

**University of Calgary  
Department of Communication, Media and Film**

**Communications Studies (COMS) 363 - Lecture 05  
Professional and Technical Communication**

**Spring 2015  
May 14 to June 24, 2015 (excluding May 18)**

**Monday 15:00-17:45,  
Wednesday 15:00-17:45,**

**Instructor:** Caroline Banner  
**Office:** SS307  
**Office Phone:** NA  
**E-Mail:** cnbanner@ucalgary.ca  
**Web Page:** Desire2Learn  
**Office Hours:** Monday 2:00-2:50 or by appointment.

### **Course Description**

Communications Studies 363 is an introduction to professional and technical communication, both written and oral. Students will learn the rhetorical dimensions of workplace settings as well as the process of planning, composing, and delivering professional and technical communication for various audiences. Students will gain knowledge and skills in writing across genres and disciplines through inquiry-based strategies and collaborative projects.

### **Objectives of the Course**

By the end of this course, students will learn to:

- Understand the importance of communicating effectively in the workplace and beyond
- Think critically and read critically
- Communicate effectively through oral presentations and written documents
- Research complex problems and situations individually and collaboratively
- Produce written documents that are focused, coherent, and readable

### **Textbooks and Readings**

Ewald, Thorsten (2014). *Writing in the Technical Fields: A Practical Guide*. Don Mills: Oxford University Press.

## **Internet and electronic communication device information**

Please be courteous. Cell phones must be put away at the start of class. There will be no texting, twittering, emailing, and so on during this class. Please respect your classmates' right to hear class material.

Laptop computers may be used for course work.

Recording any part of any lecture in any form without permission is not permitted. Lecture slides will not be posted on the web. Photographing lecture slides is not permitted. These restrictions are due to copyright and intellectual property issues and are strictly enforced.

## **Assignments and Evaluation**

In-class assignments: 20% (4 x 5%)

May 20, 27, June 3, 10

These assignments will help you apply the course material. They are done in the lab and must be handed in at the end of the lab session. In-class assignments cannot be made up at a later date.

Professional correspondence: 15%

Due June 8

Write letters and memos responding to an assigned scenario.

Quiz: 10%

June 15

Short answer and multiple choice questions will make you think about and apply the information from your text, readings, and discussions.

Proposal / Recommendation Report / Presentation – in groups of three

Proposal: 10%

Due June 3

After receiving approval for a topic for your recommendation report, write a 4-6 page proposal that shows your ability to follow the genre's conventions.

Recommendation Report: 30%

Due June 17

Write an 8-10 page recommendation report, containing text and visuals, demonstrating your research and analytical skills. The report needs to be properly formatted and all sources correctly cited.

Presentation: 15%

June 22, 24

Present your recommendation report to the class. Each student will speak for 5-6 minutes.

Regular attendance and participation in class activities are essential components of this course. You do not need to complete all assignments to receive a passing grade in the course; however, you must hand in the Recommendation Report.

**Registrar-scheduled Final Examination:** No

### **Submission of Assignments:**

All assignments are due in class. Assignments are to be handed in, in hard copy, on the due date. Please do not send email attachments: assignments will not be accepted in this form. Please hand in your assignments directly to your instructor. D2L submission option will be specified by the instructor if applicable. If it is not possible to do so, a daytime drop box is available in SS320; a date stamp is provided for your use. A night drop box is also available for after-hours submission. Assignments will be removed the following morning, stamped with the previous day's date, and placed in the instructor's mailbox.

Please include your name and ID number on all assignments, and be prepared to provide picture ID to pick up assignments or look at final exams in SS 320 after classes have ended. Personal information is collected in accordance with the *Freedom of Information and Protection of Privacy (FOIP) Act*. For more information, see <http://www.ucalgary.ca/secretariat/privacy>

**Note:** It is the student's responsibility to keep a copy of each submitted assignment. For courses in which assignments are submitted electronically, it is the student's responsibility to ensure that the correct copy of the assignment is submitted. (Including the version date or version number in your file name may help you avoid submitting the wrong version of your written assignments.)

### **Policy for Late Assignments**

If you are worried that you might not be able to complete an assignment on time, please contact me at least one class period before the assignment is due so that we may attempt to resolve the problem. It is bad manners and poor strategy to ask for an extension on or after the due date. Such requests will not be granted.

Assignments submitted after the deadline may be penalized with the loss of a grade (e.g.: A- to B+) for each day late.

### **Students with Disabilities**

If you are a student with a disability who may require academic accommodation, it is your responsibility to register with the Student Accessibility Services (220-8237, <http://www.ucalgary.ca/access/>) and discuss your needs with your instructor no later than 14 days after the start of the course.

## Writing Skills Statement

Department policy directs that all written assignments (including, to a lesser extent, written exam responses) will be assessed at least partly on writing skills. For details see <http://comcul.ucalgary.ca/needtoknow>. Writing skills include not only surface correctness (grammar, punctuation, sentence structure, etc) but also general clarity and organization. Sources used in research papers must be properly documented. If you need help with your writing, you may use the Writing Centre. Visit the website for more details: <http://www.ucalgary.ca/ssc/writing-support>

## Grading System & Department of Communication, Media and Film

Work in this course will be graded using letter grades. The following grade scale percentage equivalents are used in the Department of Communication, Media and Film:

Grade Point Value	Description	Grade	Department grade scale equivalents	Letter grade % equivalent for calculations
4.00	Outstanding	A+	96 - 100%	98.0%
4.00	Excellent—superior performance, showing comprehensive understanding of subject matter.	A	90 - 95.99%	93.0%
3.70		A -	85 - 89.99%	87.5%
3.30		B+	80 - 84.99%	82.5%
3.00	Good—clearly above average performance with knowledge of subject matter generally complete.	B	75 - 79.99%	77.5%
2.70		B-	70 - 74.99%	72.5%
2.30		C+	65 - 69.99%	67.5%
2.00	Satisfactory—basic understanding of the subject matter.	C	60 - 64.99%	62.5%
1.70		C-	55 - 59.99%	57.5%
1.30	Minimal pass—marginal performance; generally insufficient preparation for subsequent courses in the same subject	D+	53 - 54.99%	54.0%
1.00		D	50 - 52.99%	51.5%
0.00	Fail – unsatisfactory performance or failure to meet course requirements.	F	00 - 49.99%	0%

## **Plagiarism**

Using any source whatsoever without clearly documenting it is a serious academic offense. Consequences include failure on the assignment, failure in the course and possibly suspension or expulsion from the university.

You must document not only direct quotations but also paraphrases and ideas where they appear in your text. A reference list at the end is insufficient by itself. In-text citations must be provided, and readers must be able to tell exactly where your words and ideas end and other people's words and ideas begin. Wording taken directly from a source must be enclosed within quotation marks (or, for long quotations, presented in the format prescribed by the documentation style you are using). Paraphrased information must not follow the original wording and sentence structure with only slight word substitutions here and there. These requirements apply to all assignments and sources, including those in non-traditional formats such as Web pages or visual media.

For information on citation and documentation styles (including APA, Chicago, IEEE, MLA, and others), visit the links provided at <https://ucalgary.ca/ssc/resources/writing-support/436>. If you have questions about how to document sources, please consult your instructor or the Writing Centre (3<sup>rd</sup> Floor TFDL, <http://www.ucalgary.ca/ssc/writing-support>).

## **Academic Misconduct**

For information on academic misconduct and its consequences, please see the University of Calgary Calendar at <http://www.ucalgary.ca/pubs/calendar/current/k.html>

## **Research Ethics**

Whenever you perform research with human participants (i.e. surveys, interviews, observation) as part of your university studies, you are responsible for following university research ethics guidelines. Your instructor must review and approve of your research plans and supervise your research. For more information about your research ethics responsibilities, see <http://arts.ucalgary.ca/research/resources/ethics>

This course has not received course-based ethics approval; consequently, if you wish to use surveys as part of your research, then you may conduct anonymous online surveys of your classmates only.

## Important information, services, and contacts for students

For information about . . .	Visit or contact . . .
<b>ARTS PROGRAM ADVISING (ASC)</b>	SS 102 403-220-3580 <a href="mailto:artsads@ucalgary.ca">artsads@ucalgary.ca</a>
<b>CAMPUS SECURITY</b> <ul style="list-style-type: none"> <li>• Calgary Police Service</li> <li>• Emergency Text Messaging</li> <li>• Emergency Evacuation &amp; Assembly</li> <li>• Safewalk Program</li> </ul>	<a href="http://www.ucalgary.ca/security/">http://www.ucalgary.ca/security/</a> <b>403-220-5333</b> <b>403-266-1234</b> <b>Emergency: call 911</b> <a href="http://www.ucalgary.ca/emergencyplan/textmessage">http://www.ucalgary.ca/emergencyplan/textmessage</a> <a href="http://www.ucalgary.ca/emergencyplan/assemblypoints">http://www.ucalgary.ca/emergencyplan/assemblypoints</a> If you feel uncomfortable walking alone at any time, call Campus Security for an escort ( <b>220-5333</b> ). For more information, see <a href="http://www.ucalgary.ca/security/safewalk">http://www.ucalgary.ca/security/safewalk</a>
<b>DESIRE2LEARN (D2L) Support</b> <ul style="list-style-type: none"> <li>• IT help line</li> </ul>	<a href="http://elearn.ucalgary.ca/desire2learn/home/students">http://elearn.ucalgary.ca/desire2learn/home/students</a> 403-220-5555 or <a href="mailto:itsupport@ucalgary.ca">itsupport@ucalgary.ca</a>
<b>STUDENT SUCCESS CENTRE</b> <ul style="list-style-type: none"> <li>• Writing Support Services</li> <li>• Student Services Mobile App</li> </ul>	<a href="http://ucalgary.ca/ssc">http://ucalgary.ca/ssc</a> <a href="http://www.ucalgary.ca/ssc/writing-support">http://www.ucalgary.ca/ssc/writing-support</a> <a href="http://ucalgary.ca/currentstudents">http://ucalgary.ca/currentstudents</a>
<b>STUDENTS' UNION CONTACTS</b> <ul style="list-style-type: none"> <li>• Faculty of Arts Reps</li> <li>• Student Ombudsman</li> </ul>	<a href="https://www.su.ucalgary.ca/about/who-we-are/elected-officials/">https://www.su.ucalgary.ca/about/who-we-are/elected-officials/</a> <a href="http://www.ucalgary.ca/provost/students/ombuds">http://www.ucalgary.ca/provost/students/ombuds</a>
<b>SU WELLNESS CENTRE</b> <ul style="list-style-type: none"> <li>• Counselling Services</li> <li>• Health Services</li> <li>• Distress centre 24/7 CRISIS LINE</li> <li>• Online resources and tips</li> </ul>	<b>403-210-9355</b> (MSC 370), M-F, 9:00–4:30 pm <a href="http://ucalgary.ca/wellnesscentre/counselling">http://ucalgary.ca/wellnesscentre/counselling</a> <a href="http://ucalgary.ca/wellnesscentre/health">http://ucalgary.ca/wellnesscentre/health</a> <b>403-266-HELP (4357)</b> <a href="http://ucalgary.ca/wellnesscentre/healthycampus">http://ucalgary.ca/wellnesscentre/healthycampus</a> If you're concerned about a friend or your own well-being, it is important to seek help early. Call or visit the SU Wellness Centre or the 24-hour crisis line.

## Schedule of Lectures and Readings

See Desire2Learn for the schedule of lectures and readings.