




**School of English & Liberal Studies  
Faculty of Communication Art and Design  
Professor's Addendum to Course Outline**

**COURSE CODE: BTC440SAA**  
**COURSE TITLE: Business and Technical Writing**  
**TERM: Winter 2018**  
**PROFESSOR: Denise Chilton**  
**ROOM: DB3094**  
**EMAIL: [denise.chilton@senecacollege.ca](mailto:denise.chilton@senecacollege.ca)**  
**OFFICE HOURS: Mon. 5:15-6:00 p.m. & Fri. 2:30-3:15 p.m. & by appointment**

Approved by:   
John Stilla, Chair, School of English & Liberal Studies

## **Business and Technical Writing**

Welcome to Business and Technical Writing. This course focuses on the knowledge and skills required for writing professional correspondence and business reports appropriate to the software development field. You will explore the writing process, examine how business documents are structured, and create a variety of professional documents including but not limited to emails, memoranda, proposals, abstracts, release notes, and executive summaries. You will have the opportunity to work in teams to conduct research, write documents, and deliver oral presentations.

Please read this addendum to the course outline carefully. It is your guide to the course requirements and activities in this class. Be sure to read the outline containing key course information at <http://www.senecacollege.ca/ssos/findOutline.do?isLoggedIn=&subjectOrAndTitle=%5BBTC440%5D+Business+and+Technical+Writing&schoolCode=SELSAY>.

Please also look at [els.senecacollege.ca/](http://els.senecacollege.ca/) where you will find key information from the School of English and Liberal Studies, especially regarding ELS courses and graduation requirements.

Please note that our course has a Blackboard site: class notes, course resources, and assignment guidelines will be posted there; take-home assignments and some in-class assignments will be submitted via Blackboard. Please visit the site as soon as possible, familiarize yourself with it, and check back regularly for updates.

## **Class Hours**

SAA (violet) – Thursdays 9:50 a.m. – 12:30 p.m.  
SBB (yellow) – Mondays 2:25 – 5:05 p.m.

## Texts and Materials

- **REQUIRED:** Lannon, Gurak & Klepp. *Technical Communication*, 6<sup>th</sup> Canadian Edition. Pearson, ISBN: 978-0-205-92584-1. Print copies available at the bookstore.
- **Recommended:** *Online Technical Writing*, by David A. McMurrey. Free and online: <http://www.prismnet.com/~hcexres/textbook/> – please bookmark this site!
- All students are required to use the following Research Guide for their assignments: Seneca Libraries. *Guide to Research & Citation MLA Style*. 4<sup>th</sup> ed. See <http://seneca.libguides.com/mla>.
- A good quality English-language dictionary (recommended)
- A good quality grammar guide (recommended)
- Home computer and internet access (recommended)

## Grading and Assignments

- 10% Team presentation – sign up on Blackboard
- 15% In-class writing activity 1: audience analysis & correspondence
- 10% Career portfolio
- 15% In-class writing activity 2: short report
- 25% Team project: annotated bibliography & formal report
- 5% Reading review notes (due in 3 parts)
- 20% Final exam

Library Assignment Series – required, but not for credit

### Please Note:

The use of internet, cell phones and other electronic devices is not permitted during graded assignments and the final exam, and restricted to coursework during class.

Consistent with Seneca College policy for English and Liberal Studies courses, the term work for courses within this School of English & Liberal Studies includes a minimum of 250 pages of reading and 2000 words of writing.

## Tentative Weekly Schedule – Winter 2018

Week	Topics	Reading <sup>[1]</sup>	Assignment deadlines
Week 1 Jan. 18	<ul style="list-style-type: none"> <li>• Course introduction</li> <li>• Professionalism in the workplace</li> </ul>		
Week 2 Jan. 25	<ul style="list-style-type: none"> <li>• Intro to team work &amp; team writing strategies</li> <li>• Oral presentation skills</li> </ul>	Chapters 4 & 24	<ul style="list-style-type: none"> <li>• Please bring a laptop or tablet to class</li> </ul>
Week 3 Feb. 01	<ul style="list-style-type: none"> <li>• Successful communication &amp; technical writing</li> </ul>	Chapters 1 & 2	<ul style="list-style-type: none"> <li>• Please bring a laptop or tablet to class</li> </ul>
Week 4 Feb. 08	<ul style="list-style-type: none"> <li>• Correspondence: emails, memos, letters</li> </ul>	Chapters 3 & 22	<ul style="list-style-type: none"> <li>• Team presentation 1: Correspondence</li> </ul>
Week 5 Feb. 15	<ul style="list-style-type: none"> <li>• Career writing &amp; managing your digital footprint</li> <li>• <b>Note:</b> <i>Next Monday, February 19 is Family Day. The college is closed.</i></li> </ul>	Chapter 23 & 25	<ul style="list-style-type: none"> <li>• Career Services class visit</li> <li>• Team presentation 2: LinkedIn and e-portfolios</li> </ul>
Week 6 Feb. 22	<ul style="list-style-type: none"> <li>• In-class writing activity 1: audience analysis and correspondence</li> <li>• Formal report project planning</li> </ul>		<ul style="list-style-type: none"> <li>• Correspondence: attendance is mandatory</li> <li>• Review notes due at the start of class: Chapters 1, 2, 3, 4, 22, 23, 24 &amp; 25</li> </ul>
Week 7 Feb. 26 – Mar. 02	<ul style="list-style-type: none"> <li>• <b>STUDY WEEK: No classes and no office hours</b></li> </ul>		
Week 8 Mar. 08	<ul style="list-style-type: none"> <li>• Research &amp; summaries</li> </ul>	Chapters 8 & 10  <i>Note: Chapter 9 recommended as MLA/APA style resource</i>	<ul style="list-style-type: none"> <li>• Library assignment series due</li> <li>• Career portfolio due</li> <li>• Library class visit</li> </ul>

Week	Topics	Reading <sup>[1]</sup>	Assignment deadlines
Week 9 Mar. 15	<ul style="list-style-type: none"> <li>Short reports</li> </ul>	Chapters 11 & 21	<ul style="list-style-type: none"> <li>Team presentation 3: Short reports</li> <li>Annotated bibliography due</li> </ul>
Week 10 Mar. 22	<ul style="list-style-type: none"> <li>In-class writing activity 2: short reports</li> <li>Formal reports</li> <li><b>Note:</b> <i>Next Wednesday, March 28 is the last day to drop winter term classes.</i></li> </ul>	Chapters 19 & 20	<ul style="list-style-type: none"> <li>Short report: attendance is mandatory</li> <li>Review notes due at the start of class: Chapters 8, 10, 11 &amp; 21</li> <li>Team presentation 4: Formal reports</li> <li>Please bring a laptop or tablet to class</li> </ul>
Week 11 Mar. 29	<ul style="list-style-type: none"> <li>Document design and visuals</li> <li><b>Note:</b> <i>Friday, March 30 is Good Friday. The college is closed.</i></li> </ul>	Chapters 12 & 13	<ul style="list-style-type: none"> <li>Team presentation 5: Document design &amp; visuals</li> </ul>
Week 12 Apr. 05	<ul style="list-style-type: none"> <li>Proposals</li> </ul>	Chapters 5 & 18	<ul style="list-style-type: none"> <li>Team presentation 6: Proposals</li> </ul>
Week 13 Apr. 12	<ul style="list-style-type: none"> <li>Other documentation: Release notes, specifications, instructions, user manuals</li> </ul>	Chapters <ul style="list-style-type: none"> <li>15: 254-256 &amp; 263-269</li> <li>16: 277-291</li> <li>17</li> </ul>	<ul style="list-style-type: none"> <li>Formal report due</li> </ul>
Week 14 Apr. 19	<b>BTC440 Exam: Thursday, April 19, 2018</b> Part A: Multiple choice Part B: Proposal, instructions, or release notes		<ul style="list-style-type: none"> <li><b>Exam attendance is mandatory</b></li> <li>Review notes due at the start of class: Chapters 5, 12, 13, 15 (assigned pages), 16 (assigned pages), 17, 19 &amp; 20</li> </ul>

**Note [1]:** Readings must be completed before class begins in the week for which they are listed.

# **Coursework Standards**

## **Assignment submission format**

Only work with a neat, professional appearance will be accepted for grading. Out-of-class assignments must be word-processed; for electronic submission, please include your name in the file name.

## **Extensions and late assignments**

“Any student in need of an extended deadline must negotiate an extension with the faculty in advance of the published deadline [1 week minimum recommended]. Only under extenuating circumstances will late assignments be accepted without communication prior to the deadline. Documentation of the extenuating circumstances must be provided by the student upon request. At the discretion of the faculty, deductions may be applied for any late assignment submissions.” (Academic Policy, 8.12).

Unless an extension has been granted, late out-of-class assignments will be penalized at a reduction of ½ letter grade per school day with a one-week maximum for submission.

## **Missed in-class assignments**

Should you miss an in-class assignment, you are responsible for submitting your medical/legal documentation within 1 week of your return to class. Make-ups are granted at the professor's discretion.

## **Academic and professional integrity**

Any research material used in written or oral submissions must be properly documented.

## Grading Policy

A+	90% to 100%
A	80% to 89%
B+	75% to 79%
B	70% to 74%
C+	65% to 69%
C	60% to 64%
D+	55% to 59%
D	50% to 54%
F	0% to 49% (Not a Pass)

## Evaluation

Evaluation is based on correct language usage, organization and mastery of the course at a post- secondary level. Students are expected to learn professional standards of performance in the course areas, and tests and assignments will be graded on that basis. In recognition of the significance of exceptional communication skills in the work place, marks are deducted for language errors on all tests and exams.

## Classroom Standards

### Attendance and participation

**Consistent attendance is expected as it contributes to student success in this course.** If you will be absent from class, please notify me by phone or e-mail. You are still responsible for the material and assignments missed and will be required to provide documentation. For extensions or special considerations, make the request to me well in advance of any due dates.

### In-class behaviour

You are expected to behave in a professional manner appropriate to the workplace, and to honour your team commitments. Considerate classroom conduct, adequate class preparation, and constructive participation will enhance your academic experience and that of your colleagues. In particular, you are asked to contribute to the learning environment by being prompt, courteous, responsible, and collaborative, and by following the behavioral policies listed in the College Academic Policy and the Student Handbook. This course will include several team-building activities; as in the workplace, participation is required.

## **Student/faculty consultation outside classroom hours**

Please book meeting times well in advance by email. The best times for meetings are during my office hours, listed near the beginning of this document. Please email to make an appointment: [denise.chilton@senecacollege.ca](mailto:denise.chilton@senecacollege.ca)

## **Learning Centre**

For free English tutoring and skill-building workshops, visit the Learning Centre. Whether English is your first, second, or third language, tutors offer guidance and helpful tips for stronger grammar, sentence structure, composition, vocabulary, reading comprehension, citation, and other writing–reading competencies (though they do not correct your work). Workshops offer opportunities to learn and practice new strategies in writing, reading, and speaking within small groups. To book a tutorial or workshop appointment online, go to **Student Centre** in **mySeneca**, and click the link below **Learning Centre–Tutor Booking** (bottom left). You can also visit the Learning Centre at your campus to book an appointment in person. At the York Campus, the Learning Centre is located in room S1120.

## **Dropping a Course**

There are two deadlines for dropping this course. If you drop by Day 10 of the Term, the course will not appear on your transcript. If you drop by the last drop date (see Student handbook), the course will appear on your transcript with a grade of DNC. To drop, please notify your professor, complete a “**Timetable Change Form**,” and return it to Registration by the deadline. Discuss any possible negative consequences of dropping the course with your ELS Coordinator.

**PLEASE RETAIN THIS DOCUMENT FOR FUTURE EDUCATIONAL AND/OR  
EMPLOYMENT USE.**

## **Academic Regulations**

It is your responsibility as a student of Seneca College to be aware of and abide by the academic and behavioural policies outlined in the College Academic Policy and the Student Handbook. Here are some key policies:

### **Academic Honesty (Section 9 and Appendix E - Academic Policy)**

“Engaging in any form of academic dishonesty to obtain any type of academic advantage or credit is an offence under this policy and will not be tolerated by the College. The penalty for a first academic honesty offence is a grade “0” on the work in which the offence occurred and will result in a comment being placed on the transcript by the Academic Honesty Committee. The penalty for the second academic honesty offence is an “F” in the course where the offence occurred, a second comment on the transcript and suspension from the College for a time period determined by the Academic Honesty Committee normally for a minimum of three (3) Terms.”

For more information on Academic Honesty, go to: <http://library.senecacollege.ca>.

### **Student Appeals (Section 12 – Seneca College Academic Policy)**

Students have the right to appeal academic decisions of the College. The procedures for informal and formal appeals are outlined in Academic Policy. If a student disagrees with the evaluation of an assignment or with a final grade, s/he must first discuss the matter with the professor in an attempt to resolve the disagreement. If the matter is not resolved, the student should discuss the problem with the Coordinator or the Chair of English and Liberal Studies. Students must keep all assignments (including drafts and outlines) and exercises until they receive their final grade. No appeal will be considered unless a complete file is submitted at the time of the appeal.

### **Electronic devices and recording of classes (Section 7.3 - Academic Policy)**

“The use of electronic devices and recorded learning activities will respect the work, dignity and reasonable expectations of privacy of all individuals in the College community. To support students' learning, electronic devices and recording of classes and learning activities may be permitted at the discretion of the faculty member or as required by the Ontario Human Rights Code and/or the Accessibility for Ontarians with Disabilities Act. Recordings can only be used for individual study of materials presented during class. The faculty will inform all individuals participating in a class of any electronic recording of teaching and learning activities. Where required, program and course information will identify that classes may be recorded. No recording can be reproduced, distributed and/or used in any other manner without the express consent of the faculty or the College. Intentional misuse of electronic devices or recordings, or intentional misrepresentation when requesting the use of a device or recording, shall



constitute a violation of the College's Academic Policy and will be pursued through the Student Code of Conduct document.”

### **Further note on electronic devices**

While this course encourages the use of technology in the classroom and workplace, you should think of the time spent in the classroom as a business meeting and use your technology appropriately. Do not text in class, do not take calls in class, do not work on assignments for other courses class; you are responsible for being (physically and mentally) present and attentive to the tasks at hand. See the Information Technology Acceptable Use policy for more.

### **Information Technology Acceptable Use**

See the Student Handbook. Faculty and students are reminded that College correspondence should only be disseminated electronically through official College-provided e-mail. Alternate e-mail addresses such as Yahoo mail or Hotmail mail are not authenticable through Seneca.

### **Copyright – See the Student Handbook**

There are limitations to reproducing materials from texts and other copyrighted materials. Essential copyright information is available in the Student Handbook and at <http://library.senecacollege.ca>.

### **Students Rights and Responsibilities - See the Student Handbook**

### **Discrimination and Harassment – See the Student Handbook**

All students and employees have the right to study and work in an environment that is free from discrimination and/or harassment. Language or activities that defeat this objective violate the College Policy on Discrimination/Harassment and shall not be tolerated. Information and assistance are available from the Resolution, Equity and Diversity Centre.

### **Accommodation for Students with Disabilities**

The College will provide reasonable accommodation for students with disabilities in order to promote academic success. If you require accommodation, contact the Counselling and Accessibility Services Office at ext. 2900 to initiate the process for documenting, assessing and implementing your individual accommodation needs.