

English 3355: Workplace Writing Policies

CRN: 21098
TIME: MW 3:00 P.M. – 4:20 P.M.
PLACE: UGLC 234
ONLINE

INSTRUCTOR: DALIBORKA CRNKOVIĆ
E-MAIL: dcrnkovic@utep.edu
PHONE: (915) 747-5000
OFFICE HOURS:

- **OFFICE: WED 12:00 P.M. – 1:30 P.M.**
- **ONLINE: MON 3:00 P.M – 4:30 P.M.**

OFFICE LOCATION: BURGESS HALL 201A

Course Description, Content, and Teaching Method

The course will focus on critical decision-making in professional contexts. The composing process will apply the principles of professional rhetoric, and it will emphasize strategies for planning, organizing, drafting, and presenting written and oral communication for a workplace context.

The course will take a practical and collaborative approach to planning, researching, and negotiating in the workplace. The class will be divided in teams. Each team will use professional communication practices (meeting agendas/minutes, memos, reports, web documents) while working collaboratively towards the final project of creating a proposal.

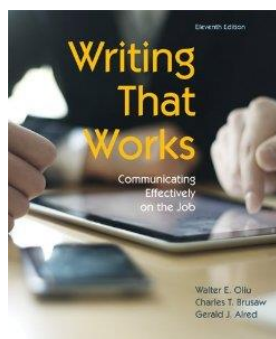
The teaching method will consist of face-to-face work (group work, discussions, mini-lessons) and online work (Blackboard, Wikis, and other WEB 2.0 tools).

Learning Outcomes

Students will strengthen their abilities to do the following:

- Think critically
- Write professionally
- Edit competently
- Create strategic visuals
- Present well in person

Required Texts & Materials



Textbook:

Oliu, Walter E., Charles T. Brusaw, Gerald J. Alred. *Writing That Works: Communicating Effectively on the Job*, 11th edition. 2013. Bedford/St. Martin's.
ISBN-10: 1457611139
ISBN-13: 978-1457611131

Online Resource:

Student Site for *Writing That Works*:
http://bcs.bedfordstmartins.com/writingthatworks11e/#t_834402
(We will use *Free and Open Resources*, so you do not need to purchase anything.)

Additional requirements:

- Access to UTEP email
- Access to UTEP Blackboard

Optional, but extremely helpful:

- Positive attitude
- Persistence

Instructions for Accessing Your Course Online

All the course content will be delivered via Blackboard. Students can access Blackboard by the steps outlined below:

- Go to <http://my.utep.edu>
- Login is e-mail ID. Password is e-mail password.
- Click on the link to Blackboard
- Once logged into Blackboard, all the courses a student is registered for are listed under the appropriate semester.
- Click on the course title to access the course.

Any Blackboard questions or problems can be directed to the **Helpdesk at 747-5257**.

Course Assignments

This syllabus provides an overview of the major assignments for the class. Smaller assignments will be available in Blackboard. Detailed guidelines will be provided and discussed in class.

Task	Task Type	Description	Points
<i>Meeting Agenda and Minutes</i>	Individual	Each team will have four official meetings throughout the semester. Each team member will provide a meeting agenda and minutes for one of these meetings.	100
<i>Internal Blog</i>	Individual	Each team member will submit one main entry to the team's blog that the whole class can see. The blogs should discuss teams' projects, connect the projects to the outside world, and share any other interesting ideas.	100
<i>Progress Memos</i>	Individual	Each team member will produce two official memos in order to report on the progress of the work that he or she is responsible for. (2x100 points)	200
<i>Informal Report</i>	Team	Each team will submit a report that includes their findings and recommendations on how to proceed with the final project.	200
<i>Class Presentation</i>	Team	Each team will prepare a brief presentation of their final proposal. Each team member must take a presenting part in the presentation. The presentation must include the use of visuals (PowerPoint, Prezi, or Keynote).	100
<i>Proposal</i>	Team	For the final project, each team will submit a proposal. Individual teams will decide which type of proposal would be most appropriate for their chosen scenario (internal, external/sales, or a grant proposal).	200
<i>Participation</i>	Individual	Participation is determined by class participation <u>both in class and online</u> . This score will include participating in team work, bringing required materials to class (textbooks, drafts, homework, etc.), and other work the instructor assigns.	100
		TOTAL	1000
<i>Extra Credit: Language Investigators</i>	Individual	Students will observe how different grammatical choices affect our communication.	5x5

Assignment Submission

Project Format: All projects must be submitted in the format specified in individual assignment guidelines. The typical formats will include emails, word documents, online documents (Wikis or blogs), and presentation documents (e.g., PowerPoint, Prezi, Keynote). Word documents should be in 12 pt. font, have one-inch margins, and be double-spaced. Use a font style that is easily readable like Times New Roman, Arial, or Georgia.

Rough Drafts: Part of the participation grade will include the submission of rough drafts. In order to get the most useful feedback, rough drafts should be at least half the length of the final product. They must be submitted before or on the due date.

Feedback:

Students will receive comments to the submitted rough drafts with the purpose of:

1. Making sure that the project is on the right track: that it meets the requirements of the assignment.
2. Commenting on the “big issues.” Students will receive comments based on the most important elements of the assignment. Addressing these concerns should help students write a more effective project.

Students will also receive feedback to smaller assignments that do not require submission of rough drafts. These comments should be considered when submitting the next smaller assignment of the same type.

Late Work:

- All assignments are due on Mondays and Wednesdays by midnight.
- Late submissions will not be accepted, except in case of documented emergencies. Computer problems (lost emails, dead computer, or “it was the only copy”) are not acceptable excuses. Keep your files backed up on a flash drive or in a cloud, and email yourself a copy for extra safety.

Team Assignments: Team work is a common practice for academic and workplace projects. Team assignments are valuable because they help students work together for a common goal. Detailed description of working with your team is provided in a separate document on “Team Work.”

Grading Standards

For a workplace writing course, the grading standards correspond (as nearly as the classroom setting will allow) with what would be expected of students or employees in an actual business setting. Texts should be:

- **Typed.** All out-of-class assignments should be typed and presented on good-quality paper (if applicable). Handwritten memos, letters, and reports are not acceptable in a professional setting and will not be acceptable in the classroom.
- **Clean.** Appearance and format will count toward the grade. The proper use of heads, white space, margins, and other visual devices all contribute to readability and accessibility of information, and handling them skillfully is extremely important.
- **Error-free.** Simple mechanical and grammatical accuracy is absolutely necessary. Nothing destroys an author’s credibility faster than spelling or grammatical errors.
- **Audience-appropriate.** Readability, a style, and tone chosen for clarity of expression and suitable to the target audience, will also play a significant role in determining the grade on an assignment.
- **Purposeful and well supported.** Whether you set out to explain, analyze, or persuade, your documents should have a clear purpose that is supported by appropriate facts and details. Visuals should be incorporated where useful, and research should be properly documented.

Meaning of Grades

Because the work in this class is based on writing in the workplace, the following correspondence between grades and workplace standards will apply:

Grades Workplace Standards

- A** Manager would be impressed and remember the work when considering a promotion for you.
- B** Manager would be satisfied with the job, but not impressed.
- C** Manager would be disappointed and ask you to revise or rewrite sections before allowing clients and others to see the work.
- D** Manager would be troubled by the poor quality of the work.
- F** Manager would start looking for someone to replace you.

Grade Distribution

1000-900 = A 899-800 = B 799 -700 = C 699- 600 = D 599 and below = F

Course Policies

Attendance and participation:

Attendance is not mandatory to pass the course, but missing classes will affect your participation grade negatively if you missed work done in class or online.

Participation does not mean simply showing up. It means:

- Showing that you have done the assigned readings by referring to them in the discussions
- Bringing required materials to class (textbooks, drafts, homework, etc.)
- Arriving to class on time and staying for the entire class time

★ Getting a college degree is not cheap, so it's a waste of money to skip classes. Being an adult also means knowing how to prioritize your life and manage your time so you can meet all of your obligations. If you decide that something else is more important than attending class, it is your responsibility to make up the work and find out what you missed by contacting a classmate and visiting Blackboard. Do not contact me to simply find out what you missed in class. If you have specific questions after you reviewed the missed material, I will be happy to discuss those questions with you. If you do miss a class, it is a courteous habit to notify the instructor, if possible in advance.

Technology and English 3355: This course makes heavy use of technology and multimedia. It is strongly recommended that students have access to the Internet from home and are comfortable using a computer.

If home access is not possible, arrangements can be made to use a computer regularly on campus in order to complete the work. Student computer labs such as ATLAS are often available until midnight, but schedules do vary. A great deal of work will be done online, and not having access to a computer will not be an excuse for incomplete or late assignments.

Technology problems are also not an excuse for work that is late or missing. Students need to get into the habit of completing assignments for this course well before the due date to allow time for dealing with technology problems. Expect that at some time, the network will be down, computers will go on the fritz, or some other small catastrophe will occur. If students are prepared ahead of time, they can go to plan B.

Classroom Interaction:

In our classroom, we will accept and respect individual differences, seeking to foster an appreciation of openness. Students are expected to respect other students and their opinions regardless of race, ethnicity, gender, age, religion, or sexuality.

Classroom Etiquette:

- Absolutely no using the printer after class has started. It can be difficult to hear in this room; the printer only makes it that much worse.
- Absolutely no food or drinks in this classroom.
- Turn off cell phone ringers, and please do not text message or listen to iPods/MP3 players during class.

Online “Netiquette”:

- Always consider audience. Remember that members of the class and the instructor will be reading any postings.
- Respect and courtesy must be provided to classmates and to instructor at all times. No harassment or inappropriate postings will be tolerated.
- When reacting to someone else’s message, address the ideas, not the person. Post only what anyone would comfortably state in a face-to-face situation.
- Blackboard is not a public internet venue; all postings to it should be considered private and confidential. Whatever is posted on in these online spaces is intended for classmates and professor only. Please do not copy documents and paste them to a publicly accessible website, blog, or other space. If students wish to do so, they have the ethical obligation to first request the permission of the writer(s).

Course Drop:

Each semester has a drop date beyond which an instructor can no longer drop a student with a “W.” Students who fail to attend or fulfill assignments after the drop date must necessarily receive an “F.” However, in the event of exceptional circumstances, and with the approval of the instructor of the course and the academic dean, a grade of “W” may be obtained. The student is responsible for supplying written documentation to support the request for a “W.” Acceptable reasons for a “W” include: personal or family medical emergencies, death of family member, military leave, or an exceptional work schedule that prevents you from completing the course.

Academic Integrity

The University of Texas at El Paso prides itself on its standards of academic excellence. In all matters of intellectual pursuit, UTEP faculty and students must strive to achieve excellence based on the quality of work produced by the individual. In the classroom and in all other academic activities, students are expected to uphold the highest standards of academic integrity. Any form of academic dishonesty is an affront to the pursuit of knowledge and jeopardizes the quality of the degree awarded to all graduates of UTEP. It is imperative, therefore, that the members of this academic community understand the regulations pertaining to academic integrity and that all faculty insist on adherence to these standards.

Any student who commits an act of academic dishonesty is subject to discipline. Academic dishonesty includes, but is not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, and any act designed to give unfair advantage to a student or the attempt to commit such acts. Proven violations of the detailed regulations, as printed in the Handbook of Operating Procedures (HOP), and available in the Office of the Dean of Students and on the homepage of the Dean of Students at www.utep.edu/dos, may result in sanctions ranging from disciplinary probation, to a failing grade on the work in question, to a failing grade in the course, to suspension or dismissal, among others.
(<http://academics.utep.edu/Default.aspx?tabid=54418>)

Copyright and Fair Use: The University requires all members of its community to follow copyright and fair use requirements. You are individually and solely responsible for violations of copyright and fair use laws. The University will neither protect nor defend you nor assume any responsibility for student

violations of fair use laws. Violations of copyright laws could subject you to federal and state civil penalties and criminal liability, as well as disciplinary action under University policies.

Other Helpful Resources

MY OFFICE IS A SAFE SPACE IF YOU NEED AN ATTENTIVE EAR OR A HELPFUL HAND ON ANY ISSUE.

University Counseling Center (UCC): If you find that life stressors are interfering with your academic or personal success, consider contacting UCC, located at 202 Union West. All currently enrolled UTEP students are eligible for free confidential counseling services in English and Spanish. For more information, see <http://sa.utep.edu/counsel/>.

ADA: The Americans with Disabilities Act requires that reasonable accommodations be provided for students with physical, sensory, cognitive, systemic, learning, and psychiatric disabilities. If you suspect that you have a disability and need an accommodation, please contact the Center for Accommodations and Support Services (CASS) at 747-5148 or cass@utep.edu. The CASS is located in Room 106, Union East Bldg. Students are responsible for presenting the instructor any CASS accommodation letters and instructions.

University Writing Center: UTEP's University Writing Center (UWC) offers free writing tutoring assistance for all UTEP students. The tutors are undergraduate and graduate students who can help with all parts of a writing assignment including prewriting, organizing, revising, and editing. They can also help to understand any writing assignment and help work on comprehending difficult textbook material. Note: To facilitate revision, UWC tutors will not hold a tutoring session fewer than 12 hours before the assignment is due.

Nature of and Time Spent on Course:

English 3355 intends to help students develop a wide variety of strategies for communicating in a variety of media. To succeed in this course requires dedication and focus.

Students should allocate sufficient time for the class projects and work. The general rule for all classes is that students spend two hours working outside of class for each class credit. Because this is a 3-credit class, expect to spend 6 hours each week reading, writing, and researching in addition to the 3 hours of "class time". During some weeks students may work more; some weeks they may work less. However, keep this average in mind.

Tips for doing well in this class:

1. Follow directions. Pay attention, ask questions, and always refer back to the textbooks, assignment sheets, syllabus, etc. Your grade is in your own hands.
2. Save everything. Keep your files backed up on a flash drive or in a cloud, and email yourself a copy for extra safety.
3. Plan ahead. Too many students wait until the last minute to write their essays, print their papers, or even leave the house. So, expect there to be traffic jams, e-mail problems, etc. I will not make exceptions for any late work unless accompanied by official documentation.
4. Consider taking your drafts to the trained tutors at The University Writing Center (UWC), located in Library 227. UWC offers free drop-in and online tutoring to UTEP students. Take your assignment sheet to UWC and the tutors can help you with your rough drafts or with generating ideas.

English 3355: Workplace Writing Weekly Schedule (Subject to change)

WEEK (Weeks run from Mon to Sun)	MONDAY	WEDNESDAY
Week 1 01/21 – 01/26	MLK Day (No Classes)	- Introduction to class - Introduction of semester projects
Week 2 01/27 – 02/02	Topics - Syllabus Q&A - Discussing the “big picture”: the final project - Final Project Scenarios Readings - Skim WTW Ch. 13: Writing Proposals - Read course policies, calendar, and team work	Topics - Principles of Business Correspondence Readings - WTW Ch. 8: Business Correspondence - WTW Ch. 16, pp. 596-602: Job-application letter Assignments Team-application email
Week 3 02/03 – 02/09 02/05: Census Day (Drop deadline)	Topics - Team-forming Readings - WTW Ch. 5: Collaborative Writing	Topics - Audience, Purpose, and Medium - Conducting a Meeting Readings - WTW Ch. 1: Assessing Audience, Purpose, and Medium - WTW Ch. 14, pp. 517-529: Conducting Meetings Assignments 1 st Meeting Agenda
Week 4 02/10 – 02/16	<u>Class as a whole is NOT meeting!</u> Topics - 1 st meeting of individual teams: Project Planning Readings - WTW Ch. 15, pp. 552-556: Corporate Blog and Wikis - WTW Online Space: ❖ Explore Web Links: Chapter 15	Topics - Organizing Your Information - Researching Your Subject Readings - WTW Ch. 2: Organizing Your Information Assignments 1. 1 st Meeting Minutes 2. Set up your team’s blog with the 1 st (“Welcome”) entry
Week 5 02/17 – 02/23	<u>Class as a whole is NOT meeting!</u> Topics - Researching Your Subject - Wikis Readings	Topics - Researching Your Subject Readings - WTW Ch. 6, pp. 179-214: Researching Your Subject

	- WTW Ch. 6, pp. 155-179: Researching Your Subject - WTW Online Space: ❖ Browse Digital Tips: Wikis for Collaborative Documents Assignments Team's Wiki: start your team's wiki space	
WEEK (Weeks run from Mon to Sun)	MONDAY	WEDNESDAY
Week 6 02/24 – 03/02	<u>Class as a whole is NOT meeting!</u> Topics - Outlining your ideas Assignments WTW Online Space: ❖ Take a chapter quiz: Chapter 2	Topics - Writing Informal Reports Readings - WTW Ch. 10: Writing Informal Reports Assignments 2nd Meeting Agenda
Week 7 03/03 – 03/09	<u>Class as a whole is NOT meeting!</u> Topics - 2nd meeting of individual teams	Topics - Writing the Draft - Writing the Progress Memo Readings - WTW Ch. 3: Writing the Draft - WTW Ch. 8, pp. 298-299: Designing Memos Assignments 1. 2nd Meeting Minutes 2. 2nd Blog entry
Week 8 03/10 – 03/16	SPRING BREAK!	SPRING BREAK!
Week 9 03/17 – 03/23	Topics - Language and Editing Readings - The Write at Home Blog Assignments Team's Wiki: update your team's wiki space	<u>Class as a whole is NOT meeting!</u> Topics - Designing your informal report Readings - WTW Ch. 7: Designing Effective Documents and Visuals Assignments 1. 1st Progress Memo 2. 3rd Meeting Agenda

Week10 03/24 – 03/30	<u>Class as a whole is NOT meeting!</u> Topics - 3rd meeting of individual teams	Topics - Informal Report in-class conferences - Re-thinking your Blog Readings - WTW Ch. 15, pp. 533-552: Writing for the Web - WTW Online Space: ❖ See sample business and technical documents in design: Reports Assignments 1. Informal Report Rough Draft 2. 3rd Meeting Minutes 3. 3rd Blog entry
WEEK (Weeks run from Mon to Sun)	MONDAY	WEDNESDAY
Week 11 03/31 – 04/06 04/04: Course Withdraw	Cesar Chavez Day (No Classes)	Topics - Revising the Draft Readings - WTW Ch. 4: Revising the Draft
Week 12 04/07 – 04/13	<u>Class as a whole is NOT meeting!</u> Topics - Language and Editing Readings - Eye on Idioms Assignments Team's Wiki: update your team's wiki space	Topics - Informal Report in-class conferences Readings - WTW Skim Part Four: Revision Guide Assignments Informal Report Final Draft
Week 13 04/14 – 04/20 04/18: Spring Study Day (No Classes)	<u>Class as a whole is NOT meeting!</u> Topics - Writing Proposals Readings - WTW Ch. 13: Writing Proposals Assignments WTW Online Space: ❖ Take a chapter quiz: Chapter 13	Topics - Writing Proposals Readings - WTW Ch. 13: Writing Proposals Assignments 4th Meeting Agenda
Week 14 04/21 – 04/27	<u>Class as a whole is NOT meeting!</u> Topics - 4th meeting of individual teams	Topics - Writing Proposals Readings

		- TBA Assignments 1. 2nd Progress Memo 2. 4th Meeting Minutes 3. 4th Blog entry
Week 15 04/28 – 05/04	<u>Class as a whole is NOT meeting!</u> Topics - Work on drafting your proposals Readings - WTW Online Space: ❖ See sample business and technical documents in design: Proposals Assignments Team's Wiki: update your team's wiki space	Topics - Preparing Your Presentations - Proposal Q&A Readings - WTW Ch. 14, pp. 494-516: Giving Presentations Assignments Proposal Rough Draft
Week 16 05/05 – 05/11	Project Presentations	Project Presentations
Week 17 05/12 – 05/16	Final Project Due by 3:45 p.m.	