

Angelina College
School of Arts and Education
Dept. of Language Arts and Education
ENGL 2311

I. BASIC COURSE INFORMATION:

- A. ENGL 2311—Technical Writing. Three hours credit. Intensive study of and practice in professional settings. Focus on the types of documents necessary to make decisions and take action on the job, such as proposals, reports, instructions, policies and procedures, e-mail messages, letters, and descriptions of products and services. Practice individual and collaborative processes involved in the creation of ethical and efficient documents. (3 hours credit)
- B. Intended Audience: Students in a degree plan requiring Technical Writing and anyone desiring those skills necessary for writing in real world situations
- C. Instructor: **Jeff Parish**
Office Location: LA 109D
Office Hours: Tuesday 3:00-4:00
Thursday 4:00-5:00
Friday 9:00-12:00
Phone: 936-633-5283
E-mail Address: jparish@angelina.edu [Preferred method of contact.]
NOTE: Please do not contact me via Blackboard. It may be days before I see it.

II. INTENDED STUDENT OUTCOMES:

A. Core Objectives Required for this Course

1. **Critical Thinking Skills** – to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
2. **Communication Skills** – to include effective development, interpretation and expression of ideas through written, oral and visual communication
3. **Empirical and Quantitative Skills** – to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
4. **Teamwork** – to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
5. **Personal Responsibility** – to include the ability to connect choices, actions and consequences to ethical decision-making
6. **Social Responsibility** – to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national and global communities

B. Course Learning Outcomes for all Sections

1. Recognize, analyze, and accommodate diverse audiences.
2. Produce documents appropriate to audience, purpose, and genre.
3. Analyze the ethical responsibilities involved in technical communication.
4. Locate, evaluate, and incorporate pertinent information.
5. Develop verbal, visual, and multimedia materials as necessary, in individual and/or collaborative projects, as appropriate.
6. Edit for appropriate style, including attention to word choice, sentence structure, punctuation, and spelling.
7. Design and test documents for easy reading and navigation.

III. ASSESSMENT MEASURES

A. Assessments for the Core Objectives:

1. **Critical Thinking:** Students will write technical documents that will be assessed for their effectiveness in solving problems and improving situations through communication. Students will answer embedded test questions to assess critical thinking skills. A rubric will be used to assess critical thinking skills in written assignments.
2. **Communication:** Students will write, design, and create various technical documents dealing with real world situations. A rubric will be used to assess the effective development, interpretation and expression of written, oral, and visual communication.
3. **Personal Responsibility:** Students will answer embedded test questions that assess their ability to connect choices and actions, and engage in ethical decision-making concerning course policies, student behavior, and classroom conduct.
4. **Social responsibility:** Students will complete exercises and hold discussions about ethical dilemmas in workplace writing. Students will create at least one technical document focusing on communicating with an audience from a different culture. Students will complete exercises and hold discussions about different approaches to communication between cultures, such as localization and globalization. A rubric will be used to assess social responsibility in written assignments.

B. Assessments for Course Learning Outcomes

1. Students will demonstrate knowledge the ability to accommodate a variety of audiences by composing a variety of technical documents.
2. Students will show the ability to locate and incorporate information by producing various documents using outside resources.
3. Students will demonstrate the ability to edit for appropriate style by composing various documents from different genres.
4. Students will demonstrate the ability to develop verbal and visual materials through individual or group presentations.

IV. INSTRUCTIONAL PROCEDURES:

Methodologies that may be utilized in presenting course content include lecture notes, group discussions, peer reviews, in-class experimentation, in person or email workshops for student writings in progress, audio-visual presentations, online discussions (synchronous or asynchronous), student presentations to groups, and guest participants. Methods vary between ground and online instruction.

V. COURSE REQUIREMENTS AND POLICIES:

A. Required Textbooks and Recommended Readings, Materials and Equipment

Johnson-Sheehan, Richard. *Technical Communication Today*, 6th ed. Boston: Pearson Longman, 2018.
ISBN-13: 978-0134425733

NOTE: Special Software **is not** required for this course, just the book. HOWEVER, a jump drive is definitely a good idea.

- #### B. Course Policies – This course conforms to the policies of Angelina College as stated in the Angelina College Handbook.

Educational Accommodations – If you have a disability (as cited in Section 504 of the Rehabilitation Act of 1973 or Title II of the Americans with Disabilities Act of 1990) that may affect your participation in this class, you may fill out the Educational Accommodations application within your AC Portal, under the “Student Services” tab. A Student Success team member will contact you once the application is received. At a post-secondary institution, you must self-identify as a person with a disability in order to receive services; for questions regarding the application process you can visit the Office of Student Success and Inclusion in the

Student Center (205A); text 936.463.8078; or email access@angelina.edu. To report any complaints of discrimination related to a disability, you should contact Mr. Steve Hudman, Dean of Student Affairs, in Room 101 of the Student Center. You may also contact Dean Hudman by calling (936) 633-5292 or by emailing shudman@angelina.edu.

- 1. Attendance** – Attendance is required as per Angelina College Policy and will be recorded every class period. Students may be dropped from a class for excessive absences. Excessive absences are defined as three or more consecutive absences or four or more cumulative absences from regularly scheduled class periods. Virtual classes must document equivalent participation. The summer terms call for two or more consecutive, or three or more cumulative absences. A three-hour night class counts as two class periods. Records will be turned in to the Registrar at the end of the semester. Do not assume that non-attendance in class will always result in an instructor drop. **You must officially drop a class or risk receiving an F.** This is official Angelina College Policy.

Excused absences: Students will not be dropped and will be allowed to make up work for absences because of (1) College District (including early college high school) authorized and sponsored activities, and (2) religious holy days. It is the student's responsibility to arrange for make-up work with the instructor and to complete it within a reasonable time.

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In accordance with the Texas Education Code, each student is allowed to be absent from a class for the observance of a religious holy day. A "religious holy day" means a holy day observed by a religion whose places of worship are exempt from property taxation under Section 11.20, Tax Code. The student must notify the instructor of each class of the anticipated absence not later than the 15th calendar day after the first day of the semester. A student who is excused under this section must complete all assignments or missed examinations at the direction of the instructor.

- 2. Additional Policies Established by the Instructor:** Attendance is mandatory and expected. Please refrain from missing class since this will result in a definite reduction of your overall grade. If you incur up to FOUR absences before the last day to drop or withdraw, you *may* be dropped from the class. Drop the course yourself before you get an F on your transcript. If I drop you, and you want to be readmitted, you will have to complete all missed coursework BEFORE you are readmitted. Failure to do so will forfeit your reentry into the class. Try to be on time; if you are more than 15 minutes late, you are absent.
 - a. It is YOUR responsibility to remind me to change attendance if you suspect that you have already been marked absent. Please do this AFTER class.
 - b. REMEMBER: It is absolutely YOUR CHOICE whether you wish to be in class or not. Simply informing me of the absence does not exempt you from the classwork, and you are still responsible for the material missed during your absence. You will get a zero on work that you miss due any absence not designated as excused in college policy. You will NOT be offered the opportunity to make up any missed coursework unless you inform me of the absence in a timely manner, and we have made *prior* arrangements concerning your absence.

- c. Again, please keep in mind that you are still responsible for the material covered, so please do not call (or email) me and ask me what we did in class. I recommend that you find someone (for this, it would be helpful to get at least one classmate's phone number) and ask him or her first; then you can call me for SPECIFICS or for clarification on particular concepts.
- d. If you choose to e-mail me, please **use your Angelina College e-mail account** and **be sure to include the day and time your class meets**. I may not respond to e-mail from a private e-mail account. I will be more than happy to help you out, but please understand that I cannot concede to a private lecture at your convenience if you failed to come to class.

C. Class Participation

1. I realize you probably have cell phones or similar devices with you. Unless otherwise arranged, you are expected to refrain from being on any such device during class.
2. Student participation in class discussions is expected. All students will partake of the peer editing for careful scrutiny of grammar deficiencies. Each student is expected to complete assignments as instructed.
3. Respect your fellow class members and the instructor at all times. Behavior that interferes with a learning environment will NOT be tolerated. If you would rather read a newspaper, do homework or reading for another class, pass notes, or TALK TO YOUR NEIGHBOR(S), particularly while I am talking to the class, take an absence. If I have to stop a lecture because you are talking or ask you to stop talking more than once, you will be exited from the classroom immediately. If you disrupt class a second time, you will be dropped, and you will not be readmitted. I highly encourage participation in class discussions, but constant irrelevant comments or interruptions to a lecture are a distraction to your classmates. I will not allow that.
4. Most assignments are completed online, but in the case that a writing assignment or an exam is done in class, you MAY NOT LEAVE once the assignment has been handed out. ***NO CELL PHONES ALLOWED ON A TEST DAY
5. Take lecture notes or participate in discussion until the instructor dismisses class. **DO NOT prepare to leave the classroom until class is dismissed.**
6. Conferences outside of class are available by appointment. Please check my office hours carefully, and plan to see me if you experience any trouble throughout the semester.
7. Absolutely no eating, drinking, dipping, or smoking in class.
8. This is a delicate subject, but please make sure your personal hygiene is appropriate for close quarters in a learning environment, and do not engage in personal hygiene-related activities that should be accomplished in private.
9. Please DO NOT bring your child to class. If you bring your child to class, I will ask you to leave immediately. Please note that the presence of a child in the class is not conducive to learning.
10. If you cannot bring a rough draft on the due date, don't bother to bring it in later. It will be too late, and please do NOT ask me to look over it if it's late. Stick to deadlines as noted on your class calendar. I DO NOT READ entire essays unless you come visit me during office hours.
11. Student information concerning this class will be released solely and strictly to the individual student.

D. Cheating

1. You may not work collaboratively (together) with another student or any other person to complete any work. I am giving you the grade, so I expect the work to be your own.

2. You may not allow any outside person to edit your essays. You are supposed to be learning how to do this yourself. If you allow someone else to edit your paper, this is cheating. Any paper that is edited by another person will receive a zero.
3. **Plagiarism**--if you borrow anything from another source--even an idea, you must cite where it comes from. If you borrow something without citing it, this is cheating. To discourage this practice I will run your paper through a database that compares it to information from over a million websites and every student paper submitted to me within the last 3 years. If you plagiarize, I will catch you. A paper which uses plagiarized material will receive a zero.
4. You may not submit papers that you have written for other classes in the past.
5. More than one instance of cheating will result in your receiving a grade of "F" for the semester.
6. ***It is your responsibility to read the AC Code of Student Conduct and become familiar with what you can and cannot do in a class at AC.***

E. COMPLAINTS/QUESTIONS:

If you have any complaints or questions, please see me first; I can usually help resolve the problem. In the event that I cannot, I will direct you to the appropriate person who will be able to help you out.

VI. GENERAL CLASSROOM PRACTICES

- A. The instructor may modify the provisions of the syllabus to meet individual class needs. Therefore, class attendance is very important.
- B. **Course Requirements:** Demonstrate a civil regard for all present in class each day by acknowledging respectfully their opinions and values: listen attentively when others are speaking; avoid undue distraction such as tardy arrivals, early departures, use of cell phones, earbuds, headphones, Bluetooth devices. (these devices should be turned off and packed away during class), and private conversations.
- C. **Delivery Method of Feedback and/or Graded Material:** Feedback is through comments on papers and/or student conferences.
- D. **Standards for Instructor Response and Availability:** Essays are graded within 10-15 days.
- E. **Late Assignment/Make-Up Policy:** All readings should be completed PRIOR to the class for which they have been assigned. The student is expected to finish all of the class assignments on time and comply within the guidelines of each project. Assignment hours outside of class time may be used as an extension of class time, not as a replacement. Assignments that are late receive a 20% initial point deduction with additional points reoccurring in 20% increments every 24 hours that the assignment is not submitted. Assignments will not be accepted late after 48 hours. Exams cannot be made up after the fact. Please make sure to be available for scheduled exams. If you must miss, know that I generally do not provide make-up exams. (Initial late penalty = (-20%); 24 hours later = (-40%). Papers received later will receive a zero.
- F. **Failure to Meet Minimum Requirements:** Any assignment, paper or project that does not meet the minimum assignment requirements will lose 20% from the maximum possible grade (so an assignment worth 100 points will lose 20; an assignment worth 50 points would lose 10). This occurs when assignments do not meet basic requirements specifically indicated by instructional materials or lecture.

Examples of where minimum requirement penalty is applied:

- Failure to use MLA 8th Edition rules on your essay.
- Failure to meet minimum page number expectations (2.8 is not 3.0)
- Failure to meet the minimum source requirements (3 sources is not 4)

- Failure to submit the required assignment approach (a report is not an analysis, or a report is not an argument or vice versa)
- G. **Extra Credit:** During the semester, I may announce extra credit assignments in class. Any extra credit will be available to the entire class; I will not give individual extra credit assignments, so do not ask. Occasionally, I may provide bonus points opportunities in class; these points may not be made up due to tardiness or absence, even if it is an excused absence.
- H. **Intellectual Property:** Classroom materials, PowerPoint presentations and lecture are all part of teacher/class property. Students will not be directly provided PowerPoints or other notes. Photography or recordings in class are against policy.
- I. **Absences:** Aside from those laid out in college policy, there are no excused absences. It is your responsibility to obtain missed information through another student and to make sure that you get what you need to remain successful.
- J. **Late Arrivals:** Class will begin with the time indicated on the schedule (time is set according to the college's network). If you arrive after the classroom door is closed, do not knock. I may not admit students who have arrived after the closing of the door unless they have communicated with me prior. You will be marked absent and subjected to Angelina College's absent student policy for each course. It is your responsibility to obtain any information that you have missed (from a classmate).
- K. **Technology:** Basic computer literacy is a necessary part of this course. Saving, transferring and formatting files for submission to Blackboard are required skills in this course. If you find that you are lacking some of these skills, please go to the tutoring center on the second floor of the Angelina College Library. While some of these issues might be resolved during class-time, this is not a computer literacy course.
- NOTE: Technical problems, such as computer malfunction or lost data, will not be considered an acceptable excuse for late or missed work. You should plan ahead sufficiently so that any legitimate technical problems you encounter do not result in a late or missed assignment. Should you fail to plan appropriately, it is your responsibility to deal with the associated consequences.
- L. Microsoft Office, Word and other Office products are required. The use of any other software may result in grade deductions because of formatting issues; exceptions will not be made for students who choose to use other software resulting in a deviation from course expectations. Google Docs and Open Office are examples of software where problems may occur.
- M. Cell phone and personal electronics use is not allowed during class lecture. If you have a device that is out or interrupts the lecture or other class content, you will be asked to leave. If you do have to take a call or a text in an emergency situation, please quietly leave the classroom and take care of your business.

VII. EVALUATION AND GRADING:

Method of Evaluation. Final grades for the semester are based on the following point system:

Discussion Post (x5)	20 pts each/total 100 pts
Individual Project (x5)	20 pts each/total 100 pts
Business Letter	100 pts
Business Proposal	200 pts
Recommendation Report	200 pts
Test (x3)	300 pts

Grading Scale (1,000 points possible):

A = 900 – 1,000 points / Exceptional
 B = 800 – 899 points / Above Average
 C = 700 – 799 points / Average
 D = 600 - 699 points / Below Average
 F = Below 600 / Failure

IMPORTANT DATES:

- Class Begins: January 14
- Official Census Date: January 30
- **Mid-Semester:** March 8
- Spring Break: March 11-15
- Last Day to Withdraw with a "W": April 1
- Final Exams: May 3-9

VIII. COURSE SCHEDULE:

Please Note: All assignments for this course are due by Thursday @11:00 PM for each given week. Any item turned in later will be subject to the course late penalty schedule.

Week 1

WEEK 1 – TOPIC: Introduction/Getting Started

Week of January 14:

- Introduction/Welcome/Syllabus
- Read – Chapter 1: Technical Communication in the Entrepreneurial Workplace; Chapter 6: E-mails, Letters, and Memos
- Discussion Post #1: initial post to discussion in forum plus responses to at least two students

Week 2

WEEK 2 – TOPIC: Elements of Technical Communication

Week of January 21:

- Read – Chapter 2: Profiling Your Readers; Chapter 3: Working in Teams

Week 3

WEEK 3 – TOPIC: Elements of Technical Communication

Week of January 28:

- Read – Chapter 4: Managing Ethical Challenges
- **Individual Project #1: Business Letter due**

Week 4

WEEK 4 – TOPIC: Elements of Technical Communication

Week of February 4:

- Read – Chapter 16: Using Plain and Persuasive Style
- Discussion Post #2: initial post to discussion in forum plus responses to at least two students
- **Test #1: Intro/Syllabus and Elements of Technical Communication**
- **Individual Project #2: Advertising Ethics Report**

Week 5

WEEK 5 – TOPIC: Genres of Technical Writing

Week of February 11:

- Review – Chapter 6: E-mails, Letters, and Memos
- Read – Chapter 7: Technical Descriptions and Specifications

Week 6

WEEK 6 – TOPIC: Genres of Technical Writing

Week of February 18:

- Read – Chapter 15: Organizing and Drafting

Week 7

WEEK 7 – TOPIC: Genres of Technical Writing

Week of February 25:

- Read – Chapter 17: Designing Documents and Interfaces
- Discussion Post #3: initial post to discussion in forum plus responses to at least two students
- **Individual Project #3: Cultural Communications due**

Week 8

WEEK 8 – TOPIC: Genres of Technical Writing

Week of March 4:

- Read – Chapter 8: Instruction and Documentation; Chapter 18: Creating and Using Graphics

SPRING BREAK

Spring Break – TOPIC: Not school

Week of March 11:

- Fun
- Relaxation
- Sleep
- Etc.

Week 9

WEEK 9 – TOPIC: Genres of Technical Writing

Week of March 18:

- Read – Chapter 9: Proposals

Week 10

WEEK 10 – TOPIC: Genres of Technical Writing

Week of March 25:

- Read – Chapter 10: Brief Reports; Chapter 11: Formal Reports
- Discussion Post #4: initial post to discussion in forum plus responses to at least two students
- **Individual Project #4: Graphic Analysis due**

Week 11

WEEK 11 – TOPIC: Planning & Research

Week of April 1:

- *April 1 is the last day to withdraw with a W.*
- Read – Chapter 12: Thinking Like an Entrepreneur; Chapter 20: Preparing and Pitching Your Ideas

Week 12

WEEK 12 – TOPIC: Planning & Research

Week of April 8:

- Read – Chapter 13: How to Be Persuasive; Chapter 14: Researching in Technical Workplaces

Week 13

WEEK 13 – TOPIC: Planning & Research

Week of April 15:

- Read – Chapter 21: Writing for the Internet
- Discussion Post #5: initial post to discussion in forum plus responses to at least two students
- **Individual Project #5: Proposal Memo due**
- **Test #2: Genres of Technical Communications and Planning & Research**

Week 14

WEEK 14 – TOPIC: Semester Project

Week of Week of April 22:

- **Business Letter for semester project due**
- **Proposal for semester project due**

Week 15

Week 15 – TOPIC: Semester Project

Week of April 29:

- **Recommendation Report for semester project due**

Week 16

WEEK 16 – TOPIC: Final Exam (online)

- **Final Exams May 3-9**