SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

SAULT COLLEGE

COURSE OUTLINE

COURSE TITLE:	Technical Communication
CODE NO. :	CMM210-3 **SEMESTER:** F15/W16
PROGRAM:	Engineering Technology and Natural Environment programs
AUTHOR:	Language and Communication Department
DATE:	June 2015 **PREVIOUS OUTLINE DATED:** June 2014
APPROVED:	"Angelique Lemay" June 2015
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	DEAN **DATE**
TOTAL CREDITS:	3
PREREQUISITE(S):	CMM115/CMM110/CMM120
HOURS/WEEK:	3

I.   COURSE DESCRIPTION:

This course provides skill development 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.

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

A.   Learning Outcomes:

1. Recognize the needs and expectations of various audiences.

2. Produce effective, coherent, grammatically correct technical documents suitable for a work environment and that address an identified audience and purpose.

3. Prepare technical documents using research with referenced 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 audiences.

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

2. Produce effective, coherent, grammatically correct technical documents suitable for a work environment and that address an identified audience and purpose.

Potential elements of the performance:
*   Identify the audience and purpose for the communication
*   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 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/purpose
- 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, effective, labeled graphics/illustrations
- 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 a well-designed 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

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 techniques 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. Meeting agenda and minutes (specifically for Civil & Construction Engineering)

6. Informal Reports
7. Employment Package
8. Oral Report
9. Graphics and Document Design
10. The Formal Report
11. Research and Documentation

IV.   REQUIRED RESOURCES / TEXTS / MATERIALS:

Required (from Level 1 CMM course):
1. Haig, J., MacMillan, V., & Raikes, G. (2014). *Cites & sources: An APA documentation guide* (4th ed.).Toronto: Nelson Education Ltd.

Recommended (do not purchase until advised to do so by professor):
2. Pfeiffer, W. S. (2011). *Pocket guide to technical communication* (5th ed.). Toronto: Pearson Education.   (print-based and e-text available)

Additional (provided on D2L - learning system):
3. Resources provided by the professor

4. Language and Communication Guidelines

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%):

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

   a. Correspondence: Memos, letters, e-mail messages
   b. Accident/incident/occurrence report
   c. Technical instructions or description
   d. Field/trip report   **55%**
   e. Investigation/evaluation report
   f. Progress/periodic report
   g. Proposal/feasibility report
   h. Lab report
   i. Problem analysis/recommendation report
   j. Meeting announcement, agenda, minutes

2. Oral presentation   **10%**

3. Employment package   **10%**

4. Formal Research Report (for programs with Co-op & most others)   **25%**

                                                        TOTAL   100%

Notes:

1. Professors will deduct marks for grammar and fundamental errors in final submissions.
2. At the professor's discretion, some assignments may be required to be completed in-class only.
3. For Civil Engineering the Formal Research Report will be submitted to the L&C professor as well as to the program's Co-op report evaluator.
4. The evaluation process/grading system and marking schemes for assignments may vary from professor to professor and from assignment to assignment. This flexibility recognizes that professors need to vary their approaches in order to assist students of differing skill levels meet the learning outcomes of the course and in response to program areas.

The following semester grades will be assigned to students:

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.

If a faculty member determines that a student is at risk of not being academically successful, the faculty member may confidentially provide that student's name to Student Services in an effort to help with the student's success. Students wishing to restrict the sharing of such information should make their wishes known to the coordinator or faculty member.

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 in order to graduate from a Sault College program remains 2.0.

VI.   SPECIAL NOTES:

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.

Academic Dishonesty:
Students should refer to the definition of "academic dishonesty" in *Student Code of Conduct*. The professor/instructor may impose one or more of the following College sanctions: letter of warning, temporary dismissal, letter of probation/sanction, restitution, and/or 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.

Prior Learning Assessment:
Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the Program Support Officer, Community Services Programs, in E2217, or the Coordinator, Language & Communication, in E2207. Students will be required to provide an unofficial transcript and course outline related to the course.

Please refer to the Student Academic Calendar of Events for the deadline to apply. Credit for prior learning may also be given upon successful completion of a challenge exam or portfolio. Substitute course information is available in the Registrar's office.

VII.   COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located in D2L and on the portal form part of this course outline.