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ENG 3005-600: Technical Communication

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Eastern Illinois University

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

Instructor: Dr. Donna Binns

Virtual Office Hours: Mondays 5:00 p.m. —7:00 p.m.; TR 6:00 p.m.—7:00 p.m.;
appointments through Zoom

English Department Phone: (217) 581-2428

Email: djbinns@eiu.edu

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 and Materials:

Markel, Mike. *Technical Communication: Situations and Strategies*. 129th ed. New York: Bedford/St. Martin's, 2018.

Active Panthermail e-mail account with D2L access

Course Requirements: In this class, you will complete writing assignments of various genres. Writing assignments include the Job Application & Resume, Website Recommendation Report, Instructions Revision Proposal, and Instructions Revision. 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 constitute 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 complete a Final Revision Project. The Writing Assignments, Client Project, & Final Revision Project must be completed for you to be eligible to pass this course. **Make certain that you read the “News” messages from Dr. Binns.** They may include reminders for upcoming assignments, schedule changes, if needed, and/or other class news.

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, so students who submit late drafts may not be included in peer response assignments. 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 Revision Project should be submitted by the 11:59 p.m. on the date listed on the syllabus.

Late Work: Late work that is not excused before its due date will be penalized by 10% of the maximum possible points for each day it is late.

Grading: Detailed requirements for each project will be included on specific assignment sheets. I will use the following breakdown to determine your final course grade:

D2L Discussions, Peer Responses	20%
Job Application & Resume	10%
Website Recommendation Report	20%
Instructions Revision Proposal & Revision	30%
Final	30%

A= 90% to 100%

B= 80% to 89%

C= 70% to 79%

D= 60% to 69%

F= 0% to 59%

Note: All assignments must be prepared to look professionally completed.

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) 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 Panthermail at (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 about forty-eight hours if you send them through Panthermail. Dr. Binns will contact all students through their officially provided EIU e-mail addresses **through Panthermail only**. Online conferences can be arranged through Zoom.

Email Policy

I welcome emails if you have questions or concerns about your work in this class. However, I expect you to write emails in a professional manner—not like you are texting a close friend.

When you send an email, follow the guidelines below. Emails should...

- Have a clear and concise subject line that provides gist of the email and the course, such as “2760 Question about Today’s Reading”
- Begin with a formal address, such as “Dr. Binns:” or “Professor Binns”
- Use a respectful tone
- Provide questions or information in a succinct manner
- Use paragraph breaks for reading ease and strong organization
- Be edited and proofread effectively so as not to cause confusion

Close with a short statement followed by a comma and your name, such as “Thanks for your time,” or “Sincerely,” or “Have a good weekend,”

ENG 3005 Course Calendar for Spring 2021

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.

- 1-12 Read Chapter 1; Discussion Post 1a Due to our D2L Discussion Board under "Communication" then "Discussions."
- 1-14 Read Chapter 2; Discussion Post 1b Due

- 1-19 Read Chapter 5
- 1-21 Read Chapter 15; Discussion 2 due to D2L Discussion Board by 11:59 pm

- 1-26 **Job Application & Resume** draft due to D2L Discussion Board for peer responses
- 1-28 **Job Application & Resume** peer responses due to D2L Discussion Board

- 2-2 Personal Wellness Day: No Classes
- 2-4 **Job Application & Resume due** to D2L Dropbox by 11:59 pm

- 2-9 Read Chapter 13
- 2-11 Read Chapter 18; Discussion 3 due to D2L Discussion Board by 11:59 pm

- 2-16 Read Chapter 14
- 2-18 **Website Recommendation Report** draft due to D2L Discussion Board for peer responses

- 2-23 **Website Recommendation Report peer** responses due to D2L Discussion Board
- 2-25 **Website Recommendation Report due** to D2L Dropbox by 11:59 pm

- 3-2 Read Chapter 20
- 3-4 Read Chapter 16; Discussion 4 due

- 3-9 Read Chapter 6
- 3-11 Read Chapter 7: Discussion 5 due

- 3-16 Read Chapter 8
- 3-18 Personal Wellness Day: No Classes

- 3-23 **Instructions Revision Proposal** draft due to D2L Discussion Board for peer responses

- 3-25 **Instructions Revision Proposal** peer responses due to D2L Discussion Board
- 3-30 **Instructions Revision Proposal** due to D2L Dropbox by 11:59 pm
- 4-1 Read Chapter 17
- 4-6 Read Chapter 12
- 4-8 Work on **Revised Instructions**
- 4-13 **Revised Instructions** draft due to D2L Discussion Board for peer responses
- 4-15 **Revised Instructions** peer responses due to D2L Discussion Board
- 4-20 **Revised Instructions** due to D2L Dropbox by 11:59 pm
- 4-22 Personal Wellness Day: No Classes
- 4-27 Work on **Final Revision Project**
- 4-30 **Final Revision Project** due to D2L Dropbox by 11:59 pm