



**WR 227: Technical Communication**  
**Instructor Lucette Wood**  
**English Department**  
Winter Term 2014; CRN: 30826

**Office Location:** SSH 208

**Voice Mail:** 917-4620

**Class Time & Location:** MW 2:00-2:50 in IA-232

**Moodle Homepage:** <http://elearning.linnbenton.edu/>

**Office Hrs:** M & W 1:00-2:00 & by appointment

**E-mail:** [lucette.wood.2868@mail.linnbenton.edu](mailto:lucette.wood.2868@mail.linnbenton.edu)

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**WELCOME TO WR227:** Technical writers have a tremendous impact on the workplace -- as producers, translators and innovators. This class will give you experience in communicating your ideas precisely, clearly and efficiently, an essential skill in technical writing. To view the objectives and outcomes of WR227 follow the links from the English Department homepage:  
<http://cf.linnbenton.edu/depts/english>.

**Required Materials:**

- Lannon, John M. *Technical Communication* 12<sup>th</sup> ed. NY: Pearson Longman, 2010. Available at LBCC's Bookstore, Main Campus, phone (541) 917-4950. [LBCC Bookstore](#) .

*NOTE: This REQUIRED textbook is an essential part of our class. It discusses writing strategies for technical writing and provides helpful models for all writing assignments. Lannon has developed online resources (including study guides for each chapter and online chapter quizzes). Check these out at: <http://www.ablongman.com/lannonweb> Another great resource is Exercise Central, an online interactive editing resource, at [www.ablongman.com/exercisecentral](http://www.ablongman.com/exercisecentral)*

- Grammar handbook will be a useful reference for you this term. You will also be directed to useful grammar guides online.
- Email address is required. If you do not already have one, you may register for a free account using LBCC's RoadRunner Mail. You can open an e-mail account free through LBCC at: <http://www.linnbenton.edu/go/roadrunner-mail>

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Students who have emergency medical information the instructor should know of, or who might need special arrangements in the event of an evacuation, or students with documented disabilities who have special needs, should make an appointment with the instructor no later than the first week of the term. If additional assistance is required, the student should contact LBCC's Office of Disability Services at 917-4789.

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***LBCC prohibits unlawful discrimination based on race, color, religion, ethnicity, use of native language, national origin, sex, sexual orientation, marital status, disability, veteran status, age, or any other status protected under applicable federal, state, or local laws.***

**Student Decorum Statement:** Because college coursework and professional correspondence require focused study and open exchange of ideas, the Department expects the classroom to be a place of courteous interaction, a forum for demonstrating mutual respect between teachers and students. Professional communication requires all of us to listen carefully to each other (whether we agree or not) and to state our positions with clarity and our disagreements with tact. Standards for academic courtesy apply to group work, on-line interaction, and student-teacher conferences as well.

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### **Skills Needed to Be Successful in this Class.**

- **Technical skills:** Are you reasonably comfortable using word processing, e-mail and the Internet? Are you willing to learn our course software (a web-based program) so that you can 'post' your work, take tests, and 'talk' to classmates and your instructor about the class?
  - **Communicating skills:** Recognizing this class is designed to improve your current writing and communicating skills, do you like to learn from reading and writing?
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### **Course Requirements:**

- I. **Participation:** You will be asked to participate in weekly activities in class to practice concepts you will be learning. Your participation in these activities and your record of attendance will raise or lower your participation grade.
  - II. **Usability Reviews:** Usability review workshops are a time for you to get helpful feedback from your colleagues. To complete this activity, you will post and reply to drafts of assignments in our online course. These workshops are designed to develop your growing audience awareness, helping you understand not only how your writing sounds to others but also how it affects or fails to affect others.
  - III. **Projects:** In **Unit 1**, you will prepare a definition of a technical object and write a set of instructions. In **Unit 2** you will write a research report, a proposal, an article summary, and prepare survey and interview questions. In **Unit 3**, you will prepare a formal problem-solving technical report. You may preview the assignments by following the links. The criteria by which you will be evaluated and a model of each assignment will be available from the unit pages. Assignments are designed to gradually increase in difficulty and assigned length. Assignments points are given in the grade book within Moodle.
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**Criteria for Grading:** This course is graded on a point scale. You can earn an 'A' with 90-100% of total points, a 'B' with 80-89%, etc. Your assignments will earn points based on the:

- quality and organization of your ideas,
- clarity and conciseness of your writing,
- appropriateness of your tone and format,
- usefulness of your graphics,
- care of your proofreading, and
- timeliness of the assignment and ability to follow assignment guidelines.

You will find the specific point values for each assignment in our course grade book. Please use this to keep track of your points.

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### **Course Policies:**

- **Email:** Please email questions directly to [lucette.wood.2868@mail.linnbenton.edu](mailto:lucette.wood.2868@mail.linnbenton.edu). In your email, please place your name, WR227, and the topic of the message in the subject line of the email. This information will also help me identify the nature of your request and reply more quickly. Please allow 24 hours during business days (Monday through Friday) for a response.

- **Assignment Submission:** Please see the Weekly Schedule for these instructions. Post rough drafts in the Discussion Forums within Moodle, and email final assignments to directly to your instructor at [lucette.wood.2868@mail.linnbenton.edu](mailto:lucette.wood.2868@mail.linnbenton.edu) or bring hard copies the day they are due.

All assignments must be compatible with Word or saved as RTF (rich text format). All report drafts must follow work-place conventions and standards of professionalism. **All incomplete or late first versions will result in a letter grade being deducted from the final report.** Please keep a copy of every paper you submit.

- **Attendance:** I will take attendance weekly, and your attendance counts for your participation grade. If you attend regularly, contribute to class discussion, and don't distract from the learning environment, you will receive full participation credit. If you are absent due to illness or a verifiable emergency, you must contact me within 24 hours to make further arrangements. You may or may not be able to make up the participation points.
- **Late Work:** Our classroom standards reflect workplace standards; a due date is a deadline and you don't miss deadlines without informing your supervisor of your progress on the report in advance. If you feel circumstances are working against you, you may make arrangements for an extension **PRIOR TO THE DEADLINE**. Late work will lose 10% automatically and may suffer additional penalties. If any late assignments are turned in after Week 9, I cannot guarantee that I'll be able to read them for a grade before the end of the term.
- **Plagiarism:** Do your own work! Using someone else's work as your own or using information or ideas without proper citations can lead to your failing the assignment or the class. Bibliographies (called "Works Cited" in MLA or References in APA) and in-text citations are required whenever you use outside sources, including the Internet. Depending on the severity of the plagiarism, the student may be subject to administrative action. If you have any questions as to what constitutes plagiarism, please ask.

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## Resources:

- **The Writing Center:** While enrolled in Writing 227, you are encouraged to seek extra help at the Writing Center (917-4684), located on the second floor of Willamette Hall, in the Learning Resource Center above the Library. If needed, they will also be able to direct you to the ESOL lab for additional support. Visit their website at <http://www.linnbenton.edu/go/learning-center/writing-help> for their term hours. *The Online Writing Lab is also available to submit writing electronically for feedback. Follow the link to the Writing Center homepage. You are encouraged to seek help early in the term. This is a free service to all LB students.*
- **Computer Lab Resources:** You may use either LRC 213 or Forum 204 as a drop-in computer lab whenever classes are not scheduled and space is available.
- **Library Information:** The LB library homepage can be found by following the links from: <http://lib.linnbenton.edu/library/portal2.html>. The site provides library hours, an online catalogue, as well as many helpful research databases, including AcademicOne, Electric Library, Facts on File, NetLibrary, Oregonian, Well Street Journal, and other periodical indexes. We will be discussing these further as we approach the final unit of the course.

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**LETS WORK TOGETHER!** Developing technical writing skills for effective individual and team work means a great deal of thoughtful effort on your part. Your commitment will enhance your results in class and in your future employment. Email me or visit during office hours to discuss an assignment or your progress at any point in the term. I look forward to working with each of you this term. Let me know what I can do to make this a successful learning experience for you!

## WEEKLY SCHEDULE:

**IMPORTANT:** Each week you are expected to complete the weekly assignments. In addition, you may be asked to participate in the online Discussion Forums within our Moodle course. Look for the required activities in the third column below. This is where you will find the weekly assignment due dates. This schedule is tentative and may be changed at any time.

**All Assignment Sheets (with samples and the criteria you will be graded on) and Discussion Forums can be found in the corresponding weeks within Moodle.**

### UNIT 1 ASSIGNMENTS

<p><b>Week 1: Jan. 6 &amp; 8</b></p> <p>This first week introduces the principles of technical writing, with emphasis on the importance of audience. Practice moving from a subjective perspective to an objective writing style and consider what information is essential for the audience. Remember technical writing is to be <u>used</u>; it is writing for a specific audience and purpose.</p> <p>We will work on the Technical Description assignment, describing and defining a tool or object with precision. Plan for a lot of reading this week.</p>	<p><b>Readings for Week 1:</b></p> <ul style="list-style-type: none"> <li>▪ SKIM: Chapter 1.</li> <li>▪ READ: Chap 19 Technical Definitions (pages 435-436, and SKIM the remaining chap.)</li> <li>▪ READ: Chap 20 Technical Descriptions</li> </ul> <p><b>Work on this week:</b></p> <ul style="list-style-type: none"> <li>▪ Enter into Moodle &amp; orient to course material.</li> <li>▪ Prepare a rough draft of the Technical Description report. (<i>Note: Do not confuse a description of an object and its parts with a set of instructions for completing a task. Follow the operating description on pg. 462 for the process description</i>)</li> </ul>	<p><b>Due Wednesday, Jan. 8:</b></p> <ul style="list-style-type: none"> <li>▪ Enter Moodle &amp; orient to course material. Start at <a href="http://elearning.linnbenton.edu">http://elearning.linnbenton.edu</a> Your login name is your XO# (or 9# if you are dual enrolled) and your temporary password is your birthday (MMDDYY). Be sure to change your password in the profile settings once you have entered the course.</li> </ul> <p><i>You should be logged into our Moodle course no later than the end of Week 1. If you are having problems accessing this course, please ask for help.</i></p>
<p><b>Week 2: Jan. 13 &amp; 15</b></p> <p>During Week 2, you'll revise and complete the Technical Description and design a set of instructions for using some kind of a tool or process.</p> <p>Focus on the needs of your reader and use appropriate graphics and careful use of organization and format.</p>	<p><b>Readings for Week 2:</b></p> <ul style="list-style-type: none"> <li>▪ READ: Chap 21 Instructions</li> <li>▪ REVIEW: Chap 12 Designing Visuals (pages 271-277)</li> </ul> <p><b>Work on this week:</b></p> <ul style="list-style-type: none"> <li>▪ Giving feedback to other students on their drafts and finalizing the Technical Description</li> <li>▪ Reviewing the Instructions chapter, choosing a task for the assignment, and preparing a rough draft.</li> </ul>	<p><b>Due Monday, Jan. 13, at midnight:</b></p> <ul style="list-style-type: none"> <li>▪ Rough draft of the <a href="#">Technical Description</a> report due to be posted in the Forum within Moodle.</li> </ul> <p><b>Due Wed., Jan. 15, by midnight:</b></p> <ul style="list-style-type: none"> <li>▪ <a href="#">Class Discussion</a> (Review two Technical Description rough drafts posted)</li> </ul> <p><b>Due Fri., Jan. 17, at midnight:</b></p> <ul style="list-style-type: none"> <li>▪ Final draft of <a href="#">Technical Description</a> due to be emailed to your instructor, not posted within Moodle.</li> </ul>

<p><b>Week 3: Jan. 22</b>  <i>Linn-Benton is closed Jan. 20 for the Martin Luther King, Jr. Holiday.</i>          During Week 3, your emphasis will turn to revising your final Instructions to ensure absolute clarity of document design and ease of readability.          You'll also preview the final report (the major project for our class). You will choose to write either a formal analytical report or an expanded proposal. You need to have a topic and will be assigned partners by the end of this week. You will also read about how to work effectively in a Team situation.</p>	<p><b>Readings for Week 3:</b></p> <ul style="list-style-type: none"> <li>▪ READ Chap 23 Analytical Reports (pages 537-560)</li> <li>▪ READ Chapter 2.</li> </ul> <p><b>Work on this week:</b></p> <ul style="list-style-type: none"> <li>▪ Revising and preparing a final draft of the Instructions Report</li> <li>▪ Reviewing the Final Report Assignment AND the Assignment Guidelines for your Final Report. Also preview the Model Student Proposals</li> <li>▪ Brainstorming ideas for the final report and partner(s).</li> </ul>	<p><b>Due Friday, Jan. 24, by midnight:</b></p> <ul style="list-style-type: none"> <li>▪ Rough draft of <a href="#">Instructions</a> due (without visuals is fine for the rough draft) to be posted in the Forum within Moodle.</li> </ul>
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## UNIT 2 ASSIGNMENTS

<p><b>Week 4: Jan. 27 &amp; 29</b>          In Unit 2, we move into the cumulative project for the term. You will work to flesh out your topic this week and prepare a research proposal for the report. This presents your plan for accomplishing the project. We will cover strategies for writing a research proposal and planning the research process.           You will be searching for both traditional library and online sources. Work to collect your secondary research now so you are ready to move toward drafting as we progress.</p>	<p><b>Readings for Week 4:</b></p> <ul style="list-style-type: none"> <li>▪ REVIEW: Chap. 5 Working in Teams</li> <li>▪ READ: Chap 24 Proposals (Research Proposal, pages 586-589)</li> <li>▪ READ: Chap 7 Research Process (pages 122-139)</li> <li>▪ READ: Gantt and PERT Charts (pages 268-269)</li> </ul> <p><b>Work on this week:</b></p> <ul style="list-style-type: none"> <li>▪ Beginning research and the Research Proposal assignment.</li> </ul>	<p><b>Due Monday, Jan. 27, at midnight:</b></p> <ul style="list-style-type: none"> <li>▪ <a href="#">Class Discussion</a> (Review two Technical Instruction rough drafts posted within Moodle)</li> </ul> <p><b>Due Friday, Jan. 31, at midnight:</b></p> <ul style="list-style-type: none"> <li>▪ Final draft <a href="#">Instructions</a> due to be emailed to your instructor, not posted within Moodle.</li> </ul> <p><i>There are no required posts in our Class Discussion Forum this week. Use this time to meet with your group and clarify your topic and scope.</i></p>
<p><b>Week 5: Feb. 3 &amp; 5</b>          This week you will read about collecting primary research and will begin drafting a survey and interview questions. As a group, prepare a rough draft of both the interview questions and the survey (even if you choose not to conduct the interview or the survey). Choose a documentation style that fits the discipline of your report.</p>	<p><b>Readings for Week 5:</b></p> <ul style="list-style-type: none"> <li>▪ READ: Chap 7 'Exploring Primary Sources' (pages 139-149)</li> </ul> <p><b>Work on this week:</b></p> <ul style="list-style-type: none"> <li>▪ Finalize Research Proposal</li> <li>▪ Schedule any primary contacts and contact your instructor to authorize your materials.</li> </ul>	<p><b>Due Friday, Feb. 7, by midnight:</b></p> <ul style="list-style-type: none"> <li>▪ <a href="#">Research Proposal</a> due (one per group) to be emailed directly to your instructor. This assignment will be submitted in final form, without a rough draft review.</li> </ul>

<p><b>Week 6: Feb. 10 &amp; 12</b> Continue to collect both primary and secondary sources and record and summarize your findings. You will prepare a summary of an article of your choosing—that is relevant to your project—and review paraphrasing, summarizing, quoting, and documenting skills.</p> <p><i>*If you plan to use the survey, please get my authorization in class before you administer it.</i></p>	<p><b>Readings for Week 6:</b></p> <ul style="list-style-type: none"> <li>▪ READ Chap 9: Summarizing Information</li> <li>▪ SKIM: Appendix A Quick Guide to Documentation (review documentation style of choice)</li> </ul> <p><b>Work on this week:</b></p> <ul style="list-style-type: none"> <li>▪ Look ahead to section rough draft. Review Model Section Draft with Citations and the Final Report Assignment</li> <li>▪ Finalizing primary and secondary research</li> </ul>	<p><b>Due Wednesday, Feb. 12, by class:</b></p> <ul style="list-style-type: none"> <li>▪ Rough drafts of <a href="#">Survey and Interview</a> due. Please bring 3 copies per group to class for review.</li> </ul> <p><b>Due Friday, Feb. 14, by midnight:</b></p> <ul style="list-style-type: none"> <li>▪ Final <a href="#">Survey and Interview</a> (one per group) due to be emailed to your instructor, not posted within Moodle.</li> </ul>
<p><b>Week 7: Feb. 19</b> <i>Linn-Benton is closed Feb. 17 for the Presidents' Day Holiday.</i></p> <p>This week your goal is to move from researching to drafting. You will organize your primary and secondary research, work to interpret your findings, and begin to draft out one section of your report. Finally, work on revising skills for fluency and precise wording.</p>	<p><b>Readings for Week 7:</b></p> <ul style="list-style-type: none"> <li>▪ READ Chap 8 Interpreting Information</li> <li>▪ REVIEW Chap 11</li> </ul> <p><b>Work on this week:</b></p> <ul style="list-style-type: none"> <li>▪ Reviewing the Final Report Assignment Guidelines.</li> <li>▪ Preparing one section of your report</li> </ul>	
<p><b>Week 8: Feb. 24 &amp; 26</b> We will review resources to use in organizing your draft (Chapter 12), and how to integrate page layout in your draft (Chapter 15).</p> <p>The feedback provided by your peer reviewers will be crucial in this beginning stage of the drafting process. By the end of this week, your goal is to finalize one section of your report.</p>	<p><b>Readings for Week 8:</b></p> <ul style="list-style-type: none"> <li>▪ READ Chap 10 Organizing for Readers.</li> <li>▪ REVIEW: Chap 12 Designing Visuals</li> <li>▪ SKIM Chap 13 Designing Pages and Documents (pages 297-324)</li> </ul> <p><b>Work on this week:</b></p> <ul style="list-style-type: none"> <li>▪ Revising and finalizing the Section Draft</li> <li>▪ Preparing a rough draft of the entire report.</li> </ul>	<p><b>Due Wed., Feb. 26, by midnight:</b></p> <ul style="list-style-type: none"> <li>▪ <a href="#">Section Rough Draft</a> (one per person) due to be posted online within the Forum in Moodle.</li> </ul> <p><b>Due Friday, Feb. 28, by midnight:</b></p> <ul style="list-style-type: none"> <li>▪ <a href="#">Class Discussion</a> (Review two Section rough drafts posted within Moodle. Please review your teammate's sections, unless they are not posted; if unavailable, please review two other classmate's sections.)</li> </ul>
<p><b>Week 9: Mar. 3 &amp; 5</b> Your goal this week is to compile a rough draft of the complete report, with all sections, the introduction, and conclusion and recommendation. You will also be reviewing the required prefacing and supplementing elements of the report.</p>	<p><b>Readings for Week 9:</b></p> <ul style="list-style-type: none"> <li>▪ REVIEW Chap 2</li> <li>▪ READ Chap 3</li> <li>▪ READ Chap 23 Front Matter and End Matter in Long Documents (pages 560-579)</li> </ul> <p><b>Work on this week:</b></p> <ul style="list-style-type: none"> <li>▪ Preparing a rough draft of the entire report.</li> </ul>	<p><b>Due Wed., Mar. 5, at midnight:</b></p> <ul style="list-style-type: none"> <li>▪ <a href="#">Section Final Draft</a> (one per person) due to be emailed to your instructor. You will not be posting this within Moodle.</li> </ul> <p><b>**All remaining late work is due Week 9.</b></p>



<p><b>Week 10: Mar. 10 &amp; 12</b></p> <p>This week you will prepare the final document with supplements to finalize your report and will deliver a brief of your findings and conclusions to the class.</p> <p>You will submit your final report this week. There is no other final exam for the course.</p>	<p><b>Readings for Week 10:</b></p> <ul style="list-style-type: none"> <li>▪ REVIEW Chap 25 Oral Presentations</li> </ul> <p><b>Work on this week:</b></p> <ul style="list-style-type: none"> <li>▪ Finalizing the final report</li> <li>▪ Preparing your Oral Briefing</li> </ul>	<p><b>Due Monday, Mar. 10, or Wed., Mar. 12, by class time:</b></p> <ul style="list-style-type: none"> <li>▪ <a href="#">Oral Briefing</a> will be scheduled and delivered during class this week, on Monday or Wednesday. I will let you know which day you will present.</li> </ul>
<p><b>Week 11: Finals</b></p> <p>You will submit your final report during finals week, but we will not be meeting. There is no other final exam for the course.</p>		<p><b>Due by Monday, Mar. 17, at midnight:</b></p> <ul style="list-style-type: none"> <li>▪ <a href="#">Final Report</a> with complete supplements due to be emailed to your instructor. Please send the report in one file, with one email/report sent per group, which includes all team members' emails in the CC line.</li> </ul>

***Congratulations on completing WR227!***