SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: Technical Communication

CODE NO. : CMM210-3 **SEMESTER:** Winter

PROGRAM: Engineering Technology and Natural Environment programs

AUTHOR: Language and Communication Department

DATE: Jan. 2010 **PREVIOUS OUTLINE DATED:** June 2009

APPROVED: "Angelique Lemay" Dec/09

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CHAIR, COMMUNITY SERVICES **DATE**

TOTAL CREDITS: 3

PREREQUISITE(S): CMM110/CMM115

HOURS/WEEK: 3

COURSE NAME **CODE #**

I.   COURSE DESCRIPTION:

This course provides training in technical communication.   Emphasis is given to technical language in the preparation of workplace documents such as informal reports, memos, letters, technical instructions, an employment package and a research/formal report. Oral reporting and its importance on the job are also included.   Document design, database and internet research are essential components of this course.

TIME FRAME

Technical Reporting CMM210 involves three periods per week for the semester. Students are expected to attend class and to participate in class activities.

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

A.   Learning Outcomes:

1. Recognize the needs and expectations of various audience levels.

2. Produce technical documents that are suitable to submit in a work environment and that address an identified audience and purpose.

3. Prepare technical documents using research with documented sources.

4. Produce an employment package.

5. Deliver a well-organized oral report with effective visuals.

B.   Learning Outcomes and Elements of the Performance:

Upon successful completion of this course, students will demonstrate the ability to:

1. Recognize the needs and expectations of various audience levels.

Potential elements of the performance:
- Explain the principles of organization
- Identify some common barriers to effective communication
- Assess the audience's needs and characteristics
- Identify the most effective form of communication
- Anticipate audience response

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE: (continued)

2. Produce technical documents that are suitable to submit in a work environment and address an identified audience and purpose.

Potential elements of the performance:
- Identify the audience and purpose for the document
- Identify the uses and types of technical documents
- Determine the most suitable format for presenting technical information
- Create accurate and specific documents using various formats
- Use active and passive voice and other emphatic techniques
- Incorporate effective graphics into documents
- Use effective document design techniques
- Use research and documentation as support in documents
- Use appropriate technical language and style
- Proofread and edit all work

3. Prepare technical documents using research with documented sources (A.P.A.).

Potential elements of the performance:
- Identify the use, format, and content of all components of the formal report
- Produce an accurate, coherent abstract/executive summary
- Formulate effective introductory summary/problem statements
- Draw accurate, supported, logical conclusions and recommendations
- Identify the nature of the information to be researched
- Investigate and use appropriate sources to support the document's purpose
- Distinguish primary and secondary sources
- Evaluate bias
- Incorporate appropriate graphics
- Credit sources by using a suitable documentation format (A.P.A.)
- Use document design techniques and A.P.A. style to format a research report
- Adjust and proofread content for completeness, logic, accuracy
- Edit work for correctness

4. Produce an employment package.

Potential elements of the performance:
- Summarize skills, knowledge, and experience
- Develop a resume that best presents abilities
- Use document design techniques for a professional appearance
- Write a concise, accurate, organized, effective cover letter

COURSE NAME   **CODE #**

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE (Continued):

5.   Deliver a well-organized oral report with effective visuals.

Potential elements of the Performance:
- Analyze the audience and the purpose of the presentation
- Gather and organize relevant material
- Determine how to present the material in the most effective manner
- Anticipate and recognize typical audience responses
- Produce effective visual aids
- Rehearse and adapt the presentation
- Use techniques of effective speech
- Deliver a well-organized oral presentation individually or collaboratively

III.   TOPICS:

Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.

1.   Principles of Communication
2.   Language and Style in Technical Documents
3.   Objectivity in Technical Communication
4.   Letters, Memos, and Emails
5.   Informal Reports
6.   Employment Package
7.   Oral Report
8.   Graphics and Document Design
9.   The Formal Report
10. Research and Documentation

IV.   REQUIRED RESOURCES / TEXTS / MATERIALS:

1.   *Workplace Communication Process and Product* (2006) by Sharon J. Gerson & Steven M. Gerson. Pearson Prentice-Hall publisher

2.   Language and Communication Guidelines (provided)

3.   *Cites & Sources-A Documentation Guide* (from semester 1; optional – at professor's discretion)

V.   EVALUATION PROCESS / GRADING SYSTEM

MAJOR ASSIGNMENTS AND TESTING:
Students will be assessed on the basis of their short technical assignments, oral presentation, job application package, and formal report and/or report exam.
(Refer also to the Language and Communication Guidelines)

The professor will announce which assignments and tests will be completed in class under test conditions (minimum of 20%):

COURSE NAME   **CODE #**

V.   EVALUATION PROCESS / GRADING SYSTEM (continued):

1.   Students will write a minimum of five short assignments such as:

      a.   Proposal/feasibility report
      b.   Accident/incident/occurrence report
      c.   Technical instructions or description
      d.   Field/trip report   **55%**
      e.   Investigation/evaluation report
      f.   Progress/periodic report
      g.   Lab report
      h.   Problem analysis/recommendation report
      i.   Email messages/memo, or letter

2.   Oral presentation   **10%**

3.   Employment package   **10%**

4.   Students must write and submit **<u>one</u>** of the following:

      a) A Formal Report   **25%**
or
      b) an exam (if required by the program area)
                                            TOTAL   100%

Notes:

1.   Marking schemes for assignments will vary from professor to professor and from assignment to assignment. This flexibility recognizes that professors need to vary their approaches as they assist students with differing levels of competence to meet the course outcomes and to respond to various program areas.

2.   Professors will deduct marks for any grammar and fundamental errors in final submissions.

3.   At the professor's discretion, some assignments may be required to be completed in-class only.

4.   Sault College subscribes to "Safe Assign" for purposes of academic honesty.

V.   EVALUATION PROCESS / GRADING SYSTEM (continued):

The following letter grades will be assigned in accordance with college policy and the Language and Communication Department Guidelines:

Grade	Definition	Grade Point Equivalent
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00

CR (Credit)	Credit for diploma requirements has been awarded.
S	Satisfactory achievement in field /clinical placement or non-graded subject area.
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

Note A: For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

It is also important to note, that the minimum overall GPA required to graduate from a Sault College program remains 2.0.

Note B: Midterm Grades
- S   Satisfactory
- U   Unsatisfactory
- F   Fail

VI.   SPECIAL NOTES:

Course Outline Amendments:
The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Retention of Course Outlines:
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Prior Learning Assessment**:**
Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

Substitute course information is available in the Registrar's office.

Disability Services:
If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Communication:
The College considers *WebCT/LMS* as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the *Learning Management System* communication tool. (if applicable)

Plagiarism:
Students should refer to the definition of "academic dishonesty" in *Student Code of Conduct*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may:
(i) issue a verbal reprimand,
(ii) make an assignment of a lower grade with explanation,
(iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade "C",
(iv) make an automatic assignment of a failing grade,
(v) recommend to the Chair dismissal from the course with the assignment of a failing grade.
In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Student Portal:
The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations. Announcements, news, the academic calendar of events, class cancellations, your learning management system (LMS), and much more are also accessible through the student portal. Go to.

Electronic Devices in the Classroom:
Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

Attendance:
Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.