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# ENG 3005-001: Technical Communication

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*Eastern Illinois University*

# Roxane Gay's Courses

## ENG 3005 Fall 2011

Welcome to ENG 3005, Technical Communication

12-12:50 pm MWF, Coleman 3120

Office: 3331 Coleman Hall

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Office Hours: M, W: 11a-12p T:1-2

**Textbooks:**

- *Technical Communication*, 9th edition, Markel

- *Writing for the Internet*, Baehr and Schaller.

- Other readings as assigned.

**About This Course:**

Practice and instruction in technical writing and creating documents used in professional and technical settings. We will focus on increasing proficiency in effective technical writing and developing strategies for rhetorically informed document design, accommodating specialized and non-specialized audiences, visual rhetoric, and writing for the Internet.

## Course Policies

**Student Learning Objectives**

- Refine writing and editing skills learned in previous writing courses

- Recognize the responsibility of technical writers to communicate specialized information clearly and concisely to satisfy an audience's needs

- Understand that technical communication emphasizes both process and product

- Demonstrate college- and professional-level writing produced through the process of prewriting, drafting, revising, editing, and proofreading

- Understand the function of genre as well as how to create documents in several key technical communication genres

- Gain experience in basic document design as well as an understanding of how document design functions rhetorically

- Write purposeful adequately developed paragraphs and sentences that are direct, economical, free of ambiguity, and structurally appropriate for the ideas expressed and for the audience to whom it is directed

- Develop research skills, including effective use of source materials and the principles of documentation

- Work collaboratively to produce polished technical documents

## Expected Performance Outcomes

- Analyze the need for a document in terms of a rhetorical situation to be addressed, the context of the writing project, the purpose of the document, and the audience's needs

- Select an appropriate document format and writing style for a given writing situation

- Select and design simple graphics and integrate them logically into written text

- Revise and edit for clarity and correctness, and produce professional-looking final documents

- Distinguish between objective and subjective language

- Conduct library, electronic, and field research effectively

- Document sources appropriately within reports

- Work effectively and ethically in a group writing project and group presentation

## The Structure of This Course
Throughout the semester we will complete several technical communication projects. Non-project related assignments should be submitted, typewritten, in the form of a memo, unless otherwise indicated.

Projects (subject to change) will include:

- A research-based technical white paper

- A brochure for heart surgery patients

- A recommendation report

- An instruction manual

## How to Get an "A" in This Class

- Read and critically engage with assigned material prior to class and come prepared to contribute to class discussions;

- Submit all homework in typewritten form;

- Complete individual and group assignments, do your best work, and submit homework on time;

- Participate in class discussions, engaging in enthusiastic, respectful communication;

- Provide constructive feedback to your classmates during peer workshops.

- If you have a documented disability and wish to receive academic accommodations, please contact the Office of Disability Services (581-6583) as soon as possible.

## Communication and Classroom Etiquette

Etiquette is important. While I want our class time to be fun and I am a fairly easygoing person, there are a few areas where I am not so easygoing. When you are e-mailing me, it is not acceptable to write something like "Hey" or simply begin your e-mail without any greeting. Please begin any e-mail correspondence with me (or, frankly, with anyone) with "Dear Roxane," or "Dear Dr. Gay," or "Hi Professor Gay," or something along those lines that indicates an awareness that you are addressing a specific individual for a specific purpose. E-mails that don't follow a certain etiquette for communicating will not be responded to. If you ask me, "Will I miss anything important?" when querying if it is acceptable to miss class, I will get irritated because every class day is important. Electronic devices such as cellphones, iPods, and iPads (unless you are reading a textbook on an iPad or other e-reader) should be stowed in the overhead cabins or beneath the seat in front of you during class. If your cellphone rings or buzzes or begins playing the latest Top 40 song during class, I might answer it or confiscate it and that won't be fun for anyone. When we are working in the computer classroom, that is not an invitation to browse the web or check your e-mail. The computers in the computer classroom are for coursework purposes only.

## Attendance Policy

Attendance in a course like this is very important and will be rewarded through the participation portion of the grade. Excused absences will not be penalized. You are responsible for acquiring the information missed as a result of an absence. Assignments must be submitted when due even if the you will be absent from class on the due date. No late assignments will be accepted. If you miss miss more than three classes your grade will be affected. Attending class unprepared is considered an absence.

## Using the Writing Center

I encourage you to use the EIU Writing Center located at 3110 Coleman Hall. This free service provides one-to-one conferences with writing center consultants who can help you with brainstorming, organizing, developing support, and documenting your papers.

The writing center is open to help any student from any major at any stage of his or her writing process, and its system of one-to-one conferences demonstrates value and respect for individual writers, all of whom can benefit from feedback about their works in progress. The center is not a proofreading or editing or remedial service, however. It is a place where you can learn how to become a more thoughtful, independent, and rhetorically effective writer.

To schedule an appointment, you can drop by the center (3110 Coleman Hall) or you can call 581-5929. The writing center is open Monday through Thursday, 9 a.m. to 3 p.m., and 6 p.m. to 9 p.m. On Friday hours of operation are 9 a.m. to 1 p.m. Sessions last anywhere from 10 minutes to 45 minutes.

## No One Likes a Cheater: Plagiarism Policy

Here is the official statement on plagiarism by EIU's English Department: "Any teacher who discovers an act of plagiarism—"The appropriation or imitation of the language, ideas, and/or thoughts of another author, and representation of them as one's own original work" (Random House Dictionary of the English Language)—has the right and responsibility to impose upon the guilt student an appropriate penalty, up to and including immediate assignments of a grade of F for the assigned essay and a grade of F for the course, and to report the incident to the Judicial Affairs Office. Respect for the work of others should encompass all formats, including print, electronic, and oral sources."

# Grading Policies

You must complete all assignments to receive a passing grade in this course. It is possible to receive a total of 1,000 points throughout the semester.

Homework Assignments 25%

Major Projects 40%

Team Project 20%

Participation 15%

**Grading Scale:**

A=Outstanding Work; B=Good Work; C=Average Work; D=Deficient in form or structure or content; F=Seriously deficient in form or structure or content; sad face.

100-99% = A

89-80 = B

79-70 = C

69-65 = D

Below 65% = F