

WRITTEN COMMUNICATION SKILLS FOR BUSINESS, INDUSTRY, AND TECHNOLOGY

ENG 1205-01: TR 11-12:15, B-213	Fall 2022	
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1. COURSE DESCRIPTION

This course focuses on writing for the vocational, technical, and business worlds. Designed for students in business, technical, and vocational programs, the writing includes memos, letters, resumes, reports, and other business/technical documents. The course also stresses team-building, critical thinking, and problem-solving. **Credit Hours:** 3. **Division:** Humanities, Fine Arts, and Social Sciences. **Prerequisites:** English and Reading placement according to the Illinois Valley Community College Course Placement Guide (www.ivcc.edu/assessmentcenter/PlacementGridIVCC.pdf) and successful completion of Orientation to Distance Learning (CSP-0002).

2. EXPECTED LEARNING OUTCOMES

These are the things you should be able to do when you finish this course.

- Recognize and apply techniques for effective writing.
- Recognize and apply techniques for effective presentation of numerical data.
- Recognize and apply techniques of critical thinking and problem-solving.
- Write acceptable routine business/technical documents, including paper and electronic memos (e-mail), letters, resumes, application letters, reports, and other standard documents (e.g. summaries, descriptions, instructions, etc.).
- Understand and use contemporary technology effectively in producing business/technical documents.
- Recognize and apply techniques of collaborative writing and team-building.

This course also addresses IVCC's institutional learning outcomes.

3. REQUIRED RESOURCES

- Searles, G. J. (2020). *Workplace communications: The basics* (8th ed.). Boston: Pearson. **(Purchased automatically through course fees and available in our class Blackboard under "My Textbooks.")**
- Other resources are provided by the instructor through Blackboard.

4. TECHNOLOGY REQUIREMENTS

Technology help is available from the IVCC Student Help Desk, also located in the Academic Support Center (A-201) and available by phone at 815-224-0318. Also note the IVCC Student Technology Checklist for additional information about your student K-number, student ID, WebAdvisor, and other resources.

4.1. Access to a Word Processing Program

To create your writing assignments, you may use Microsoft Word, Google Docs, or another word processing program that allows you to save your files as either Microsoft Word documents or PDFs (the only two accepted formats for submitting files for this class). You can download a free, full desktop version of Office 365 (including Word) through the Office 365 app. For more information, visit the following link: [Microsoft 365 Apps](#).

4.2. Access to the Internet

To access your student e-mail and all of our class resources, including Blackboard, you will need to access the Internet. The following link provides a list of recommended browsers supported by Blackboard: [Blackboard Information](#). For instructions to log into the IVCC guest Wi-Fi, see [Campus Technology Information](#).

4.3. An IVCC Student E-mail Account

All e-mail communication for this class will be through your student e-mail account. Information about your student e-mail account is available at the following link: [Student E-mail Information](#).

5. MAJOR WRITING ASSIGNMENTS (1200 POINTS)

5.1. Major Assignments

The required major writing assignments are listed below:

Business Letter	100 points	Long Report Proposal	50 points
E-mail	100 points	Long Report	300 points
Short Report	250 points	Application (Cover) Letter	100 points
Instructions	200 points	Resume	100 points

5.2. Major Writing Assignment Requirements

You must type all of these writing assignments except for the e-mail using a word processor and submit them (except for the e-mail) as file attachments through Blackboard. Submitting the assignments through Blackboard also submits them automatically to SafeAssign, Blackboard's plagiarism detection service. Submitting your assignments through Safe Assign also allows them to be used to check assignments submitted by other IVCC students by placing them in IVCC's SafeAssign database. These assignments must be submitted by the end of the day (midnight) on the due dates. **If a major writing assignment is late, it will be penalized five percentage points for each 24 hours, starting at the due date and time. In addition, this late penalty also will be applied to any rewrite of that assignment.**

After I grade your writing assignments, I will return them to you with my comments. You may keep the grades you earn on your letter, e-mail, short report, instructions, long report proposal, and long report, or you may resubmit each of them for a higher grade. You may resubmit each of these writing assignments only once. These rewrites are due by the end of the day (midnight) no later than one week after I return your graded assignments to you. You will use e-mail to submit the rewrites. If you resubmit one of these assignments, you also must attach a file containing a typed, correctly formatted memo that explains what changes you made and how you hope they improve the document. **If a rewrite is late, it will be penalized five percentage points for each 24 hours, starting at the due date and time.**

NOTE: All rewrites are due by the last day of the course, which may be less than one week for assignments later in the semester. Because of the semester schedule, you will not be able to turn in a rewrite of the application letter or resume.

6. QUIZZES (50 POINTS)

You will complete a 10-point, in-class quiz at the end of each unit. These quizzes may cover reading assignments, handouts, lectures, and any other class material. **Missed quizzes may not be made up except under extenuating circumstances.**

7. MISCELLANEOUS ASSIGNMENTS (150 POINTS)

Miscellaneous assignments may include chapter exercises, collaborative workshops, style exercises, discussion questions, short memos, and a variety of other assignments. You will either submit these assignments in class, through a Blackboard assignment posting, or in the Blackboard discussion area (each assignment will specify which). These assignments must be submitted by the assigned date and time to receive full credit. **A late assignment submitted within 24 hours of the due date and time will earn half the assigned credit. Any assignment received more than 24 hours late will earn no points.**

8. GRADING SCALE

Assignments will be graded based on the scale below. Your final course grade will be based upon the same 10-point scale, but without the plus or minus for the final letter grade.

A+ 97-100%	B+ 87-89%	C+ 77-79%	D+ 67-69%	F 0-59%
A 94-96%	B 84-86%	C 74-76%	D 64-66%	
A- 90-93%	B- 80-83%	C- 70-73%	D- 60-63%	

9. MAKE-UP POLICY (EXTRA CREDIT)

To earn extra credit points, find an article on the Internet about the use of writing in a business, industrial, or technological setting and type a 1-page summary and critique of the article. Each summary/critique must be written carefully and thoughtfully and is worth 10 points. You may submit up to 3 of these summaries/critiques for a maximum of 30 points. Turn in each summary/critique as an attachment to an e-mail to the instructor and include the URL, or web address, of the article. The last opportunity to turn in a summary/critique is midnight on the last day that regular assignments are due for the course (see Course Schedule).

10. ATTENDANCE POLICY

Regular attendance is important to passing this course. When you are absent, you are still responsible for what is covered in class during your absence and for all assignments, regardless of why you are absent. Though I do not penalize you directly for missing class, being absent almost certainly will lower your grade because of the material and assignments you will miss. I will keep attendance records, which I am required to report to IVCC, including for financial aid purposes.

11. PARTICIPATION AND CLASSROOM EXPECTATIONS

Your participation in this class not only affects your learning, but that of your fellow students. At all times, your participation and actions should demonstrate respect for the class, your classmates, and the instructor, and they may affect your class grade if it is "borderline" at the end of the semester. In addition to the other course requirements, you are expected to participate in all course activities, including the following:

- Viewing assigned PowerPoints and other presentations and completing all reading assignments.
- Collaborating with other students and contributing to class and group discussions
- Exhibiting professional and respectful behavior
- Submitting all assignments on time. **If an absence or other circumstance prevents you from submitting an assignment on time, you need to contact me as soon as possible, ideally before the assignment is due, to request an extension. Doing so does not guarantee an extension, which will depend on when you contacted me, the specific circumstances, and possibly documentation (for example, a doctor's note).**

To give everyone an equal opportunity to learn, it's vital that your participation and actions during class contribute to an effective learning environment. The following activities detract from such an environment and will not be tolerated:

- Arriving to class late, leaving and coming back during class, or leaving class early
- Checking e-mail, playing online games, or visiting any non-course websites
- Using the printer during class presentations or discussion
- Texting, allowing your phone to ring, or using your phone during class
- Logging into or studying for other courses and conversation or any other activity unrelated to class

I'll check Blackboard and e-mail each weekday that IVCC is open and possibly other days, depending on assignments, etc. I'll try to respond to questions within 24 hours during the week and no later than Monday for questions sent to me over the weekend. My goal is to return graded assignments to you within one to two weeks after their due dates, if not sooner.

12. ACADEMIC INTEGRITY

This course and all the work you submit for it are subject to IVCC's [Academic Integrity Policy](#), which is available in the current *IVCC Student Handbook*. Everything that you submit for this class must be your own work. If any of your work includes any material from a source, you must give full credit to the source (that material must be

fully documented). **Submitting work that is not your own and failing to document source material are both plagiarism, a form of cheating. Plagiarism and cheating in general can destroy your credibility as a writer and are grounds for failing an assignment in this course and/or the entire course.** In addition, you are not allowed to submit work that you completed prior to this class or are working on for another class (for example, for another college course or in high school) without my prior approval. Please discuss with me any concerns you have about these issues.

13. WITHDRAWAL POLICY

You may withdraw from this course through Nov. 2. Students have the ability to initiate a withdrawal from classes. By completing the form in the Records Office or through the form located within WebAdvisor, you are authorizing IVCC to remove you from the course. Entering your student ID number serves as your electronic signature. IVCC has the right to rescind a withdrawal in cases of academic dishonesty or at the instructor's discretion. Students should be aware of the impact of a withdrawal on full-time status for insurance purposes and for financial aid. It is highly recommended that students meet with their instructor or with a counselor before withdrawing from a class to discuss if a withdrawal is the best course of action for that particular student. More information is available at the IVCC [Records](#) website.

14. OUT-OF-CLASS INSTRUCTION AND ASSISTANCE

Please take advantage of my office hours and my availability before and after class to talk to me about a specific writing assignment or the class in general. I'm available outside of class, and I'm pleased to help you with the class in any way I reasonably can. If necessary, we can arrange to meet at other than my scheduled office hours, either in person or through Zoom. Get your money's worth out of your instructors, your classes, and the other services IVCC offers its students.

15. WRITING CENTER

The IVCC Writing Center offers free, unlimited, one-on-one tutoring for students in any class at any stage of their writing process. The Writing Center staff, which includes faculty and student tutors, is happy to assist students in understanding assignments, brainstorming topics, organizing and developing ideas, and revising and editing drafts. Both in-person and online options are available. For more information, visit the [Tutoring and Writing Center](#) web site, call 815-224-0637, or visit in-person in the Academic Support Center (A-201).

16. JACOBS LIBRARY

Jacobs Library provides resources to enhance the IVCC learning programs and services that enable the community to seek, evaluate, and use information. Visit www.ivcc.edu/library to find helpful guides, a citation generator, databases filled with credible articles, and the SOAR search box, which allows you to locate books, videos, articles, and more with just one search. Knowledgeable staff members are available to help with your research needs by phone, chat, and email during the library's open hours. You can also visit in person in A-201. The library offers multiple individual and group study spaces, including the Active Learning Space, which features movable furniture and a collaboration table. A 15-minute orientation is available for those who would like to learn more about the library's services and resources. If you have questions, please contact the library at 815-224-0306.

17. DISABILITIES AND ACCOMMODATIONS

If you have a learning difference, there is help at IVCC. If ADHD, a learning disability, Autism Spectrum Disorder, mobility impairment, chronic medical condition, sensory deficit (like low vision/blindness or hearing loss/deafness), or psychiatric disability (anxiety, depression, bipolar disorder, post-traumatic stress, and others) limits your ability to fully -access and/or participate in this course, please contact Tina Hardy (tina_hardy@ivcc.edu, or 815-224-0284), or stop by the Center for Accessibility and Neurodiversity in C-211 to see what type of services or supports are offered.

18. CONTINUITY OF ACADEMIC OPERATIONS (CAOP) STATEMENT

If IVCC experiences an emergency or disaster and classes have the potential to be or are disrupted, IVCC will broadcast messages on the IVCC website, district radio stations, IVCC social media, and the college's automated phone message, heard by dialing 815-224-2720. Notification of an emergency may be followed by class-specific communication to students from instructors.

19. COURSE SCHEDULE

Unless otherwise noted, all reading assignments refer to *Workplace Communications: The Basics*.

T 8/16 R 8/18	Introduction to Course Introductory Survey Due (in class)	T 10/18 R 10/20	Instructions Assignment Due, Quiz 3 Read Chapter 9, Chapter 10 (Intro, 10.1) Introduction to Long Reports and Proposals Introduction to Research
T 8/23 R 8/25	Read Chapter 1 Read Chapter 2 Letters and Memos (cont.)	T 10/25 R 10/27	Long Report Proposal Due Library Presentation/Workshop Read Chapter 10 (10.2, 10.5) Introduction to Documentation
T 8/30 R 9/1	Read Appendix A.1 Letter and E-mail Due, Quiz 1 Exercise A.1 Due Read Chapter 3, Visuals/Short Reports	T 11/1 R 11/3	Documentation (cont.) Long Report Introductions Read Chapter 10 (10.3, 10.4)
T 9/6 R 9/8	Read Appendix A.6 and A.7 Read Chapter 8 Visuals Presentations	T 11/8 R 11/10	ELECTION DAY (IVCC CLOSED) Front/Back Matter (cont.), Format
T 9/13 R 9/15	Exercises A.6, A.7 Due Read Chapter 4, Appendix A.9 Introduction to Short Reports Exercise A.9 Due Short Reports (cont.)	T 11/15 R 11/17	Long Report Workshop Day Long Report Due (End of Class) Quiz 4 Introduction to Resumes/Application Letters
T 9/20 R 9/22	Short Report Pre-writing Due Review Chapter 4 Short Reports (cont.), Page Design Page Design (cont.)	T 11/22 R 11/24	Read Chapter 7 THANKSGIVING (IVCC CLOSED)
T 9/27 R 9/29	Page Design (cont.) Short Report Due, Quiz 2 Read Appendix A.10	T 11/29 R 12/1	Resumes/Application Letters (cont.) Resumes/Application Letters (cont.)
T 10/4 R 10/6	Exercise A.10 Due Read Chapter 6 Instructions (cont.)	T 12/6 R 12/8	Resume/Application Letter Due, Quiz 5 Final Exam Period
T 10/11 R 10/13	Instructions (cont.) Instructions (cont.)		