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### ENG 3005-600: Technical Communication

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*Eastern Illinois University*

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## ENG 3005-600: Technical Communication (Online, 3.0 Credit Hours)

Professor: Dr. Donna Binns

Office: 3851 Coleman Hall

Office Hours: Meetings available online by Skype or in person on campus

E-mail: [djbims@eiu.edu](mailto:djbims@eiu.edu)

English Department Phone Number: 217-581-2428

### Course Description:

Instruction and practice in technical communication and creating documents used in professional settings. Focus on communicating complex information to specialized and non-specialized audiences. Students will complete case-based and/or client-based projects in multiple genres and media. Course will also address online communication, ethical communication, document design, intercultural/global communication, collaboration, accessibility issues, and document presentation. WC

**Course Objectives:** (Parentheses indicate which undergraduate learning goals are covered by the learning objective. In some instances, specific sub-steps are listed when only portions of the learning goal are covered.):

1. Explain the value of technical communication in organizational settings and the responsibilities of professional communicators to communicate clearly and concisely to satisfy an audience's need for information (WR)
2. Adapt common genres of technical communication (proposals, progress reports, reports, instructions, presentations, etc) to specific audiences, purposes, media, and contexts—including global contexts (CT/WR/SL/RC)
3. Critically read and analyze information addressed to readers of differing technical levels (CT/WR 5–7/QR 3–4)
4. Implement principles of effective document design (using basic and advanced features of computer software) to create professional, easy-to-use projects, including quantitative displays of information (QR 5–6)
5. Use effective collaborative strategies to create a positive work environment and high-quality projects (CT 1 / SL 2–3, 7 / RC 1–2)
6. Demonstrate college- and professional-level writing produced through the process of prewriting, drafting, revising, editing, and proofreading (WR)
7. Demonstrate metacognitive awareness of strategies used to successfully approach, adapt to, and complete new (previously untried) communication situations (RC-4)

### Required Texts & Materials:

Markel, Mike and Stuart Selber. *Technical Communication* 12<sup>th</sup> ed. New York: Bedford/St. Martin's, 2018.

Active EIU e-mail account through Panthermail, Microsoft Word, and Internet Access to EIU's D2L Online Course Delivery System

**Course Requirements:** In this class, you will complete writing assignments of various genres, including one client-based assignment. Major writing assignments include the Accessibility Review Evaluation Memo and Instructions with Informational Memo. Writing assignments will

be posted under "Content" in D2L at least several days prior to the due dates. You will also complete discussion posts, assignment drafts, and peer responses that will a significant portion of your "Daily Work" grade. Assigned reading will be vital to successful completion of course assignments and posts, so do keep up with the reading schedule. Finally, you will build a revision-based portfolio at the end of the semester that uses a self-analysis and revised writing assignments from the class to demonstrate your success at attaining the course learning objectives and the "Measures of Excellence in Technical Communication" discussed in Chapter 1 of our textbook. The Major Writing Assignments, Client Project, & Final Project must be completed for you to be eligible to pass this course.

**Daily Work & Participation:** There will be a substantial amount of online daily work through D2L (such as peer responses as well as class and online discussion posts) during the semester. These activities will receive grades. Read the directions for each discussion post closely so that you don't miss any aspects of the assignment. Dr. Binns will assign peer responders prior to the due dates for those activities. More details for each discussion topic, such as specific discussion questions, will be posted with instructions from Dr. Binns on the Discussion Board. Students must follow the EIU Netiquette guidelines that are posted under "Content" in D2L.

**Deadlines:** Due dates for D2L posts, writing assignments, and the final portfolio are listed on the course calendar and updated in "News" as needed. Discussion posts, drafts, peer responses, writing assignments, and the final portfolio should be submitted by the 11:59 p.m. on the date listed on the syllabus. Late penalties are discussed below under "Late Work."

**Course Grade:** Your final course grade will be determined by the following:

Daily Work	20%
Major Writing Assignments	20%
Client Project	30%
Final Project	30%

A= 90% to 100%
B= 80% to 89%
C= 70% to 79%
D= 60% to 69%
F= 0% to 59%

**Late Work:** Late work that is not excused by Dr. Binns (due to extenuating circumstances only) will be penalized by 10% of the maximum possible points for each day it is. To avoid the penalty, contact Dr. Binns as soon as possible if you feel you have a serious reason for turning in late work.

**Plagiarism:** Students are expected to maintain principles of academic integrity and conduct as defined in EIU's Code of Conduct (<http://www.eiu.edu/judicial/studentconductcode.php>). Violations will be reported to the Office of Student Standards. In accordance with English Department and University policies, "Any teacher who discovers an act of plagiarism—"The appropriation or imitation of the language, ideas, and/or thoughts of another author, and

representation as one's original work' (Random House Dictionary of the English Language)—has the right and responsibility to impose upon the guilty student an appropriate penalty up to and including immediate assignment of the grade of F for the assigned essay and a grade of F for the course."

The best argument against plagiarism is that you cheat yourself out of the education you are here to obtain when you copy someone else's work. If you believe that a specific instance in your writing might constitute plagiarism, please consult me prior to turning in the final draft.

**Students with Disabilities:** If you are a student with a documented disability in need of accommodations to fully participate in this class, please contact the Office of Student Disability Services (OSDS). All accommodations must be approved through OSDS. Please stop by Ninth Street Hall, Room 2006, or call 217-581-6583 to make an appointment. If you do not live in the Charleston, IL, area, you may contact them by phone.

**The Student Success Center:** Students who are having difficulty achieving their academic goals are encouraged to contact the Student Success Center ([www.eiu.edu/~success](http://www.eiu.edu/~success)) for assistance with time management, text taking, note taking, avoiding procrastination, setting goals, and other skills to support academic achievement. The Student Success Center provides individualized consultations. To make an appointment, call 217-581-6696, or go to 9th Street Hall, Room 1302. This service is unavailable if you are not within commuting distance to Charleston, IL, however.

**Contacting Dr. Binns:** You may contact Dr. Binns through e-mail ([djbinns@eiu.edu](mailto:djbinns@eiu.edu)) or arrange an appointment in person or through Skype. **E-mail Dr. Binns directly through Panthermail rather than trying to e-mail through D2L.** Generally, you should receive a response to e-mails within forty-eight hours if you send them through Panthermail. Dr. Binns will contact all students through their officially provided EIU e-mail addresses only. Online conferences can be arranged through Skype. Students living within commuting distance to Charleston, IL, may arrange in-person conferences with Dr. Binns in her office (3851 Coleman Hall).

## ENG 3005 Course Calendar for Summer 2019

The due dates listed on this calendar are subject to change at my discretion. Updates to this calendar will appear in my “News” posts, so check that page often. Reading and writing assignments, discussion posts, peer responses, and the final portfolio are due by 11:59 p.m. on the dates listed on this calendar. Reading assignments are from our *Technical Communication* textbook unless otherwise indicated. Discussion posts, assignment drafts, and peer responses will be due to our Discussion Board (under "Communication") on D2L. Client project drafts will be due to Grace Wilken & Dr. Binns through e-mail unless otherwise specified. Writing assignments, final drafts of client project materials, and the final portfolio will be due to our course Dropbox (under "Assessment") on D2L.

### Week 1

- 5-13 Read Chapters 1-3; Discussion Post 1 Due to our D2L Discussion Board under “Communication” then “Discussions.”
- 5-14 Read Chapters 5-7 & 9; Discussion Post 2 Due
- 5-15 Read Chapters 13, 14, & 17; **Informational Report Memo** draft due to D2L Discussion Board by 11:59 pm
- 5-16 Read Chapters 10-12; Post **Informational Report Memo** assigned peer responses to D2L Discussion Board by 11:59 pm
- 5-17 Turn in **Informational Report Memo** to D2L Dropbox by 11:59 pm

### Week 2

- 5-20 Read Chapters 16 & 20; Work on **Instructions with Proposal Memo & Client Project**
- 5-21 Read Chapters 8 & 15; Work on **Instructions with Proposal Memo**; Discussion 3 due
- 5-22 **Instructions with Proposal Memo** draft due by 11:59 pm to D2L Discussion Board
- 5-23 **Instructions with Proposal Memo** assigned peer responses due by 11:59 pm
- 5-24 **Instructions with Proposal Memo** due to D2L Dropbox by 11:59 pm

### Week 3

- 5-27 Memorial Day
- 5-28 Read Chapter 18; Work on **Client Project**; Discussion 4 due by 11:59 pm
- 5-29 Work on **Client Project**; Discussion Post 4 due
- 5-30 **Client Project** due by e-mail (through Panthermail) to Dr. Binns & Grace Wilken by 10:00 am
- 5-31 Revise **Client Project**

### Week 4

- 6-3 Revise **Client Project**
- 6-4 Discussion 5 Post due
- 6-5 Work on **Final Project**; Revised **Client Project** due to Dr. Binns & Grace Wilken through e-mail by 11:59 pm
- 6-6 Work on **Final Project**
- 6-7 **Final Project Due to D2L Dropbox** (More **Client Project** work due if needed)