Syllabus
ENC2210: Technical Communications
Section 70 - Fall 2022

I.   Course Information

Professor: Melissa Schuck

Email: schuckm@cf.edu

Physical Office Hours (in 2-220c):

Mondays and Wednesdays 3:15-5:15 p.m.; Fridays
8-11 a.m. and 12:15-12:45 p.m.

Course Location: Online (Canvas)

Meeting Days: N/A

Virtual Office Hours (via email):

Saturdays 3:15-5:15 p.m.

Extended Emergency Closure

For emergency campus closings (natural disasters, etc.) call 352-291-4499 or 800-831-9244
or check our website (CF.edu).

II.   Course Description

Technical Communications familiarizes students with the methodology of technical
communications and the most prevalent forms of technical writing. Students learn a variety
of presentational formats as well as practical applications, such as how to write instructions,
mechanical descriptions, summaries, definitions, proposals and long reports. This course is
helpful for majors in business and technical fields.

III.   Prerequisites

This course is open to students who have completed ENC1101 with a final grade of a C or
higher.

IV.   Gordon Rule Policy

ENC2210 is a Gordon Rule course. You must complete a significant amount of writing, your
overall grade will be heavily based on writing, and the quality of your writing submissions

must be satisfactory. To pass this course, **you must achieve a C or higher for your final grade**.

V. Student Learning Outcomes/Course Objectives

Learning Outcomes	Assignment
Describe the field of technical communications and the different forms of technical communication	X
Evaluate different types of audiences	X
Assess ethical, cultural, and group issues in technical communication	X
Design visuals for technical communications	X
Analyze the use of digital media for technical communications	X
Develop communications that adhere to standards for research, organization, and style	X
Compose a variety of technical communications targeted to specific audiences	X

VI. Required Materials

Technical Communication

15th edition

John Lannon and Laura Gurak

ISBN: 9780135164785

VII. Time Commitment

3-credit college courses require 2.5 hours of class meetings and about 9 hours of work outside of class each week. ENC2210 is a 3-credit course, so you will be expected to spend **approximately 11 hours each week dedicated to this course**. If you are not strong in reading, writing, or other elements tested by this course, you may be required to dedicate more time in order to be successful.

VIII.   Communication

Communication with your instructor is vital to success in college. Communication becomes even more important in online, asynchronous courses because we won't be meeting at a set time every week. This means you must be proactive in reaching out to me whenever you have a question or concern. It's always better to ask as soon as you have the question or concern rather than to wait and hope you "figure it out." **Do not wait until my next office hour—reach out via email as soon as you need help.** Since this is an online course, your primary method for communicating with me will be via email at **schuckm@cf.edu**. During my office hours, I will respond to your emails within 1 hour. Outside of office hours, I will strive to answer emails within 24 hours. If you require assistance beyond email, you may attend my scheduled on-campus office hours.

IX.   Attendance

Attendance is not graded or considered for the final grade in this course; attendance is only recorded for administrative and financial aid purposes. Since there are no synchronous sessions for this course, **attendance for each week will be based on the completion of at least one graded assignment by the week that the assignment is due**. Failing to complete at least one graded assignment for a week will result in you being counted "absent" for that week. Logging into Canvas or completing ungraded assignments do not count towards attendance. You will still be listed as absent for attendance purposes even if you have a legitimate reason such as a documented medical condition or emergency. Contact the CF Financial Aid office for more information on how attendance impacts your financial aid.

X.   Canvas

Canvas will be used for completing all aspects of this course. It is important to review your Notification settings in Canvas as soon as possible to ensure you will receive notifications throughout the term (**"notify me right away" is the recommended setting for the Announcement** category). I will be using Announcements in Canvas to communicate important course information throughout the term.

Go to [MyCF](mycf.cf.edu/ICS/) (mycf.cf.edu/ICS/), log in, click on the Academics tab, and follow the link to Go to Canvas. If you are not familiar with Canvas, you may access a self-tutorial by hovering over the Courses tab in Canvas and clicking on the Getting Started in Canvas course. Additional Canvas tutorials can be found under the help menu in the upper-right corner of your Canvas page. **If you have any questions or encounter any problems logging on to Canvas or within the system, contact the Distance Learning Help Desk** Monday through Friday 8 a.m.-4:30 p.m. at **dlhelp@cf.edu or at 352-854-2322, ext. 1317.** You may also use the 24/7 Canvas help desk by clicking the Help link in the upper right corner of Canvas.

XI.   Grading and Assessment

Grading Scale	Final Grade Calculation
A 90-100%	45% = Writing Assignments
B+ 87-89%	15% = Reading Quizzes
B 80-86%	15% = Discussions
C+ 77-79%	25% = Portfolio
C 70-76%	
D 60-69%	
F Below 60%	

Reading Quizzes will display your earned grade immediately. Writing Assignments, Discussions, and the Portfolio must be manually graded so the grade will not appear immediately. For these assignments, submissions received by the assignment due date will be graded within 14 days of the due date. Late submissions for writing assignments will be graded within 14 days of the date of submission.

XII.   Assignment Submission and Due Dates

All assignments must be submitted to the correct location in Canvas in order to be graded. Assignment **submissions attached to comment boxes or emailed to the instructor will**

not be graded. When submitting documents, **only Word documents (.doc or .docx) or PDFs (.pdf) are accepted**. If you are using an Apple device (Mac), you must convert the file type—assignments uploaded as **a .pages file will receive a zero**. For assignments requiring **image submissions, only .png and .jpg will be accepted**.

Extra credit and discussion assignments will lock at 11:59 p.m. ET according to Canvas. All other assignments will have a late penalty assessed after this time even if they are only a couple minutes late. Note that your computer, phone, or wall clocks might be different from the time in Canvas. This means that if you attempt to submit an assignment at 11:58 p.m. according to your phone, the Canvas clock could be at 12:00 a.m. It is recommended that you submit all assignments by 11:50 p.m. to avoid locking dropboxes or late penalties. Assignments will not be reopened nor late penalties waived for failure to complete or upload assignments on time, even if your clock reads a different time.

XIII.   Writing Assignments

This course will heavily test your writing abilities—we will be working on some form of writing assignment every week. You will be expected to put significant effort into developing well-composed and polished pieces. When a writing assignment is assigned, review the instructions as soon as possible and ask your instructor any questions you have about the requirements. Then, note the due date and plan for how you will use the time until the due date to work on the writing assignment.

All instructions for writing assignments are listed in Canvas. Writing assignments will be graded based on the rubrics attached to the writing assignment. Writing assignments will only be graded once; **resubmissions after a writing assignment has been graded will not be accepted under any circumstances**. Before you submit a writing assignment, make sure to check the assignment instructions and the rubric to ensure you are fulfilling all of the assignment requirements. Always take the time to revise and proofread before submitting assignments. If you notice that you need to make changes to a submitted writing assignment **before the due date for the assignment has passed**, you may upload a new submission up

until the due date. I will always grade the most recently submitted file. **Writing assignments will be due on Sundays** by 11:59 p.m. ET.

XIV.   Reading Quizzes

Most weeks require quizzes that test your understanding of the required readings assigned for that week. It is recommended that you read the required readings at least twice before attempting these quizzes. You may use your resources, such as the textbook or your notes, during the quizzes. The reading quizzes will include a variety of multiple choice, true/false, matching, and "select all that apply" questions. There are no short answer or essay questions. The reading quizzes will have a **time limit and you will only have one attempt** to complete each quiz. **Additional attempts will not be provided under any circumstances**, including technology issues (such as internet "going out") or low grades. You will only have one attempt for these activities and **additional attempts will not be provided under any circumstances.** All **Reading Quizzes will be due by Sundays** by 11:59 p.m. ET. Your Reading Quiz with the lowest grade will be dropped from final grade calculation.

Before attempting these assignments, make sure you are in an environment with minimized distractions and a strong internet connection. If you experience a technology issue during a quiz, log back in to the quiz as quickly as possible to complete the assignment. **The timer will not stop** if you lose internet connection or close the page but you will be able to log back in and complete the assignment with whatever time you have remaining. The Stearns Learning Resources Center (LRC) at the Ocala Campus (Building 3) includes computers for student use if you worry about the suitability of your environment, technology, or internet connection.

XV.   Discussions

Most weeks in the course will require you to participate in discussions where you will share your ideas on a course concept and discuss the concept with your peers. Discussion forums will require one initial post and at least two peer responses each week. You will not be able to see your peers' posts until you submit your initial post. **Discussion initial posts are due**

by Thursdays at 11:59 p.m. ET and **peer responses are due by Sundays** at 11:59 p.m. ET. Initial discussion posts can be submitted late until Sundays at 11:59 p.m. with a late penalty applied. Discussion forums lock every Sunday at 11:59 p.m. ET; no late posts can be submitted after this time for any reason. Discussion posts cannot be edited or deleted. If you notice an issue in one of your posts, respond to that post with the correct information. The intent of these discussions is to get you to think critically about the concepts each week and hear your peers' thoughts on the concepts in addition to giving and receiving feedback on assignment drafts. All instructions for discussions are listed in Canvas. Discussions will be graded based on the rubrics attached to the discussion. In order to achieve the best possible grade, it's important to read the discussion instructions and prompt very carefully. Most discussion **prompts will have multiple requirements** for both the initial post and peer responses. **All of these required components must be present** in the posts but you can include additional content beyond the required content if desired. **It's important that you participate in the discussions each week even if you're confused about the topic or unsure of your perspectives on the topic.** While you should use course resources and strive to be accurate in your posts, the **discussion posts are graded based on quality of participation rather than accuracy and correctness**.

Many discussion topics will provide an opportunity to respectfully debate important ideas with your peers. Debate is a foundation of learning but focus and civility is expected at all times. Help me create a beneficial learning environment by conducting yourself appropriately in the discussion forums just like you would in a classroom setting. Inappropriate content will be removed from the discussion forums at my discretion and earn a zero for the grade. Inappropriate content includes but is not limited to: use of profanity, personal attacks or insults, harassment, and bullying. Repeated instances of misconduct in the discussion forums will result in loss of access to the discussion forums and a complaint filed to the Student Conduct Administrator.

XVI.   Portfolio

This course will require you to develop a professional portfolio using Canvas's ePortfolio. This portfolio will showcase your academic and professional abilities. You will submit content for this portfolio throughout the course and then insert the final, revised content into the portfolio. The final portfolio will serve as the final assessment of your mastery of the course competencies and learning outcomes. The target audience for all portfolio content is an application reviewer. When working on your portfolio content, consider the applications you wish to submit in the future, whether they are for employment, entry into an academic program, admission to a university, etc. You will be able to use this final portfolio in applications by sharing the link; anyone with the link will be able to view your portfolio.

XVII.   Final Exam

There is no final exam in this course. The Portfolio: Final Submission will serve as the final assessment of your mastery of the course competencies and learning outcomes.

XVIII.   Extra Credit

Opportunities for extra credit exist throughout the course and will be listed in Canvas. Extra credit assignments must be completed by the due dates listed in Canvas—they cannot be completed retroactively (i.e., if you do not have a passing grade in Week 16, you cannot go back and complete the extra credit). Extra credit assignments cannot be submitted late for any reason. Extra credit will be awarded based on the merit of the extra credit submission (points are not guaranteed); it will be graded similarly to other written assignments and exercises. I may add or remove extra credit opportunities during the course per my discretion.

XIX.   Late Assignment Policy

It is best to complete all assignments by the posted due date. Having a zero for any assignment is damaging to your overall grade. While work can be submitted late in this course, be very cautious about how you use the late submission policy. Continually **pushing**

work to the next week creates a cycle that is difficult to get out of and successfully complete the course. Submitting work late also means you may not receive valuable instructor feedback before future assignments are due. **Late submissions for Writing Assignments, Quizzes, and Portfolio Milestones will be accepted for a 2% per day penalty** (percentage is taken from the points possible for the assignment). **Discussions, extra credit, and the final portfolio cannot be submitted late**—these must be submitted by the due date. **All work must be submitted by the last day of the regular term** (not including final exam week).

XX.   Course Pacing and Working Ahead

This course is designed for you to complete roughly the same amount of work each week. Based on your past experiences and comfort with the course concepts, you may find that you are able to move through the course requirements quickly in a given week, which provides the opportunity to work ahead. Working ahead is available in this course. If you would like to work ahead, it is important that you:

- Complete all work in a Week before moving ahead (**don't skip the required readings and lectures**)
- **Work on the course assignments in order** (Week 1, then Week 2, then Week 3…) rather than "jumping around" (e.g., working on Week 10 before finishing Week 9)
- Remember that **you will not be given additional opportunities to "retake" assignments if you earn a low score**
- **Review and apply instructor feedback before moving to future writing assignments**
    - You are expected to apply instructor feedback from your previous assignments to future assignments. Submitting additional writing assignments before receiving and applying instructor feedback often leads to lower-than-desired grades.

Remember that **working ahead in this course provides you an opportunity to use your time wisely. If you are solely focused on rushing to complete all assignments as quickly as possible, you will often rush to failure.**

XXI.   Sourcing

Academic writing requires the use and integration of appropriate resources. The following resources can **never** be used for this course:

- Student assignments
    - Student assignments are pieces in any form that were created with the intent to be submitted to any educational institution to satisfy the requirements of a course. For example, papers posted to sites like CourseHero, student presentations posted on YouTube, or student slides found through a Google image search.
- Wikipedia
    - Definitions and supporting content must come from appropriate sources. Since Wikipedia content is crowdsourced, it may include incorrect information. Wikipedia is a good place to start to understand a topic, but you should then move on to more authoritative sources for resources to include in a paper.
- Dictionaries (e.g., Merriam Webster)
    - You will likely look up words throughout the course, but a dictionary definition does not constitute a resource in most cases (most dictionary definitions are considered common knowledge). Your textbook should be used to define terms and concepts that we discuss in this course.

XXII.   Plagiarism and Academic Honesty

It is expected that you will properly cite all sources and avoid all forms of plagiarism. It is your responsibility to seek help from the instructor, a CF tutor, or CF librarian if you need help with citation or avoiding plagiarism. While small mistakes are expected in learning environments, all instances of intentional plagiarism or major, repeated unintentional

plagiarism are not acceptable. Intentional plagiarism is the purposeful use of content developed by someone else and submitted under your name. Intentional plagiarism includes:

- Having another person provide the answers to graded questions or compose any part of your assignment without instructor permission
  - The use of approved tutoring through CF and Smarthinking Online Tutoring **does not** apply.
  - The use of unapproved "tutors" who develop portions of your assignment for you or tell you the answers to assignment questions **do** fall under this category.
- Purchasing an assignment submission through any method
- Using resource content without any in-text and end citations

Any instance of intentional plagiarism in a submission will result in a grade of 0. A referral for disciplinary action through CF's Code of Student Conduct may also be made at the instructor's discretion. Instances of intentional plagiarism are taken very seriously and disciplinary action for plagiarism can include fines, receiving a permanent FF grade for a course, and expulsion from the college.

Unintentional plagiarism is the unplanned or mistaken use of content developed by someone else and submitted under your name. Unintentional plagiarism includes:

- Providing in-text or end citations, but not both
  - To provide proper attribution, you must list all resources in proper MLA style format on the Works Cited. You must also include corresponding in-text citations at all points where you use information from a resource in the text.
- Inserting word-for-word content from a resource without using quotation marks
  - When using exact content from a resource, that content must be placed in quotation marks. Failure to include quotation marks around content taken word-for-word from a resource is plagiarism even if the proper in-text and end citations are in place.
- Using content from other papers you wrote without including citation

- o You cannot use content from previous papers you wrote without citation. While you may use content from a previous paper you wrote, the same citation rules apply. You must include end citations, in-text citations, and quotation marks.

- Pasting a URL at the end of a paper

  - o Failing to provide proper MLA style formatting for in-text or end citations is considered plagiarism. There must be a clear attempt to format all sources in MLA style.

Academic penalties for unintentional plagiarism will be applied at the instructor's discretion. Unintentional plagiarism in a submission may result in a grade of 0 for the Formatting and Citations rubric categories, a grade of 0 for the assignment, and/or a referral for disciplinary action through CF's Code of Student Conduct. If you are unsure of how to format using any citation style, integrate resources, or whether something constitutes plagiarism, always reach out to your instructor first for assistance. You can also use the following resources throughout your time at CF for assistance with sourcing and citation:

- Smarthinking Online Tutoring
  - o Access the link through your course's Canvas site
- CF Library
  - o 352-854-2322 ext. 1345 (Reference desk), online by logging in to the CF Library website and clicking "Ask a Librarian" at the top, or through email at library@cf.edu.

XXIII. Course Schedule/Outline

The following schedule outlines the topics that will be discussed and the readings that will be required each week. Additional required and optional readings may be assigned for each module in Canvas. All assignments and due dates are detailed in Canvas. With the exception of Week 1, our weeks will start on Mondays and end on Sundays. **You must complete the Course Introduction module** in Canvas before all other course content will be accessible.

Week	Topic and Assigned Readings
Week 1 8/15-8/21	**Course Introduction** See Canvas for Required Readings
Week 2 8/22-8/28	**Introduction to Technical Communication** *Technical Communication* Ch. 1
Week 3 8/29-9/4	**Audience and Persuasion** *Technical Communication* Ch. 2 and 3
Week 4 9/5-9/11	**Ethical Issues and Project Management** *Technical Communication* Ch. 4 and 5
Week 5 9/12-9/28	**Introduction to Technical Writing** *Technical Communication* Ch. 6
Week 6 9/19-9/25	**Research for Technical Communication** *Technical Communication* Ch. 7 and 8
Week 7 9/26-10/2	**Summarizing and Organizing Information** *Technical Communication* Ch. 9 and 10
Week 8 10/3-10/9	**Introduction to Technical Editing** *Technical Communication* Ch. 11
Week 9 10/10-10/16	**Visual Design and Document Layout** *Technical Communication* Ch. 12 and 13
Week 10 10/17-10/23	**Technical Definition** *Technical Communication* Ch. 17
Week 11 10/24-10/30	**Technical Description** *Technical Communication* Ch. 18
Week 12 10/31-11/6	**Instructions and Procedures** *Technical Communication* Ch. 19
Week 13 11/7-11/13	**Reports** *Technical Communication* Ch. 20 and 21

Week	Topic and Assigned Readings
Week 14 11/14-11/20	**Proposals** *Technical Communication* Ch. 22
Week 15 11/21-11/27	**Using Digital Media for Technical Communication** *Technical Communication* Ch. 24 and 25
Week 16 11/28-12/4	**Course Conclusion** See Canvas for Required Readings

Due to unforeseen happenings, it may be necessary for the course schedule to be altered.

XXIV.   CF Policies and Resources

The College of Central Florida is committed to helping you succeed and achieve your academic, personal and career goals. There are a wide range of resources and support services available to you. When students are connected early to resources and support systems on campus they are more likely to stay in classes, perform better in those classes, and complete their path more quickly. One example is through an Early Support Program, where you may receive an email indicating your professor or advisor is reaching out directly to help connect you to support services. This may include connecting you to tutoring, financial support, psychological support services, and disability services just to name a few. Be aware, you can also reach out to these services on your own as well. Additionally, we offer free tutoring, disability services, a testing center, and many other resources which are all available to you. [Please refer to the College Resources, Dates, and Policies document in your Canvas course to learn more about these supports.](#)

The CF Student Assistance Program (SAP) is a confidential resource for assisting students who may have personal problems which could affect their school, work, or home lives. SAP provides early intervention and professional assessment and counseling to best meet the needs of the student. **Services are free to all active CF students**. The SAP is managed by BAY CARE LIFE MANAGEMENT, a health management organization. A student may call a toll free helpline during regular business hours Monday through Friday from 8:30 a.m.-5

p.m. For crisis situations after hours, on weekends, or holidays a student may call the same number and the therapist on duty will be paged and will promptly respond to the call. For services a student may call the following toll free number: **1-800-878-5470**. CF also has a counseling office where students may receive free confidential professional counseling by State licensed clinicians. For more information you may **call 352-854-2322 ext. 1760 or visit the counseling office at the Bryant Student Union, room 204B**.