

 Nashua Community College	Technical Writing ENGL 122N - A Spring 2018
Department	Arts, Humanities, Communications & Design
Instructor	Paul R. Bergeron, M.A., M. Ed.
NCC Email	pbergeron@ccsnh.edu
Office Hours	By appointment
Office Location	Adjunct Faculty Center is located in Rm. 134
Class Days/Meeting Time	Mondays 3:00 pm – 4:50 pm and Wednesdays, 3:00 pm – 3:50 pm
Class Location	Gregg Hall H180

Rationale:

All communication from a business needs to be professional, polished, and accurate. Technical Writers create documents ranging from brochures and corporate presentations, to proposals, reports, training guides, grants, books, and materials on web-based platforms. Each of these kinds of writing follows its own set of rules, and in order to write effectively one doesn't simply have to know his subject – one has to know the audience, the rules of writing, and the conventions of the genre, in order to translate specialized information into a document that will appeal to a reader and which he or she can understand. Technical writing is present in every workplace.

Course Description:

Applying principles used in business and industry, students will analyze technical documents and write a variety of technical assignments including memos, instructions, feasibility reports, and proposals. Prerequisite: ENGL101N or ENGL110N. This course fulfills a General Education Core Requirement: English /Communications.

Course Competencies:

Students will be able to:

1. Recognize the characteristics of technical writing.
2. Distinguish appropriate purpose, audience and medium for the technical document.
3. Apply the strategies of the writing process to specific requirements of technical writing.
4. Develop written documents including a proposal, progress report, instructional document, employment papers, feasibility report, memos, letters, etc.
5. Design documents where graphic aids are an integral part of the readability of the document.

Essential Questions:

- Why do you need to communicate effectively in writing?
- Why is understanding your audience key to your success?
- How and why does your graphic creativity assist in the visual appeal and validity of your document?

- How does your understanding of the appeals assist you in developing a formal proposal for consideration by others?
- How will research and documentation in a report allow you to present a valid report and gain the approval of your audience?

Required Textbook:

Reep, Diana C. *Technical Writing: Principles, Strategies, and Readings*, 8th ed., Longman, 2011.

- Always bring your textbook to class!
- ISBN-13: 978-0-205-72150-4
- ISBN-10: 0-205-72150-0

Supplemental Materials:

- A notebook and flash drive

Course Expectations:

- You will have numerous written assignments as outlined in the grading weights section of the syllabus, on the Course Calendar, and on Blackboard.

College Classroom Decorum:

Although the college classroom welcomes student participation, simple courtesy dictates that students should:

- Not monopolize the class, but let everyone have a chance to give input.
- Allow one person at a time to speak.
- Respect each student's opinions.
- Agree to disagree without being disagreeable.
- Stay on topic.
- Avoid "side conversations" with fellow students.
- If late, enter the room quickly and quietly and take the first available seat – not explaining the tardiness or asking the instructor or other students what he/she has missed. Ask those questions after class.
- Only covered drinks are allowed in class, no other food.

Cell Phones and Other Electronic Devices

- **TURN OFF your cell phone while you are in class.** Put it away and out of sight. If you expect an emergency call, set your phone to vibrate. Should you receive an emergency call while in class, quietly exit the classroom before taking the call.
- **Text messaging in class is prohibited.**
- Students may use laptops or tablets with keyboards to take notes during class lectures. Students who use these devices for any other purpose (e.g., email or any other activity not directly related to lecture note-taking) will lose the privilege of electronic access for the remainder of the semester and may put this privilege at risk for the entire class.
- Students who use cell phones or other electronic devices, at any time while a quiz is being administered, will receive an "F" grade on that quiz.

Those who cannot behave in this manner jeopardize the learning for everyone else in the class. Students are paying to learn and the instructor is being paid to teach. Neither students nor the instructor should or will tolerate disruptive or disrespectful behavior. If a student cannot abide by these rules, he/she will be asked to leave the classroom. If the behavior continues, he/she could be withdrawn from the class without refund with an AF grade. Please see the AF Policy under “College Policies” further down in this syllabus. ”

Course Requirements

Quizzes will be administered on Blackboard and/or during class sessions. Some quizzes may be unannounced. Written assignments will be submitted via Blackboard or will need to be turned in at the beginning of class. Written assignments and projects will lose one full letter grade for every class day they are late. After three class days, the missing assignment will be assigned a *zero* (0%). If you will be absent and have your work finished, submit it through Blackboard to avoid losing a letter grade before the start of the class for which it is due. If you have a medical or other emergency that has kept you from class, contact me when it happens, and we can make arrangements to keep you up to date.

Attendance

All students are required to attend all classes and are responsible for all assigned work. Students are expected to be on time and to attend the entire class period. If a student is absent more than six hours for a three-credit course, the instructor may recommend an AF, which means the student is withdrawn from class. An AF is calculated into the GPA at the same weight as an F. Coming in late and leaving early will count towards absent hours. Missing class for any reason is no excuse for late or missing work. Please be present and on time.

Grading:

Written Projects and Assignments	65%
• Letters, Memos, Emails, Definitions (individual work) - 10%	
• Fact/Definition Sheets (collaborative work) - 10%	
• Research Proposal, Feasibility Report (collaborative work) - 10%	
• Employment Papers (individual work) - 10%	
• Progress Reports (individual work) - 15%	
• Promotional Flyer, Instruction Report (collaborative work) - 10%	

Quizzes	15%
Participation	5%*
Final Exam	15%
Total:	100%

*Having assignments finished on time, being prepared to discuss assignments with the class, and attending class on time all count toward the participation grade.

Grades will be assigned according to the following department scale:

A	=	100 – 94
A-	=	93 - 90
B+	=	89 – 87
B	=	86 - 84
B-	=	83 - 80
C+	=	79 – 77
C	=	76 – 74
C-	=	73 – 70
D+	=	69 – 67
D	=	66 – 64
D-	=	63—60
F	=	59 or Below

Available Support Services

Tutoring, The Writing Center, Available Academic Services: The Academic Success Center Room 100 offers academic support services which are open to all NCC students looking for additional help with their college assignments. Math tutoring and writing assistance are available. The Writing Center is for any student seeking assistance with the writing process for any class, not just College Composition. For more information and to view the tutoring schedules view here: <http://www.nashuacc.edu/student-services/academic-success-center>

Classroom Accommodations: Students who have a documented disability (physical, learning, or mental health) and require reasonable classroom accommodations must meet with the Disabilities Support Coordinator to set up a NCC Reasonable Accommodation Plan (RAP). If you had an IEP or 504 in high school, you may qualify for a plan. If you would like more information or if you are not sure if you qualify for a plan, please contact Jodi Quinn, Disabilities Support Coordinator, located in The Academic Success Center (Room 100), 603-578-8900 ext. 1451. View additional information and the application here: <http://www.nashuacc.edu/student-services/academic-success-center/disability-services> In order to receive classroom accommodations, it is the student’s responsibility to meet with his/her instructor privately and provide a hard copy of the signed Reasonable Accommodation Plan (RAP) each term the student wants to utilize classroom accommodations even if the student has had that instructor in a previous term.

Audio Record Classroom Lecture: Please note that as a student in this class, you may have a classmate who by permission can audio record class lectures for his/her learning purposes. ***Only students with prior written permission*** from the instructor or the Disabilities Support Coordinator may audio record class lectures - *for educational purposes only*. Students who audio record class lectures are prohibited from selling, transcribing, or distributing the recordings in *any manner* and are asked to delete the recordings when it is no longer essential for their learning purposes.

Title IX Statement: Classroom instructors at Nashua Community College are encouraged to create and maintain a safe learning environment in which students feel able to share opinions and related life experiences in classroom discussions, in written work, and in meetings with professors. To the greatest extent possible, this information will be kept private. However, staff and faculty have a legal obligation to report information concerning sexual misconduct, violence and exploitation of individuals per federal statute and in compliance with established policies and procedures at Nashua Community College. If you have been subjected to sexual misconduct, violence or exploitation, we encourage you to contact your Title IX representative Lizbeth Gonzalez, 603-578-8900 x1528_ or lgonzalez@ccsnh.edu for support and assistance.

Additional information including resources can be found at: New Hampshire Coalition Against Domestic and Sexual Violence: [http://www.nhcadsv.org/Catchment%20map\(1\).pdf](http://www.nhcadsv.org/Catchment%20map(1).pdf)

Department Policies

Students are expected to attend all their regularly scheduled classes, laboratory periods, and other academic exercises. Should an absence from regularly scheduled academic exercise be unavoidable (beyond a student's control), it will be the student's responsibility to communicate with the professor, preferably beforehand, concerning the absence. Documentation of said absence may be required by the professor.

Students are advised that absence from class, for whatever reason, does not excuse them from meeting course requirements and objectives.

If a student is absent more than six hours (for a four-credit course, the total is eight hours) of class time during the term or semester, the instructor may withdraw the student from class using an AF grade, which means an F will be averaged into the GPA. In addition to absences from class, tardiness and leaving class early also calculate into missed class time. To avoid this AF, if a student cannot continue to attend class for any reason, he/she should obtain a withdrawal slip from the registrar and follow the process to officially withdraw. Students should also understand an AF grade can be assigned by an instructor or an administrator at any time for reasons other than poor grade performance or failure to meet attendance requirements e.g., violation of the Student Code of Conduct, disruptive behavior, etc. Students should refer to the student handbook for additional information about the AF policy.

It is the responsibility of the student to make up any missed class work, homework assignment, quizzes, or tests in accordance with the instructor's make-up policy.

Depending on the instructor's policy, late papers may or may not be accepted for full credit. See this syllabus for policy details.

All assignments must be typewritten, unless otherwise instructed by the teacher. Any work that is not typewritten will not be accepted.

Specific policy details for the above are outlined in this syllabus.

Revised: 12/18/17

College Policies

AF Policy: If a student misses more than the number of hours the course meets during a two-week period (e.g. six hours for a three credit course), the faculty may withdraw a student from the course with an “AF” grade. Please note that absences, tardies, and leaving class early all count towards “missed class time.”

Students should also understand an AF grade can be assigned by an instructor or an administrator at any time for reasons other than poor grade performance or failure to meet attendance requirements e.g., violation of the Student Code of Conduct, disruptive behavior, etc.

Please be advised that if the behavior of any student (or students) continually disrupts the learning of his/her classmates, the following steps will be taken 1) verbal warning; 2) meeting with instructor and department chair; 3) referral to Vice President of Academic Affairs and/or removal from the course with AF grade.

An “AF” grade is calculated in the GPA as an “F”. Students should refer to the student handbook for additional information about the AF policy.

Blackboard: All instructors at NCC will be using Blackboard. Blackboard is the online learning management system used by instructors and learners at Nashua Community College. Instructors may post syllabi, course related documents and grades in Blackboard. Students may be required to submit assignments and/or take assessments through Blackboard and/or participate in discussion boards.

24/7 Blackboard Support: Students and faculty seeking help can now call a toll free number, begin a Live Chat, submit a ticket or search a FAQ knowledgebase, all 24/7 by going to this site: <http://ccsnh.edusupportcenter.com>

To directly link to Blackboard On Demand tutorials, please visit the following link:
<http://ondemand.blackboard.com/students.htm>

If you have forgotten your Easy Login Password information, please visit the following link:
<https://password.students.ccsnh.edu/>

If class is ever cancelled because of instructor illness or inclement weather, students will need to check Blackboard for their assignment.

College Email System: Nashua Community College has established a College electronic mail (“email”) system as a means of the College sending official information to enrolled students, and for students to send communication to their instructors and College personnel. **All students registered at NCC will be assigned a College email account/address to be used as the only email address for all email communication: 1) sent to the students from their instructors and from all College personnel; and, 2) sent by the students to their instructors and to all College personnel.**

In addition:

- Students should check their College email account regularly to ensure they are staying current with all official communications. Official communication includes, but is not limited to, policy announcements, registration and billing information, schedule changes, emergency notifications and other critical and time sensitive information.
- Students should also check their college email account to be sure that they are current with all email communication from their faculty.
- The student email account/address should be the only e-mail address students use to send email to faculty and College personnel so that student email is recognized and opened.
- This service is provided exclusively to the students of NCC. Accounts are for individual use only, and are not transferable or to be used by any other individual.
- Students using their College email account do so under the policies set forth in the Student Handbook under "Student Computer Conduct Code".

Sensitive Materials Policy: During the semester, in order to cover certain academic topics, there may be occasions to view or discuss material which may not meet the student's own personal definition of appropriateness. At such times, every student has the right to decide not to participate. Every effort will be made by the instructor to notify students in advance of when such sensitive material will be used so that students can make alternative arrangements. Faculty will guide students in the identification of alternate learning opportunities consistent with relevant course objectives so that students opting out of scheduled "sensitive" learning experiences will not be penalized academically in any way. Please note the opportunity to leave the classroom discretely is always available to each student when such sensitive material is being discussed. The student then has the responsibility before the next class meeting to inform the instructor as to the reason for leaving.

Plagiarism Policy: Plagiarism is a serious violation of a student's academic integrity and the trust between a student and his or her teachers. Plagiarism is the act of a person presenting another person's work as if it were his or her own original work. Such acts of plagiarism include, but are not limited to:

1. A student submitting as his or her own work an entire essay or other assignment written by another person.
2. A student taking word for word a section or sections of another person's work without proper acknowledgment of the source and that the material is quoted.
3. A student using statistics or other such facts or insights as if these were the result of the student's efforts and thus lacking proper acknowledgment of the original source.
4. The paraphrasing of another person's unique work with no acknowledgment of the original source.
5. Copying another student's work on a quiz or test.

When a student is found to have plagiarized an academic assignment, it will be up to each instructor to determine the penalty. Depending on the severity of the incident, this could range from a warning to a loss of credit for the assignment. In all cases of plagiarism, the student's program coordinator will automatically be notified and the incident will be documented. If any further incidents of plagiarism are reported to the student's program coordinator, additional

sanctions will be imposed. These may include notification of the Vice President of Academic Affairs; loss of credit for the course; suspension or dismissal from a department program; academic probation; and/or expulsion from the College.

Credit Hour Guidelines

1. A credit hour shall be the equivalent of one (1) hour of classroom or direct faculty instruction and a minimum of two (2) hours of out-of-class student work each week for 15 or 16 weeks.
2. A credit hour shall be allocated based on the following:

Category	Contact Hours per Week	Contact Hours per Sem. (based on minimum 15 week semester)
Class	1	15
Laboratory	2 or 3	30-45
Clinical	3 to 5	45-75
Practicum, Fieldwork	3	45
Internship	3 to 6	45-90
Co-op	Variable by Dept.	Variable by Dept.

Course Calendar **ENGL 122N-A – Spring 2018**

Week	Month	Day	Class Schedule	Assignments (Listed by due dates)	Targeted Competencies*
1	Jan.	17	Course introduction. OneDrive tutorial.		
2	Jan.	22	Writing as a process. Formatting a letter. Groups will be assigned for a collaborative project scheduled to begin on January 24. A portion of the class will be dedicated to group planning for that project.	Read Chapter 1 and take the short quiz on Blackboard on the assigned reading and Syllabus content. Quiz is to be completed before the start of class. Read Chapter 14 and write a one-page letter of introduction, which includes your background, learning style, and career goal. The letter will be picked up at the beginning of the class.	1, 2, 3

2	Jan.	24	<p>Writing with others.</p> <p>In class, we will read “Technical Documentation and Legal Liability” on p. 453 and work in collaborative groups on a <i>Research Proposal</i> from p. 46, #4 (Code of Ethics).</p>	<p>Read Chapter 2 and take the short quiz on Blackboard prior to the start of class.</p>	1, 2, 3, 4
3	Jan.	29	<p>Understanding your audience.</p> <p>We will discuss “Business Manners” on page 459. Then you will conduct an interview of a fellow student and introduce that student to the class. Collaborative work continues.</p> <p><i>Jan. 29 is the last day to drop a class with a full refund (full semester courses).</i></p>	<p>Read Chapter 3 and take the chapter quiz on Blackboard.</p> <p>Draft an answer to #1 on page 65. Prepare your response in <i>Memorandum</i> form. (Model the format presented on page 284 of your text.) Be prepared to share in class. Your written response to this question will be picked up and will receive a quiz grade.</p>	2, 3, 4
3	Jan.	31	<p>Outlines.</p>	<p>Collaborative <i>Research Proposal</i> (Code of Ethics) due.</p>	1, 3
4	Feb.	5	<p>Paragraphs. Abstracts.</p> <p>Groups will research and create a <i>fact sheet</i> on reasons to vacation in NH. Rough draft due on February 14.</p>	<p>Read Chapter 4 and review the <i>Fact Sheets</i> on p. 93 – 95.</p>	2, 3, 4, 5
4	Feb.	7	<p>Revision and style.</p> <p>Brief collaborative team discussion.</p>	<p>Read Chapter 5 and write a paragraph summarizing the contents of the chapter. Due at the beginning of class (quiz grade).</p>	1, 2, 3, 4, 5

5	Feb.	12	Diction. Collaborative work continues.	Read the following two articles available on Blackboard: “Revising and Editing: Refining Your Documents” and “How to Design a Document Revision History Template.”	3, 4, 5
5	Feb.	14	Sentence structure. Brief collaborative team discussion.	Rough draft of <i>fact sheet</i> due at the beginning of class. Bring two copies to class: one to submit to the instructor and one to refer to during team discussion.	3, 4, 5
6	Feb.	21	Document design.	Read Chapter 6. After reading, analyze the NCC homepage and submit your professional feedback in a written letter or a memo (quiz grade). Final draft of <i>fact sheet</i> due. Be prepared to share your <i>fact sheet</i> with the class.	3, 4, 5
7	Feb.	26	Writing for the Web. This week (and next) you will work in teams outside of class to draft a <i>promotional flyer</i> to entice students to enroll in this course. Using Chapter 6 as your guide, research the internet to choose graphics, which would best illustrate this course for that flyer. The flyer will be due March 7 th .	Read Chapter 7 and take the chapter quiz on Blackboard.	1, 2, 3, 4, 5
7	Feb.	28	Website design elements.	Read “9 cutting-edge web design trends for 2017” (link available on Blackboard).	1, 2, 3, 4, 5

8	March	5	Definition.	Read Chapter 8. Complete the <i>definitions</i> exercises on page 191, #1 - 4 and submit them at the start of class.	1, 4
8	March	7	Students will share their <i>promotional flyers</i> with the class.	<i>Promotional flyer</i> due.	1, 2, 3, 4, 5
9	March	19	Understanding Description, Instructions, Procedures, and Process Explanations. Group exercise: p. 205, #1 and 2. Then, using the example on p. 227 "Procedure for Ladder Safety," groups will research and create their own <i>Instruction Report</i> for "The Disposal of Household Hazardous Waste for the City of Nashua." (Use the City of Nashua webpage to analyze and improve the document. Due 3/28.	Read Chapters 9 and 10. Midterm due: email a <i>Progress Report/Reflection</i> to the instructor relative to your group and individual work. Remember that the email, itself, is part of your communication.	1, 2, 3, 4, 5
9	March	21	Collaborative work continues.	View the following two videos available on Blackboard: "Writing Instructions and Procedures" (4:38) and "Technical Writing: Instructions and Process Descriptions" (14:16). Take notes and complete the quiz on Blackboard prior to the start of class.	1, 2, 3, 4, 5
10	March	26	Formal Reports. Introduction to APA and other style guides and requirements (external and internal).	Read Chapter 11 and complete the chapter quiz on Blackboard prior to the start of class.	2, 3, 4

			<i>March 26 is the last day to drop with a grade of "W" from full semester courses.</i>		
10	March	28	<i>Instruction Report</i> presentations.	<i>Instruction Report</i> due at the beginning of class. Groups will present their instruction documents to the class.	2, 3, 4, 5
11	April	2	Short and Long Reports.	Read Chapter 12. We will analyze and discuss it in small groups.	1, 2, 3
11	April	4	Short and Long Reports.	View the following two videos available on Blackboard: "Introduction to Feasibility Reports" (7:30) and "Feasibility Study Presentation" by UMiami students on improving dining services (8:27).	1, 2, 3
12	April	9	Feasibility Reports. In small groups, share the problem and your ideas for solving this problem/concern. The class will choose the best 3 – 4 proposals, then teams will write a <i>Feasibility Report</i> to the president of the college which includes the explanation, research on the issue at hand, and the solution. Rough draft will be due April 16.	Read Chapter 13. Come to class with notes relative to a problem or concern you have encountered at NCC or a policy you would like to see improved and be prepared to discuss that matter with others in the class.	2, 3
12	April	11	Feasibility Reports. Collaborative work continues.	Email a <i>Progress Report</i> to the instructor regarding how you feel you are doing in the course.	2, 3, 4

				Remember that the email, itself, is part of your communication.	
13	April	16	Groups will edit and revise their <i>Feasibility Report</i> .	<i>Feasibility Report</i> draft due.	2, 3, 4, 5
13	April	18	<i>Feasibility Report</i> presentations.	<i>Feasibility Report</i> final version due.	2, 3, 4, 5
14	April	23	Effective tone in correspondence. Organizing letters, memos, and emails.	Read Chapter 14.	2, 4
14	April	25	Business meeting etiquette.	Read Chapter 15 and p. 478 – 479. Email a brief <i>Memo</i> to report the effort you and your team put forth on the <i>Feasibility Report</i> . Remember that the email, itself, is part of your communication.	2, 4
15	April	30	Peer edits of personal resumes. Course wrap-up. <i>April 27 is the last day to withdraw with a grade of “WP/WF” from full semester courses.</i>	Read the following articles in Part 2 of your textbook: “Eleven Commandments for Business Meeting Etiquette” (478 – 479); and “The Buck Stops Here” (471 – 472). Bring in three copies of your draft of a <i>personal resume</i> for peer editing.	3
15	May 1 – 4: TBA Finals		Personal resume due (<i>employment papers</i> grade). Final exam		

*Targeted competencies refer to the established course competencies listed on page one.

This schedule is subject to change. In the event of class cancellation due to inclement weather or instructor illness, students are directed to the course Blackboard site for an alternate assignment for that day.