

ENC 2210: Technical Writing

Instructor: Noah Mullens

Email: noahmullens@ufl.edu

Office hours: by appointment

Instructions for Canvas

To start this course, please click [here](#) to access the **Course Orientation** page (on Canvas). Following that, you should follow the course schedule. The course schedule is available below with links to all relevant discussions, assignments, and unit overview information. If you discover any broken links (which are unintentional), email me. I'll award one extra credit point for each broken link you report. This is simply a way to thank you for helping keep our course materials top-notch.

Course Description

Technical Writing (or communications; you will be seeing me using the terms interchangeably at times) is designed to develop skills necessary to create several types of documents commonly encountered in business, industry, science, and government. The key emphasis in the course is placed on researched report writing. The course includes an introduction to the following: business correspondence, documents used in the employment process, and technical documents and proposals. The course also addresses effective use of visual evidence and basic guidelines for oral communication. Students will be provided with a grammar review. The course stresses the concept of researched writing as a process, with audience and purpose as primary considerations. An exit grade of C or higher is required for transfer students.

This course is a survey of forms and methods of communication used in business, industry and government, including non-formal and formal reports, letters, resumes and proposals.

Textbook and Software

Technical Communication, Gurak and Lannon, 15th Edition, 9780137477548

Computer Device

Microsoft Office; for instructions for how to access Microsoft Office, see the following: <https://it.ufl.edu/helpdesk/software-offerings/microsoft/>

Note: All instructions provided will be based on the use of Microsoft Word as the primary word processor. While you are welcome to use alternative word processors, such as

Google Docs, the guidance will be specifically tailored to the Microsoft Word desktop application (not the browser-based version).

Student Learning Outcomes (SLOs)

At the end of this course, Students will be expected to have achieved the following learning outcomes in content, communication, and critical thinking:

- content: students demonstrate competence in the terminology, concepts, theories, and methodologies used within the academic discipline.
- communication: students communicate knowledge, ideas, and reasoning clearly and effectively in written and oral forms appropriate to the discipline. Students will participate in class discussions throughout the semester to reflect on assigned readings.
- critical thinking: students analyze information carefully and logically from multiple perspectives, using discipline-specific methods, and develop reasoned solutions to problems.

Course Evaluations and Grading

Students will be evaluated according to the following assignments and weighting of the final course grade:

Grading Breakdown

Major Deliverables – 400 points (40% of final grade)

Discussion Posts – 300 points (30% of final grade)

Assignments – 300 points (30% of final grade)

Total – 1000 points

Grade Scale

A 94% to 100%

A- 90% to <94%

B+ 87% to <90%

B 84% to <87%

B- 80% to <84%

C+	77% to <80%
C	74% to <77%
C-	70% to <74%
D+	67% to <70%
D	64% to <67%
D-	61% to <64%
F	Below 61%

Course Policies

CLASS DECORUM: Students are expected to act with maturity and respect for fellow classmates and the professor. Lapses of decorum include using cell phones and other electronic devices during class for non-class related activities, using language that can be interpreted as discriminatory or showing aggressive behavior.

LATE SUBMISSIONS: Assignments (including discussion posts) submitted past the deadline will automatically receive a 0 unless excused with documentation.

ACADEMIC DISHONESTY: It is expected that the work you submit in all of your courses is your own original work, or if not, contains full acknowledgment of borrowed sources. The following instances are academically dishonest: Copying lengthy passages without quoting and/or citing the original sources. Changing wording (using synonyms) but mostly copying ideas and organizational patterns without fully citing the original source material. Submitting an assignment already submitted in whole or in part to a previous or concurrent course. Unauthorized collaboration on any assignment is prohibited. The unauthorized use of AI tools is prohibited.

Any academic dishonesty will result in the failure of that assignment as the minimum punishment; other punishments range from failure of the course to academic probation to dismissal from the college. All instances of academic dishonesty will be reported to the appropriate department.

WITHDRAWAL AND INCOMPLETE GRADES: See the UF “Academic Calendar” for dates. If you stop participating and do not officially withdraw, you will earn a failing grade for the semester.

EXTRA HELP: UF offer services via UF Writing Studio: <https://writing.ufl.edu/writing-studio/>

Course Schedule

Unit 1: Workplace Communication

August 21 – September 6

- **Readings:** Unit overview, Chapters 1, 5, 11, 14, and 16
- **Discussions:** 3 total
- **Assignments:**
 - Email Writing
 - Job Postings
 - Job Portfolio

Unit 2: Instructions and Procedures

September 8 – September 27

- **Readings:** Unit overview, Chapter 19 (entire section on instructions, procedures, usability)
- **Discussions:** 3 total
- **Assignments:**
 - Instructions
 - Procedures
 - Usability Report

Unit 3: The Research Process

September 29-October 16

- **Readings:** Unit overview, Chapters 7, 8, and 9
- **Discussions:** 3 total
- **Assignments:**
 - Source Assessment
 - Scrutinizing Sources
 - Summary Report

Unit 4: Designing Visual Information

October 20 – November 8

- **Readings:** Unit overview, Chapters 12 and 13
- **Discussions:** 3 total
- **Assignments:**
 - Infographic
 - Custom Word Template

Unit 5: Translating Technical Information

November 10 – December 3

- **Readings:** Unit overview, Chapters 4 and 25
- **Discussions:** 2 total
- **Assignments:**
 - Ethical Issues in Your Field
 - Social Media Content

University Policies and Resources

Attendance policy

Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found at:

<https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>.

Students requiring accommodation

Students who experience learning barriers and would like to request academic accommodations should connect with the disability Resource Center by visiting <https://disability.ufl.edu/students/get-started/>. It is important for students to share their accommodation letter with their instructor and discuss their access needs, as early as possible in the semester.

UF course evaluation process

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online. Students can complete evaluations in three ways:

1. The email they receive from GatorEvals
2. Their Canvas course menu under GatorEvals
3. The central portal at <https://my-ufl.bluera.com>

Guidance on how to provide constructive feedback is available at <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

University Honesty Policy

University of Florida students are bound by the Honor Pledge. On all work submitted for credit by a student, the following pledge is required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment." The Student Honor Code and Conduct Code (Regulation 4.040) specifies a number of behaviors that are in violation of this code, as well as the process for reported allegations and sanctions that may be implemented. All potential violations of the code will be reported to Student Conduct and Conflict Resolution. If a student is found responsible for an Honor Code violation in this course, the instructor will enter a Grade Adjustment sanction which may be up to or including failure of the course. For additional information, see <https://sccr.dso.ufl.edu/policies/student-honor-code-student-conduct-code/>.

In-class recording

Students are allowed to record video or audio of class lectures. However, the purposes for which these recordings may be used are strictly controlled. The only allowable purposes are (1) for personal educational use, (2) in connection with a complaint to the university, or (3) as evidence in, or in preparation for, a criminal or civil proceeding. All other purposes are prohibited. Specifically, students may not publish recorded lectures without the written consent of the instructor.

A "class lecture" is an educational presentation intended to inform or teach enrolled students about a particular subject, including any instructor-led discussions that form part of the presentation, and delivered by any instructor hired or appointed by the University, or by a guest instructor, as part of a University of Florida course. A class lecture does not include lab sessions, student presentations, clinical presentations such as patient history, academic exercises involving solely student participation, assessments (quizzes, tests, exams), field trips, private conversations between students in the class or between a student and the faculty or guest lecturer during a class session.

Publication without permission of the instructor is prohibited. To "publish" means to share, transmit, circulate, distribute, or provide access to a recording, regardless of format or medium, to another person (or persons), including but not limited to another student within the same class section. Additionally, a recording, or transcript of a recording, is considered published if it is posted on or uploaded to, in whole or in part, any media platform, including but not limited to social media, book, magazine, newspaper, leaflet, or third-party-note/tutoring services. A student who publishes a recording without written consent may be subject to a civil cause of action instituted by a person injured by the publication and/or discipline under UF Regulation 4.040 Student Honor Code and Student Conduct Code.

Procedure for conflict resolution

Any classroom issues, disagreements or grade disputes should be discussed first between the instructor and the student. If the problem cannot be resolved, please contact a (noahmullens@ufl.edu, a). Be prepared to provide documentation of the problem, as well as all graded materials for the semester. Issues that cannot be resolved departmentally will be referred to the University Ombuds Office (<http://www.ombuds.ufl.edu>; 352-392-1308) or the Dean of Students Office (<http://www.dso.ufl.edu>; 352-392-1261).

Resources available to students

Health.and.Wellness

- U Matter, We Care: If you or someone you know is in distress, please contact umatter@ufl.edu, 352-392-1575, or visit [U Matter, We Care website](#) to refer or report a concern and a team member will reach out to the student in distress.
- Counseling and Wellness Center: [Visit the Counseling and Wellness Center website](#) or call 352-392-1575 for information on crisis services as well as non-crisis services.
- Student Health Care Center: Call 352-392-1161 for 24/7 information to help you find the care you need, or [visit the Student Health Care Center website](#).
- University Police Department: Visit [UF Police Department website](#) or call 352-392-1111 (or 9-1-1 for emergencies).
- UF Health Shands Emergency Room / Trauma Center: For immediate medical care call 352-733-0111 or go to the emergency room at 1515 SW Archer Road, Gainesville, FL 32608; Visit the [UF Health Emergency Room and Trauma Center website](#).
- GatorWell Health Promotion Services: For prevention services focused on optimal wellbeing, including Wellness Coaching for Academic Success, visit the [GatorWell website](#) or call 352-273-4450.

Academic.Resources

- E-learning technical support: Contact the [UF Computing Help Desk](#) at [352-392-4357](#) or via e-mail at helpdesk@ufl.edu.
- [Career Connections Center](#): Reitz Union Suite 1300, [352-392-1601](#). Career assistance and counseling services.
- [Library Support](#): Various ways to receive assistance with respect to using the libraries or finding resources. Call [866-281-6309](#) or email ask@ufl.libanswers.com for more information.
- [Teaching Center](#): 1317 Turlington Hall, Call [352-392-2010](#), or to make a private appointment: [352-392-6420](#). Email contact: teaching-center@ufl.edu. General study skills and tutoring.
- [Writing Studio](#): Daytime (9:30am-3:30pm): 2215 Turlington Hall, [352-846-1138](#) | Evening (5:00pm-7:00pm): 1545 W University Avenue (Library West, Rm. 339). Help brainstorming, formatting, and writing papers.
- Academic Complaints: Office of the Ombuds; [Visit the Complaint Portal webpage for more information](#).
- Enrollment Management Complaints (Registrar, Financial Aid, Admissions): [View the Student Complaint Procedure webpage for more information](#).