

## Technical and Workplace Writing (TW303)

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### Part 1: Course Information

#### Course Description

Technical and Workplace Writing course focuses on essentials; it introduces students to professional and technical writing through a straightforward structure, adding knowledge while practicing different forms and skills. Since this course is a practical one, the course offers the "how" (instructions) and the "what" (examples) with discussion topics and exercises designed to make instruction straightforward. Students are exposed to certain genres, such as web page design, summaries, proposals, user guides, and job application materials. This is why this course is designed with a student/worker in mind, who would greatly benefit from the techniques of writing presented throughout the course.

#### Prerequisite

None

#### Textbook & Course Materials

##### Required Text

*Technical Writing, Simplified* by Nell Johnson and Mary Sylwester, 4<sup>th</sup> Edition, 2017

#### Recommended Texts & Other Readings

None

#### Course Structure

The course is divided into two lectures per week, one hour and a half long. Students are expected to take notes, engage in discussions, and complete writing projects assigned to them on Moodle (E-learning).

### Part 2: Student Learning Outcomes

- Apply professionalism and ethics in a workplace
- Develop a writing process that defines a purpose
- Know how to target the audience
- Understand how to use short types of communication
- Learn about the kinds of writing that may be expected of them in the workplace

- Set objectives in technical skills to learn additional knowledge related to the requirements
- Interview internal audiences and learn how to work in a team cooperatively

### Part 3: Grading Policy

Points	Description
10	Participation
20	Writing Projects
30	Midterm
40	Final
100	Total Points

### Part 4: Course Policies

#### Attend Class

Absences may be excused by medical certificate but they are never erased. The only circumstance where an absence is erased is if a student is officially representing the university and has produced a letter from Student Affairs to prove this or if a student must attend an exam on the same day and time as a Technical Writing class, provided an acceptable letter is produced from the relevant Doctor of that subject. All other absences are considered as official and are counted. A verbal warning will be given by the teacher after 3 absences. A written formal warning will be given after 4 absences and a student with 5 absences will be required to drop Technical Writing and re-register the following semester.

### Part 5: Topic Outline/Schedule

Week	Topic or Chapter	Activities ( if there is any)
1	Lecture 1: Orientation  Lecture 2: <i>Professionalism and Ethics</i> - Thinking Logically - Citing sources and avoiding plagiarism - Using plain language	

2	<p>Lecture 1:</p> <ul style="list-style-type: none"> <li>- Defining Communication</li> <li>- Criteria for Writing in a Professional and Ethical Manner</li> </ul> <p>Lecture 2:</p> <ul style="list-style-type: none"> <li>- Discussions</li> <li>- Exercises</li> </ul>	<p>Writing Project One:</p> <p>The teacher will be giving you a worksheet and you are to answer the exercises regarding sexist language, doublespeak and business terms. <b>3 Marks</b></p>
3	<p>Lecture 1: <i><b>The Writing Process</b></i></p> <ul style="list-style-type: none"> <li>- Defining your purpose</li> <li>- Defining the target audience</li> <li>- Finding the topic</li> </ul> <p>Lecture 2:</p> <ul style="list-style-type: none"> <li>- Understanding tone</li> <li>- Choosing format</li> <li>- The document cycle</li> </ul>	
4	<p>Lecture 1:</p> <ul style="list-style-type: none"> <li>- Creating a schedule</li> <li>- Collaboration</li> <li>- External Audience</li> <li>- Worksheet</li> <li>- Web Audience Worksheet</li> </ul> <p>Lecture 2:</p> <p>Discussion</p> <p>Exercises</p>	<p>Writing Project Two:</p> <p>Choose a Company you plan to work with throughout the project and create a Gantt Chart. 2 Marks</p>
5	<p>Lecture 1: <i><b>Short Communications</b></i></p> <ul style="list-style-type: none"> <li>- I-Centered vs You-centered language</li> <li>- Emails</li> <li>- Memos</li> <li>- Letters</li> </ul> <p>Lecture 2:</p> <ul style="list-style-type: none"> <li>- Email Checklist</li> <li>- Memo Checklist</li> <li>- Letter Checklist</li> <li>- Discussions</li> </ul>	<p>You have been assigned to a product evaluation project along with several co-workers. The project involves testing various competitors' athletic shoes by wearing them during daily runs and other exercise activities.</p> <p>Each person in the group has agreed to investigate one company's product in terms of <b>design, manufacturing, and pricing</b>; all participants are testing the shoes. One colleague's input is always late, and you have had to do some of his work yourself to avoid missing deadlines. It is unclear whether he has actually been wear-testing the shoes.</p> <p>The other people in the group have missed meetings now and then, but are generally keeping up with the work. You are <b>frustrated</b> but you will need to work with this person in the future, so you need to</p>

		<p>be <b>courteous</b>.</p> <p>Write an email to your work group in an attempt to begin to resolve these issues or problems. <b>5 Marks</b></p>
6	<p>Lecture 1: <b>Page Design</b></p> <ul style="list-style-type: none"> <li>- How readers read</li> <li>- Readability</li> <li>- White Space</li> </ul> <p>Lecture 2:</p> <ul style="list-style-type: none"> <li>- Bullets and Numbering</li> <li>- Headings and Subheadings</li> <li>- Organization</li> <li>- Style Sheets</li> </ul>	<p>Writing Project Four:</p> <p>Analyze the page design of a document given to you by your teacher. Write a well-designed memo report to your teacher after the editing process. <b>2 Marks</b></p>
7	<p>Lecture 1: <b>Summaries</b></p> <ul style="list-style-type: none"> <li>- The summary writing process</li> <li>- Abstracts</li> <li>- Descriptive Summaries</li> </ul> <p>Lecture 2:</p> <ul style="list-style-type: none"> <li>- Evaluative Summaries</li> <li>- Executive Summaries</li> <li>- Choosing Summary Types</li> <li>- Summary checklist</li> <li>- Discussions</li> </ul>	<p>Writing Project Five:</p> <p>Find an article that interests you in any field and write an abstract that could be included in a library database. The abstract should not be more than 100 words long. List potential search terms relevant to the topic, underneath your abstract. <b>4 Marks</b></p>
8	<p>Lecture 1: <b>Short Reports</b></p> <ul style="list-style-type: none"> <li>- General formats</li> <li>- Incident report</li> <li>- Meeting minutes report</li> </ul> <p>Lecture 2:</p> <ul style="list-style-type: none"> <li>- Event report</li> <li>- Progress report</li> <li>- Evaluation/Recommendation report</li> <li>- Budget report</li> </ul>	
9	<p>Lecture 1:</p> <ul style="list-style-type: none"> <li>- Short report Checklist</li> <li>- Discussions</li> <li>- Exercises</li> </ul> <p>Lecture 2:</p> <p><b>Midterm Exam</b></p>	<p>Writing Project Six:</p> <p>Write a budget report detailing one month's income and expenses for a job or project you are working on, such as a small home improvement project or a home-based business. (Some projects may be all expense and no income; jobs usually have both.) <b>3 Marks</b></p>

10	<p>Lecture 1: <b>Graphics</b></p> <ul style="list-style-type: none"> <li>- The power of showing</li> <li>- Types of Graphics</li> <li>- Photographs</li> <li>- Drawings</li> <li>- Diagrams</li> </ul> <p>Lecture 2:</p> <ul style="list-style-type: none"> <li>- Graphs</li> <li>- Charts</li> <li>- Tables</li> <li>- Logos, Symbols, Icons, Clip Art</li> <li>- Guidelines for Using Graphics</li> <li>- Choosing the right graphic</li> <li>- Graphics checklist</li> </ul>	
11	<p>Lecture 1: <b>User Instructions</b></p> <ul style="list-style-type: none"> <li>- Analyzing the audience</li> <li>- Determining your major sections</li> <li>- Planning the document cycle</li> </ul> <p>Lecture 2:</p> <ul style="list-style-type: none"> <li>- Guidelines for user instructions</li> <li>- User instructions Checklist</li> <li>- Discussions</li> <li>- Exercises</li> <li>- External Audience Worksheet</li> <li>- Internal Audience Worksheet</li> </ul>	<p>Writing Project Seven:</p> <p>Use the following step and find an appropriate graphic to illustrate it. Search the internet and find a graphic that will help a backyard gardener perform this first of "How to repot a plant:"</p> <p>Remember that you will need:</p> <ul style="list-style-type: none"> <li>* figure number</li> <li>* title the graphic</li> <li>* source</li> </ul> <p><b>5 Marks</b></p>
12	<p>Lecture 1: <b>Process Descriptions</b></p> <ul style="list-style-type: none"> <li>- Defining your topic and terms</li> <li>- Determining sequence</li> <li>- Determining your major sections</li> </ul> <p>Lecture 2:</p> <ul style="list-style-type: none"> <li>- Planning the document style</li> <li>- Guidelines for process descriptions</li> <li>- Process Description checklist</li> <li>- Discussions</li> <li>- Exercises</li> </ul>	
13	<p>Lecture 1: <b>Proposals</b></p> <ul style="list-style-type: none"> <li>- Considering audience</li> <li>- Organization</li> <li>- Document style</li> </ul> <p>Lecture 2:</p>	<p>Bonus Question <b>3 Marks</b></p> <p>Write a brief proposal in hard copy memo format for an improvement to your own household, such as the purchase and installation of a household appliance or the implementation of a new chores schedule. Specify</p>

	<ul style="list-style-type: none"> <li>- Proposal checklist</li> <li>- Discussions</li> </ul>	the audience for your proposal and include all essential proposal elements. Maximum length two pages.
14	<p>Lecture 1: <b>Writing for the Web</b></p> <ul style="list-style-type: none"> <li>- Purpose and audience</li> <li>- Ethical standards and cultural sensitivity</li> <li>- Graphics on the web</li> <li>- Page design</li> <li>- Content: Hard Copy to Web Copy</li> <li>- Blogging</li> </ul> <p>Lecture 2:</p> <ul style="list-style-type: none"> <li>- Webpage checklist</li> <li>- Discussions</li> <li>- Exercises</li> </ul>	
15	<p>Lecture 1: <b>Finalizing material</b></p> <p>Lecture 2: Grades out of 60</p>	