

Course Outline

1. COURSE INFORMATION

Session Offered	Fall 2017	
Course Name	Technical Communication: Concepts and Practices	
Course Code	GENTECH 1CS3	
Date(s) and Time(s) of lectures	C01: MO: 9:30-11:20 AM WE: 8:30-9:20 AM C02: MO: 12:30-2:20 PM TH: 1:30-2:20 PM C03: MO: 2:30-4:20 PM TH: 3:30-4:20 PM	C04: MO: 4:30-6:20 PM WE: 2:30-3:20 PM C05: WE: 11:30-1:20 PM FR: 8:30-9:20 AM C06: WE: 4:30-6:20 PM FR: 8:30-9:20 AM
Program Name	One of the following: Automotive and Vehicle Engineering Technology/ Biotechnology/ Automation Engineering Technology	
Calendar Description	The purpose of this course is to provide students with the foundations of sound technical communication skills, with an emphasis on applying principles of style, structure, and strategy to a variety of documents	
Instructor(s)	Dr. Jennifer Long (Sections: C01, C02, C04, C05)	E-Mail: longjen@mcmaster.ca Office: ETB/204 Office Hours: Mondays 3 – 4:30 PM & by appointment
	Dr. Michael Lutz (Sections: C03 & C06)	E-Mail: lutzmd@mcmaster.ca Office: ETB/209 Office Hours: TBD

2. COURSE SPECIFICS

Course Description	Communication skills are critical to a successful career in engineering and technology. This course introduces students to the unique and varied communication challenges of their profession. Through a combination of lectures, readings, active learning activities and assignments, students are exposed to the types of communication they will engage in as professionals and are given the opportunity to develop their oral and written communication skills, as well as their analytical and teamwork skills. Throughout this course, students will study and apply oral and written communication principles specific to modern technical workplaces and environments.		
Instruction Type	Code	Type	Hours per term
	C	Classroom instruction	39
	L	Laboratory, workshop or fieldwork	
	T	Tutorial	
	DE	Distance education	
	Total Hours		39
Resources	ISBN	Textbook Title &	Author & Publisher

		Edition	
	ISBN: 978-0-13-431083-1	Technical Communication, Seventh Canadian Ed.	Lannon, Klepp and Kelly (Pearson Canada)
	Other Supplies	Source	
	PowerPoint slides and supporting material	All material will be provided via electronic files on the course A2L site	
Prerequisite(s)	Registration in B.Tech. I		
Corequisite(s)	None		
Antirequisite(s)	None		
Departmental Policies	<p>Students must maintain a GPA of 3.5/12 to continue in the program.</p> <p>In order to achieve the required learning objectives, on average, B.Tech. students can expect to do at least 3 hours of “out-of-class” work for every scheduled hour in class. “Out-of-class” work includes reading, research, assignments and preparation for tests and examinations.</p> <p>Where group work is indicated in the course outline, such collaborative work is mandatory.</p> <p>The use of cell phones, iPods, laptops and other personal electronic devices are prohibited from the classroom during the class time, unless the instructor makes an explicit exception.</p> <p>Announcements made in class or placed on Avenue are considered to have been communicated to all students including those individuals that are not in class.</p> <p>Instructor has the right to submit work to software to identify plagiarism.</p>		
Course Specific Policies	<p>1. Weekly Readings: Students are expected to complete assigned textbook readings before class. Keeping up with readings and attending class are vital components of student success. Lectures will cover the assigned materials but not exhaustively; students are responsible for all assigned textbook readings, regardless of depth of coverage offered in class.</p> <p>2. Avenue to Learn: Instructors will post on Avenue to Learn, insofar as feasible, lecture notes and classroom materials; however, some materials presented in the classroom cannot be made available electronically for your “home use.” This course will be using a range of software. Students should be aware that, when they access the electronic components of this course, private information such as first and last names, user names for the McMaster e-mail accounts, and program affiliation may become apparent to all other students in the same course. The available information is dependent on the technology used. Continuation in this course will be deemed consent to this disclosure. If you have any questions or concerns about such disclosure please discuss this with the course instructor. Instructors will also use other software: McMaster e-mail and Avenue to Learn.</p> <p>3. Final Exam <u>Students must take the final exam to pass the course.</u> The final exam consists of two sections: 1) Multiple choice questions of cumulative course content; and 2) Written responses based on lecture content and readings. No aids are allowed.</p> <p>4. Participation Mark</p>		

Participation is not merely attendance; participation involves the quantity and quality of your contributions in class and your engagement during in-class activities and assignments. Come to class prepared to discuss the material, contribute ideas and examples and participate in individual and group activities.

Switching Classes:

You are required to attend the class days/times for the section in which you are registered. It is possible to attend another class day/time occasionally for specific conflicts that are both urgent and important in nature, such as a job interview; however, you must get prior approval from the instructor.

Participation in weeks 10, 11 & 12

Weeks 10, 11, & 12: Students must attend class and take part in all interpersonal skills activities in order to gain credit and marks toward their participation grade and Assignment 4: Interpersonal Skills Workshop. Attending class is not a guarantee of full marks (3 x 5% for a total of 15%). Students will be graded based on their level of participation, involvement in individual and group activities, and their out-of-class assignments which are due within 24 hours of their assignment by the instructor.

If an MSAF is submitted, the following alternative assignment will be substituted as relief for this request:

Write a 5-page formal report concerning best practices surrounding team membership and group work as it applies to Canadian workplaces today. In addition to using our textbook as a resource, students are required to use at least 10 additional sources (i.e. journal articles or books written by academics, or reputable trade publications – do not include *any* information from websites) to support their claims. Reports will be graded on their content, organization and according to best practices in style, format, and design (as outlined in our textbook). If a student misses more than one in-class group work lecture (during weeks 10, 11, or 12), add an additional 5 pages to the length of the report (excluding title page, table of contents, references, or appendices). Therefore, 1 day missed = 5 pages minimum; 2 days missed = 10 pages minimum; 3 days missed = 15 pages minimum. The report must use 12-point font and pages are to be single spaced with 1 inch margins. Be sure to include: title page; table of contents; headers; references; and, appendices (optional). If assigned, this paper is due on December 6th, 2017 to the Dropbox on A2L that will use Turnitin software.

5. Submitting work from other courses

All assignments submitted for grading must be new work. Assignments containing work completed in other courses (previous or concurrent) will not be accepted.

6. Turnitin

This course will be using a web-based service (Turnitin.com) to identify cases of plagiarism. Please see Turnitin Policy under Section 6: Policies. If a student wishes to opt out of Turnitin, then he/she must notify the instructor by the third week of classes, so that alternate arrangements may be made.

Corrupt Files: Any files uploaded to Turnitin or Avenue that the instructor cannot open will be treated as late, regardless of when the instructor attempts to open the file. Make sure your files are not corrupt and are in a file format

	<p>approved by the instructor. A2L does not accept Pages documents from Mac Computers – please submit work as a PDF if using a Mac Computer.</p> <p>7. Late Assignments Assignments are due at the beginning of the class on the date scheduled, unless they are scheduled as in-class assignments. Late assignments will receive a penalty of 5% for each day that the assignment is late, up to a maximum of 25%. Assignments that are more than 5 days late will not be accepted.</p> <p>8. Extra Credit Extra credit assignments are NOT offered in this course. No exceptions made. If there is an extra credit assignment opportunity, it will be the instructor’s initiative and it will be given to ALL students in the class.</p> <p>9. Use of Electronic Equipment in Class Use of ANY electronic equipment in class, including but not limited to, personal computers, mobile phones, pagers, calculators, e-readers, digital voice recorders, audiovisual devices (such as cameras and video cameras), electronic translators, and medical devices require prior instructor approval. Such requests will be reviewed on a case-by-case basis.</p> <p>The use of mobile phones in class is strictly prohibited. Mobile phones should be either turned off or be put on silent mode, while at all times they should remain out of public site. Students who use their computers outside the scope of class will be reported to the appropriate University authorities.</p> <p>10. Communicating with your instructor Please feel free to contact your instructor with questions and/or issues. You may talk to your professor in person during her/his office hours, or arrange an appointment by email. You may also address issues through email. Please use your Avenue email and/or identify your section when sending email inquiries. The instructors will make every effort to respond to email inquiries within 48 hours. Email inquiries sent through your personal email will not be accepted.</p>	
3. SUB TOPIC(S)		
Week 1	Introduction to Course <ul style="list-style-type: none"> • Orientation • What is Technical Communication? 	Buy Textbook @ Bookstore READING: <ul style="list-style-type: none"> • Syllabus
Week 2	Intro to Technical Communication <ul style="list-style-type: none"> • Communication Model • Who is your audience? 	TEXTBOOK READING: <ul style="list-style-type: none"> • Chapters 1 & 2 LAB EXERCISE: <ul style="list-style-type: none"> • Technical Sentences & Paragraphs
Week 3	Organizing & Designing Documents <ul style="list-style-type: none"> • Outlining and sequencing • Page design for the workplace 	TEXTBOOK READING: <ul style="list-style-type: none"> • Chapters 11 & 13 LAB EXERCISE: <ul style="list-style-type: none"> • Microsoft Word Lab I

Week 4	Visual Communication <ul style="list-style-type: none"> • Oral presentations • Presentation progression Pecha Kucha sign-up in 2-hour lecture period	TEXTBOOK READING: <ul style="list-style-type: none"> • Chapter 24 ASSESSMENT: <ul style="list-style-type: none"> • QUIZ 1-LAB-Chapters tested: Ch. 1, 2, 11, & 13
Week 5	Everyday Communication <ul style="list-style-type: none"> • The Action Structure <ul style="list-style-type: none"> ○ Emails ○ Memos ○ Letters Assignment 1: Pecha Kucha Presentation in-class (select students) – 5%	TEXTBOOK READING: <ul style="list-style-type: none"> • Chapter 22 ASSESSMENT: Assignment 2: Routine Workplace Communication - Email 10% Due: 48 hours after lab
Mid-term Recess: October 9 to October 15, 2017		
Week 6	Delivering Bad News <ul style="list-style-type: none"> • Buffer statements • Indirect writing Assignment 1: Pecha Kucha Presentation in-class (select students) – 5%	READING: <ul style="list-style-type: none"> • Reading on A2L Wk 6 Content EXERCISE: <ul style="list-style-type: none"> • Microsoft Excel Lab I
Week 7	Guest Lecture: Know Your Degree <ul style="list-style-type: none"> • Know your degree – Guest lecture, Allan MacKenzie, Mgt. Chair Assignment 1: Pecha Kucha Presentation in-class (select students) – 5%	TEXTBOOK READING: <ul style="list-style-type: none"> • Writing Efficiently - Chapter 3 ASSESSMENT: QUIZ 2-LAB: Chapters tested: 22, 24, & A2L Reading
Week 8	Workplace Communication <ul style="list-style-type: none"> • Proposals • Short reports Assignment 1: Pecha Kucha Presentation in-class (select students) – 5%	TEXTBOOK READING: <ul style="list-style-type: none"> • Chapters 18 & 21 ASSESSMENT: Assignment 3: Routine Workplace Communication - Letter 10% Due: 48 hours after lab
Week 9	Collaboration & Teamwork <ul style="list-style-type: none"> • Collaborating at work: operating in groups • Collaborative writing 	TEXTBOOK READING: <ul style="list-style-type: none"> • Chapter 4 ASSESSMENT: <ul style="list-style-type: none"> • QUIZ 3-LAB: Chapters tested: 3, 18 & 21
Week 10	In-class group work tasks Attendance Mandatory*	READING: <ul style="list-style-type: none"> • Reading on A2L Wk 10 Content ASSESSMENT: Assignment 4: Various activities (total of 5%) <ul style="list-style-type: none"> ○ Quiz Ch. 4 (in-lab 2.5%) ○ Personality Assignment (2.5%)

Week 11	In-class group work tasks Attendance Mandatory*	ASSESSMENT: Assignment 4: Various activities (total of 5%) <ul style="list-style-type: none"> ○ In class activities (2.5%) ○ Conflict Management Assignment (2.5%)
Week 12	In-class group work tasks Attendance Mandatory*	ASSESSMENT: <ul style="list-style-type: none"> ● Assignment 4: Various activities (total of 5%) <ul style="list-style-type: none"> ○ In class activities (2.5%) ○ Group Work Recommendations assignment (2.5%)
Week 13	Exam Review & Course Wrap Up	

Classes end: Wednesday, December 6, 2017

Final examination period: Friday, December 8 to Thursday, December 21, 2017

All examinations MUST be written during the scheduled examination period.

Note that this structure represents a plan and is subject to adjustment term by term.

The instructor and the University reserve the right to modify elements of the course during the term. The University may change the dates and deadlines for any or all courses in extreme circumstances. If either type of modification becomes necessary, reasonable notice and communication with the students will be given with explanation and the opportunity to comment on changes.

4. ASSESSMENT OF LEARNING	Weight
Active Learning (All Weeks) – <i>Individual</i>	15%
Assignment 1: Pecha Kucha Presentation – <i>Individual</i>	5%
Assignment 2: Routine Workplace Communication – Email – <i>Individual</i>	10%
Assignment 3: Routine Workplace Communication – Letter – <i>Individual</i>	10%
Assignment 4: Interpersonal Skills Workshop – <i>Individual</i> (Weeks 10, 11, 12 - 5% per week)	15%
In-Lab Quizzes (3 in total x 5% each) – <i>Individual</i>	15%
Comprehensive Final Exam – <i>Individual</i>	30%
TOTAL	100%

Percentage grades will be converted to letter grades and grade points per the University calendar.

5. LEARNING OUTCOMES

1. Recognize, understand, and recall fundamental technical communication principles and techniques
2. Produce everyday workplace written communications that follow current professional practices
3. Comprehend and apply oral presentation principles and techniques
4. Demonstrate indirect form of writing to deliver unfavourable news in the workplace
5. Recognize and recall essential document design principles and techniques
6. Assess one's own knowledge, competence, and limits as a team member
7. Understand the attributes of effective team organization

6. POLICIES

Anti-Discrimination

The Faculty of Engineering is concerned with ensuring an environment that is free of all discrimination. If there is a problem, individuals are reminded that they should contact the Department Chair, the Sexual Harassment Officer or the Human Rights Consultant, as soon as possible.

http://www.mcmaster.ca/policy/General/HR/Discrimination_Harassment_Sexual_Harassment-Prevention&Response.pdf

Academic Integrity

You are required to exhibit honestly and use ethical behaviour in all aspects of the learning process. Academic credentials you earn are rooted in principles of honesty and academic integrity.

Academic dishonesty is to knowingly act or fail to act in a way that results or could result in unearned academic credit or advantage. This behaviour can result in serious consequences e.g. the grade of zero on an assignment, loss of credit with a notation on the transcript (notation reads: "Grade of F assigned for academic dishonesty"), and/or suspension or expulsion from the university.

It is your responsibility to understand what constitutes academic dishonesty. For information on the various kinds of academic dishonesty please refer to the Academic Integrity Policy, located at: <http://www.mcmaster.ca/policy/Students-AcademicStudies/AcademicIntegrity.pdf>.

The following illustrates only three forms of academic dishonesty:

1. Plagiarism. E.g. the submission of work that is not own or for which other credit has been obtained
 2. Improper collaboration in group work
- Copying or using unauthorized aids in tests and examinations.

Requests for Relief for Missed Academic Term Work (Assignments, Mid-Terms, etc.)

The McMaster Student Absence Form is an on-line self-reporting tool for **Undergraduate Students** to report absences for:

- 1) Relief for missed academic work worth less than 25% of the final grade resulting from medical or personal situations lasting up to three calendar days:
 - Students may submit a maximum of one academic work missed request per term. It is the responsibility of the student to follow up with instructors immediately (within the 3 day period that is specified in the MSAF) regarding the nature of the accommodation. All work due in that time period however can be covered by one MSAF.
 - MSAF cannot be used to meet religious obligation or celebration of an important religious holiday, for that has already been completed or attempted or to apply for relief for any final examination or its equivalent.
- 2) For medical or personal situations lasting more than three calendar days, and/or for missed academic work worth 25% or more of the final grade, and/or for any request for relief in a term where the MSAF has not been used previously in that term:
 - Students must visit their Associate Dean's Office (Faculty Office) and provide supporting documentation.

E-Learning Policy

Consistent with the Bachelor of Technology's policy to utilize e-learning as a complement to traditional classroom instruction, students are expected to obtain appropriate passwords and accounts to access Avenue To Learn for this course. Materials will be posted by class for student download. It is expected that students will avail themselves of these materials prior to class. Students should be aware that, when they access the electronic components of this course, private information such as first and last names, user names for the McMaster e-mail account, and program affiliation may become apparent to all other students in the course. The available information is dependent on the technology used. Continuation in this course will be deemed consent to this disclosure. If you have any questions or concerns about this disclosure please discuss this with the course instructor. Avenue can be accessed via <http://avenue.mcmaster.ca>.

Communications

It is the student's responsibility to:

- Maintain current contact information with the University, including address, phone numbers, and emergency contact information.
- Use the University provided e-mail address or maintain a valid forwarding e-mail address.
- Regularly check the official University communications channels. Official University

communications are considered received if sent by postal mail, by fax, or by e-mail to the student's designated primary e-mail account via their @mcmaster.ca alias.

- Accept that forwarded e-mails may be lost and that e-mail is considered received if sent via the student's @mcmaster.ca alias.
- Check the McMaster/Avenue email and course websites on a regular basis during the term

Turnitin (Optional)

This course will be using a web-based service (Turnitin.com) to reveal plagiarism. Students submit their assignment/work electronically to Turnitin.com where it is checked against the internet, published works and Turnitin's database for similar or identical work. If Turnitin finds similar or identical work that has not been properly cited, a report is sent to the instructor showing the student's work and the original source. The instructor reviews what Turnitin has found and then determines if he/she thinks there is a problem with the work. Students who do not wish to submit their work to Turnitin.com must still submit a copy to the instructor. No penalty will be assigned to a student who does not submit work to Turnitin.com. All submitted work is subject to normal verification that standards of academic integrity have been upheld (e.g., on-line search, etc.). To see the Turnitin.com Policy, please go to

<http://www.mcmaster.ca/academicintegrity/turnitin/students/>

Protection of Privacy Act (FIPPA)

The Freedom of Information and Protection of Privacy Act (FIPPA) applies to universities. Instructors should take care to protect student names, student numbers, grades and all other personal information at all times. For example, the submission and return of assignments and posting of grades must be done in a manner that ensures confidentiality. <http://www.mcmaster.ca/univsec/fippa/fippa.cfm>

Academic Accommodation of Students with Disabilities Policy

Students who require academic accommodation must contact Student Accessibility Services (SAS) to make arrangements with a Program Coordinator. Academic accommodations must be arranged for each term of study. Student Accessibility Services can be contacted by phone 905-525-9140 ext. 28652 or e-mail sas@mcmaster.ca. For further information consult McMaster's policy for Academic Accommodation of Students with Disabilities

<http://www.mcmaster.ca/policy/Students-AcademicStudies/AcademicAccommodation-StudentsWithDisabilities.pdf>

Students must forward a copy of the SAS accommodation to the instructor of each course and to the Program Administrator of the B.Tech. Program immediately upon receipt. If a student with a disability chooses NOT to take advantage of a SAS accommodation and chooses to sit for a regular exam, a petition for relief may not be filed after the examination is complete. <http://sas.mcmaster.ca>

Student Code of Conduct

The Student Code of Conduct (SCC) exists to promote the safety and security of all the students in the McMaster community and to encourage respect for others, their property and the laws of the land. McMaster University is a community which values mutual respect for the rights, responsibilities, dignity and well-being of others. The purpose of the Student Code of Conduct is to outline accepted standards of behavior that are harmonious with the goals and the well-being of the University community, and to define the procedures to be followed when students fail to meet the accepted standards of behavior. All students have the responsibility to familiarize themselves with the University regulations and the conduct expected of them while studying at McMaster University.

<http://judicialaffairs.mcmaster.ca/pdf/SCC.pdf> and <http://www.mcmaster.ca/policy/Students-AcademicStudies/StudentCode.pdf>