

# ENC 2210: Technical Writing – UF Flexible Learning

3 credit hours

**This course expires 16 weeks from the date of your enrollment.**

## ABOUT THE COURSE

### Instructor

Trena Houp

[trena@ufl.edu](mailto:trena@ufl.edu)

Virtual office hours – by appointment

### Course Website

[elearning.ufl.edu](http://elearning.ufl.edu)

### Course Communications

If you have any questions about the course or its assignments, email me using the e-Learning Mail tool or at [trena@ufl.edu](mailto:trena@ufl.edu). I will respond to students' inquiries within 24 hours on work days and within 48 hours on weekends. You need only send one email either using either method; do not send the same message to both accounts. Also, do not leave comments on the assignment submission page after an assignment has been graded.

### Required Textbooks

Markel, Mike. *Practical Strategies for Technical Communication*. Bedford/St. Martin's, 2016 (second edition). ISBN: 978-1-319-00336-4

### Course Description

ENC 2210 Technical Writing surveys the forms and methods of communication used in business, industry and government, including nonformal and formal reports, letters, resumes and proposals.

### Additional Information about the Course

Since this course is online, you are expected to be a competent user of computers, particularly Windows-based applications. You are also expected to have a working knowledge of the e-Learning course system because all assignments must be submitted via e-Learning.

Technical Writing is designed to prepare you for the communication activities you will encounter on the job or in other courses. This course presents you with practical information about communicating in different environments and professional/technical discourse communities. Throughout the semester, you will produce and analyze a number of common technical writing genres: letters, memos, resumes, reports, proposals, technical definitions and descriptions, and manuals. You will work toward understanding how to analyze and react to rhetorical situations each genre and writing situation presents, including issues of audience, organization, visual design, style, and the material production of documents.

The emphasis of this course is on written and visual communication, but there is a brief study of oral and nonverbal communication as well. These latter forms of communication

cannot be overstressed, and since they can only be introduced in this course, you are urged to do some additional reading and studying in these areas. For reasonable career advancement in most professions, one must have well-developed communication skills.

### **Course Goals and/or Objectives**

By the end of this course, students will:

- Analyze the functions of the primary genres of technical writing, including letters, memos, emails, resumes, reports, proposals, technical definitions, and manuals.
- Adapt to the constraints of specific rhetorical situations, including audiences, purposes, and uses to compose various types of business and technical communication.
- Write clear, cohesive, coherent, and reader-centered documents using correct grammar, mechanics, and style to produce professional caliber technical documents.
- Use elements of document design and layout strategically, including type, spacing, color, and medium as well as integrate tables, figures, and other images into documents.

## **COURSE POLICIES**

### **Performance Policy**

This Flexible Learning course has been developed with the same rigorous standards of content as a campus course. Expectations for your performance as a Flexible Learning student are as high as they would be if you were taking this course in a classroom.

### **Participation Policy**

Students are required to participate in all course activities and submit all assignments posted on the website.

### **Exam Policy**

A few assignments will be completed as a proctored exam. You are responsible for creating an account and setting the time to complete these assignments as a proctored exam. Go to [ProctorU website](#) to learn more about the process and create an account.

### **Assignment Policy**

**The course expires 16 weeks after your enrollment.** Complete all modules in the order they are presented on the course website; do not skip modules. **All assignments must be submitted at least two weeks prior to the course expiration date.**

### **Submitting Assignments**

You are required to submit all assignments through the e-Learning system. When submitting the assignments, please name the attachment using your last name, first initial, and assignment number. For example, a student named John Smith submitting the second assignment would label the Word document attachment "SmithJ2." Assignments may be submitted in any of the following extensions: doc, docx, or rtf.

There is no limit on the number of assignments you may submit per week. However, you should wait until you receive feedback on one assignment before submitting the next one because feedback on past assignments will help you prepare for future ones.

On rare occasions, assignments have become lost for various reasons; therefore, you should retain a copy of each assignment. Should an assignment be lost, you will be required to resubmit it.

All written assignments must be submitted and graded before a final grade will be issued. Note that two assignments may be revised to improve your grade. However, the revised assignments must be submitted before you submit the final assignment and the assignments must show thoughtful and significant revision; you cannot simply accept/address my edits. Proctored assignments and assignments that receive a grade of 90% or higher are not eligible for revision. The final grade for any revised assignment will be the average of the initial grade and the grade for the revision.

### **Course Technology**

Students must use their Gatorlink email account for this course. Students are recommended to check their email account DAILY for the duration of the course. Access to and on-going use of a computer with Internet access is required for all students. Competency in the basic use of a computer is required. At times, computers crash and Internet connections fail. It is in your best interest NOT to wait until the last minute to complete assignments.

For help with e-Learning, contact the Help Desk at <http://helpdesk.ufl.edu> or (352) 392-HELP - select option 2.

### **Online Course Evaluation**

Students are expected to provide feedback on the quality of instruction in this course by completing online evaluations provided in the course modules (med-term and end-of-term evaluations).

### **Course Deadline and Extension Policy**

Each student is allowed 16 weeks from the time of enrollment to complete a course. If the time is about to expire, the student will be assigned a failing grade ("E"). Students have the option to request an extension if they have made sufficient academic progress (defined as completing at least 50% of the course) and have extenuating circumstances (i.e., medical, etc.) that have prevented them from completing the course. Each extension petition must be made in writing and will be administratively evaluated by the instructor.

### **Tuition Refund Policy**

A tuition refund will be granted after a Flexible Learning student submits a written request to cancel their course within 30 days of enrollment. Refund requests may be made by fax, e-mail, or U.S. mail. All requests will receive a written response in the form of a detailed receipt. A refund is issued on course materials at the time of cancellation if they are returned within 30 days of sale and are in their original condition. No refunds are granted after 30 days. If a credit card was used to pay for tuition, the refund will be in the form of credit to that card.

### **Dropping a Course**

In order to drop a Flexible Learning course, students must send a written request by e-mail, fax, or mail to the Office of Flexible Learning. After 30 days, no refunds are given and the student will receive a W on the transcript.

## Transfers

Students may transfer from one Flexible Learning course to another within 30 days of enrollment. This request must be in writing and sent by fax, e-mail, or U.S. mail. Any difference in tuition will be collected or refunded. There is a \$50.00 transfer fee. After the transfer has taken place, the original enrollment and expiration dates still apply.

## Book Buy-Back Policy

Textbooks and materials in continued use by Flexible Learning that are in good condition may be repurchased at 50% of the original purchase price within 30 days of completion or withdrawal from a course. Students can contact the Office of Flexible Learning for details at 800-327-4218.

## How to Request a UF Transcript

Students can view their grades by logging into [MyUFL](#) with their Gatorlink login and by selecting Student Admin. To receive an official transcript, the student must complete a [transcript request form through the Registrar](#). The University of Florida assures the confidentiality of all your educational records in accordance with State University System Rules, State Statutes, and the Family Educational Rights and Privacy Act. Grades are not given over the telephone.

## GRADING POLICIES

For more information about the current UF grading policies for assignments and grade points go to the [UF Grades and Grading Policies web page](#).

Assignment	Total Points	Percent of Grade
Personal Study Schedule	25	2.0%
Introduce yourself in the Discussion Forum	25	2.0%
Syllabus Quiz	30	2.4%
Grammar and Mechanics Quiz	100	8.0%
Article Translation (Document Revision)	100	8.0%
Reflection Memo	100	8.0%
Technical Definition/Description (2)	100	8.0%
Analysis of a Refusal Letter in the Discussion Forum	25	2.0%
Refusal (Bad News) Letter	150	12.0%
Analysis of a Proposal in the Discussion Forum	25	2.0%
Proposal for Instruction Manual	100	8.0%
Instruction Manual	120	9.6%
Instruction Manual User Test Report	100	8.0%
Resume	100	8.0%
Cover Letter	150	12.0%
Total	1250	100%

## Grading Scale

Grade	Percent	Grade Points
A	93 or above	4.00

Grade	Percent	Grade Points
A-	90 – 92	3.67
B+	87 – 89	3.33
B	83 – 86	3.00
B-	80 – 82	2.67
C+	77 – 79	2.33
C	73 – 76	2.00
C-	70 – 72	1.67
D+	67 – 69	1.33
D	63 – 66	1.00
D-	60 – 62	0.67
E	59 or below	0.00

Please note that rounding up for final grades is not an absolute.

Assignments will be graded within one week. I will provide edits and comments directly on the document submitted or provide comments in the comments section of the assignment page. You should review this feedback before submitting subsequent assignments.

### Grading Rubric

Each assignment will have a grading rubric and will be evaluated on four criteria: format, content, grammar and mechanics, and style. Grading rubrics are posted on Canvas. Each assignment should show that the student analyzed and applied the information presented in the module. Do not expect this course to be an easy A.

## COURSE SCHEDULE

### Schedule of Topics and Assignments

Module	Topic	Reading	Assignment
Start Here	Course Intro		Personal Study Schedule Introduce yourself in the Discussion Forum Syllabus Quiz
1	Learning Grammar and Mechanics	Chapters 1, 2 and 6 and Appendix B	Grammar Quiz
2	Analyzing Documents, Writing Memos, and Writing with Style	Chapters 4, 5, and 9	Article Translation Reflection Memo
3	Defining and Describing Technical Information	Chapters 7, 8 and 14	Technical Descriptions/ Definitions (2 – one for a specialized audience and one for a layperson)
4	Writing Letters	Review Chapter 9	Analysis of a Refusal Letter in the Discussion Forum Refusal Letter
5	Writing Proposals	Chapter 11	Analysis of Proposal in the Discussion Forum Proposal for Instruction Manual
6	Writing Instruction Manuals	Chapter 13; Review Chapter 14	Instruction Manual

Module	Topic	Reading	Assignment
7	Writing Reports	Chapters 3 and 12; Review Chapter 13	Instruction Manual User Test Report
8	Creating a Resume and Cover Letter	Chapters 10 and 15	Resume Cover Letter

The Grammar Quiz, Refusal Letter, and Cover Letter assignments will be completed as proctored exams.

## UF POLICIES

### University Policy on Accommodating Students with Disabilities

Students with disabilities requesting accommodations should first register with the Disability Resource Center (352-392-8565, [www.dso.ufl.edu/drc](http://www.dso.ufl.edu/drc)) by providing appropriate documentation. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting accommodation. Students with disabilities should follow this procedure as early as possible in the semester.

**The Flexible Learning office should be notified of any special accommodations required by the student when they begin their course.**

### University Policy on Academic Misconduct

UF students are bound by The Honor Pledge which states, "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment." [The Honor Code](#) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor in this class.

### Netiquette

All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats. Please read the [Netiquette Guide for Online Courses](#).

## GETTING HELP

### Technical Help

If you have issues with the course videos, go to the [Mediasite Helpdesk](#). For other technical issues, please contact the UF Help Desk:

- Location: HUB 132
- Email: [helpdesk@ufl.edu](mailto:helpdesk@ufl.edu)
- Phone: (352) 392-HELP - select option 2
- Website: <https://lss.at.ufl.edu/help.shtml>

Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from LSS when the problem was reported to them. The ticket number

will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

### **Questions about Flexible Learning**

If you have any questions during the course, please contact me via email at [trena@ufl.edu](mailto:trena@ufl.edu) or via the mail tool on e-Learning. If you have administrative concerns (e.g., paying for the course, receiving the textbook, etc.), please contact the Flexible Learning Office.

#### **UF Flex Learning Office Contact Information**

**Email:** [learn@dce.ufl.edu](mailto:learn@dce.ufl.edu)

**Phone:** (352) 294-3896

**Fax:** (352) 392-6950

**Website:** <http://flexible.dce.ufl.edu/>

### **Other Resources**

Other resources are available at the [UF Distance Learning website](#) for:

- Counseling and Wellness resources
- Disability resources
- Resources for handling student concerns and complaints
- Library Help Desk support

Should you have any complaints with your experience in this course please [email the Distance Learning office](#) or visit the [UF Distance Learning website](#) to submit a complaint.

**Disclaimer:** This syllabus represents my current plans and objectives. As we go through the semester, those plans may need to change to enhance the class learning opportunity. Such changes, communicated clearly, are not unusual and should be expected.