

ENGL 3140-Technical Writing
Section 011-MWF 2:30-3:20
Daniel 207

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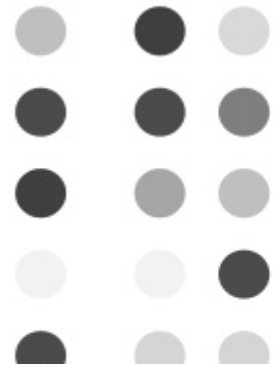
Office: Strode 311

Office hours: MWF 11:00 AM-12:00 PM and by appointment

What is Technical Writing?

Definition

Technical writing is a type of writing where the author is writing about a particular subject that requires direction, instruction, or explanation.



Technical writing has a very different purpose and different characteristics than other writing styles such as creative writing, academic writing or business writing. Some examples of technical writing include the following:

- Instruction manuals
- Policy manuals
- Procedure manuals
- User manuals
- Reports of analysis
- Instructions for assembling a product
- Summarizations of long reports that highlight and shorten the most important elements
- Proposals



prepare to engage

This class is a Clemson Thinks2 (CT2) seminar developed to increase and enhance your critical thinking skills. Listen, over the summer, I participated in the (CT2) institute for faculty, and it was life-changing. I learned many new critical thinking strategies, and I can't wait to get started with this class. Also, as part of the critical thinking process, you will be required to complete the California Critical Thinking Skills Test (CCTST) at the beginning and end of the course in order to assess how this class impacts your critical thinking. To take the test, please go to <http://www.insightassessment.com> when instructed.

Username: f8en314c

PW: clemson2018

But first, let's talk a little more about...

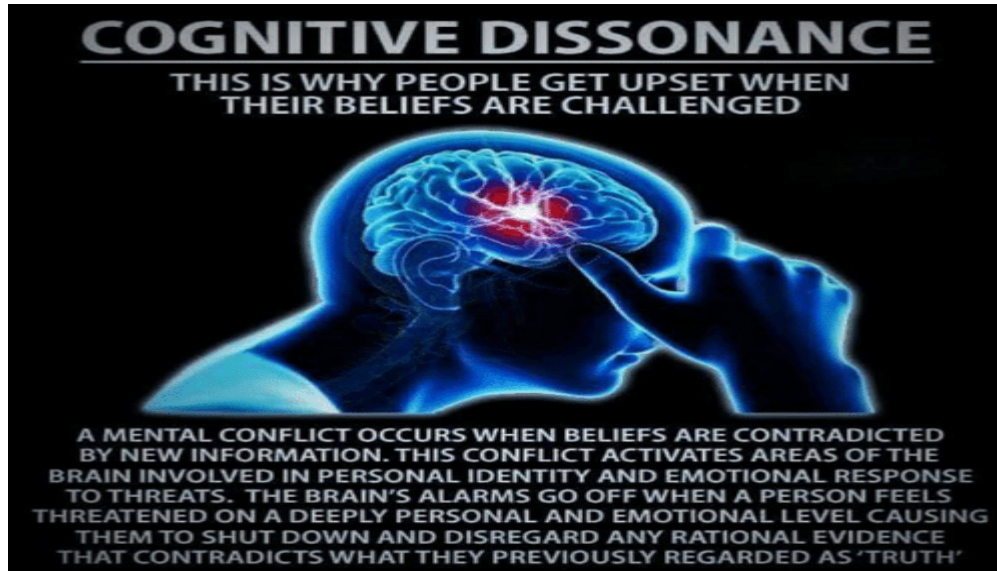


Thinking

CRITICAL THINKING.

Critical thinking is a self-aware process of thinking in a clear and systematic way in order to gain a deeper understanding. To do so requires engaging in something called **metacognition**, which simply means reflecting on your own thinking by recognizing your own biases (and we all have them), assumptions, and considering how to create knowledge. Now, this does not necessarily mean you will change your way of thinking. As a matter of fact, Aristotle once said, "It is the mark of an educated mind to be able to entertain a thought without accepting it." But what it does mean is that you'll be able to digest information in an unbiased, impartial, non-prejudiced way.

In addition to metacognition, you'll also need to understand cognitive dissonance. What's cognitive dissonance? Glad you asked.



Because some of our beliefs may be challenged, we need to have...

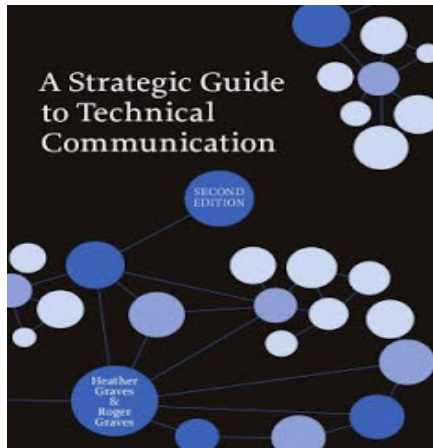


RESPECT – Obviously, everyone in this class is to be treated with respect. Beyond that, though, understand that we each come with our own backgrounds and beliefs, and will likely have differing viewpoints at times. Some of the topics that we will cover are a bit controversial, so it is essential that this class remains a safe and open-minded area

for discussion. Therefore, you **must** use appropriate language and respect in discussions in class.

OBJECTIVES: By the end of this course, you will be able to do the following:

- * Understand the importance of effective writing in the workplace
- * Think critically about the ethical and cultural aspects of technical communication
- * Analyze the audience, purpose and context in complex communication situations
- * Write in common technical writing genres
- * Design usable and persuasive communication pieces
- * Choose and use appropriate technologies to facilitate the communication goals
- * Collaborate in the classroom and online.



REQUIRED MATERIALS: *A Strategic Guide to Technical Communication*, 2nd edition, by Heather Graves and Roger Graves.

I know some classes “require” a text and then not use the text for the entire semester, but that is not the case with this book. You will have to read the chapters as well as do exercises from the book on a regular basis.

BREAKDOWN OF GRADES: Assignments will consist of quizzes (both announced and unannounced), reports, outside homework exercises, a mid-term, final group project, and optional final exam.

6 Exercises @ 50 points each	300 points
Exercise 7	100 points
White Paper	200 points
Quizzes	50 points
Mid-term	25 points
*Final Exam	25 points

Final Group Project

300 points
1000 points

Final Grade: A = 900—1000; B = 800—899; C = 700—799; D = 600—699; F = 600 or below ***Anyone who has a grade of “A,” after the final projects have been graded is EXEMPT from the Final Exam. ***

NOTE: For the final project, you will be graded as a group for your project (150 points), and you will also be graded individually, via evaluations, from your other group members regarding your participation and contributions to said project (150 points).

TECHNOLOGY and COMMUNICATION:

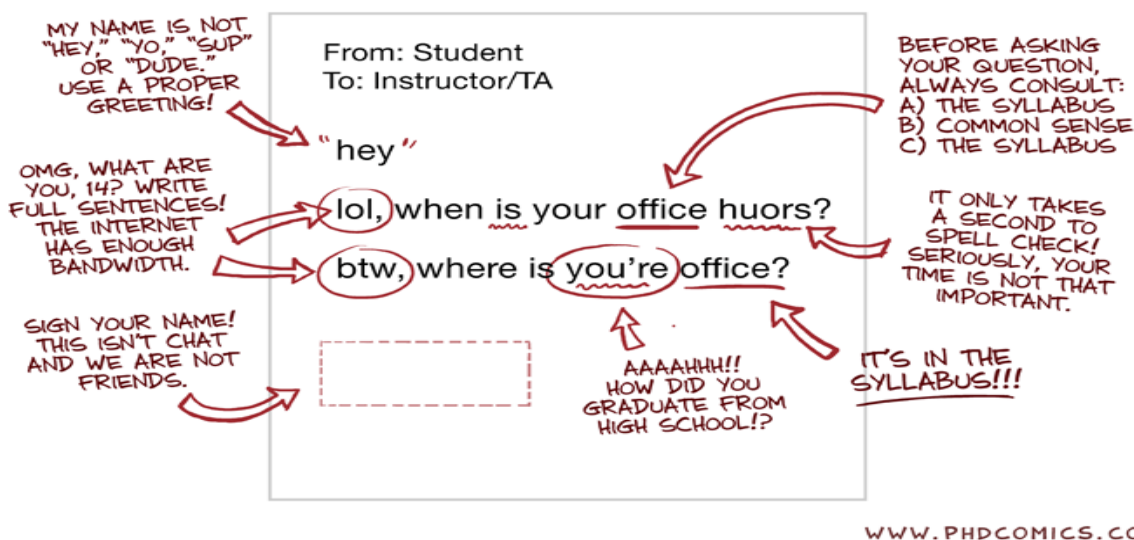
- Canvas: You will need to be able to access Canvas for grades, assignments, and discussions.
- Email: check at least once a day for any class updates.
- If/when you email me, use email etiquette (subject line, address the recipient, use complete sentences, etc.)

Email Responses: I will respond within 24 hours to your emails (except on weekends). If you email after 8 p.m. I will not respond to your email until the following day, unless I'm not very busy that evening. If you have questions about an upcoming assignment, to insure a timely response from me, I suggest that you ask the question at least two days ahead of when the assignment is due.



Speaking of email, I'm just going to put this right here.

HOW TO WRITE AN E-MAIL TO YOUR INSTRUCTOR OR T.A.



Now that we're clear about that, let's move forward to the policies and rules of the course. This section contains not only university-wide statements on your legal rights and campus resources, but also useful information on the ways I, as your instructor, can try to help you achieve your goals at Clemson. I would like to affirm my personal commitment to helping you get the access to learning that you deserve.

STUDENT NEEDS: Any student who has difficulty affording groceries or accessing sufficient food to eat every day, or who lacks a safe and stable place to live, and believes this may affect their performance in the course, is urged to contact the Dean of Students for support. The Clemson Paw Pantry is also a resource for food and hygienic supplies. Furthermore, please notify me or your advisor if you are comfortable in doing so. This will enable us to provide any resources that they may possess.

ATTENDANCE POLICY: Attendance is expected at all classes and exams. According to the Undergraduate Announcements, 2017-2018 "The academic resources of Clemson University are provided for the intellectual growth and development of students. Class attendance is critical to the educational process; therefore, students should attend scheduled courses regularly if they are to attain their academic goals." In this course, you are only allowed 3 unexcused absences. All additional unexcused absences will result in a 5% reduction from the **final** grade. Excused absences are those that result from: 1. University authorized activities 2. Death in the immediate

family 3. Participation in legal proceedings 4. Serious illness 5. Religious holiday 6. Going to a job interview or visiting a graduate/medical school (one absence) In the event of a scheduled absence or emergency, you should contact me as soon as possible and preferably before a class or an exam takes place, so we can develop a plan for make-up work. It is the student's responsibility to secure documentation of absences. Any issue regarding absences must be handled within one week of the absence in question; if not, the date in question will stand as an absence. A student with an excessive number of absences may be withdrawn at my discretion. If you are absent (excused or unexcused), you are responsible for making up lost work. For instructional materials, check Canvas's "Weekly Content", or see me during office hours. For collaborative projects, follow up with your group. I will only accommodate you for excused absences.

In case of inclement weather, power outages, etc., we'll follow the suggestion of the **Scholastic Policies Committee**: "Any exam that was scheduled at the time of a class cancellation due to inclement weather will be given at the next class meeting unless contacted by the instructor. Any assignments due at the time of a class cancellation due to inclement weather will be due at the next class meeting unless contacted by the instructor. Any extension or postponement of assignments or exams must be granted by the instructor via email or Blackboard within 24 hours of the weather related cancellation."

STUDENT ACCESSIBILITY SERVICES POLICY: Clemson University values the diversity of our student body as a strength and a critical component of our dynamic community. Students with disabilities or temporary injuries/conditions may require accommodations due to barriers in the structure of facilities, course design, technology used for curricular purposes, or other campus resources. Students who experience a barrier to full access to this class should let the professor know, and make an appointment to meet with a staff member in Student Accessibility Services as soon as possible. You can make an appointment by calling 864-656-6848, by emailing studentaccess@lists.clemson.edu, or by visiting Suite 239 in the Academic Success Center building. Appointments are strongly encouraged – drop-ins will be seen if at all possible, but there could be a significant wait due to scheduled appointments. Students who receive Academic Access Letters are strongly encouraged to request, obtain and present these to their professors as early in the semester as possible so that accommodations can be made in a timely manner. It is the student's responsibility to follow this process each semester. You can access further information here: <http://www.clemson.edu/campus-life/campus-services/sds/>

SPECIAL NOTE: If you have a medical condition that requires you to be absent often, please let me know at the beginning of the semester, and please provide a medical excuse. In addition, if you are able to send an email to let me know of your absence due to said condition, please try to provide information within 24 hours of the potential absence.

COURSE MANAGEMENT:

We will be using Canvas as our course management tool. Most assignments will be submitted through Canvas, unless otherwise noted in the assignment prompt. You will need to follow closely the instructions and submission specifications posted for each assignment (including file naming conventions, tagging, collaboration tools, feedback mode, etc.). Assignments will have strictly enforced due dates. The “Discussions” submissions will not be accepted after the deadline without previous arrangements.

LATE WORK: Speaking of completing assignments on time, I expect all assignments to be turned in on the due date. **ALL assignments MUST be turned in ON TIME, or they will NOT be graded. I repeat, ALL assignments must be turned in ON TIME, or they will NOT be graded.**

*****Extensions must be approved 24+ hours before the assignment is due. If Canvas is experiencing technical difficulties, we will resort to email and alternative file sharing tools.**



CLASS CELL PHONE/ELECTRONIC DEVICE POLICY:

You are to turn off all disruptive electronic devices (cell phones, tablets, eReaders, etc.) before class. If a student’s cell phone rings during my class, then they will suffer class participation grade reduction and be marked late that day.

LAPTOP POLICY:

Clemson is obviously a laptop-oriented university. As such, you will need to use your laptops for some of the in-class assignments or discussions. That said, laptops are to remain closed and put away at all other times during class ***unless otherwise decreed***

by me. Any nonsensical internet usage during class will result in the student being marked absent for the day **without notification.**

THE WRITING CENTER:

The Writing Center is a free tutoring service available to the entire student body, regardless of major or academic standing. It provides students opportunities to discuss questions or problems related to academic writing—from generating a topic and thesis to organizing a draft and integrating appropriate citations. The Writing Center’s goal is to help Clemson students become confident and effective writers. As an ENGL 3140 student, you should feel free to utilize the Writing Center to receive additional help or feedback on any course assignments or projects. You can make an appointment with a tutor by visiting the Writing Center’s website (<http://www.clemson.edu/centers-institutes/writing/>), calling them at 864656-3280, or simply stopping by.

TARDINESS POLICY:

If a student is late to class more than three times, then he/she will be marked absent for one day. After those initial three, each *additional* tardy will result in an absence. So, if you are late six times, you will have earned four absences. *You are considered late if you arrive to class more than 15 minutes after the official class time has started.*

Likewise, it is your responsibility to approach me after class to make sure that I have marked you as present, as I will likely have already marked you as absent. If you leave class early, then that counts as a tardy. If somehow, I, the instructor, am more than 15 minutes late for class, students may be dismissed without penalty.

EMERGENCY PROCEDURES:

Emergency procedures are posted in all buildings and elevators. Review these procedures for your safety.

CLEMSON UNIVERSITY ACADEMIC INTEGRITY POLICY:

“As members of the Clemson University community, we have inherited Thomas Green Clemson’s vision of this institution as a “high seminary of learning.” Fundamental to this vision is a mutual commitment to truthfulness, honor, and responsibility, without which we cannot earn the trust and respect of others.

Furthermore, we recognize that academic dishonesty detracts from the value of a Clemson degree. Therefore, we shall not tolerate lying, cheating, or stealing in any form.

When, in the opinion of a faculty member, there is evidence that a student has committed an act of academic dishonesty, the faculty member shall make a formal

written charge of academic dishonesty, including a description of the misconduct, to the Associate Dean for Curriculum in the Office of Undergraduate Studies. At the same time, the faculty member may, but is not required to, inform each involved student privately of the nature of the alleged charge. If you have any question whatsoever about what constitutes plagiarism, see your instructor before you turn in final drafts of your work. Students are not allowed to submit work from other classes for credit in this course.” Violations of this policy will result in course failure.

COPYRIGHT STATEMENT:

The materials in this course are copyrighted. They are intended for use only by students registered and enrolled in this course and only for instructional activities associated with and for the duration of the course. They may not be retained in another medium or disseminated further. They are provided in compliance with the provisions of the Teach Act. For more info, refer to the Use of Copyrighted Materials and “Fair use Guidelines” policy on the Clemson University website: <http://www.lib.clemson.edu/copyright>.

CLEMSON UNIVERSITY TITLE IX (SEXUAL HARASSMENT) Policy:

Clemson University is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender, pregnancy, national origin, age, disability, veteran’s status, genetic information or protected activity in employment, educational programs and activities, admissions and financial aid. This includes a prohibition against sexual harassment and sexual violence as mandated by Title IX of the Education Amendments of 1972. This policy is located at <http://www.clemson.edu/campus-life/campus-services/access/title-ix/>. Mr. Jerry Knighton is the Clemson University Title IX Coordinator. He also is the Director of Access and Equity. His office is located at 110 Holtzendorff Hall, 864.656.3184 (voice) or 864.565.0899 (TDD).

ONE FINAL and IMPORTANT NOTE:

The policies and regulations in this syllabus are subject to change as the class moves and evolves throughout the semester. I may add, remove, or reorganize this syllabus as needed.

SCHEDULE OF CLASSES

Week 1	Instructor/class introductions/Syllabus overview/Grammar Review
Week 2	Grammar Review (cont.)--Handouts Chapter 1 Thinking about Audience, Purpose, and Genre 29 What is technical communication? 29 How does it differ from other types of writing? 29-31 Creative vs. technical writing 31-32 Who are these “users”? 32-35 How do you learn about your users? 35-37 Reaching your primary users 37-40 Genre 40-56 Exercise 1 assigned-Due Sept. 2 on Canvas
Week 3	Chapter 2 Leading and Misleading the Reader 59 Logical Fallacies-Handout All sections related to Ethics 59-71 Ethics at work Ethics for students How is ethics related to technical communication? <i>Copyright, trademarks, and patents</i> <i>What is not copyrightable?</i> <i>Rules for copying images</i> Exercise 2 assigned- Due Sept. 9 on Canvas
Week 4	Chapter 3 Researching Technical Subjects 73-94 Primary research: Interviewing 74-80 Primary research: Conducting surveys 80-88 Secondary research: Finding print and online sources 88-92 Citing and paraphrasing researched sources 92-94 Exercise 3 assigned- Sept. 16 on Canvas
Week 5	Chapter 4 Writing Technical Prose 95 Clarity 95-103 Cohesion 103-105 <i>Plain Language, Conciseness</i> Parallelism 107-108 Defining, describing, and explaining 108-116
Week 6	Chapter 7 Writing Emails and Letters for the Workplace 151 Essentials of workplace communication 151-154 Secondary goals for workplace communication 154-155 Writing messages: Email, memos, letters 155-164 Chapter 10 Writing How-to Documents 233

What makes instructional documents good? 234-256
Exercise 4 assigned- Due on Sept. 30 on Canvas

Week 7 **Chapter 6 Communicating through visuals 137**
Using visuals to communicate effectively 137-149
Exercise 5 assigned-Due on October 7 on Canvas

Week 8 **Mid-Term exam review-Monday October 10**
Mid-Term exam-Wednesday- October 12

Week 9 **Chapter 13 Presenting Technical Communication Orally 301**
Common speaking occasions 302-309
Guidelines for preparing presentations 310-314
Exercise 6 assigned-Due October 14 on Canvas

Week 10 **Chapter 9 Reporting Technical Information 193**
Status or progress reports 194-198
White papers or information reports 198-207
The laboratory report 207-231
Exercise 7 assigned-Due October 28 on Canvas
White Paper assigned-Due November 4 on Canvas

Week 11 **Chapter 8 Writing Winning Proposals 165**
Why write proposals?
What kind of proposals are there?
What is a proposal?
When should you decline to write a proposal?
How do proposals get evaluated?
Who is the audience for a proposal?
How to analyze RFP
Sample RFP analysis
What is persuasion?
How do you organize a proposal?
Final Project Assigned-Groups selected

Week 12 **(Monday No Class/Fall Break) In-class group work**

Week 13 **In-class group work-Draft of group project due**
(Nov. 18)

- | | |
|----------------|---|
| Week 14 | THANKSGIVING BREAK! |
| Week 15 | Drafts of project returned-Group work |
| Week 16 | Final Projects due Dec. 3-Group Presentations- Dec.5&7 |
| Week 17 | FINAL EXAMS!! |

Final exam schedule can be found here.

<https://www.clemson.edu/registrar/student-menu/exam-fall.html>