

**English 202: Technical Writing**  
Section HY1 | CRN 30248  
Three Rivers Community College  
Fall 2019

**Instructor:** Andrew Marvin

**Class Meets:** M 11:00 AM – 12:15 PM in E218 and online via Blackboard

**Office Hours:** MW 1:30–4:30 PM, T 2:00–4:30 PM, and R by appointment in C160

**Mailbox:** D207

**Email:** amarvin@threeivers.edu

### **Course Description**

This course is designed for students who want to develop writing skills needed in the workplace. After targeting an audience, students will complete an array of assignments: memos, instructions, proposals, formal analytical reports, etc. Topics for these assignments will relate to the student's major. Students will learn how to format pages, incorporate visuals into their writing, and give brief oral reports based on their written assignments. Students should have familiarity with word processing before enrolling in the course. ENG K101 or K101S is a prerequisite for this course.

### **Required Texts**

Lannon, J. M., & Gurak, L. J. (2017). *Technical communication* (14th ed.). New York, NY:

Pearson.

### **Learning Outcomes**

Upon successful completion of this course, students should be able to:

- Recognize the difference between academic writing and writing in business, industry, and technical fields.
- Understand the importance of error-free documents in the workplace.
- Prepare documents with clarity and economy of words.
- Recognize and adjust for audience background and knowledge when creating workplace documents.
- Create visuals for documents that are well-integrated with the text.
- Format documents to fit specific writing assignments including, but not limited to, letters, memos, proposals, and short reports.
- Produce a formal analytical report using advanced research techniques.
- Prepare and give an oral presentation of the formal report's major findings.
- Collaborate over a distance.
- Manage writing projects in ways found in workplace settings.

## How Does a Hybrid Course Work?

Our section of ENG 202 is a hybrid course, which means we will meet once a week on campus, and the rest of the course will take place online via Blackboard. It does not mean there is less work to be done compared to an on-ground course that meets twice a week. Quite the opposite.

To make effective use of our class time, we will be using a *flipped classroom model*. Traditionally, instructors use in-class meetings to lecture and explain concepts, and then students complete the corresponding assignments independently, outside of class.

In our flipped classroom, you will be responsible for teaching yourselves various forms of technical communication *before* we meet in class. Weekly quizzes will ensure you've done the reading. You will also prepare a draft of that week's assignment and submit it digitally on Blackboard before class. We will spend the first part of class addressing questions, discussing concepts, and critiquing drafts. You will then have the remainder of the class period to revise your work before submitting a final version for grading.

## Assignments

In this class, your grade will be based on the following:

### Reading Quizzes

Each week, you will read a chapter (or chapters) in our textbook about a certain type of technical communication. If you do not do the reading, completing the corresponding assignment will be difficult. Therefore, we will use reading quizzes to ensure familiarity with course concepts. Reading quizzes comprise a handful of questions and are completed in Blackboard by the assigned deadline.

### Drafts

Writing is a recursive, iterative process, so we will rely on drafts to ensure our work is of professional quality. Each week, after completing the reading quiz, you will produce a draft of that week's assignment. You will submit your draft digitally on Blackboard by the start of next class. We will then use your drafts to answer questions and facilitate discussion. *Be sure to have access to a digital copy of your drafts for revision.*

While drafts are not formally graded, you are expected to come to class prepared to share and revise your in-progress work. Doing so strengthens your assignment in preparation for its graded final submission at the end of class. *If you do not participate in the drafting process for an assignment, either by absence or lack of preparation, two points will be*

*deducted from your final draft.* E.g., failure to produce a draft of a ten-point assignment results in a maximum possible score of eight points.

### **Final Assignment Submissions**

Following our discussion, the second part of most class periods will be allocated for you to revise, proofread, and finalize your assignment before submitting it for grading. Final assignments are always submitted via Blackboard by the end of the class period.

Because we have limited time to discuss and workshop drafts, *coming to class with a strong draft is essential.* Do not assume you can complete an assignment from scratch in a partial class period. Not only will you incur the no-draft penalty explained above, but your final submission will be of poorer quality.

*Note:* You will be tempted to revise your own draft while your classmates are presenting. This is disrespectful, hinders class discussion, and obviates the in-class revision period. Therefore, please participate and take notes during draft presentations, and wait to revise until I tell you to do so. This practice ensures the class operates efficiently, and your cooperation is appreciated.

## **Types of Technical Writing**

Here is a brief overview of the types of technical writing we will be learning this semester:

### **Email, Memos, Letters, Definitions, Instructions**

These assignments are intended to improve various skills related to technical communication, including prioritizing clarity and concision, developing professional tone and style, and designing effective documents. They will improve your writing via common document types that are essential to communicating in the workplace.

### **Group Proposal and Presentation**

This assignment comprises a formal written document *and* an oral group presentation. Students will be assigned to a group and asked to write a collaborative proposal on an issue of their choice. Each group will then deliver the proposal as a formal oral presentation that uses visuals and/or PowerPoint/Keynote slides.

### **Résumé + Cover Letter**

In the job market, many qualified applicants often apply for a single position. As such, we must ensure that our application materials stand out among the competition. In this class,

you will craft your own résumé based on your real experience and skills, tailoring it for specific positions to which you'd like to apply. You will also design a cover letter to complement your résumé and explain how your credentials make you well-suited for the job in question.

### **Formal Analytical Report and Individual Presentation**

Your grand finale will be an 8–10-page formal analytical report, which is a researched study that provides an in-depth analysis of a key problem or idea in your field of study. Your report will include visuals and use at least six (6) secondary sources cited in APA format (see p. 651 in our textbook). The report will also feature formal section headings, including Background, Problem Analysis, Purpose, Scope, Body, and References. The FAR materials are available on day one so you may work on it throughout the semester.

Details of each assignment will be provided as we progress. Each of these categories is worth a certain number of points, as explained below.

### **How You Will Be Graded**

Each assignment is worth a certain number of points. There are 100 points total.

<b>Assignment</b>	<b>Point Value</b>
Reading Quizzes (10)	30 (3 points each)
1. Personal Introduction	4
2. Email	4
3. Memo	4
4. Business Letter	5
5. Technical Definitions	4
6. Instructions and Procedures	4
7. Group Proposal + Presentation	10 (5 + 5)
8. Résumé	5
9. Cover Letter	5
10. Formal Analytical Report + Presentation	25 (15 + 10)

The total number of points you earn determines your final grade, according to Three Rivers' grading scale below.

<b>Total Points Earned</b>	<b>Letter Grade</b>	<b>GPA</b>
93–100	A	4.0
90–92	A–	3.7
87–89	B+	3.3
83–86	B	3.0
80–82	B–	2.7
77–79	C+	2.3
73–76	C	2.0
70–72	C–	1.7
67–69	D+	1.3
63–66	D	1.0
60–62	D–	0.7
0–59	F	0

## Class Policies

### Attendance & Participation

This is a hybrid class that meets once a week on campus. The rest of our coursework will take place online via Blackboard. *Both components are mandatory.* If you come to class but never complete any online work, you should not expect to pass. If you submit your work online but never come to class, you should not expect to pass.

I take attendance every class period, and I notice when you don't show up. I expect you to be here just as you expect me to be here, but I understand that life gets in the way occasionally, so please contact or see me if you anticipate missing class. *Keep in mind that your absence does not alter due dates;* you are still responsible for submitting your work on time.

Because we meet only once a week, please make the most of it: be prepared, on time, and refrain from texting, emailing, tweeting, Facebooking, Instagramming, Snapchatting, catching Pokémon, etc. during class. Your grade will thank you.

### Late Assignments

Assignments are due by the assigned deadline and via the indicated medium (i.e., in most cases, digitally via Blackboard). If you plan on being absent or away from your computer when an assignment is due, you are responsible for getting your work to me ahead of time. *All assignments have a deadline, and deadlines are—as a general rule—non-negotiable.*

Reading quizzes must be completed by each deadline and cannot be made up. *Late quiz submissions will receive a zero.* Assignment drafts must be submitted on Blackboard by the deadline indicated on the Course Outline. Failure to do so will result in the point penalty described above in the “Drafts” section.

All final assignment submissions will be penalized one for each day they are late. “Late” is defined as “after the deadline,” and since our deadlines have dates *and* times, one minute late is still late. Be careful, and remember, your absence does not alter due dates.

### Course Questions Forum

If there's something about the course, an assignment, or a concept that you don't understand, please post a thread in the Course Questions forum. Doing so enables me to reply publicly so that everyone may benefit from your question and my answer. Do not be afraid to do this. Ensuring you understand something is the first step to doing well, and

chances are that other people are wondering the same thing as you. I encourage you to reply to one another if you know the answer to a classmate's question.

### **Contacting Your Professor**

Please use proper written communication etiquette when corresponding with me and your classmates. *Remember that questions pertaining to the course should be posted to the Course Questions forum for everyone's benefit (see above).* Even questions about your own writing process can help the entire group and lead to wider discussions.

If you do need to reach me privately (i.e., to discuss a grade, health issue, etc.), please use Blackboard's messages tool. This is how I will contact you individually. Only in an emergency should you email me at [amarvin@threeivers.edu](mailto:amarvin@threeivers.edu).

I log into the course just about every day, and I will make every effort to respond to you within 24 hours. If you have sent me a Blackboard message, have not heard back within 24 hours, *and* the issue is urgent, you may email me.

### **Some Words About Technical Support**

Don't fail a course because of computer trouble. Here is TRCC's help page for students in distance learning courses. You should read this even if you don't anticipate problems.

<https://www.trcc.commnet.edu/learning-resources/educational-technology/student-resources/>

This is a hybrid course, so you will be spending a lot of time on the computer and the Internet. While everyone takes their first online or hybrid course at some point and a certain learning curve is expected, there are nevertheless some things you simply *must* have to succeed in this class.

Our Learning Management System (LMS) is Blackboard, which is where the entire course takes place. That means you must be able to access and log into Blackboard (probably via <http://my.commnet.edu>). That means you must have a reliable Internet connection and a computing device that you're comfortable using and that can fulfill the requirements of the course.

This is a writing class. That means you need writing software. You can use whatever writing app you like as long as you submit assignments in the file formats I require (.docx and .pdf). Still, it's handy to have Microsoft Word on your computer, and you can download it for free using your student credentials. Follow the instructions here:

<https://www.trcc.commnet.edu/wp-content/uploads/2017/06/installing-microsoft-office-suite-support-file.pdf> (video demo [here](#))

While there is always a chance that something in the course is missing or broken due to instructor error, I work tirelessly to prevent this from happening. Please let me know if I seem to have made a mistake. On the other hand, Blackboard is not very good. If you are having a technical issue with Blackboard, try a different browser (Safari, Chrome, etc.). If that doesn't work, please contact IT using the information at the bottom of this page:

<https://www.trcc.commnet.edu/learning-resources/educational-technology/student-resources/>

### Document Formatting and Source Citation

Because we are creating professional workplace documents, most assignments will adhere to a specific formatting template, as well as our intrinsic and ever-improving sense of taste. In other words, the design and formatting of most assignments will depend on the nature of the document rather than a specific style guide such as MLA, APA, or Chicago. Nevertheless, you should strive for accessibility, readability, and professionalism in both the writing and the aesthetic design of your documents.

Some assignments may require citation of secondary sources. In these cases, use APA style for documentation. **Parenthetical citations** should contain the author's last name, year, and page number and appear at the end of the sentence, like this:

The efficacy of blasters as compared to “hokey religions and ancient weapons” has long been a source of contention between scoundrels and farm boys (Solo, 1977, p. 237).

You would then include a **full APA citation** on your References page that corresponds to your in-text citation, like this:

Solo, H. (1977). *A good blaster at your side* (2nd ed.). Corellia, NY: Pearson.

If you need help with APA format, see me, or consult our textbook (p. 651). You can find sample documents, as well as grammar and stylistic help, in Part Five of the book. You might also look up the free Purdue OWL APA Style Guide at <http://owl.english.purdue.edu>.

### Save Your Work Constantly.

Make a habit of hitting CTRL+S or CMD+S every few seconds. Print extra copies of assignments for your records. Email assignments to yourself. Use external backups. I



strongly recommend Dropbox (it's free; use <https://db.tt/hW0iLT4> for extra space) or a similar service to protect your work. Have multiple contingency plans in case one of your backup methods fails. Do not fall victim to carelessness or faulty technology.

### **Plagiarism**

If you use someone else's words or thoughts without crediting them, you are plagiarizing. If you do not document your sources, you are plagiarizing. If you paraphrase without properly identifying the original author, you are plagiarizing. If you copy, buy, borrow, steal, or otherwise obtain and use another person's work as if it were your own, you are plagiarizing. Plagiarism is a high academic and literary offense. *If you plagiarize, I will catch you, and you will receive a zero for the assignment in question. I will also report you to the Academic Dean, and the incident will go on record.*

Plagiarism is theft. Do not do it.

### **Withdrawal**

Students may officially withdraw from any class at the Registrar's Office (A115, [registrar@trcc.commnet.edu](mailto:registrar@trcc.commnet.edu), 215-9919) up to the end of the tenth week of classes. You should discuss the decision with the professor, as they can help you decide whether withdrawal is the right choice. Withdrawing does not affect your GPA, but it may have financial aid consequences, so consult with Financial Aid or your advisor before making any decisions. Any student who does not attend class or complete all coursework without officially withdrawing will be graded accordingly.

### **myCommNet Alert**

myCommNet Alert is a system that sends text messages and emails when there is a campus emergency. Additionally, TRCC sends messages when the college is delayed or closed due to weather. I encourage you to sign up for these alerts in myCommNet. In addition, there may be instances when the college is open, but I am unable to make it to campus. In these rare cases, I will notify you via email/Blackboard as soon as possible.

### **Special Considerations for Students with Disabilities**

If you have a disability that may affect your performance in this course, please meet with a Disability Service Provider (DSP; see the chart below) as soon as possible. Please note that an instructor cannot offer disability accommodations until a student provides the necessary paperwork from the college's Office of Disability Services. Also note that *accommodations take effect when the instructor receives the paperwork from a student.* They will not be provided retroactively.

<b>TRCC Disability Service Providers</b> Counseling & Advising Office	
Matt Liscum, Counselor (860) 215-9265 Room A113	Learning disabilities, ADD/ADHD, autism spectrum, mental health
Elizabeth Willcox, Advisor (860) 215-9289 Room A113	Medical, mobility, and sensory disabilities

### **Academic Integrity**

Academic integrity is essential to a useful education. Failure to act with academic integrity severely limits a person's ability to succeed in the classroom and beyond. Furthermore, academic dishonesty erodes the legitimacy of every degree awarded by the College. In this class and throughout your academic career, present only your own best work, clearly document the sources of the material you use from others, and act at all times with honor.

### **The Writing Center: C113**

The mission of the TRCC Writing Center is to give all students the tools and support they need to be successful and independent academic writers. It offers a range of services for students, faculty and staff covering four basic areas: walk-in and reserved appointments, classroom presentations, writing resources, and emailed paper submission. To contact the Writing Center, call (860) 215-9082, or email [TRWritingCenter@trcc.commnet.edu](mailto:TRWritingCenter@trcc.commnet.edu).

### **Donald R. Welter Library**

The library is open Monday–Thursday from 8:30 AM to 8:00 PM and Friday from 8:30 AM to 3:00 PM. It is closed on Saturdays and Sundays. Hours may be truncated during the Summer and Winter sessions. The Circulation & Information Desk can be reached at (860) 215-9051. For more information, visit [the library's website](#).

### **Computer Labs**

In addition to the Writing Center's Tutoring Lab and the library, room E112 is an open computer lab. Its hours of operation are Monday–Thursday 9:00 AM to 9:00 PM and Friday 9:00 AM to 6:00 PM. It is closed on Saturdays and Sundays. Hours may be truncated during the Summer and Winter sessions.

**Printing**

Students can print from the open computer lab (E112), TASC, and the library. Each semester, students get a printing balance of \$25.00. To purchase additional print credit, fill out the form in the IT Department (C135), and bring it to the Cashier's Office in the A-Wing. If you have technical difficulties while printing, contacting IT.

**Digication**

All students are required to maintain an online learning portfolio in Digication using the college template. Digication gives students the opportunity to monitor their personal growth and integrate lessons from inside and outside the classroom. Periodically, a Three Rivers General Education Assessment Team will select and review random works to help improve the college experience. Student work reviewed for assessment purposes will remain private and anonymous. Students can create multiple portfolios and may continue to use their Digication account after graduation.

**Mandated Court Reporter**

Please know that I am required to share what you tell me with the Title IX Coordinator or the Dean of Student Services. They will want to discuss your rights and options with you, and they will do their best to protect your privacy and honor your wishes, but they may need to investigate further or even contact law enforcement if there is a danger to you or the campus.

You also have a right to a completely confidential option, and Student Services (A Wing) can help you access free, 24/7 counseling services, which can also connect you with legal or medical help.

**Board of Regents for Higher Education and Connecticut State Colleges and Universities Policy Regarding Sexual Misconduct Reporting, Support Services, and Processes Policy**

Statement of Policy for Public Act No. 14-11: An Act Concerning Sexual Assault, Stalking, and Intimate Partner Violence on Campus:

“The Board of Regents for Higher Education (BOR) in conjunction with the Connecticut State Colleges and Universities (CSCU) is committed to insuring that each member of every BOR governed college and university community has the opportunity to participate fully in the process of education free from acts of sexual misconduct, intimate partner violence, and stalking. It is the intent of the BOR and each of its colleges or universities to provide safety, privacy and support to victims of sexual misconduct and intimate partner violence.”

**United States Department of Education and Office of Civil Rights Title IX Statement of Policy**

“Title IX of the Education Amendments of 1972 (Title IX) prohibits discrimination based on sex in education programs and activities in federally funded schools at all levels. If any part of a school district or college receives any Federal funds for any purpose, all of the operations of the district or college are covered by Title IX.

Title IX protects students, employees, applicants for admission and employment, and other persons from all forms of sex discrimination, including discrimination based on gender identity or failure to conform to stereotypical notions of masculinity or femininity. All students (as well as other persons) at recipient institutions are protected by Title IX — regardless of their sex, sexual orientation, gender identity, part-or full-time status, disability, race, or national origin-in all aspects of a recipient’s educational programs and activities.”

If any student experiences sexual misconduct or harassment and/or racial or ethnic discrimination on the Three Rivers Community College campus, or fears for their safety from a threat while on campus, please contact:

Maria Krug  
Title IX Coordinator  
Office A113A  
574 New London Turnpike, Norwich, CT 06360  
(860) 215-9208  
[mkrug@trcc.commnet.edu](mailto:mkrug@trcc.commnet.edu)