

## Course Outline

### 1. COURSE INFORMATION

<b>Session Offered</b>	Winter 2017	
<b>Course Name</b>	Communication Skills II	
<b>Course Code</b>	GENTECH 1CZ3	
<b>Date(s) and Time(s) of lectures</b>	<b>C01:</b> Mo 10:30AM - 12:30PM; We 9:30AM - 10:30AM <b>C02:</b> Mo 2:30PM - 4:30PM; We 3:30PM - 4:30PM <b>C03:</b> Tu 9:30AM - 11:30AM; Th 10:30AM - 11:30AM <b>C04:</b> Tu 12:30PM - 2:20PM; Th 11:30AM - 12:30PM <b>C05:</b> We 12:30PM - 2:30PM; Fr 11:30AM - 12:30PM <b>C06:</b> We 4:30PM - 6:30PM; Fr 1:30PM - 2:30PM <b>C07:</b> Mo 4:30PM - 6:30PM; We 4:30PM - 5:30 PM	
<b>Program Name</b>	One of the following B. Tech. Programs: Automotive and Vehicle Technology/Biotechnology/Process Automation technology	
<b>Calendar Description</b>	The course focuses on inquiry and research skills such as: problem definition, researching underlying issues, and analyzing opposing arguments. Use of university and community resources in research, how to write a technical report, and expressing ideas orally.	
<b>Instructor(s)</b>	Dr. Jennifer Long (Sections: C01, C02, C03, C04)	E-Mail: <a href="mailto:longjen@mcmaster.ca">longjen@mcmaster.ca</a> Office: ETB/204 Office Hours: Mo 1:00PM - 2:30PM; Th 1:00PM – 2:30PM
	Dr. Michael Lutz (Sections: C07)	E-Mail: <a href="mailto:lutzmd@mcmaster.ca">lutzmd@mcmaster.ca</a> Office: ETB/209 Office Hours: We 3:30-4:30
	Dr. John Corr (Sections: C05, C06)	E-Mail: <a href="mailto:corrjp@mcmaster.ca">corrjp@mcmaster.ca</a> Office: ETB/209 Office Hours: We 3:30 - 4:30; F 10:30 - 11:30

### 2. COURSE SPECIFICS

<b>Course Description</b>	<p>Communication skills are critical to a successful career in engineering and technology. This course builds on the learnings of 1CS3 Communication Skills I and prepares students for more advanced communication challenges in the workplace, such as persuasive writing, descriptive writing (including definitions, process analyses, instructions, and manuals), delivering bad news, preparing proposals and writing formal reports.</p> <p>The course places emphasis on the process of research and inquiry in analyzing and investigating technical issues. Students learn how to use</p>
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	library and internet research tools, are introduced to proper research practices, and build critical reading and thinking skills. They practice reporting their findings on formal long-form reports. Students must collaborate in teams to complete oral and written assignments, with a focus on developing group skills throughout the course.		
<b>Instruction Type</b>	<b>Code</b>	<b>Type</b>	<b>Hours per term</b>
	C	Classroom instruction	39
	L	Laboratory, workshop or fieldwork	
	T	Tutorial	
	DE	Distance education	
	<b>Total Hours</b>		<b>39</b>
<b>Resources</b>	<b>ISBN</b>	<b>Textbook Title &amp; Edition</b>	<b>Author &amp; Publisher</b>
	0205991939	Technical Communications, 6 <sup>th</sup> Canadian Edition Plus MyWritingLab 6/E	Lannon, Gurak and Klepp (Pearson Canada)
	<b>Other Supplies</b>	<b>Source</b>	
	n/a	n/a	
<b>Prerequisite(s)</b>	GEN TECH 1CS3 and registration in B.Tech I		
<b>Corequisite(s)</b>	None		
<b>Antirequisite(s)</b>	GEN TECH 1TI3		
<b>Course Specific Policies</b>	<p><b>1. Weekly Readings:</b> 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><b>2. Avenue to Learn:</b> 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.”</p> <p>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><b>3. Workload</b> This course is both reading- and assignment-intensive and requires a significant amount of time outside scheduled class meetings. The final group assignment in particular will require you to devote many hours</p>		

outside of class time. Therefore, you are strongly advised to set aside time daily to deal with the workload of the class.

#### **4. Final Exam**

Students must take the final exam to pass the course. The final exam consists of two parts: 1) Written responses based on lecture content and readings; and 2) a practical case study application of writing skills and techniques. No aids are allowed.

#### **5. Attendance and Participation**

This course is a combination of lectures and interactive learning activities. Class attendance is mandatory. This course involves a considerable amount of in-class collaboration and group work for which absent students cannot be graded.

In addition, 10% of your final grade is based on your in-class participation in active learning activities. 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 co-op job interview – **however you must get prior approval from the instructor.**

#### **6. 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.

#### **7. Turnitin**

This course will be using a web-based service (Turnitin.com) to reveal 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 can not 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 approved by the instructor.

#### **8. 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 10% for each day that the assignment is late, up to a maximum of 50%. Assignments that are more than 5 days late will not be accepted.

	<p><b>9. Extra Credit</b>  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><b>10. Use of Electronic Equipment in Class</b>  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 <b>require prior instructor approval</b>. Such requests will be reviewed on a case-by-case basis.</p> <p>As a general rule, personal computers will NOT be needed in class, except on days for specific assignments, for which the instructor will be providing due notice. The use of personal computers for note taking ONLY is acceptable, BUT such use automatically gives the instructor the authority to closely monitor the use of that computer by the student.</p> <p><b>The use of mobile phones in class is strictly prohibited.</b> 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><b>11. Communicating with your instructor</b>  Please feel free to contact your instructor with questions and/or issues. You may talk to your professor in person during his/her 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 24 - 48 hours. Email inquiries sent through your personal email will not be accepted.</p>
<p><b>Departmental Policies</b></p>	<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>

3. SUB TOPIC(S)		
Week 1: Jan. 4 <sup>th</sup> – 8 <sup>th</sup>	<b>Introduction to Course</b> <ul style="list-style-type: none"> <li>Review 1CS3 Comm Skills I - Recap and Highlights</li> </ul>	<b>READING:</b> <ul style="list-style-type: none"> <li>Syllabus</li> </ul>
Week 2: Jan 9 <sup>th</sup> – 15 <sup>th</sup>	<b>Persuasive Writing</b> <ul style="list-style-type: none"> <li>Technical writing with a purpose</li> <li>Rhetorical appeals: Structures of persuasive writing</li> <li>Co-op Talk – Guest Lecture</li> </ul>	<b>TEXTBOOK READING:</b> <ul style="list-style-type: none"> <li>Chapter 5</li> </ul> <b>EXERCISE:</b> <ul style="list-style-type: none"> <li>Microsoft Word Lab II (in-text citations)</li> </ul>
Week 3: Jan 16 <sup>th</sup> – 22 <sup>nd</sup>	<b>Research &amp; Data Gathering</b> <ul style="list-style-type: none"> <li>Recording and reviewing research findings</li> <li>Paraphrasing &amp; documenting sources</li> </ul> <b>During Lecture:</b> <ul style="list-style-type: none"> <li>Individual Presentation sign-up</li> <li>Select groups for final group projects (Assignments 2, 3, 4 &amp; 5)</li> <li>Team contracts completed in class</li> </ul>	<b>TEXTBOOK READING:</b> <ul style="list-style-type: none"> <li>Chapters 7 &amp; 8</li> </ul> <b>EXERCISE:</b> <ul style="list-style-type: none"> <li>Searching Search Engines (Google Lab)</li> </ul>
Week 4: Jan 23 <sup>rd</sup> – 29 <sup>th</sup>	<b>Information Analysis &amp; Manipulation</b> <ul style="list-style-type: none"> <li>Critical thinking tools</li> <li>Designing a research problem</li> <li>Size &amp; Scope (in-class activity)</li> </ul> <b>Assignment 1: Individual Presentation (individual – select students)</b>	<b>TEXTBOOK READING:</b> <ul style="list-style-type: none"> <li>Chapters 9 &amp; 10</li> </ul> <b>ASSESSMENT:</b> <ul style="list-style-type: none"> <li>Quiz 1: In-class (Ch. 5, 7, &amp; 8)</li> </ul>
Week 5: Jan. 30 <sup>th</sup> – Feb. 5 <sup>th</sup>	<b>Descriptive Writing: Definitions</b> <ul style="list-style-type: none"> <li>Elements and types of definitions</li> <li>Expansion methods (in-class activity)</li> <li>What is descriptive writing?</li> </ul> <b>Assignment 1: Individual Presentation (individual – select students)</b>	<b>TEXTBOOK READING:</b> <ul style="list-style-type: none"> <li>Chapter 14</li> </ul> <b>EXERCISE:</b> <ul style="list-style-type: none"> <li>One-page overview for group project (<i>group work</i>)</li> </ul>
Week 6: Feb. 6 <sup>th</sup> – 12 <sup>th</sup>	<b>Descriptive Writing: Descriptions, Specifications, Process Analyses &amp; Instructions</b> <ul style="list-style-type: none"> <li>How do these forms of descriptive writing differ from one another?</li> <li>In what situations would you use these types of descriptive writing</li> </ul> <b>Assignment 1: Individual Presentation (individual – select students)</b>	<b>TEXTBOOK READING:</b> <ul style="list-style-type: none"> <li>Chapters 15 &amp; 16</li> </ul> <b>EXERCISE:</b> <ul style="list-style-type: none"> <li>Microsoft Excel Lab II</li> </ul> <b>Assignment 2: Trade Article Templates [5%] &amp; Peer evaluation online (individual)</b>
Week 7: Feb 13 <sup>th</sup> – 19 <sup>th</sup>	<b>Formal Analytical Reports</b> <ul style="list-style-type: none"> <li>Elements of analysis</li> <li>Parts of a Formal Report (in-class activity)</li> </ul> <b>Assignment 1: Individual Presentation (individual – select students)</b>	<b>TEXTBOOK READING:</b> <ul style="list-style-type: none"> <li>Chapter 19</li> </ul> <b>ASSESSMENT:</b> <ul style="list-style-type: none"> <li>Quiz 2 (Ch. 9, 10, 14, &amp; 15)</li> </ul>

*Midterm Recess: Monday, February 20 to Sunday, February 26*

Week 8: Feb. 27 <sup>th</sup> – Mar. 5 <sup>th</sup>	<b>Group work &amp; Project facilitation</b> <ul style="list-style-type: none"> <li>• Designing visuals</li> <li>• Ethical teamwork</li> <li>• Delivering constructive feedback</li> </ul> <b>Group presentation sign up for Week 10, 11 &amp; 12</b>	<b>TEXTBOOK READING:</b> <ul style="list-style-type: none"> <li>• Chapters 6 &amp; 12</li> </ul> <b>ASSESSMENT:</b> <b>Assignment 3: Literature review assignment [10%] &amp; Peer evaluation online (individual)</b>
Week 9: Mar. 6 <sup>th</sup> – 12 <sup>th</sup>	<b>Leadership &amp; Feedback</b> <ul style="list-style-type: none"> <li>• Leadership in teamwork (in-class activity)</li> </ul>	<b>Weekly preparation:</b> <ul style="list-style-type: none"> <li>• Linda Hill Ted Talk</li> <li>• Readings on A2L</li> </ul> <b>ASSESSMENT:</b> Quiz 3 (Ch. 6, 12, 16, & 19)
Week 10: Mar. 13 <sup>th</sup> – 19 <sup>th</sup>	<b>Oral Presentations</b> <b>Assignment 4: Group Presentation – 10% (select groups)</b>	<b>ASSESSMENT:</b> <b>One-page document due <u>for all groups</u></b>
Week 11: Mar. 20 <sup>th</sup> – 26 <sup>th</sup>	<b>Oral Presentations (cont.)</b> <b>Assignment 4: Group Presentation – 10% (select groups)</b>	<b>ASSESSMENT:</b> Peer & self-evaluation
Week 12: Mar. 27 <sup>th</sup> – April 2 <sup>nd</sup>	<b>Oral Presentations (cont.)</b> <b>Assignment 4: Group Presentation – 10% (select groups)</b>	<b>ASSESSMENT:</b> Peer & self-evaluation <b>Assignment 5: Feasibility Report – 15% (DUE: April 2<sup>nd</sup>, 2017, 11:55PM) &amp; Peer evaluation online (individual)</b>
Week 13: April 3 <sup>rd</sup> – 6 <sup>th</sup>	<b>Final Exam Review</b>	

*Classes end: Thursday, April 6, 2017*

*Final examination period: Tuesday, April 11 to Thursday, April 27, 2016*

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	Date
Active Learning (All Weeks) – <i>Individual</i>	10%	Weeks 3 - 12
Assignment 1: Presentation for a General Audience – <i>Individual</i>	5%	Weeks 4 - 7
Assignment 2: Trade Article Templates – <i>Individual</i>	5%	Feb. 12 <sup>th</sup> , 2017
Assignment 3: Literature Review – <i>Group</i>	10%	Mar. 5 <sup>th</sup> , 2017
Assignment 4: Oral Presentation – <i>Group</i>	10%	Weeks 10-12
Assignment 5: Feasibility Report – <i>Group</i>	15%	Apr. 2 <sup>nd</sup> , 2017

The Final Assignment (Assignments 4 & 5) combines to a total of 25% of your overall grade. Of that 25% total, there is a peer-review component worth 25% of this final grade. See group assignment documents for more a more detailed breakdown.		<i>Online peer review dates</i>	Feb. 12 <sup>th</sup> , 2017
			Mar. 5 <sup>th</sup> , 2017
			Apr. 2 <sup>nd</sup> , 2017
In-Lab Quizzes (3 in total x 5% each) – <i>Individual</i>	15%	Weeks 4, 7, & 9	
Comprehensive Final Exam – <i>Individual</i>	30%	TBD	
<b>TOTAL</b>	<b>100%</b>		

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

## 5. LEARNING OUTCOMES

1. Recognize, understand, and recall intermediate-level technical communication principles and practices including techniques used to create descriptive technical documents
2. Demonstrate proper research practices, evaluate research sources, and apply appropriate documentation techniques
3. Produce proposals and reports that follow current professional practices
4. Understand and apply best practices concerning giving and receiving constructive feedback
5. Demonstrate ability to communicate technical and research material clearly, precisely, and persuasively, both orally and written
6. Utilize effective time management skills and apply skills such as planning, goal setting and prioritization
7. Participate in team-based project work and demonstrate clear understanding of conflict resolution techniques and the ability to arrive at a consensus

## 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](http://www.mcmaster.ca/policy/General/HR/Discrimination%20Harassment%20Sexual%20Harassment-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
3. 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](mailto: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://studentconduct.mcmaster.ca/student\\_code\\_of\\_conduct.html](http://studentconduct.mcmaster.ca/student_code_of_conduct.html)