

University of Calgary
Department of Communication and Culture

Communications Studies (COMS) 363 - Lecture 06
Professional and Technical Communication

Summer 2014
July 2 to August 14, 2014 (no class August 4)
Lecture: Tuesday 8:30 – 11:15
Lab: Thursday 8:15 – 11:15, Lab SS018

Instructor: Caroline Banner
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Web Page: Desire2Learn
Office Hours: Tuesday 11:30 – 12:30 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

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.

Textbooks and Readings:

Tebeaux, E. & Dragga, S. (2012). *The Essentials of Technical Communication* (Second Edition). New York & Oxford: Oxford University Press.

Assignments and Evaluation

<u>Assignment</u>	<u>Due Date</u>	<u>Value</u>
In-class lab assignments (5 x 5%)	On-Going	25%
Professional correspondence	July 17	15%
Group project proposal	July 24	10%
Quiz	August 5	10%
Group project report	August 12	25%
Group oral presentation	August 12, 14	15%

You do not need to complete all assignments to receive a passing grade in the course.

It is the student's responsibility to keep a copy of each submitted assignment.

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. 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.

In-class lab assignments:

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 lab assignments cannot be made up at a later date.

Professional correspondence:

Write letters responding to an assigned scenario.

Quiz:

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

Group project proposal / report / presentation:

After receiving approval for the topic for a recommendation report, each group will write a 3 – 5 page proposal. The proposal will include the work to be done, the areas of responsibility of each group member, and the expected outcomes.

The recommendation report will be a 15 – 20 page report, containing text and visuals, demonstrating the group's research and analytical skills. The report needs to be properly formatted and all sources correctly cited.

The group presentation will summarize the group's recommendation report. It will include a PowerPoint slide show. Each group member will speak for 3 – 5 minutes.

All group members will receive the same grade on each group assignment.

Registrar-scheduled Final Examination: No

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.

Freedom of Information and Protection of Privacy Act

This course is conducted in accordance with the Freedom of Information and Protection of Privacy Act (FOIP). As one consequence, students should identify themselves on all written work by placing their name on the front page and their ID number. Also you will be required to provide a piece of picture identification in order to pick up an assignment or look at a final exam from SS320 after classes have ended. For more information see <http://www.ucalgary.ca/secretariat/privacy>.

Writing Skills Statement

Department policy directs that all written assignments (including, although 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. 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

In this class, you will receive grades in the 4-point scale (2.7, 3.0, 3.3) *rather than* percentages. Sometimes you may receive grade points between letter grades. 3.5 is the mathematical mid-point between a B+ (3.3) and an A- (3.7) and 3.15 is the mid-point between a B (3.0) and a B+ (3.3), etc.

The following grading system is used in the Department of Communication and Culture:

Letter Grade	Grading Scale	Grade Point Value (see U of C Calendar: Academic Standing)
A+	96-100	4
A	90-95.99	4
A -	85-89.99	3.7
B+	80-84.99	3.3
B	75-79.99	3
B-	70-74.99	2.7
C+	65-69.99	2.3
C	60-64.99	2
C-	55-59.99	1.7
D+	53-54.99	1.3
D	50-52.99	1
F	0-49	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. Readers must be able to tell exactly where your words and ideas end and other people's words and ideas begin. This includes assignments submitted in non-traditional formats such as Web pages or visual media, and material taken from such sources.

Please consult your instructor or the Writing Centre (3rd Floor Taylor Family Digital Library, <http://www.ucalgary.ca/ssc/writing-support>) if you have any questions regarding how to document sources.

Academic Misconduct

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

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 fourteen (14) days after the start of the course.

Students' Union

For details about the current Students' Union contacts for the Faculty of Arts see <http://www.su.ucalgary.ca/governance/elections/home.html>

Student Ombudsman

For details on the Student Ombudsman's Office see <http://www.ucalgary.ca/provost/students/ombuds>

Emergency Evacuation and Assembly points

For information on the emergency evacuation procedures and the assembly points see <http://www.ucalgary.ca/emergencyplan/assemblypoints>

"SAFEWALK" Program -- 220-5333

Campus Security will escort individuals day or night -- call 220-5333 for assistance. Use any campus phone, emergency phone or the yellow phone located at most parking lot booths.

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

The Department of Communication and Culture Research Ethics site:
<http://www.comcul.ucalgary.ca/ethics>

or the University of Calgary Research Ethics site:
<http://www.ucalgary.ca/research/ethics/cfreb>

Schedule of Lectures and Readings

See Desire2Learn for the schedule of lectures and readings.