Course   Technical Communications (2015-2016)

Code / Version   COMM1130 (101)

Total Hours   45

Credits   3

PreRequisite(s)   COMM1085 (100) College Reading & Wr. Skills
                         or COMM1180 (100) Effective Technical Communications I

CoRequisite(s)

Course Description

In this course, students will learn professional writing and presentation skills required for effective technical communication in the workplace. They will learn to write technical documents by applying standard technical writing style and analyzing their forms and uses for target audiences, purposes, and contexts. They will also learn to write formal technical proposals or reports using research and documentation skills.

PLAR Eligible: Yes

Course Outcomes

Successful completion of this course will enable the student to:

1.   Analyze workplace technical documents to distinguish audience, purpose, format, structure, and cohesiveness.

2.   Write clear, coherent, and succinct technical messages using standard technical writing style, correct grammar and mechanics, and a relevant documentation format.

3.   Create technical summaries, descriptions, specifications, procedures and instructions using effective page design and visuals.

4.   Organize technical information from a variety of electronic and hard copy sources.

5.   Apply technical writing strategies and research skills to research-based proposals or reports.

6.   Present technical information to target audience using appropriate digital media.

Essential Employability Skills addressed in this course		Taught	Reinforced	Assessed
Communication	Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience	X	X	X
	Respond to written, spoken, or visual messages in a manner that ensures effective communication	X	X	X
Numeracy	Execute mathematical operations accurately			
Critical Thinking and Problem Solving	Apply a systematic approach to solve problems	X	X	X
	Use a variety of thinking skills to anticipate and solve problems			
Information Management	Locate, select, organize, and document information using appropriate technology and information systems		X	
	Analyze, evaluate, and apply relevant information from a variety of sources	X	X	X
Interpersonal	Show respect for the diverse opinions, values, belief systems, and contributions of others		X	
	Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals	X	X	
Personal	Manage the use of time and other resources to complete projects	X	X	

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Essential Employability Skills addressed in this course		Taught	Reinforced	Assessed
Personal	ⁿ Take responsibility for one's own actions, decisions, and consequences		X	

Unit Outcomes

Successful completion of the following units will enable the student to:

1.0   Principles of technical communication: audience, purpose, documents, and contexts

    1.1   Define technical communication

        1.1.1   Identify the characteristics of technical communication

        1.1.2   Distinguish between technical writing and academic writing

    1.2   Recognize typical technical documents

        1.2.1   Describe different types of technical documents

        1.2.2   Identify standard structure and formats of technical documents

    1.3   Analyze audience and purpose in technical communication

        1.3.1   Determine a document's primary and secondary audiences and purposes

        1.3.2   Profile audience characteristics and needs

        1.3.3   Analyze writing strategies for target audience and purpose

    1.4   Explain standard structure of technical documents

        1.4.1   Distinguish between academic essays and technical messages

        1.4.2   Apply the three-part structure for technical documents

2.0   Style, organization, and format of technical documents

    2.1   Distinguish between prose styles for academic writing and technical writing

    2.2   Organize technical information through sequencing, chunking, and paragraphing

    2.3   Integrate sources in text using a discipline-specific documentation style

    2.4   Edit texts for clarity and a readable style

3.0   Page design and visual illustration

    3.1   Design user-friendly pages

        3.1.1   Apply the basic elements of page design

        3.1.2   Orient readers using effective page design techniques

    3.2   Use effective visuals in technical communications

        3.2.1   Distinguish between different types of visuals

        3.2.2   Select visuals for target audience and purpose: tables, graphs, and charts

        3.2.3   Place and cross-reference visuals in text

4.0   Short technical documents

    4.1   Explain the uses of short technical documents

    4.2   Create effective technical definitions, descriptions, specifications, and instructions

    4.3   Collaborate effectively as part of a team to write short technical document projects applying peer review and editing skills

5.0   The research process in technical communication

    5.1   Apply critical thinking to research projects

    5.2   Gather information for research projects

         5.2.1   Distinguish between primary and secondary research

         5.2.2   Locate digital and hard-copy secondary sources

         5.2.3   Evaluate online sources for reliability and quality

         5.2.4   Conduct simple informational interviews and surveys

    5.3   Integrate primary and secondary sources in formal technical documents

         5.3.1   Summarize, paraphrase, and quote sources

         5.3.2   Develop ideas using research findings

         5.3.3   Present research findings effectively

    5.4   Collaborate effectively to work on team projects by applying peer-review and editing skills

6.0   Formal reports and proposals

    6.1   Explain the uses of formal reports and proposals in technical communication

    6.2   Identify elements of formal reports and proposals

    6.3   Determine the audience and purpose of a formal report

    6.4   Use prewriting strategies to generate and organize information

    6.5   Identify the characteristics of the three analytical approaches: comparative approach, causal approach, and feasibility approach

    6.6   Plan, compose, format, and finalize formal reports and proposals

    6.7   Collaborate effectively to work on formal report and proposal team projects by applying peer-review and editing skills

7.0   Digital media

    7.1   Recognize the advantage of offering information online

    7.2   Determine audience and purpose before designing and writing online

    7.3   Use common digital communication channels appropriately

    7.4   Apply online communication skills

8.0   Presentations

    8.1   Plan, prepare, and deliver effective oral presentations

         8.1.1   Analyze the audience and purpose of an oral presentation

         8.1.2   Organize oral presentations for target audience and purpose

         8.1.3   Use presentation software effectively

         8.1.4   Collaborate effectively to prepare and deliver professional oral presentations as a team

Required Student Resources

L.J. Gurka & J. M. Lannon. Strategies for Technical Communication in the Workplace (3rd). Boston: Pearson.

Optional Student Resources

www.deakin.edu.au/studentlife/academic-skills/undergraduate/handouts/ideas.php

www.grammarbook.com

www.grammarlady.com

Evaluation

The minimum passing grade for this course is 55 (D).

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In order to successfully complete this course, the student is required to meet the following evaluation criteria:

Document Analysis for Audience and Purpose	10.00
Technical Definition	5.00
Technical Description	10.00
Technical Specification	10.00
Technical Instructions	15.00
Proposal and Report (Proposal @10%; Report @25%)	35.00
Oral Presentation	15.00
	100.00 %

Other

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School   Language and Communications Studies

Date   2015-06-18   © Conestoga ITAL