Department:

English

Course Description:

Offers intensive drill in using rhetorical writing methods applied to technical fields. Students will practice organizing technical subject matter and arranging and supporting writing with facts. Analysis and explanation, advocacy and argument, and academic and professional discourse will be explored. The course stresses understanding key communication principles and then applying those principles to the most common types of professional documents.

Course Competencies:

Students will be introduced to a variety of technical communications with emphasis on technical documents. The student will also develop greater skill and flexibility in his/her writing process. Upon completion of the course, the student should be able to:

1. Recognize that writing for a professional setting is a process involving generating ideas, drafting, revising, and editing;
2. Adapt language, sentence structure, and organization to fit the audience or purpose;
3. Research, organize, and design information;
4. Review grammar, usage, and mechanics for more effective organizational communication;
5. Comprehend the ethical dilemmas and responsibilities involved in technical communication, and utilize acquired skills in technical documents;
6. Work effectively in an assigned team on technical documentation projects.

Course Content:

A. Characteristics of Writing at Work
 1) The Foundations of Effective Writing at Work
 2) The Qualities of Good Technical Writing
B. Writing for Your Readers
 1) The Planning Process
 2) The Basic Parts of the Composing Process
C. Writing Ethically
 1) Your Professional Obligations
 2) Codes of Conduct

      3) Recognizing Unethical Communication
      4) Plagiarism and Theft of Intellectual Property
      5) Formatting/Documentation Style (APA/Chicago)

D. Achieving a Readable Style

    1 The Paragraph
    2 Basic Principles of Effective Style
    3 Word Choice

E. Designing Documents
    1) Understanding the Basic Document Design
    2) Designing Effective Pages and Screens
    3) Helping Readers Locate Information

F. Designing Illustrations
    1) Creating Illustrations
    2) Designing Illustrations Ethically

G. Applications
    1) Emails, Texts, Memos, and Letters
      a) Appropriate Tone
      b) Planning and Writing Correspondence
    2) Technical Reports
      a) Kinds of Reports
        (1) Informal
        (2) Formal
    3) Proposals and Progress Reports
    4) Instructions, Procedures, and Policies
      a) Structure and Organization
      b) Online Instructions
    5) Oral Reports
      a) Understanding the Speaking-Writing Relationship
      b) Choosing an Effective Delivery Style
      c) Techniques to Enhance Audience Comprehension

H. Project Collaboration

        I) Understanding Successful
Collaboration 2) Writing/Presenting
Collaboratively

Learning Assessments:

Writing, proofreading, & editing activities, exams & quizzes, discussion posts, website & literature research, case study projects, and presentation and checklist activities.

Instructional Materials:

Technical Communication: A Practical Approach, 8th Edition, Pearson, William Pfieffer & Kaye Adkins, ISBN-13•, 978-0132785785; ISBN-10: 013278578

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the "Disabilities Self-Identification Form" on our Disability Services website.

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

A Note on Harassment, Discrimination and Sexual Misconduct

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an online report about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our Equity Grievance Policy.