This course syllabus is intended as a set of guidelines for English 2311. Both North Lake College and your instructor reserve the right to make modifications in content, schedule, and requirements as necessary to promote the best education possible within prevailing conditions affecting this course.

Professor Information
Professor’s Name: Dr. Ulanda Forbess  Email: Uforbess@dcccd.edu
Email is the best way to reach me.

Office Location: NLC, Central Campus Room K303A
Office Hours: By Appointment Only  Office Phone: 972-273-3245

Course Information
Course Title/Credit Hours: Technical Communication (3 cr.)
Course Number-Sections: English 2311-72420

Course description: The technical style of writing is introduced. Emphasis is on the writing of technical papers, reports, proposals, progress reports, and descriptions. (3 Lec.) Coordinating Board Academic Approval Number 23.1303.51.12

Course prerequisites: English 1301, English 1302 and have met Texas Success Initiative (TSI) standards in Reading and Writing.

NO Required Textbook or Materials
This course is based on open educational resources which are provided at no cost to the student.
ENGL 2311 COURSE RATIONALE
English 2311 (Technical Writing) introduces the documentation process: planning, writing, editing, indexing, and production. Designed for those whose job responsibilities and functional tasks include the planning, preparation, and delivery of technical documents, as well as for individuals who are interested in technical writing as a profession. Course content includes grammar, composition, writing, proofing and editing principles applicable to scientific, technical, and business documents: sentences and organization of ideas; editing for correctness, unity and coherence; pre-writing, outlining and revising; and developing a paragraph.

ENGL 2311 COURSE GOALS
The goals of this course are to help students become better able to accomplish the writing that they are asked to do at NLC and in life generally. Specifically, the course is designed to help students develop abilities to do the following:

2. Acquire a sense that writing is a medium people can use for personal and public purposes to gain understanding, create particular effects, and communicate.
3. Constructively read and respond to colleagues’ work in progress.
4. Become more knowledgeable of and be able to reflect on and manage the composing process; drafting, revising, and copy-editing.
5. Revise drafts with attention to development, organization, style, voice, and audience.
6. Develop ideas by questioning, interpreting and considering multiple perspectives.
7. Compose texts, which not only narrate and explain but also interpret particulars and develop points, moving effectively between generalizations and details.

BASIC SKILLS
Students entering English 2311 should demonstrate skills equivalent to the ENGL 1301 and ENGL 1302 competencies:

1. Understand and use the processes of writing: inventing, drafting, revising, and editing.
2. Use appropriate grammar, mechanics, and spelling.
3. Examine a variety of texts as a basis for writing.
4. Understand the interrelationships among writing, reading, and critical thinking.

Students who need help with specific skills are encouraged to visit the Writing Center (A-309).

ENGL 2311 COMMON ACTIVITIES
All students will participate in the following activities to assure that the Curriculum Intellectual Competencies and the Exemplary Educational Objectives are met. The instructor may include additional activities to enhance the educational experience.

• Various letters and memos,
• one each: brochure, fact sheet, instructional document, and web page
• one analytical report,
• various discussion board postings,
ENGLISH 2311 COURSE OBJECTIVES: (Academic Course Guide Manual)
Intensive study of and practice in professional settings. Focus on the types of documents necessary to make decisions and take action on the job, such as proposals, reports, instructions, policies and procedures, e-mail messages, letters, and descriptions of products and services. Practice individual and collaborative processes involved in the creation of ethical and efficient documents.

Learning Outcomes:
Upon successful completion of this course, students will:
1. Recognize, analyze, and accommodate diverse audiences.
2. Produce documents appropriate to audience, purpose, and genre.
3. Analyze the ethical responsibilities involved in technical communication.
4. Locate, evaluate, and incorporate pertinent information.
5. Develop verbal, visual, and multimedia materials as necessary, in individual and/or collaborative projects, as appropriate.
6. Edit for appropriate style, including attention to word choice, sentence structure, punctuation, and spelling.
7. Design and test documents for easy reading and navigation.

EVALUATION STANDARDS FOR WRITTEN PAPERS
Grades on written work range from A to F and assess both content and form. The grading rubrics for each of the assignments is located in your eCampus course.

COURSE GRADE
Since English 2311 is a technical writing course, students will be expected to write on a regular basis. In most cases, they can expect to submit some written work each week. In addition to exercises, paragraphs, and quizzes that the instructor may require, students will write various letters, memos, one brochure, fact sheet, one instructional document, one web page, and one analytical report. The instructor will determine the specifics. Students will practice specific rhetorical techniques of technical communication, including writing to different audiences and disciplinary stylistic concerns. Together with the instructor, students will refine methods for composing documentation, proposals, analyses, and articles, and consider strategies for organizing and condensing technical information. Students will also be expected to develop a working knowledge of the APA (American Psychological Association) guidelines for documents.
Evaluation Procedures

The grade earned in this course is a combination of the following individual grades:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Participation</td>
<td>10%</td>
</tr>
<tr>
<td>Email</td>
<td>15%</td>
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<tr>
<td>Letter</td>
<td>15%</td>
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<tr>
<td>Memo</td>
<td>15%</td>
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<tr>
<td>Periodic Report</td>
<td>15%</td>
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<tr>
<td>Accessible Document</td>
<td>15%</td>
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<tr>
<td>ePortfolio</td>
<td>15%</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
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Grading Scale - An A requires 90-100%; a B, 80-89%; a C, 70-79%; a D, 60-69%; an F, 0-59%. A grade of C or higher is required to earn a degree from North Lake College.

Assignment Naming Procedure

When you save your assignments for submission, please use the following naming procedure:

Last Name_First_Assignment_Name

NOTE: Notice the underscore between each word in the file name. This is important that you follow this format for saving and submitting your documents.

Example: Forbess_Ulanda_PromotingChange_Memo

Thank you for your attention to this matter.

Department of English Policies

Attendance Policy

The correlation between attendance and success in the course is strong because class participation is part of the learning process and can affect your final course grade. You are expected to arrive on time for all classes. If you miss all or part of a class, you should not expect your professor to repeat a lecture given during your absence. Check Addendum for your professor’s policy because some professors deduct points when students miss class or are late to class. Absences and/or tardiness can affect the grade you earn in this course.
Policy On Late Papers

You are expected to hand in papers on time. Your professor is **not** required to accept late papers, and **no** late paper will be considered for full credit unless you discuss with your professor why the paper will be late **prior** to its due date. Check Addendum for your professor’s policy on accepting late papers.

Student Responsibilities

1. Log into eCampus regularly.
2. Read the textbook selections that are assigned and be prepared to discuss them.
3. Submit assignments on time and in the format designated by your professor.
4. Ask for help when needed.
5. Do not expect your professor to repeat a lecture given during an absence.
6. Visit the Writing Center (A-332) or meet with your professor when you need help or when you are directed to do so by your professor.

Course Rules - Netiquette

1. The etiquette guidelines that govern behavior when communicating on the Internet have become known as netiquette. Netiquette covers not only rules of behavior during discussions but also guidelines that reflect the unique electronic nature of the medium. Netiquette usually is enforced by fellow users who are quick to point out infractions of netiquette rules. The summary of email rules in the information below is based on published sources such as Shea's (2004) online book, Netiquette.
2. Identify yourself:
3. Begin messages with a salutation and end them with your name.
4. Use a signature (a footer with your identifying information) at the end of a message
5. Include a subject line. Give a descriptive phrase in the subject line of the message header that tells the topic of the message (not just "Hi, there!").
6. Avoid sarcasm. People who don't know you may misinterpret its meaning.
7. Respect others' privacy. Do not quote or forward personal email without the original author's permission.
8. Acknowledge and return messages promptly.
9. Copy with caution. Don't copy everyone you know on each message.
10. No spam (a.k.a. junk mail). Don't contribute to worthless information on the Internet by sending or responding to mass postings of chain letters, rumors, etc.
11. Be concise. Keep messages concise—about one screen, as a rule of thumb.
12. Use appropriate language:
13. Avoid coarse, rough, or rude language.
14. Observe good grammar and spelling.
15. Use appropriate intensifiers to help convey meaning.
16. Avoid "flaming" (online "screaming") or sentences typed in all caps.
17. Use asterisks surrounding words to indicate italics used for emphasis (*at last*).
18. In short, treat your classmates and professor with respect.
Institutional Policies for Student Success

Institutional Policies relating to this course can be accessed from the following link
www.northlakecollege.edu/syllabipolicies

The Academic Skills Center (ASC)

The ASC provides a variety of services designed to help students develop and improve their writing and language skills. In the ASC, we have:

- The iRead Lab which offers individual and small group tutoring, as well as workshops, to help current students improve their reading, study, and test taking skills.
- The ESOL lab, with computer access, is open for students to work on assignments or homework.
- Free tutoring for students enrolled in foreign language courses at North Lake.
- The Writing Center to help students clarify writing tasks, understand instructors’ requirements, develop and organize papers, explore revision options, detect grammar and punctuation errors, properly use and document sources, and improve their writing skills.
- The Online Writing Lab (OWL) for students to submit papers to our writing tutors electronically and get feedback within 24-72 hours. The OWL can be accessed through eCampus.
  - After logging on to eCampus, click on the Community Tab at the top.
  - Type “Owl” in the search field and click “Go.”
  - Next, click on the double drop-down arrows next to “NLC-OWL2,” and then click on “Enroll.”
  - Once enrolled, students can receive services from the OWL.
- The Blazer Internet Lounge with 12 computers, additional open seating, and WiFi Internet access. For more information or to schedule a tutoring appointment, come by A-332 or call 972-273-3089.
Addendum: Professor’s Personal Policies

Attendance Policy

Absences and/or tardiness can affect the grade you earn in this course. This is an online course and being absent or tardy in the class can cause you to lose points on assignments due to late submissions. See the Policy on Late Papers below.

Policy on Late Papers

Late Assignments Policy

Late assignments will be accepted up to two days past the due date; however, the highest grade you can earn on any late submission will be 70%.

No late assignments accepted on the following assignments: instructor reviews, the Accessible Report or the ePortfolio. These assignments must be posted on the due date to be eligible for a grade.

When are Assignments Counted Late?

Assignments are late if they are not posted by midnight (in Central Standard Time zone) of the day they are due. Assignments that are more than 2 days late will not be accepted unless we have negotiated and mutually agreed upon an alternative submission date in advance. Unless an Incomplete grade has been granted, student assignments submitted after the last day of class will not be accepted.

Technology Connectivity Issues are NOT an Excuse

Please note that eCampus connection issues are NOT an excuse for late papers. If you are unable to connect to eCampus and upload an assignment to the Assignment Dropbox, send a copy of the assignment to my email address: uforbess@dcccd.edu as proof that you attempted to post the assignment on time.

In the email, you must tell me that you were unable to connect to the eCampus system, and you MUST show verification that you contacted the Help Desk for assistance (Help Line: 972-669-6402 or 1-866-374-7169). You must then upload the assignment soon as the system is once again available.

NOTE: Send assignments to my email ONLY if eCampus is down and you have attempted to contact the Help Desk for verification that the system was unavailable. I will NOT grade an assignment that comes to my personal email. It must be posted in the eCampus to count for grading purposes.
Academic Dishonesty Policy

*ACADEMIC DISHONESTY*

The Student Code of Conduct prohibits academic dishonesty and prescribes penalties for violations. According to this code, which is printed in the college catalog, "academic dishonesty", includes (but is not limited to) cheating, fabrication, facilitating academic dishonesty, plagiarism, and collusion".

Occurrences of Plagiarism in ENGL 2311 at North Lake College will be dealt with in the following manner:

First occurrence: Student will meet with Dr. Forbess for a consultation and a rewrite of the particular assignment. The highest grade a student may earn on a rewritten assignment is 70%.

**If plagiarism occurs on the Analytical Report or the ePortfolio (the capstone assignments for the course), there will be no option to rewrite. The student will receive a ZERO for the assignments.**

Second occurrence: Student will receive a ZERO on the assignment.

Third occurrence: Student will receive an “F” for the course and the appropriate college representative will be notified.

NOTE: At any time during the course, the instructor reserves the right to check a student’s assignment(s) against any available means if plagiarism is suspected. This includes assignments which have previously been submitted and/or graded.

Definition of Plagiarism: Using someone else's language and/or ideas without proper attribution is academically dishonest. As members of this class and the larger scholarly community, you are expected to abide by the norms of academic honesty. While a good deal of collaboration is encouraged with your online classmates, failing to acknowledge sources or willfully misrepresenting the work of others as your own will not be tolerated.

Everything you submit must be your own work, written specifically for this class. This is a sophomore level course. I expect that you have been instructed on the proper methods of documentation, whether the material be paraphrased, summarized, or directly quoted. If you are unsure, please visit with me or visit the NLC Writing Center for further instruction.

Turnitin.com --To help students check their own work for originality, all materials will be submitted to Turnitin.com before being submitted to eCampus for grading. Failure to submit the assignment to Turnitin.com on time will result in a late assignment and late penalties.