SOUTHERN
MAINE
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South Portland, Maine 04106

Architectural and Engineering Design Department

Title: Technical Writing/Communication	Catalog Number: COMM 201
Credit Hours: 3	Total Contact Hours: 45
Lecture (or Lab): Lecture	Instructor: Peter K. Sampson
Office Hours – Location: by prior arrangement	Contact Information:
	207-415-5365 psampson@smccme.edu

Course Syllabus

Course Description

This course presents a basic study of techniques used in technical fields to communicate in writing and through presentations. Study includes document purpose, situation analysis, style, format and production of reports, proposals, procedure sheets, technical descriptions, forms, letters, memos, and visual aids. Assignments will include reports, business letters, forms, memos, résumés, and proposals that require graphics and other supportive data.

Prerequisite(s): ENGL-100
Corequisite(s): None

Course Objectives

1. Apply basic technical writing and editing skills required for workplace applications, including electronic communication.
2. Show layout and design skills required for effective technical communication.
3. Demonstrate an understanding of the legal and ethical responsibilities associated with technical writing.
4. Demonstrate an understanding to how to communicate collaboratively and individually in the workplace.

After successfully completing the course, the student will be able to:

1. Apply the problem-solving approach to technical writing.
2. Write to express rather than to impress across all audience levels.

3. Use formatting appropriate to the writing purpose.
4. Work collaboratively in all phases of technical communication.
5. Apply technical knowledge associated with online collaboration.
6. Gather, evaluate and document substantive research.
7. Apply organizational patterns to support a writing claim (thesis) logically.
8. Use design techniques to increase readability.
9. Communicate technical information in written documents and in oral presentations.
10. Follow legal and ethical guidelines for technical writing.

Topical Outline of Instruction

1. Introduction to technical communication
2. Ethical and legal considerations
3. Writing collaboratively
4. Analyzing audience and purpose
5. Researching your subject and organizing your information
6. Communicating persuasively
7. Emphasizing important information
8. Writing correct and effective sentences
9. Designing print and online documents
10. Creating graphics
11. Evaluating and testing technical documents
12. Correspondence
13. Memorandums
14. Proposals
15. Informational reports
16. Oral Presentations
17. Recommendation reports
18. Lab reports
19. Definitions, descriptions and instructions
20. Job application materials

Course Requirements

1. Read assigned text.
2. Complete all assignments on time.
3. Attend classes.
4. Participate actively in classroom discussion.
5. Participate in group assignments, both in the classroom and out of class.

Student Evaluation and Grading

Each written assignment, including weekly assignments, will earn a letter grade based on format, content and grammar/usage. Oral presentations will earn a letter grade based upon organization, professionalism, clarity and quality of accompanying slide presentation.

Required Texts

- *Technical Communication, 12th ed.*, by Mike Markel, Bedford St. Martin's (e-text now available)
- *A Pocket Style Manual, 7th ed.*, by Diana Hacker, Bedford St. Martin's

Attendance Policy

Attendance will be taken at the start of each class. Regular attendance will increase a final grade. Habitual unexcused absence may reduce a final grade.

End-of-Course Evaluation

Students complete evaluations for each course attended at SMCC. Evaluations are submitted online and can be accessed through the student portal. Students can access the course evaluations beginning one week before the end of classes. The deadline for submission of evaluations occurs Monday at 5 p.m. following the last day of the class. You will receive an e-mail to your student e-mail account when course evaluations are available.

ADA Syllabus Statement

Southern Maine Community College is an equal opportunity/affirmative action institution and employer. For more information, please call (207) 741-5798. If you have a disabling condition and wish to request accommodations in order to have reasonable access to the programs and services offered by SMCC, you must register with the Disability Services Coordinator, Sandra Lynham, who can be reached at 741-5923. Further information about services for students with disabilities and the accommodation process is available upon request at this number. Course policies about online testing are modified to suit each individual's accommodations.

SMCC Pay-for-Print Policy

Each semester students receive a $20 printing credit. The balance resets at the end of the semester and any remaining credits are removed. The College's pay-for-print system monitors printing on all printers (including those in general access labs, library printers, Tutoring Services, Campus Center Lounge and technology labs). Be sure to log OUT of the system when you've

finished your printing, to prevent unauthorized access to your account. Students can check the number of pages they have printed by using the Printing Balance tool available on SMCC computers (located in the lower right corner of the screen, near the clock). Departments with work study students who need to print documents for the department should contact the Help Desk at 741-5696 to have a special account set up. To find ways to reduce your printing charges, please go to the IT Help tab on My SMCC. If you have questions about the pay-for-printing policy or your printing charges, please contact the Help Desk at 741-5696 or send an e-mail to helpdesk@smccme.edu.

Refunds

Print jobs are eligible for a refund in the event of mechanical or electronic error on the part of the printer, print server, or software used to submit the job. Jobs are not eligible for a refund in cases where the job was not set up correctly, was submitted multiple times, or the student is not satisfied with the result. To request a refund, please bring the offending print to the IT Department in the basement of the Ross Technology Center. Refunds will be granted in the form of a credit to the student's account.

Add-Drop Policy

Students who drop a course during the one-week "add/drop" period in the fall and spring semesters and the first three days of summer sessions receive a 100% refund of the tuition and associated fees for that course. Please note any course that meets for less than the traditional semester length, i.e., 15 weeks, has a pro-rated add/drop period. There is no refund for non-attendance.

Withdrawal Policy

A student may withdraw from a course only during the semester in which s/he is registered for that course. The withdrawal period is the second through twelfth week of the Fall and Spring semesters and the second through ninth week of twelve-week Summer courses. This period is pro-rated for shorter-length courses, usually 75 percent of course meeting times; please check with the Registration Office. To withdraw from a course, a student must complete and submit the appropriate course withdrawal form, available at the Registration Office. This process must be completed either in person or by using SMCC e-mail accounts.

Plagiarism Statement

If an instructor suspects that a student has knowingly committed a violation defined in the Maine Community College System Policy on Student Grade Appeals and Academic Misconduct,

the instructor has the authority to review the alleged misconduct and determine the grade that the student should receive for the assignment and the course. The instructor may assign a failing grade for the assignment or course and may require the student to complete additional work for the course. The instructor may consult with the department chair and/or the College's chief academic officer prior to making such decisions. If a student seeks to challenge an instructor's determination, the student should submit a grade appeal. Grade appeal forms are available in the Advising Office on the South Portland Campus or in the administrative offices in the Learning Commons on the Midcoast Campus. An instructor may also refer the matter to the College's disciplinary officer for review under the procedures of the MCCS Student Code of Conduct.