



Course Syllabus

English 1900

Technical Writing for Business & Industry

Arts & Sciences Division

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Class Days:

Class Time:

Location: Classroom:

Laboratory:

Credit Hours: 3

Contact Hours: 3

Lab Hours: 0

Lecture Hours: 3

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Instructor:

Office Location:

Phone:

Email Address:

Office Hours:

Division Office/Location: A 202

Division Fax: 419-355-1248

Full-time Contact Person: Steve Mohr

Phone(s): 419-559-2143

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Course Description:

Designed to provide an understanding of technical and business communications theory and practical applications, English 1900 discusses instruction writing, document design, audience analysis, resumes, readability, business letters and memos, business report writing, and oral business presentations. Writing assignments in the computer lab provide students with opportunities to apply knowledge in practical writing situations comparable to those that they will encounter on the job.

“The real technology -- behind all our other technologies -- is language. It actually creates the world our consciousness lives in.” -----Andrei Codrescu

Prerequisite(s): Grade of “C” or higher in ENG 1020 or 1050

Co-requisite(s): None

Entry Level Skills and Knowledge:

Required Texts, Supplies and Equipment:

Text: Technical and Business Communication: Writing Successfully on the Job. A Custom Edition for Terra State Community College

Materials: A thumb drive and a folder to hold course handouts

## Grading:

### Learning Outcomes:

*This course is designed to help students:*

- Understand and apply recognized technical writing principles
- Understand and apply business communication theory
- Identify purpose and analyze audience for various technical and business documents
- Apply appropriate formats for various technical and business documents
- Incorporate visuals into technical and business documents
- Edit writing to eliminate jargon, choppiness and incoherence
- Produce a smooth, readable style appropriate to subject and audience
- Demonstrate proficiency in writing fundamentals (grammar, spelling, and mechanics)
- Develop additional skills in word processing to produce technical and business documents that are consistent with professional standards
- Develop correspondence appropriate to the job search
- Deliver an 8-10 minute oral business presentation with supporting visuals

### Assessment of Student Learning:

This course may include a project that is one of several that will be used by faculty to assess student academic performance in the program. A panel of faculty will review all (projects or whatever assessment activity you are doing), then assess and summarize the academic performance of students at this point in the program. The results of this assessment will be shared among the department faculty, used to identify needed changes or improvements, and submitted to the Student Academic Assessment Committee as part of the college's overall student academic assessment effort.

Assessment Project and Measurement in course (if any):

### Plan of Work:

Session		Activities
1	Lecture Project Assignment	Features of technical writing Introductory exercise Chapter 1, <i>Process in Technical Writing</i> Chapter 6, <i>Process Descriptions and Instructions</i>
2	Lecture Project Assignment	Technical instructions Write technical instructions--group project Chapter 4, <i>Page Design</i> Chapter 11, <i>Graphics</i>
3	Lecture Project	Page design principles and graphics Redesign a document Creating line graphs, bar graphs and tables

	Assignment	Handouts on resumes and cover letters
4	Lecture Project Assignment	Resumes and cover letters Write an updated resume and cover letter Chapter 3, <i>Organizing Information</i> Chapter 16, <i>Style in Technical Writing</i>
5	Lecture Project Assignment	Test #1 Open lab Chapter 16, <i>Style in Technical Writing</i>
6	Lecture Project Assignment	Readability and reader analysis Improve the readability of a document Chapter 16, <i>Style in Technical Writing</i>
7	Lecture Project Assignment	Identifying point of view and voice Edit for voice and point of view Chapter 16, <i>Style in Technical Writing</i>
8	Lecture Project Assignment	Tone Improve the tone of a document Chapter 7, <i>Letters, Memos and Electronic Communication</i>
9	Lecture Project Assignment	Positive, negative, neutral and sales correspondence Correspondence Chapter 7, <i>Letters, Memos, and Electronic Communication</i>
10	Lecture Project Assignment	Test #2 Open lab
11	Lecture Project	Creating oral business presentations Designing an oral presentation with PowerPoint
12	Lecture Project Assignment	Memo-style business reports Write a memo-style business report Handouts on oral communication
13	Lecture Project Assignment	Memo-style business reports Write a memo-style business report
14	Lecture Project Assignment	Oral business presentations Oral business presentations
15	Lecture Project	Oral business presentations Oral business presentations
16	Lecture	Test #3: Comprehensive Final Exam

### **Course Requirements:**

- ❑ Technical instruction projects, including an operating manual
- ❑ Page design exercises
- ❑ Series of audience and readability exercises
- ❑ Series of business memos and letters, including those internal and external to an organization
- ❑ Updated resume and cover letter
- ❑ Graphics exercise
- ❑ Memo-style business report with graphics
- ❑ Oral business presentation with supporting visuals
- ❑ Quizzes and three tests

### **Policies**

- Follow the three R's: Respect for self, respect for others and responsibility for your actions.
- Because computer lab time is a significant portion of the class, students are expected to complete most writings in class during this lab time.
- Internet "surfing," playing computer games during lab time, or computer use when the instructor is speaking in lab will result in a 5-point grade deduction for each offense.
- Cell phones need to be turned off during lectures.
- Late papers will receive one letter grade off for each class an assignment is late unless you've made *prior* arrangements with the instructor.
- All work must be submitted to pass the class.
- If you're going to miss class, a call or email is common courtesy and a requirement in any workplace.

**Course Withdrawing:** If for any reason you need to withdraw from the course, be certain that you do so according to College procedure. It is your responsibility to know and follow this procedure. If you simply stop coming to class, without officially withdrawing from the course, your grade is an automatic "F." Please follow official College procedure for withdrawing from this or any course.

*College Academic Policies are located in the College Catalog. A copy of the current catalog may be picked up in any of the division offices or admissions. The list of college policies is also available online at <https://www.terra.edu/register/Collegecat/policies.asp>.*

**Support Services:** The College offers a number of support services to assist in your success in this course and all courses. Among these services are the Writing & Math Center in B105, the Office of Learning Support Services, which coordinates the campus disability services and tutoring programs, the computer labs, and the computers in the atriums.

Any student who feels he/she may need an accommodation based on the documentation of a disability should the Office of Learning Support Services privately to discuss his/her specific issues. Please contact the OLSS at (419) 334-8400 X 208 or visit 100 Roy Klay Hall (Building A) to coordinate reasonable accommodations.

***If you have a documented disability and are receiving academic accommodations through the Office of Learning Support Services, please schedule a meeting with me in a timely manner so that we may discuss how these services will be arranged.***

Tutoring services are available to students beginning the second week of every quarter. Students requesting tutoring services should obtain a tutor request form from the OLSS in 100 Roy Klay Hall (Building A) or online at the Terra website. Please note that instructor verification and acceptance of the Student Learner Agreement is necessary for all tutoring requests. All requests should be submitted to 100 Roy Klay Hall (Building A).