



## English 2311.083: Technical & Business Writing Course Syllabus: Spring, 2017

“Northeast Texas Community College exists to provide responsible, exemplary learning opportunities.”

**Linda D. Stanley**  
**Phone:** 903-434-8255  
**Email:** [lstanley@ntcc.edu](mailto:lstanley@ntcc.edu)  
**Office:** Rm. 115, IT Bldg.

Office Hours	Monday	Tuesday	Wednesday	Thursday	Friday	Online
		1:15 – 2:15 pm		1:15 – 2:15 pm		1:15 – 2:15 pm TR online

*The information contained in this syllabus is subject to change without notice. Students are expected to be aware of any additional course policies presented by the instructor during the course.*

**Course Description:** ENGL 2311 Technical Communications: 3 credit hours; 3 hours of class each week

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, email messages, letters, and descriptions of products and services. Practice individual and collaborative processes involved in the creation of ethical and efficient documents.

**Class Description:** This course provides a foundation of the various business communication formats, including letters, memos, electronic communication, written reports, oral presentations, and interpersonal communication. The course also includes other business items such as résumés, application letters, interviewing tips, and employment follow-up documents.

**Required Textbook(s):**

Thill and Bovève. *Excellence in Business Communication*. 12th ed.

**Publisher:** New York: Pearson, 2016.

**ISBN Number:** ISBN (13): 978-0-13-431905-6.

**Recommended Readings:**

Grammar handbook of your choice.

**Required Materials:** Appropriate note-taking materials; loose leaf notebook paper; large manila envelope for research journal.

**Computer Requirements:** You must have access to a computer to take this course. Your computer needs to have Windows XP SP3 or later or MAC OS X10.3 or higher. You will need Office 2003 or higher, or OpenOffice 2013. You will also need broadband internet access. If you do not have access to a computer with the minimum computer requirements, I strongly suggest that you reconsider taking this course.

**Student Learning Outcomes:** Upon successful completion of this course, students will:

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

**Course Objectives:** Your goals in this course lie a few years down the road, when you will need this type of writing in your chosen profession. The course is a building block to provide you with a foundation for technical writing.

**Lectures and Discussions:** This course involves a great deal of material, not all of which will be addressed in classroom lectures or discussions. Instead, lectures, discussions, assignments, and quizzes will build upon and apply lesson concepts rather than simply restating them. Consequently, your successful completion of the course depends on your attentive reading and viewing of all preparatory lesson materials before class each week.

**Evaluation/Grading:** Your course grade will be calculated using the following weighted categories:

Assignments	25%
Discussions	25%
Quizzes	25%

Course Level Assessment

- Library Scavenger Hunt (10% of CLA)
- APA Citation Exercise (10% of CLA)
- APA Formatting Exercise (10% of CLA)
- CLA PowerPoint Presentation (20% of CLA)
- CLA Final Report (50% of CLA)

Total.....100%

**Assignments:** This course is organized into Lesson units. Each Lesson is presented in its own folder contained within the Course Lessons folder on our Blackboard Homepage. Each Lesson folder contains the links necessary for all submissions the lesson requires. This includes Assignments, Discussions, and Quizzes. All submissions **MUST** be made using these Blackboard links. **ONLY IF** a problem arises with Blackboard, your instructor will coordinate an alternative method of submission. **DO NOT** email submissions without prior authorization. Assignments submitted after the due date will incur a 10% penalty **PER DAY**. No assignments submitted more than 4 days late will receive credit.

**Discussions:** Discussions consist of two parts, your original post in response to discussion questions presented in the prompt, and your responses to at least 2 of your peers' posts. Unless otherwise noted, your original post is worth 50% of the available points and your responses are worth 50% (25% each) of the available points. To receive full credit, your original post must address the prompt questions thoroughly but directly, using standard academic English, and your responses must go beyond simply agreeing or disagreeing with your peers. They must add substantively to the critical content of the discussion. **Because students rarely revisit a discussion forum once it is complete and because of the interactive nature of discussions, late submissions are not allowed to any Discussion forum.**

**Quizzes:** All quizzes will be administered online through Blackboard. Each quiz will be open for a minimum of 48 hours (noted on your Course Schedule and in each Lesson Schedule) unless extenuating circumstances arise. All material covered in class, in your assigned readings, or in any supplemental material I assign may appear on these quizzes. You **MAY NOT** make up any quizzes you miss.

**Course Level Assessment:** Your course level assessment consists of 5 assignments, a Library Scavenger Hunt, an APA Formatting Exercise, an APA Citation Exercise, a PowerPoint Presentation, and a Formal Report. In total, the CLA is worth 25% of your

course grade. The Formal report counts as your Final Exam, is worth 50% of the CLA portion of your grade (12.5% of your total course grade) and will be assessed using the following rubric:

### Course Level Assessment Formal Report Rubric

Criteria/Weight	Does Not Meet Expectations (1 – 3 points)	Meets Expectations (4 – 7 points)	Exceeds Expectations (8 – 10 points)	Score
<b>Information Content (20%)</b>	Information is not on topic or is unfocused; data is not relevant or sufficient to meet a clearly identifiable purpose.	Information is generally on topic; data is mostly relevant and sufficient to meet a clearly identifiable purpose.	Information is directly on topic; data is very relevant and sufficient to meet a clearly identifiable purpose.	(score X 2.0)
<b>Structure (15%)</b>	Paragraphs are poorly organized; use of sections is illogical and hinders document navigation.	Paragraphs are usually well-organized; use of sections is logical and generally allows easy navigation of the document.	All paragraphs are well-organized; use of sections is logical and allows easy navigation through the document.	(score x 1.5)
<b>Graphics (10%)</b>	Graphical documents, sketches, maps, etc. are of poor quality and fail to support the text.	Graphical documents, sketches, maps, etc. are of good quality and adequately support the text.	All graphical documents, sketches, maps, etc. are creative, professional and strongly support the text.	(score x 1.0)
<b>Figures and Tables (15%)</b>	Figures and tables are not clearly or logically identified and fail to support the text.	Some figures and tables are clearly and logically identified and adequately support the text.	All figures and tables are clearly and logically identified and strongly support the text.	(score x 1.5)
<b>Formatting (15%)</b>	Document is formatted poorly and lacks required parts such as cover page, index, list of figures, etc.	Formatting of the document is generally consistent and adequate, and includes all required parts.	Formatting of the document is professional and includes all required parts.	(score x 1.5)
<b>Mechanics (10%)</b>	Sentences are poorly written; there are numerous errors in word choice, spelling, grammar, and punctuation	Sentences are generally well-written; there are few errors in word choice, spelling, grammar, and punctuation.	Sentences are well-written; there are no errors in word choice, spelling, grammar, and punctuation.	(score x 1.0)
<b>Documentation (15%)</b>	Fails to correctly document any sources or to utilize appropriate citation forms.	Most sources are correctly documented; appropriate citation forms are generally utilized.	All sources are correctly and thoroughly documented; appropriate citation forms are utilized throughout.	(score x 1.5)
<b>Total 100%</b>				

**Student Responsibilities/Expectations:** Students are expected to come to class with the text and appropriate writing materials. There will be no texting or reading of texts during class. If you are expecting an emergency call please notify me in advance and

put your phone on vibrate. Leave the room if you need to answer with text or talk. Students who do not follow this rule will be asked to leave class and will be counted absent that day. If you are having trouble with your writing, please talk to me. I will be glad to help you, or you can visit the QEP tutors who are available to help you succeed -- please use their help.

**Online Etiquette:** The objective in an online discussion is to be collaborative, *not* combative. Please proofread your responses carefully before you post them to make sure that they will not be offensive to others. Use discussions to develop your skills in collaboration and teamwork. Treat the discussion areas as a creative environment where you and your classmates can ask questions, express opinions, revise opinions, and take positions just as you would in a more “traditional” classroom setting.

**Class Disruptions:** *All* students enrolled at the college shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. Your attendance in this class requires that you participate as an adult. On that basis, there will be no talking while I am lecturing, or while another classmate is talking or presenting, and no texting, playing computer games, or social networking at any time. In class discussions, you should conduct yourself toward others with respect, even if you disagree with them. Disregard for this rule will result in you being asked to leave the class until further notice.

**Course Withdrawal:** IT IS YOUR RESPONSIBILITY TO DROP A COURSE OR WITHDRAW FROM THE COLLEGE. FAILURE TO DO SO WILL RESULT IN RECEIVING A PERFORMANCE GRADE, USUALLY A GRADE OF “F.”

**NTCC Academic Honesty Statement:** "Students are expected to complete course work in an honest manner, using their intellects and resources designated as allowable by the course instructor. Students are responsible for addressing questions about allowable resources with the course instructor. NTCC upholds the highest standards of academic integrity. This course will follow the NTCC Academic Honesty policy stated in the Student Handbook."

**Academic Ethics:** The college expects all students to engage in academic pursuits in a manner that is beyond reproach. Students are expected to maintain complete honesty and integrity in their academic pursuit. ***Academic dishonesty such as cheating, plagiarism, and collusion is unacceptable and may result in an F in the course.*** Refer to the student handbook for more information on this subject.

**ADA Statement:** It is the policy of NTCC to provide reasonable accommodations for qualified individuals who are students with disabilities. This College will adhere to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student’s responsibility to arrange an appointment with a College counselor to obtain a Request for Accommodations form. For more information, please refer to the NTCC Catalog or Student Handbook.

**Family Educational Rights And Privacy Act (Ferpa):** The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's educational records. These rights transfer to the student when he or she attends a school beyond the high school level. Students to whom the rights have transferred are considered "eligible students." In essence, a parent has no legal right to obtain information concerning the child's college records without the written consent of the student. In compliance with FERPA, information classified as "directory information" may be released to the general public without the written consent of the student unless the student makes a request in writing. Directory information is defined as: the student's name, permanent address and/or local address, telephone listing, dates of attendance, most recent previous education institution attended, other information including major, field of study, degrees, awards received, and participation in officially recognized activities/sports.

ENGL 2311.083 Schedule

Mar 20 - 24	<p>M: First day; Syllabus Acknowledgement T: Introductions Discussion board W: Discussion board 1 original post R: Assignment 1 F: Discussion board 1 responses; Quiz 1</p>	Apr 17 - 21	<p>M: Discussion board 7 original post T: Assignment 7 W: Discussion board 7 responses; Quiz 7 R: Discussion board 8 original post F: Assignment 8</p>
Mar 27 - 31	<p>M: Discussion board 2 original post T: Assignment 2 W: Discussion board 2 responses; Quiz 2 R: Discussion board 3 original post F: Assignment 3</p>	Apr 24 - 28	<p>M: Discussion board 8 responses; Quiz 8 T: Discussion board 9 original post W: Assignment 9 R: Discussion board 9 responses; Quiz 9 F: Discussion board 10 original post</p>
Apr 3 - 7	<p>M: Discussion board 4 responses; Quiz 4 T: Discussion board 4 original post W: Assignment 4 R: Discussion board 5 responses; Quiz 5 F: Discussion board 5 original post</p>	May 1 - 5	<p>M: Assignment 10 T: Discussion board 10 responses; Quiz 10 W: Discussion board 11 original post R: Assignment 11 F: Discussion board 11 responses; Quiz 11</p>
Apr 10 - Apr 14	<p>M: Assignment 5 T: Discussion board 6 responses; Quiz 6 W: Discussion board 6 original post R: Assignment 6 F: Discussion board responses; Quiz</p>	May 8 - 12	<p>M: CLA APA Formatting Exercise T: CLA presentation W: CLA formal report R: Course wrap-up</p>