ENGL 2311 Syllabus
North Lake College

Instructor Information
Name: Dr. Ulanda Forbess
DCCCD Email: uforbess@dcccd.edu
Office Phone: 972-273-3245
Office Location: K303A – Central Campus North Lake College
Office Hours: By appointment
Division Office and Phone: Liberal Arts – 972-273-3480

Course Information
Course Title: Technical and Business Writing
Course Number: ENGL 2311
Section Number: 79426
Semester/Year: SP 2020
Credit Hours: 3 cr hours
Class Meeting Time/Location: INET/Online
Certification Date: 1/27/2020
Last Day to Withdraw: 2/26/2020

Course Prerequisites
College level ready in Reading and Writing.

Course Description
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.
Coordinating Board Academic Approval Number 2313015112
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.

Texas Core Objectives
The College defines essential knowledge and skills that students need to develop during their college experience. These general education competencies parallel the Texas Core Objectives for Student Learning. In this course, the activities you engage in will give you the opportunity to practice two or more of the following core competencies:

1. **Critical Thinking Skills** - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
2. **Communication Skills** - to include effective development, interpretation, and expression of ideas through written, oral, and visual communication
3. **Empirical and Quantitative Skills** - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
4. **Teamwork** - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
5. **Personal Responsibility** - to include the ability to connect choices, actions, and consequences to ethical decision-making
6. **Social Responsibility** - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities
NO Required Course Materials

Free Get Microsoft Outlook Email, Word, Excel and More
All students of the colleges of DCCCD now get a free Microsoft Outlook email account as well as other free Microsoft Office 365 products such as Word and Excel. Included is Microsoft store millions of documents in the cloud. Learn how to download your free Microsoft Outlook email and other products today! Access your email at outlook.dcccd.edu.

Graded Work
The tables below provide a summary of the graded work in this course and an explanation of how your final course grade will be calculated.

Summary of Graded Work

<table>
<thead>
<tr>
<th>Assignments</th>
<th>Points</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation Points: Quizzes &amp; Instructor Reviews</td>
<td>varied</td>
<td>20%</td>
</tr>
<tr>
<td>Email Writing Assignment</td>
<td>100</td>
<td>20%</td>
</tr>
<tr>
<td>Letter Writing Assignment</td>
<td>100</td>
<td>20%</td>
</tr>
<tr>
<td>Memo Writing Assignment</td>
<td>100</td>
<td>20%</td>
</tr>
<tr>
<td>Report Writing Assignment</td>
<td>100</td>
<td>20%</td>
</tr>
</tbody>
</table>

Final Grade
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.

<table>
<thead>
<tr>
<th>Percentages</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>90-100%</td>
<td>A</td>
</tr>
<tr>
<td>80-89%</td>
<td>B</td>
</tr>
<tr>
<td>70-79%</td>
<td>C</td>
</tr>
<tr>
<td>60-69%</td>
<td>D</td>
</tr>
<tr>
<td>0-59%</td>
<td>F</td>
</tr>
</tbody>
</table>
Description of Graded Work

Instructor Reviews: For instructor reviews, you submit a draft that is complete as you can get it. I will give you feedback, and use the grading rubric to assign a grade to the submission. Then, you will go back, make the corrections, and submit for a final draft. The instructor reviews fall under the participation grades, along with the quizzes we have in the class. The instructor reviews along with the quizzes are 20% of the overall course grade.

Email Writing Assignment – The email writing assignment allows students to learn how to write effective and efficient email messages using clear and concise language. Students will demonstrate proficiency with the industry standards for writing workplace communications. This assignment is 20% of the overall course grade.

Letter Writing Assignment: Business letters are written messages to a person or group within a professional setting. Business letters are used when the writer would like to be formal and professional. This assignment allows the student to exhibit knowledge of producing writing for a variety of audiences. This assignment is 20% of the overall course grade.

Memo Writing Assignment: Students are asked to write an internal memo conveying bad news to employees utilizing the negative bad news pitfalls. This assignment is 20% of the overall course grade.

Report Writing Assignment: This assignment allows students to investigate, analyze, and write a professionalization report. Professionalization is the social process whereby people come to engage in an activity for pay or as a means of livelihood. The professionalization report allows you to research and investigate an available position within the profession you plan to enter upon graduation. This assignment is 20% of the overall course grade.

Attendance and Your Final Grade

Students are expected to attend to class materials on or before the due dates. It is the student’s responsibility to set personal calendars, or to ask for assistance when needed. This is an online course, and students are expected to have access to reliable Internet and to submit assignments according to the course calendar.
Late Work Policy
Late submissions on essays will be accepted up to two days past the due date; however, the highest grade you can earn on any late essay submission will be 70%.

No late assignments are accepted for discussions, quizzes, or instructor reviews. To earn a grade on those assignments, you must complete them by the posted due date.

No late assignments are accepted on the last assignment, the Report Writing Assignment. That assignment must be posted by 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 Turnitin.com and eCampus connection issues are NOT an excuse for late papers. If you are unable to connect to Turnitin.com or eCampus and upload an assignment, send me an email and a copy of the assignment to my email address: uforbess@daccd.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 Turnitin.com or eCampus system and you MUST show verification that you contacted the eCampus Help Desk for assistance (eCampus Helpline: 972-669-6402 or 1-866-374-7169).

You must then upload the assignment as soon as the system is once again available.

NOTE: Send assignments to my email ONLY if Turnitin.com or 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 appropriate program to count for grading purposes.
Other Course Policies

*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 Dr. Forbess’ ENGL 2311 at North Lake College will be dealt with in the following manner:**

**First occurrence:** Student will receive a ZERO on the assignment. If this is a draft assignment (instructor review), the student will earn a zero for the assignment. The instructor review document will NOT be reviewed, and a zero will be scored for the assignment.

**Second 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 classmates, failing to acknowledge sources or willfully misrepresenting the work of others as your own will not be tolerated.

This is a sophomore level course, and during this course you will be 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.
*ACADEMIC INTEGRITY*

Everything you submit must be your own work, written specifically for this class. This means no recycled papers. You are not allowed to submit papers you have written for previous classes. Everything you write must be specifically for this class.

**Student Responsibilities**

1. Attend all classes.
2. Read the textbook selections that are assigned and be prepared to discuss them.
3. Hand assignments in 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.

**Institutional Policies**

Institutional Policies relating to this course can be accessed using the link below. These policies include information about tutoring, Disabilities Services, class drop and repeat options, Title IX, and more.

[North Lake Institutional Policies](http://www.northlakecollege.edu/syllabipolicies)

**Early Progress Reporting**

Starting in Fall 2018, students will receive an electronic progress report for all courses 5 weeks or longer. Students can access their progress report in eConnect. NOTE: These reports are not final grades; it is students’ responsibility to monitor their grades in eCampus and contact their professor if they have any questions regarding grades.

**Reporting Schedule**

Students in courses 15 weeks or longer will have TWO student progress reports. The first report will be between weeks 5 and 6 and the second will be between weeks 9 and 10. Students in courses 5 weeks to 14 weeks long (including 8-week courses) will have ONE student progress report near the midpoint of the course.
**Academic Success Center (ASC)**

The Academic Success Center cultivates student success and supports instruction in an inclusive environment where students are encouraged and empowered to achieve excellence. Comprised of the Blazer Computer Lounge, ESOL Lab, iRead Lab, Writing Center, and Online Writing Lab (OWL), the ASC has a variety of services designed to help students improve their writing, reading and language skills.

**Blazer Computer Lounge**

With 12 computers, additional open seating, and WiFi Internet access, the lounge is available to students and community members who are working on academic or personal projects individually or in groups. There are also books and DVDs available for use.

**Writing Center**

Writing Center services are available to all North Lake students and members of the community, not just those enrolled in English classes. Users can be assisted with class assignments, college application essays, personal statements and other documents. The Writing Center also offers free Grammar Clinic classes. Tutors are skilled writing specialists who can help students:

- Clarify their writing tasks
- Develop and organize their papers
- Explore revision options
- Detect grammar and punctuation errors
- Properly document sources

Students who would like to work with a specific tutor should contact the Writing Center. In addition to Central Campus hours, writing tutors are also available at the North Campus in their Learning Resource Center, Tuesday – Thursday from 10:00 a.m. to 2:00 p.m.

**Online Writing Lab**

A service of the North Lake Writing Center, the Online Writing Lab, or OWL, provides assistance to students, faculty, and staff at every stage of the writing process. OWL allows busy users to submit papers to our writing tutors electronically and get feedback within 24 - 72 hours. This service expands North Lake’s reach and provides flexibility and accessibility to those who find it difficult to meet with a tutor face-to-face.
## Course Schedule

<table>
<thead>
<tr>
<th>Topic</th>
<th>Readings &amp; Assignments</th>
<th>Due Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation Assignments</td>
<td>Instructions in eCampus</td>
<td>Due 1/23 by 11:59 p.m. CST</td>
</tr>
<tr>
<td>The Orientation Quiz &amp; Discussion</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email Writing Assignment</td>
<td>Instructions in eCampus</td>
<td></td>
</tr>
<tr>
<td>Email Instructor Review</td>
<td>Turnitin.com</td>
<td>1/24, 11:59 p.m.</td>
</tr>
<tr>
<td>Email Writing Assignment – Final Submission</td>
<td>Turnitin.com</td>
<td>1/28, 11:59 p.m.</td>
</tr>
<tr>
<td>Business Letter Writing Assignment</td>
<td>Instructions in eCampus</td>
<td></td>
</tr>
<tr>
<td>Business Letter Writing Instructor Review</td>
<td>Turnitin.com</td>
<td>2/1, 11:59 p.m.</td>
</tr>
<tr>
<td>Business Letter Writing Final Submission</td>
<td>Turnitin.com</td>
<td>2/8, 11:59 p.m.</td>
</tr>
<tr>
<td>Memo Writing Assignment</td>
<td>Instructions in eCampus</td>
<td></td>
</tr>
<tr>
<td>Memo Instructor Review</td>
<td>Turnitin.com</td>
<td>2/15, 11:59 p.m.</td>
</tr>
<tr>
<td>Memo Writing Final Submission</td>
<td>Turnitin.com</td>
<td>2/22, 11:59 p.m.</td>
</tr>
<tr>
<td>Report Writing Assignment</td>
<td>Instructions in eCampus</td>
<td></td>
</tr>
<tr>
<td>Report Writing Instructor Review</td>
<td>Turnitin.com</td>
<td>2/29, 11:59 p.m.</td>
</tr>
<tr>
<td>Report Writing Final No Late assignments accepted</td>
<td>Turnitin.com</td>
<td>3/8, 11:59 p.m.</td>
</tr>
<tr>
<td>Topic</td>
<td>Readings &amp; Assignments</td>
<td>Due Dates</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Final Grades Posted to eConnect</td>
<td>eConnect</td>
<td>3/12/2020</td>
</tr>
</tbody>
</table>

**1/27/2020 - Census Date** - This is the date that I must certify your attendance in class. If you have completed the orientation quiz, there is nothing else for you to attend to. If you have not, contact me.

**2/26/2020 Drop Date** -- This is the last day to officially withdraw from the course with a W grade. If you are thinking of withdrawing, it is recommended that you speak with an advisor and/or a financial aid counselor, so you do not jeopardize your benefits. Withdrawing is a student activity. The instructor cannot withdraw you from a course.