

Summer 6-15-2016

# ENG3005-600: Technical Communication

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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

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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. *Technical Communication: Situations and Strategies*. 9<sup>th</sup> ed. New York: Bedford/St. Martin's, 2010.

Active EIU e-mail account and Internet Access to EIU's D2L Online Course Delivery System

**Course Requirements:** In this class, you will complete a number of writing assignments of various genres, including one case-based assignment. Writing assignments include the Case-Based Memo, the Proposal, the Accessibility Review, and the Instructions with Instructions 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.

**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 response groups 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 at least one day prior to the discussion thread. 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.

• 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%
Writing Assignments	40%
Final Portfolio	40%

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 late (excluding weekend days). 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. **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 (Skype can be downloaded for a variety of devices here [www.skype.com/download-skype/](http://www.skype.com/download-skype/)). Students living within commuting distance to Charleston, IL, may arrange in-person conferences with Dr. Binns in her office (3851 Coleman Hall) or stop by during her office hours. The Writing Center is also available this summer.

## ENG 3005 Course Calendar Summer 2016

The due dates listed on this calendar are subject to change at my discretion. 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. Writing assignments and the final portfolio will be due to our course Dropbox (under "Assessment") on D2L.

### Week 1

- 6-13 Read Chapter 1; Discussion Post 1 Due
- 6-15 Read Chapter 2; Discussion Post 2 Due
- 6-17 Read Chapter 14; Discussion Post 3 Due

### Week 2

- 6-20 Read Chapter 5; Work on Case-Based Memo
- 6-22 **Case-Based Memo Due**; Read Chapter 8
- 6-24 Read Chapter 16; Discussion Post 4 Due; Work on Proposal

### Week 3

- 6-27 **Proposal Draft Due**; Read Chapter 9
- 6-29 **Proposal Peer Responses Due**; Read Chapter 10
- 7-1 **Proposal and Audience Profile Due**; Read Chapter 16

### Week 4

- 7-4 No Class: Independence Day
- 7-6 Read Chapter 12 and additional selection on accessibility (D2L); Discussion Post 5 Due; Work on Accessibility Review Draft
- 7-8 **Accessibility Review Draft Due**

### Week 5

- 7-11 **Accessibility Review Peer Responses Due**; Read Chapter 11
- 7-13 **Accessibility Review Due**; Read Chapter 13
- 7-15 Read Chapter 20; Discussion Post 6 Due; Work on Instructions

### Week 6

- 7-18 **Instructions and Instructions Memo Due**
- 7-20 Work on Final Portfolio
- 7-22 **Final Portfolio Due**