ENC 2210: Technical Writing, Section 4831  
Summer B 2010  
Tur 2328  
MTWRF Pd 2 (9:30-10:45)  
Instructor: Rebekah Fitzsimmons  
rfitz@ufl.edu  
Office: 302 Tigert Hall  
Office Hours: By Appt

UF Catalog Description:
A survey of the forms and methods of communication used in business, industry and government, including nonformal and formal reports, letters, resumes and proposals. (from the 2008-2009 University of Florida Undergraduate Catalog)

Overview:
This course introduces you to technical and professional writing. It offers practical information about communicating in different kinds of workplace environments and professional/technical discourse 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. You will analyze and react to rhetorical situations, considering issues of audience, organization, visual design, style, genre, and document production.

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:
By the end of the course, you should be able to
• write more clearly and concisely than before
• identify and understand the genres of technical writing (see overview)
• analyze and adapt to the constraints of rhetorical situations (see overview)
• 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

Text: (recommended)

Website:
http://wps.prenhall.com/chet_dobrin_techcomm_2
Grading:

### Written Assignments:

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### In Class Assignments

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- Memos (3 @ 50 points each) 450 words 150 points
- Letters (3 @ 50 points each) 450 words 150 points
- Project: Job Application Packet: 300 words 100 points
- Project: Technical Definition 250 words 100 points
- Project: Proposal 1000 words 100 points
- Project: Progress report 1000 words 100 points
- Project: Manual 2500 words 200 points
- Project: User Test / Report 1000 words 100 points
- Professionalism and Participation N/A (e.g., class discussion, in-class work, workshops, quizzes) 200 points

**Final Grade** 6950 words Total points/1200

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**Weekly Schedule:**

### Week 1

- **June 28:** Course introduction, syllabus review
- **June 29:** *TCTC* Chapter 1: Communication in the Workplace
- **June 30:** *TCTC* Chapter 12: Email and Memo
  - **Assignment:** Memo 1 (Intro)
  - **Memo 1 due**
- **July 1:** *TCTC* Chapter 4: Ethics and the Workplace Writer
  - *TCTC* Chapter 5: Technical Communication in a Transnational World
  - **Memo 1 due**
- **July 2:** *TCTC* Chapter 2: Rhetoric and Technical Communication
  - *TCTC* Chapter 6: Researching and Evaluating Source Materials
  - **Assignment:** Memo 2 (Netiquette)

### Week 2

- **July 5:** NO CLASS
July 6: *TCTC* Chapter 13: Letters

**Assignment:** Letter 1 (Lying on your Resume)

**Memo 2 due**

July 7: Workshop: Letter 1

*TCTC* Chapter 7: Organizing and Drafting Document

July 8: *TCTC* Chapter 14: Finding and Obtaining Employment

Proofreading tips (E-Learning)

**Job Application assignment (Memo 3, Cover Letter, Resume)**

**Letter 1 due**

July 9: Workshops for Job Application materials

**Week 3**

July 12: *TCTC* Chapter 10: Revising, Rewriting and Editing  
Concision (E-learning)

More Workshops for Job Application materials

July 13: *TCTC* Chapter 9: Layout and Design

**Job Application Materials (Memo, cover letter and resume) due**

July 14: May 27: *TCTC* Chapter 20: Proposals and Requests for Proposals

**Assignment:** Proposal

July 15: Workshops and Conferences for Proposals

**Week 4**

July 19: *TCTC* Chapter 15: Technical Definitions

**Assignment:** Technical Definition, Letter 2 (group project)

July 20: Technical Definition discussion

**Proposal due**

July 21: *TCTC* Chapter 16: Technical Descriptions

July 22: *TCTC* Chapter 18: Technical Instructions

**Assignment:** Manual, Progress Report, User Test/Report, Letter 3

July 23: Workshops and conferences for Technical Definition

**Week 5**

July 26: *TCTC* Chapter 19: Manuals

**Technical Definition due, Letter 2 due**

July 27: *TCTC* Chapter 21: Informal Reports  
*TCTC* Chapter 22: Formal Reports

July 28: *TCTC* Chapter 11: Usability

**Letter 3 due**

July 29: Workshops on Progress Reports

July 30: Workshops and conferences for Manuals and User Test

**Progress Report due**

**Week 6**

August 2: Manual/User Test discussions- questions

August 3: More Workshops and Conferences for Manuals and User Tests

August 4: Tech Writing in the future
Manuals and User Test Reports due
August 5: Course evaluations
August 6: Manuals and User Test Reports return and review

Assignments:

Memos
1. Introduce yourself to your instructor. See example document for format and content. (150 words)
2. Google the term "netiquette." This search will result in a wealth of examples of various corporate, academic, and government agencies' policies regarding netiquette. Read at least 3 different netiquette policies. Then, prepare a memo that creates a list of netiquette rules appropriate for communication among members of your technical writing class. Bring your netiquette policy to class in the form of a memorandum addressed to both your instructor and classmates. If you are using the exact words or unique ideas of another person, be sure to cite your source. (150 words)
3. To be written in conjunction with the job application packet in reference to research and pre-writing of a resume and cover letter. Will contain research about the company and position to which you have tailored your resume. (150 words)

Total Word Count: 400

Letters
1. Response to the “Lying on your Resume” case study. (see case study #90 at http://ethics.sandiego.edu/resources/cases/HomeOverview.asp). As the head of the ethics committee, you will compose a letter to the Quincy Troupe and tell him of the committee’s decision. (150 words)
2. Written in conjunction with the technical definition assignment. Briefly explain the topic your group has chosen, the portions of the project you worked on, the dynamics of your group work and the grade you think your group deserves. (150 words)
3. An explanation to your instructor of the manual assignment you will choose, as well as how you plan to complete the assignment. (150 words)

Total Word Count: 450

Project—Resume and Cover Letter
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
Group project. Write an extended technical definition as defined in TCTC. You will produce a mock website, taking into account the lessons of layout, design and visuals already covered in class. The “website” must describe and clarify the definition for lay
people, as well as go into enough depth so as to be of use to members of the field within which you are working. A list of pre-approved terms will be provided, but other terms of your choosing may be proposed. (250 words per person)

Project--Proposal
Write a proposal in response to case study 1 found on pages 629-630 in TCTC. (1000)

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)

Manual
Complete one of these Writing Scenarios from TCTC

- #4 p. 555: How to use web help page of tech company website
- #7 p. 556: Construction manual for your own invention using construction toys
- #12 p. 557: How to perform a task on a technology-driven tool
- #5 p. 588: Procedure manual for how to locate and obtain a missing tech manual
- #7 p. 588: Owner’s manual for a pet
- #10 p. 588: Policy manual for a group/organization/community
- #13 p. 589: Write a user’s manual for a generic single-source program

(2500 words manual only)

User Test and Report
Develop a user test methodology, including procedures and protocols (see TCTC chapter 11). 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 11 and 22) 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)

Course Policies
*Text and Workshop Requirements*

- All assignments should be computer generated and professional in appearance. This includes proper font, font size, formatting, ink quality and document appearance. All multi-page documents will be stapled or points will be deducted.
- Bring two copies of drafts to all writing workshops.
- Writing workshops are mandatory. If you miss a workshop, you must arrange a make-up session with your classmates. If your assignment has not been reviewed in workshop, I will not evaluate it. Drafts should be complete and polished, not "rough."
• 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. If you are absent for any reason, your assignment is still due at the start of class.

Attendance
• In a writing class, it is important to be on 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 three classes, your final grade will drop by one full letter. If you miss four classes, your grade will drop by two letter grades. If you miss more than five classes, you will fail the course. In a summer course, we move quickly through the material, so multiple absences may also damage your ability to complete the assignments successfully.
• When you miss class, you are responsible for getting any assignments and making up any work from your classmates.
• If you develop a medical condition that prevents you from coming to class, see me as soon as possible to discuss options.

Email Policies
• Please allow a 24-hour period for me to respond to all emails before sending a follow up.
• Since this is a writing course, please be aware that your emails are professional communication and should therefore reflect proper spelling, grammar and e-mail etiquette.
• If you must email me a document, it must be in .doc or docx format. Documents sent in the incorrect format will be considered incomplete.

Paper Policies
• Papers should be turned in at the start of the class period in which they are due. I will not accept late papers. All assignments should be turned in on paper, unless you have made alternate arrangements with me ahead of time.
• All requests for assignment extensions must be made in person during office hours or in class, prior to the assignment due date.

University Policies

Statement of Composition and Humanities credit
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

Statement of Writing (formerly Gordon Rule) requirement
This course can satisfy the UF requirement for Writing. For more information, see:
http://www.registrar.ufl.edu/catalog/policies/advisinggordon.html

TOTAL WORD COUNT FOR FINAL SUBMISSIONS: 6,900
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

Learning Outcomes
The student learning outcomes for this course are as detailed in the Undergraduate Catalog at http://www.registrar.ufl.edu/catalog/policies/advisinggened.html#requirements

Grade Appeals
If you have questions regarding your final grade, see me first. If, after we meet, you want to appeal your final grade, see or call Carla Blount in the Department of English. The Department will consider appeals for final semester grades, not individual assignment grades. Grade appeals may result in a higher, unchanged, or lower final grade.