Course Syllabus





ENC 2210: TECHNICAL WRITING

Download syllabus (https://ufl.instructure.com/courses/541325/files/97817096?wrap=1).

Instructor: Kristina Danka, PhD

Section: 8TW7

Office Hours: Monday, 11 AM – 12 PM on Zoom

Course description

ENC 2210 (Technical Writing) is an introduction to technical and professional writing in contemporary workplace environments. This course presents you with practical information about—and practice in —communicating within different kinds of professional/technical discourse communities. Throughout the semester, you will analyze and produce common technical writing genres, including emails, letters, resumes, memos, technical descriptions, definitions, instructions, proposals, and reports. 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

As an introductory writing course, **this class is also practice.** We will work toward understanding how to analyze and react to the rhetorical situations each genre and writing situation presents, including issues of audience, organization, visual design, usability, and accessibility. In addition, the course will help you navigate the challenges of setting career goals and determining priorities, as well as develop problem solving skills that are needed in today's technologically driven workplace. Finally, we will also examine how these forms of technical communication intersect with novel generative-AI technologies and consider what the implications, possibilities, and limitations of these intersections are for technical communicators today.

Course materials

All materials are free and will be posted to Canvas. Our primary texts will be the following, both of which are open access:

<u>Technical Writing</u>

 (https://openoregon.pressbooks.pub/technicalwriting) by Allison Gross;

- Annemarie Hamlin; Billy Merck; Chris Rubio; Jodi Naas; Megan Savage; and Michele DeSilva

Course objectives and outcomes

General education designation: composition (C)

Communication courses afford students the ability to communicate effectively, including the ability to write clearly and engage in public speaking. Composition (C) is a sub-designation of Communication at the University of Florida. Composition courses provide instruction in the methods and conventions of standard written English (i.e. grammar, punctuation, usage) and the techniques that produce effective texts. Composition courses are writing intensive, require multiple drafts submitted to the instructor for feedback prior to final submission, and fulfill 6,000 of the university's 24,000-word writing requirement. Course content must include multiple forms of effective writing, different writing styles, approaches and formats, and methods to adapt writing to different audiences, purposes and contexts. Students are expected learn to organize complex arguments in writing using thesis statements, claims and evidence, and to analyze writing for errors in logic.

All General Education area objectives can be found https://undergrad.aa.ufl.edu/general-education/gen-ed-program/subject-area-objectives/).

Course-specific objectives and outcomes

- Practice technical communication:
 - Identify and work with various genres of technical communication.
 - Recognize the prevalence of technical writing in everyday experience.
 - Practice using common tools of technical writing production with proficiency—including emergent generative-Al technologies.
- Analyze technical writing documents and practices:
 - Explain rhetorical choices made as a result of both individual and collaborative work.
 - Analyze specific documents (including documents "written" by gen-Al) to better understand the rhetorical, social, cultural, and political implications of technical communication.
- Research practices that impact effective technical communication:
 - Plan and implement appropriate research practices that impact technical writing tasks.
 - Explore technical writing as a way of thinking, knowing, and being.
- Produce professional documents:

- Apply rhetorical and design principles to compose effective deliverables.
- Recognize the rhetorical possibilities of different modes and make sound choices when combining modes.

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.

Grading and evaluation

This course confers General Education credit for Composition (C) and also fulfills 6,000 of the university's 24,000-word writing requirement (WR). To satisfy this requirement, all submissions must meet minimum word counts.

Requirements for make-up work, assignments, and other work in this course are consistent with university policies that can be found in the <u>Catalog</u> (https://catalog.ufl.edu/UGRD/academic-regulations/).

Grading criteria

А	The qualities of a B project, plus imagination, originality, and engaging expression. The work exhibits depth of thought, command of language, and a keen eye for communicating through the selected medium.
В	A sufficient, thorough execution of the assignment's objectives. The work demonstrates coherent organization, ample supporting details, and a clear expression of ideas.
С	A satisfactory fulfillment of the assignment's objectives, with baseline organization and style. A "C" means the student's work met the demands of the assignment in a minimally acceptable way.

D	The presence of a significant defect in context, substance, organization, style, or delivery of a submission; the project demonstrates an inadequate treatment of the assignment.
F	Inadequate coverage of essential points; uncertain or misguided purpose; poor organization; ineffective and inconsistent expression; significant defects in standard usage.

Grading scale

Α	4.00	93.0% +	В	3.00	83.0–86.9%	С	2.00	73.0–76.9%	D	1.00	63.0–66.9%
A-	3.67	90.0–92.9%		2.67	3=10,0	C-	1.67	70.0–72.9%	D-	0.67	60.0–62.9%
B+	3.33	87.0–89.9%				D+	1.33	67.0–69.9%	E	0.00	0.0–59.9%

See the UF Catalog's "Grades and Grading Policies (https://catalog.ufl.edu/UGRD/academic-regulations/grades-grading-policies/) for information on how UF assigns grade points.

Note: A minimum grade of C is required to earn General Education credit.

Penalties for not meeting minimum word count:

(WR) and (C) Credit:

- If an assignment does not meet the minimum word count, the student will not receive credit for the University's Writing Requirement (WR) nor for the General Education credit for Composition (C) for this course.
- At the instructor's discretion, the student may resubmit the assignment to meet the word count
 within one week of receiving feedback or by the end of the first day of end-of-term exams,
 whichever comes first. The instructor will provide the due date for the revised submission in their
 feedback.

Grade Eligibility:

- Assignments that do not meet the minimum word count will receive a grade of zero.
- Resubmitted assignments are not eligible for full credit. The maximum grade an assignment can receive is proportional to the percentage of the word count the initial submission met.
- For example, if the minimum word count is 1000 words and the on-time submission is 900

words, the maximum possible grade for the resubmission is 90%. If the assignment earns 85% based on the rubric, the final grade will be 90% of 85%, which is 76.5%.

Submissions that do not meet the minimum word count will be tagged as "missing" until they are resubmitted.

Late work

Assignments incur a 0.41% penalty for each hour they are late. This is about 10 percent per day.

Students may waive this penalty for one day up to three times during the semester by emailing the instructor before the deadline. Each of the waivers pushes the student's due date back one day. An assignment submitted more than one day late requires more than one waiver. The student's email should inform the instructor 1) how many waivers will be used and 2) which assignment will be adjusted. No reason is necessary.

Major course assignments and grade categories

Students' final grades are composed of the following major assignments and evaluative categories, all of which will be detailed at greater length as they arrive in class.

Introductory Email (300 words; 50 points)

Compose an email to your instructor that follows formal email etiquette and guidelines and introduces yourself and your goals for this course.

Memo (500 words; 50 points)

Taking the role of an upper-level manager, write a memo to your employees identifying a problem in the workplace and proposing a solution.

Letter (300 words; 50 points)

Taking the role of a dissatisfied customer, compose a formal letter to a company or business and seek reparation or reimbursement for the unsatisfactory service.

Resume (250 words; 100 points)

Create a resume that follows the suggested format and recommended content outlined in your readings this week.

Job Ad Analysis (500 words; 50 points)

Identify a position currently offered in a field that interests you and critically analyze the rhetoric and content in their posted advertisements, identifying ways that you could adjust your resume to suit that position.

Cover Letter (250 words; 50 points)

Craft a cover letter that spearheads an application to a prospective employer, stating your interest and highlighting your qualifications.

Al Tech Analysis (500 words; 70 points)

Critically analyze a technical description generated by a generative AI technology to evaluate its effectiveness, accuracy, and potential limitations.

Research Profile (500 words; 70 points)

Research publications and professional organizations in your field of study and create a memo detailing your findings.

Al Audience (400 words; 35 points)

Choose a small passage of a scholarly article related to your field of study and have generative-Al rewrite it for a wider, more general readership. Analyze the adapted passage to evaluate its effectiveness, accuracy, and potential limitations.

UF Web Analysis (500 words; 70 points)

Select a website and assess its usability and accessibility traits.

UF Event Flyer (N/A words; 20 points)

Following design principals and using a tool like <u>Canva</u> <u>(https://www.canva.com/)</u>, create a flyer or infographic that effectively informs a reader of an upcoming event or initiative affiliated with UF.

Technical Instructions Project (1100 words; 160 points)

This project spans multiple assignments including an analysis, a proposal, the technical instructions, and a reflection. Create a document instructing your reader how to complete a task, demonstrating your understanding of effective document design and use of graphics and structure for composing technical instructions.

Experiential Learning Assignment (1000 words; 150 points)

This project spans the entire semester and is composed of multiple components, including a proposal, three progress reports, an activity record, and a reflection. Select a particular technical

skill to learn over the semester.

Quizzes (45 points)

Quizzes assess comprehension throughout the course.

access needs, as early as possible in the semester.

Total words: 6000. Total points: 1000.

University policies

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/ (https://sccr.dso.ufl.edu/policies/student-honor-code-student-conduct-code/)

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

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 Carla Blount (cblount@ufl.edu (mailto:cblount@ufl.edu), (352) 294–2872). 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 (http://www.ombuds.ufl.edu), 352–392–1308) or the Dean of Students Office (http://www.dso.ufl.edu); 352–392–1261).

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) https://my-ufl.bluera.com)

Guidance on how to provide constructive feedback is available at

https://gatorevals.aa.ufl.edu/students/ ⇒ (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/ (https://gatorevals.aa.ufl.edu/public-results/).

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 (tel:3523921575), or visit U Matter, We Care website (https://umatter.ufl.edu/) to refer or report a concern and a team member will reach out to the student in distress.
- Counseling and Wellness Center: <u>Visit the Counseling and Wellness Center website</u>
 (https://counseling.ufl.edu/) or call <u>352–392–1575</u> (tel:3523921575) for information on crisis services as well as non-crisis services.
- University Police Department: Visit <u>UF Police Department website</u> <u>⇒ (https://police.ufl.edu/)</u> or call <u>352–392–1111 (tel:3523921111)</u> (or 9–1-1 for emergencies).
- UF Health Shands Emergency Room / Trauma Center: For immediate medical care call <u>352–733–0111 (tel:3527330111)</u> or go to the emergency room at 1515 SW Archer Road, Gainesville, FL 32608; Visit the <u>UF Health Emergency Room and Trauma Center website</u> ⇒ (https://ufhealth.org/emergency-room-trauma-center.
- GatorWell Health Promotion Services: For prevention services focused on optimal wellbeing, including Wellness Coaching for Academic Success, visit the <u>GatorWell website</u> (https://gatorwell.ufsa.ufl.edu/) or call <u>352–273–4450 (tel:3522734450)</u>.
- Field and Fork Pantry: https://fieldandfork.ufl.edu/), 564 Newell

Academic Resources

- E-learning technical support: Contact the <u>UF Computing Help Desk</u>

 — (http://helpdesk.ufl.edu/)
 at <u>352–392–4357 (tel:3523924357)</u> or via e-mail at <u>helpdesk@ufl.edu (mailto:helpdesk@ufl.edu)</u>.
- Career Connections Center → (https://career.ufl.edu/): Reitz Union Suite 1300, 352–392–1601 (tel:3523921601). Career assistance and counseling services.
- <u>Library Support</u>
 — (https://cms.uflib.ufl.edu/ask): Various ways to receive assistance with respect to using the libraries or finding resources. Call <u>866–281–6309</u> (tel:8662816309) or email <u>ask@ufl.libanswers.com</u> (mailto:ask@ufl.libanswers.com) for more information.
- Teaching Center
 — (https://academicresources.clas.ufl.edu/about-us/contact-information/): 1317
 Turlington Hall, Call 352–392–2010 (tel:3523922010), or to make a private appointment: 352–392–6420 (tel:3523926420). Email contact: teaching-center@ufl.edu (mailto:teaching-center@ufl.edu).
 General study skills and tutoring.
- Writing Studio
 — (https://writing.ufl.edu/writing-studio/) : Daytime (9:30am-3:30pm): 2215
 Turlington Hall, 352–846–1138 (tel:3528461138) | 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; <u>Visit the Complaint Portal webpage for more information</u> (https://www.ombuds.ufl.edu/complaint-portal/).
- Enrollment Management Complaints (Registrar, Financial Aid, Admissions): <u>View the Student</u>
 <u>Complaint Procedure webpage for more information</u>

 <u>(https://em.ufl.edu/complaint)</u>

Course schedule

The schedule below is subject to change. Our Canvas page will be the most accessible, up-to-date site of all resources, texts, due dates, assignments, and course information. Make it a habit to check it along with your email inbox for updates from me as they become available.

Unit	Week	Assignments Due
	1	-Proposal: Experiential Learning
Course Introduction and Professional	2	-Introductory Email
Communication	3	-Memo
8/21–9/19	4	-Start: Experiential Learning

		-Letter
Resumes, Credentialing, and Job	5	-Resume
Materials 9/22-10/3	6	-Job Ad Analysis -Cover Letter
Generative Al Technologies and	7	-Progress 1: Experiential Learning -Al Tech Analysis
Audience Considerations 10/6–10/24	8	-Research Profile
	9	-Al Audience
Document Design Principles,	10	-UF Web Analysis
Usability, and User X Testing 10/27-11/7	11	-Progress 2: Experiential Learning -UF Event Flyer
	12	-Analyzing Instructions -Proposal: Tech Instructions
Creating Technical Instructions 11/10–12/3	13	-Instructional Document -Reflection: Tech Instructions
	14	Winter Break
	15	-Reflection: Experiential Learning

Course Summary:

Details Date Due

Thu Aug 21, 2025	(https://ufl.instructure.com/calendar? event_id=3623532&include_contexts=course_541325)	12am
Wed Aug 27, 2025	Last day of drop/add (https://ufl.instructure.com/calendar? event_id=3623536&include_contexts=course_541325)	12am
	Sentence Craft Quiz (https://ufl.instructure.com/courses/541325/assignments/662	due by 11:59pm 8663)
Thu Aug 28, 2025	© Course Introduction	to do: 11:59pm
	Sentence Craft	to do: 11:59pm
Fri Aug 29, 2025	Proposal: Experiential Learning (https://ufl.instructure.com/courses/541325/assignments/662	due by 11:59pm <u>8657</u>)
Mon Sep 1, 2025	Holiday (https://ufl.instructure.com/calendar? event_id=3623531&include_contexts=course_541325)	12am
	Unit 1, Part I: Quiz (https://ufl.instructure.com/courses/541325/assignments/662	due by 11:59pm 8667
Tue Sep 2, 2025	Emails Memos and Letters Video	to do: 11:59pm
	Unit 1, Part I Readings	to do: 11:59pm
Fri Sep 5, 2025	Introductory Email 300w (https://ufl.instructure.com/courses/541325/assignments/662	due by 11:59pm 8651)
Tue Sep 9, 2025	Identifying AI (https://ufl.instructure.com/courses/541325/assignments/662	due by 11:59pm 8649
Wed Sep 10, 2025		due by 11:59pm 8642)
	Part II Readings	to do: 11:59pm

Fri Sep 12, 2025	Memo 500w (https://ufl.instructure.com/courses/541325/assignments/6	due by 11:59pm 628654)
Tue Sep 16, 2025	Start: Experiential Learning 300w (https://ufl.instructure.com/courses/541325/assignments/6	due by 11:59pm 628664)
Fri Sep 19, 2025	Letter 300w (https://ufl.instructure.com/courses/541325/assignments/66	due by 11:59pm 628653
Tue Sep 23, 2025		due by 11:59pm 628644)
Tue Gop 20, 2020	Unit 2 Part I Readings and Resources	to do: 11:59pm
Fri Sep 26, 2025	Resume 250w (https://ufl.instructure.com/courses/541325/assignments/6	due by 11:59pm 628662)
Tue Sep 30, 2025	Job Ad Analysis 500w (https://ufl.instructure.com/courses/541325/assignments/6	due by 11:59pm 628652)
Fri Oct 3, 2025	Cover Letter 250w (https://ufl.instructure.com/courses/541325/assignments/6	due by 11:59pm 628648)
	Unit 2 Part II Readings	to do: 11:59pm
Tue Oct 7, 2025	Progress 1: Experiential Learning (https://ufl.instructure.com/courses/541325/assignments/66	due by 11:59pm 628655)
Fvi Oct 10, 0005	Al Tech Analysis 500w (https://ufl.instructure.com/courses/541325/assignments/6	due by 11:59pm 628646)
Fri Oct 10, 2025	Unit 3 Readings and Resources	to do: 11:59pm
Tue Oct 14, 2025		due by 11:59pm 628643)
	Types of Sources	to do: 11:59pm

Thu Oct 16, 2025	Research Profile 500w (https://ufl.instructure.com/courses/541325/assignments/6628661)
Fri Oct 17, 2025	Homecoming (https://ufl.instructure.com/calendar? 12am event_id=3623538&include_contexts=course_541325)
Fri Oct 24, 2025	Al Audience 400w due by 11:59pm (https://ufl.instructure.com/courses/541325/assignments/6628645)
Evi Oct 21, 2025	Web Analysis 500w due by 11:59pm (https://ufl.instructure.com/courses/541325/assignments/6628668)
Fri Oct 31, 2025	Unit 4 Readings and Resources to do: 11:59pm
Tue Nov 4, 2025	Progress 2: Experiential Learning due by 11:59pm (https://ufl.instructure.com/courses/541325/assignments/6628656)
Fri Nov 7, 2025	UF Event Flyer due by 11:59pm (https://ufl.instructure.com/courses/541325/assignments/6628666)
Tuo Nov. 11, 0005	Unit 5 Readings and Resources to do: 11:59pm
Tue Nov 11, 2025	Analyzing Instructions 400w (https://ufl.instructure.com/courses/541325/assignments/6628647) due by 11:59pm
Fri Nov 14, 2025	Proposal: Instructions due by 11:59pm (https://ufl.instructure.com/courses/541325/assignments/6628658)
	Instructional Document 400w due by 11:59pm (https://ufl.instructure.com/courses/541325/assignments/6628650)
Fri Nov 21, 2025	Reflection: Instructions 300w (https://ufl.instructure.com/courses/541325/assignments/6628660)
	First day of Fall break

(https://ufl.instructure.com/calendar?

12am

Mon Nov 24, 2025

Fri Nov 28, 2025	Last day of Fall break (https://ufl.instructure.com/calendar? event_id=3623539&include_contexts=course_541325)	12am
Wed Dec 0, 0005	Last day of classes (https://ufl.instructure.com/calendar? event_id=3623533&include_contexts=course_541325)	12am
Wed Dec 3, 2025	Reflection: Experiential Learning 700w due by (https://ufl.instructure.com/courses/541325/assignments/6628659)	11:59pm
Thu Dec 4, 2025	Reading day 1/2 (https://ufl.instructure.com/calendar? event_id=3623534&include_contexts=course_541325)	12am
Fri Dec 5, 2025	Reading day 2/2 (https://ufl.instructure.com/calendar? event_id=3623535&include_contexts=course_541325)	12am
Sat Dec 6, 2025	First day of exams (https://ufl.instructure.com/calendar? event_id=3623529&include_contexts=course_541325)	12am
Fri Dec 12, 2025	Last day of exams (https://ufl.instructure.com/calendar? event_id=3623530&include_contexts=course_541325)	12am
Mon Dec 15, 2025	Grades due (https://ufl.instructure.com/calendar? event_id=3623540&include_contexts=course_541325)	12am
	Template (https://ufl.instructure.com/courses/541325/assignments/6628665)	