuesday

- Workshops and conferences for Technical Definition

Wednesday

- **Technical Definition due**
- *TCTC* Chapter 19: Proposals and Requests for Proposals
- **Assignment: Proposal**

Thursday

- *TCTC* Chapter 19 cont'd.
- Workshops and Conferences for Proposals

Friday

- *TCTC* Chapter 17: Technical Instructions
- **Assignment: Manual, Progress Report, User Test/Report, Letter 3**

Week 5

Monday

- *TCTC* Chapter 18: Manuals
- **Proposal due**

Tuesday

- *TCTC* Chapter 20: Informal Reports
- *TCTC* Chapter 21: Formal Reports

Wednesday

- **Letter 3 due**
- *TCTC* Chapter 10: Usability

Thursday

- Workshops on Progress Reports

Friday

- More Workshops on Progress Reports

Week 6

Monday

- Workshops and Conferences for Manuals and User Tests

Tuesday

- More Workshops and Conferences for Manuals and User Tests
- **Progress Report due**

Wednesday

- Workshops and Conferences for Manuals and User Tests

Thursday

- More Workshops and Conferences for Manuals and User Tests

Friday

- **Manuals and User Test Reports due**
- Tech Writing in the future
- Manuals and User Test Reports return and review
- Course evaluations