

**UNIVERSITY OF PUERTO RICO IN AGUADILLA
DEPARTMENT OF ENGLISH**

COURSE SYLLABUS

COURSE TITLE	:	Technical Report Writing
COURSE CODE	:	INCO 4025
COURSE SECTION AND HOUR	:	
NUMBER OF CREDITS	:	3
NUMBER OF CONTACT HOURS	:	3
PRE/CO-REQUISITE	:	Successful completion of INGL 3102 or INGL 3104
SEMESTER AND ACADEMIC YEAR	:	First Semester 2009-2010

COURSE DESCRIPTION:

INCO 4025 is a one-semester, three credit course which serves as an introduction to technical writing. The main purpose of the course is to train students in planning, organizing, and writing technical reports in English. This course provides training in the fundamental techniques used in business writing. Special emphasis is given to the process of prewriting, drafting, revising and editing objective and organized technical reports such as memos, business letters, formal and informal reports, user manuals, instructions, and research papers.

OBJECTIVES OF THE COURSE:

Upon completion of the course, the student will:

1. Understand the special characteristics of technical communication within workplace settings.
2. Increase writing, speaking, and the use of visual design skills as appropriate to workplace settings and organizations.
3. Plan and write communications that solve technical problems or help readers make decisions about workplace situations and solutions.
4. Analyze and address the audiences, purposes, and situations of technical communications.
5. Appreciate and address the social nature of technical communication.
6. Write documents that are well planned, researched, drafted, and designed.
7. Use the traditional formats and forms of workplace writing.
8. Apply knowledge on the use of new and emerging communication technologies appropriately.
9. Plan, draft, revise, and edit workplace documents either individually or collaboratively.

10. Use technology to research, summarize, plan, draft, and design technical communication.
11. Recognize the value of using different prewriting strategies.
12. Document papers correctly and be able to compile a list of works cited.
13. Read and critique the technical communications of others.
14. Understand the persuasive nature of technical communication and be able to frame effective arguments.
15. Increase understanding of proper grammatical structure and learn style of technical documents.
16. Display data visually, design, and package a collaborative report or project and present technical information orally.
17. Become aware of the moral aspects of business writing in order to communicate ethnically to diverse audiences in the global marketplace.

COURSE CONTENT AND DISTRIBUTION OF TIME:

Date	Course Content
Week 1- Aug. 10-14	Student Introductions (Developing and Revising Paragraphs) Suggestions for Delivering Oral Presentations/ Tips for Effective Listening Discussion of Syllabus/ Course Policies Assign Pretests 1-4; Pp. IX-XI ; 34-40
Week 2- Aug. 17-21	Chapter 8- “Team Communications-” Pp. 259-277 Chapter 6- Section C: Meetings, Agendas, and Roundtable Discussions – Pp. 205-210 Section D: Presentations - Pp. 210-217 <ul style="list-style-type: none"> • Collaboration vs. Teamwork (Handout)
Week 3- Aug. 24-28	Introduction to Business Writing Chapter 1- Communication and the Writing Process- Pp.3-39 <ul style="list-style-type: none"> • Handbook at a Glance-The Mechanics of Writing- p.33
Week 4- Aug. 31-Sept. 4 Labor Day- Sept. 1	Chapter 2 – “What Is Good Business Writing?”-Pp.41-86 <ul style="list-style-type: none"> • Handbook at a Glance, Part 2- Writing Essentials-Grammar for Writing- p. 71
Week 6- Sept. 14-18	Topic: Report Writing (PowerPoint Presentation) <ul style="list-style-type: none"> • The Progress Report • The Evaluation Report • The Writer’s Handbook: Part 3: Formatting Standard Business Documents- P. 461
Week 7- Sept. 21-25	Topic: The Research Process <ul style="list-style-type: none"> • Workshop on Using the Library’s Databases • Handbook at a Glance- Collecting, Conducting, Displaying, and

	<p>Citing- Pp. 292</p> <ul style="list-style-type: none"> • The Writer’s Handbook: Part 4- Research- Collecting. Conducting, Displaying, and Citing-P 491
	<p>TEAM PRESENTATIONS FOLLOWED BY PEER EVALUATIONS AND TEAM-WRITING ACTIVITIES (Progress Report, Peer Evaluation Report, etc.)</p>
<p>Week 8- Sept.28-30; Oct. 2 Faculty Development- Oct. 1</p>	<p>Team Presentation #1 Focus: Chapter 5- “Persuasive Communication”-Pp. 157-190</p> <ul style="list-style-type: none"> • Quiz #1
<p>Week 9- Oct. 5-9</p>	<p>Team Presentation #2 Focus: Chapter 9- “Getting a Job”- Pp. 305-342</p> <ul style="list-style-type: none"> • Quiz #2 • Section C: Job Search Letters (Cover Letter) and Resumes • Career Portfolios- Workshop on the E-Portfolio
<p>Week 10- Oct. 12-16 Día de la Raza- Oct. 12</p>	<p>Team Presentation #3 Focus: Report Writing</p> <ul style="list-style-type: none"> • Writing a Progress Report • Writing a Peer Evaluation Report
<p>Week 11- Oct. 19-23</p>	<p>Team Presentation #4 Focus: Book Reports</p> <p><i>The Greatest Salesman in the World- Og Mandino</i></p> <p><i>Part II- The End of the Story- Og Mandino</i></p> <p><i>The Greatest Miracle in the World- Og Mandino</i></p> <p><i>The Greatest Success in the World- Og Mandino</i></p> <p><i>The One-Minute Manager- Ken Blanchard & Spencer Johnson</i></p> <p><i>Putting the One-Minute Manager to Work- Ken Blanchard & Spencer Johnson</i></p> <p><i>Who Moved My Cheese? - Spencer Johnson, M.D.</i></p> <p><i>The 4th Secret of the One Minute Manager- Ken Blanchard and Margaret McBride</i></p> <p><i>The One Minute Manager Meets the Monkey- Kenneth Blanchard, William Oncken, Jr., and Hal Burrows</i></p> <p><i>The On-Time, On-Target Manager- Ken Blanchard & Steve Gottry</i></p> <p><i>Leadership and the One Minute Manager- Ken Blanchard, Patricia Zigarmi, and Drea Zigardi</i></p>

	<p><i>Self Leadership and The One Minute Manager-</i> Ken Blanchard, Susan Fowler, & Laurence Hawkins</p> <p><i>The Present-</i> Spencer Johnson</p> <p><i>The Secret-</i> Ken Blanchard and Mark Miller</p> <p><i>Whale Done!-</i> Ken Blanchard</p> <p><i>Fish-</i> Stephen C. Lundin, Harry Paul, & John Christensen</p>
Week 12- Oct. 26-30	Team Presentation #5 Focus: Ethics at Work or Etiquette on the Job
Week 13- Nov. 2-6 Nov. 3- Faculty Development	Team Presentation #6 Focus: Launching a Business
Week 14- Nov.9-13 Veterans' Day- Nov. 11	Team Presentation #6 Focus: Chapter 8- Section C: Writing a Proposal – Pp-278-286 <ul style="list-style-type: none"> • Quiz #3
Week 15- Nov. 16-20 Discovery of P. R.- Nov. 18 P. R. TESOL 34th Annual Convention-	Team Presentation #7 Focus: Chapter 10- Section D: Web Writing and Design-Pp. 366-369 <ul style="list-style-type: none"> • Quiz #4 • The Writer's Handbook: Part I- The Mechanics of Writing-P. 377; Part 2- Writing Essentials- Grammar for Writing- P. 423 • Team-building a Web Site using FrontPage
Week 16- Nov. 23-27 Thanksgiving Recess- Nov. 26-27	Reviewing, revising, and editing final drafts <ul style="list-style-type: none"> • Progress Report • Peer Evaluation Report (Possibility of substituting Final Exam)
Week 17- Nov. 30- Dec. 1-4 Dec. 4- Review Period	Individual Assignment Portfolios Team Research Report
Week 18- Dec. 7-10	Final Exam- To be announced by Registrar's Office

Notes: Mechanics will be covered using The Writer's Handbook at the end of chapters and incidentally during the semester. For additional exercises and study tools, the students can use the Online Learning Center (OLC) accessing them directly through the textbook Web site.

Depending on students' needs, additional instructional materials such as handouts, manuals,

modules, PowerPoint presentations and/or study guides may be added to enrich and assist the learning activities.

If the course criteria cannot be met (material not covered, number of exams not given, and so forth) for causes outside the control of the professor, the syllabus can be changed by mutual agreement.

INSTRUCTIONAL STRATEGIES:

- Lecture
- Pair/Teamwork
- Library/Internet Research
- Individual/Team-Writing Activities
- Discussion
- Reflections

TEXTBOOK:

Young, Dona J. *Foundations of Business Communications: An Integrative Approach*. 1st ed. New York: McGraw-Hill/Irwin, 2006.

EVALUATION:

Partial test (1)	100 pts.
Quizzes (4).....	100 pts.
Final Exam(tentative).....	100 pts.
Job Portfolio	100 pts.
Assignments (Handbook at a Glance)	
Class Participation.....	100 pts.
In-class teamwork.....	100 pts.
• Persuasive Memo, Letter, or E-Mail (Bonus)	
• Progress Report	
• Evaluation Report	
Team Oral Presentation/ Project Envelope.....	100 pts.
Team Research Report.....	100 pts.
TOTAL.....	900 pts.

Note: Differentiated Evaluation for Students with Special Needs

GRADING SYSTEM:

90-100	A
80-89	B
70-79	C
60-69	D
0-59	F

LAW 51 (ADA)

Reasonable accommodations will be made for students with physical/mental/emotional impediments. If you need to be accommodated, please notify the professor privately at the beginning of the semester.

PORTFOLIO

At the end of the semester, you will submit a job portfolio that presents some assignments and personal documents, including a table of contents. **You must hand in this portfolio to pass the course.**

PARTICIPATION

Since this course is a workshop class, you should always come to class prepared and ready to contribute and take an active role in discussions and workshops. Your participation in peer reviews is especially important, both to you and your fellow students. I will work alongside you and assume you are here to learn all you can.

GRADING

An "A" in this course means *outstanding*; a "B" means *good*, and a "C" means *average* on par with standard college work. To receive course credit, you must achieve at least a "D" for your final grade average, and your final job portfolio and team project must also earn at least a "C".

COURSE POLICIES:

Attendance and punctuality

Because we will be doing a great deal of planning, drafting, and revising of individual papers as well as reviewing other students' work in the classroom, you must attend each class. Attendance, therefore, is mandatory. You are allowed three absences with excuse for the semester. Each absence after three will result in lowering your class participation grade. That is, from the fourth absence on, you will receive a -3 for each one. In order to make-up work, you should first check with a classmate so that you can attend the next class prepared. Whenever a student misses an in-class activity, he/she will automatically lose those points. Please let me know about any problem you might have that will interfere with the class.

Plagiarism

Work in this class must be original and all ideas and words taken from others given proper credit. Please check the textbook or see me during office hours if you are unsure about how to credit and/or cite a source. Any incident of plagiarism will result in failing the course.

Production of Work

All final papers must be computer-generated. Writing assignments should be typed using double-space and #12 point Times New Roman font. You must proofread your work carefully and use the spell check.

Late Assignments

To pass the course, students must hand in written work on time, in class, and in person. Generally, late assignments will not be accepted without prior arrangements and justifiable excuses. If you have an emergency, please speak to me or leave me a message before the

assignment due date.

Tests

Make-up **essay test** will be given **only if the student has a good excuse** such as illness or death of immediate family.

Revision/Rewriting Policy

We will focus on revising drafts during the writing stages rather than revising final products. For that reason, it is essential that you work hard on preliminary drafts and respond conscientiously to other students' drafts when asked to do so.

Backup Suggestions

To protect yourself from the consequences of computer failure, accident, or complications, SAVE frequently and ALWAYS BACK UP everything you do. Keep a copy on a disk or pendrive and print a hardcopy.

Collaborative Process

Some assigned activities will be a collaborative effort with other students. For example, your peer evaluations of group reports will provide part of the data for the team's progress and evaluation reports. You will receive one group grade for the **product**, unless you are absent and do not participate actively in the **process**. Your team members will also evaluate your effort. Failure to participate fully in the collaborative process will be reflected in your final grade for the assigned writing task. Please see me if you wish to discuss further.

Participation

Active participation means showing knowledge of the text, expressing thoughtful comments and responses, asking questions that reflect solid thinking, and demonstrating a willingness to respond to examples and exercises discussed in class. Please make sure you do whatever is needed before coming to class as not to interrupt the class period. All beepers and/ or cell phones must be turned off during class time.

SOME GENERAL ADVICE FOR HELP AVAILABLE:

If you want to succeed, not only in this course but in college, please feel free to ask for help or guidance with your research, writing, or general progress in this course. If my office hours are not convenient for you, please see me to set an appointment.

Find someone in the class you can work with. Exchange phone numbers and e-mail addresses so that, if one of you has to miss class, the other can get the assignments, handouts, etc. Review and revise each other's drafts, too.

REFERENCES

Bovee, C. L., et al. *Business Communication Today*. 7th ed. New Jersey: Prentice Hall, 2003.

Elbow, Peter. *Everyone Can Write*. New York: Oxford University Press, 2000.

McMurrey, David. *Power Tools for Technical Communication*. Fortworth: Harcourt, 2002.

Means, Thomas L. *Communication for the Workplace*. Ohio: Southwestern, 2001.

O'Hare, D. H., et al. *Business Communication: A Framework for Success*. Ohio: Southwestern, 2001.

Online Writing Lab at Purdue University <http://owl.english.purdue.edu/>

Resources for Technical Writing Students

<http://www.hsu.edu/faculty/beggsm/tech/links.html>

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