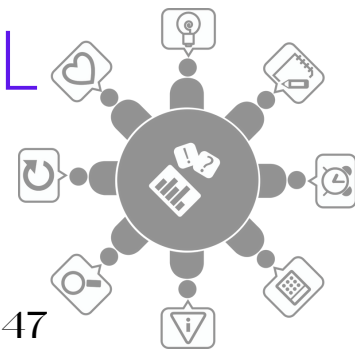


PROFESSIONAL & TECHNICAL Writing



ENGL 502.M1 | Fall 2022

Wed, 1-3:50 PM | Pandra P347

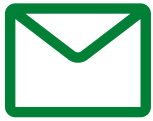
"Professional and technical writers create the small documents that make the world run."

-Barbara L'Eplattenier

Welcome to Professional and Technical Writing!

In this writing course, we will explore effective communication of technical information through various workplace documents including resumes, memos, business letters, reports, brochures, etc. We will use rhetorical and audience analysis, document design, and collaboration to study the audience, purpose, and ethics of workplace genres and their conventions across a variety of contexts. This course satisfies a Writing Intensive requirement. Prereq: ENGL 401.

Professor: C.C. Hendricks, PhD [Prof. or Dr. Hendricks](#)



c.c.hendricks@unh.edu



virtual office hrs.:

Mondays, 10:30-12:30

I am also available by appointment. Email is the fastest way to contact me.

LEARNING OBJECTIVES

By the end of this course, you will be able to:

- Demonstrate your understanding of key concepts in technical communication
- Read and respond to different audiences, genres, and rhetorical situations
- Communicate technical information effectively in a variety of documents
- Use discourse and technology to develop, design, and deliver documents
- Develop an understanding of how technical writing genres operate in your chosen field or profession
- Acknowledge diverse perspectives and think critically about issues of equity and inclusion, usability and accessibility

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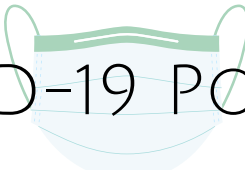
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COVID-19 POLICIES

Unfortunately, COVID is still a part of our community. Please pay attention to messaging from the University (RAVE and Canvas and Email) in the event that any COVID protocols change. You can always access current COVID protocols and requirements through the [Health and Wellness Website](#).

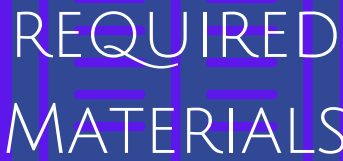
While masks are not mandated on the UNH Manchester campus, any instructor, employee or student also has the right to request that masks be worn by others in close contact in an indoor setting, per President Dean's message at the beginning of the term. As such, **everyone should wear a mask when in this classroom.** A valid Wildcat Pass is required to be on campus and in this classroom. Your Wildcat Pass will be invalid if you are supposed to be in isolation or quarantine.

To ensure that we do our part to slow the spread of COVID-19, in addition to wearing masks, we will take the following measures:

- You will be asked to present a valid Wildcat Pass at the beginning of each class session.
- Everyone will sit in the same seat every session to help facilitate contact tracing.
- We will socially distance as much as we're able in the space provided.

Potential for Modality Change

This class begins the semester in face-to-face operations with a mask requirement . If our health and safety require, **this course may shift to remote sessions. If this happens, we will continue to meet synchronously during our scheduled class time over Zoom.** If additional adjustments to the assignment schedule are needed as a result of this shift, we will decide on such changes together. Monitor all Canvas announcements, campus email, UNH Police Twitter, RAVE alerts, and other UNH announcements to stay up to date with campus and course operations.



REQUIRED MATERIALS

- There are not any required textbooks for this course, as we will be utilizing open-source textbooks.
- I will post resources and readings to our Canvas course site, where you will also submit all assignments for this course. Please reference the course site and [Course Calendar](#) regularly.
- You will need access to a laptop or tablet during class. Laptops can be checked out (and used on campus) at the [UNHM library](#). If you need additional help, please visit the [UNHM IT/Help Desk website](#).

ASSIGNMENTS



Class Participation

Satisfactory participation involves:

- attending class on time
- making thoughtful, respectful contributions to class discussion and activities
- thoroughly and promptly completing writer's blog activities before and during class
- asking substantial questions
- making room for others to speak
- contributing to small group work

Participation will be calculated as follows:

	Excels = 2 Points	Baseline = 1 Point	Below = 0 Point
Attendance & Punctuality	Attend @ least 94% of meetings on time	Attend @ least 86% of meetings on time	Attend fewer than 86% of class meetings on time
Participation	Verbally participate with meaningful comments and/or contribute to the discussion google doc at least 90% of the time	Verbally participate with meaningful comments and/or contribute to the discussion google doc at least 80% of the time	Do not verbally participate or add to discussion google doc
Writer's Blog Posts	Complete all posts thoroughly and on time	Two or fewer posts missing, three or fewer late	At least three posts missing, and four late

A = 6 points; B = 5 points; C = 4 points; D = 3 points; F = <3 points

Read Critically

Writers are readers. The readings in this course will introduce genres, arguments, examples, and key concepts, and enlarge context for class discussion. Your class participation depends on your timely, critical reading. For instance, many of the writer's blog posts require you to respond to assigned course readings before attending class.

Major Projects

Most of the work we complete this semester will be part of **three major projects**. As in the workplace, these projects will not run consecutively. Rather, they will overlap, and the techniques, skills, and strategies gained from each will inform the others. All of these projects will be completed in parts with multiple drafts that will receive feedback from your peers and me. Assignment sheets and collaboratively designed rubrics for all assignments will be posted on the Canvas course site. If you require print copies, please email me: c.c.hendricks@unh.edu.

The Onboarding Project

The Onboarding Project ([Assignment Sheet](#)) will introduce you to fundamental genres in workplace writing. Employing the framing concept of the “onboarding process” many companies or institutions use to orient new employees, you will explore professional writing genres that employers use to assess potential employees’ fit. In entering different professional environments, you’ll need to compile a portfolio of different documents to submit to your potential employer. These documents should exhibit your qualifications and personal interest in the job for which you are applying.

The Instructions Project

The Instructions Project ([Assignment Sheet](#)) provides us with an opportunity to execute writing to teach, to instruct, to demonstrate, and to document procedures, which is a genre and skill set that almost all professionals engage in. This project will also help us explore the design, usability, and accessibility of multimodal, non-linear texts.

Ethics Recommendation Report

The Ethics Recommendation Report ([Assignment Sheet](#)) will require that you conduct research to conduct a research study in order to make recommendations that address a social justice or ethics issue/controversy relevant in your professional field. Using primary and secondary research, you will complete a recommendation report to a specific professional audience. This project will officially launch near mid-term and continue to the end of the semester, but I suggest considering ideas, topics, and related issues now. This project involves multiple genres—most notably a substantial proposal and report—and consistent workflow management.

Self-Evaluation

At the end of the semester, you will submit a self-evaluation ([Assignment Sheet](#)) on your experiences in the course, addressed to me. This genre is common in many professions, and gives you a chance to practice reflection, self-advocacy, and argumentative skills, as you look back on your progress, challenges, and successes in ENGL 502.

Process Credit

For each project, you will complete drafts and participate in peer review workshops. Each draft and workshop will have specific parameters for satisfactory completion, which I will provide in class and link on the Canvas course site. Timely completion of these drafts and engaged participation in workshops will help you to produce effective final products and provide support throughout your writing process. To receive full process credit, each draft should meet (or exceed) the minimum requirements and be submitted on time and you should attend each workshop prepared and provide meaningful comments to your partner(s) in peer review.

Each draft and workshop



a process grade of:

- 10/10: meets/exceeds minimum requirements OR
- 7/10: does not meet minimum requirements and/or late OR
- 0/10: not submitted or 5+ days late

These workshop grades will be averaged together with your draft process grades to account for 10% of your final course grade.

GRADING

Class Participation	5%
Self-Evaluation	5%
Process Credit	10%
Onboarding Project	20%
Instructions Project	25%
Social Justice Recommendation Report	35%

SCALE

A	100-94
A-	<94-90
B+	<90-87
B	<87-84
B-	<84-80
C+	<80-77
C	<77-74
C-	<74-70
D+	<70-67
D	<67-64
D-	<64-60
F	<60-0

A Note on Grading

The grade book on the Canvas course site can be misleading. The feedback and process grades I give you on your drafts will help you assess how your final grade is shaping up. You are welcome to meet with me at any time during the semester to discuss your grades and standing in the course.

ATTENDANCE

As in the workplace, it is essential that you attend class, as the activities, writing workshops, and materials in class will help you to write and revise effective products. Please attend class as much as possible and if you can't attend, please notify me by email either before or as soon as you can after.

You do not need to send me documentation or doctor's notes or share any information that you are not comfortable sharing. To ensure we slow the spread of COVID, **no one should attend class ill and you will not be penalized for missing class due to an illness or suspected illness.**

On the first day of class, we will compose a more specific attendance policy together that outlines parameters and potential consequences for excessive absences, which I will then post on the Canvas course site. **If you have five or more unexcused absences, you will no longer be able to pass the course.** I don't anticipate any of you will be in this position, however, so let's all agree to do the work, come to class, and learn a lot together. If UNH [curtains operations](#), our class will not meet in person or remotely; in this event, please check the Canvas site for announcements.

If you are a caregiver and need to miss class for reasons associated with your caregiving responsibilities, please email me at any time. In general, the earlier you contact me with any attendance issues, regardless the reason, the easier it is for me to accommodate you while maintaining fair expectations for all students.

LATE WORK

As in the workplace, deadlines are important to ensure that action-oriented writing is effective.

Every assignment should be submitted by the target date when possible. Given the multiple-drafting system of the course, keeping up with these dates will ensure that you don't fall behind and become overwhelmed making up drafts. **If you are going to miss the target date, please email me when you will submit it. Assignments submitted late without emailing me will receive half credit. Unless extenuating circumstances arise, no late work will be accepted 5 days after the target date.** No extensions will be granted on the final recommendation report.

CONFERENCES

We will have **two virtual conferences**. Sign-up sheets for conferences will be available in the "Important Course Documents" module on the Canvas course site. Classes will be canceled on conference days, either in whole or part, and are clearly listed on the [Course Calendar](#).

TIME COMMITMENT

Consistent with UNH policy, you should expect to spend an average of **nine hours per week** completing work for this course. This is an estimation; for more on UNH's credit hour policy, see the [University Academic Requirements](#). If you feel as though the workload is untenable at any time, please email me.

ACADEMIC HONESTY

Correct and ethical documentation is an important skill when reading and writing in academic and professional contexts. Any attempt at plagiarism or misrepresentation will result in a failing grade for the project and, in some cases, for the entire course. For more on plagiarism and misrepresentation, see [UNH's Academic Honesty policy](#), "[Student Rights, Rules, and Responsibilities](#)," and this [tutorial](#).

STUDENT SUPPORT SERVICES

CENTER FOR ACADEMIC ENRICHMENT (CAE)

The Center for Academic Enrichment (CAE) is a free resource for all students enrolled in UNH Manchester courses. The center provides individual and group [tutoring](#) in writing and research, math, science, and other content areas, including additional tutoring support for students with documented [disabilities](#) and [ESOL](#) students. For more information on the CAE, visit their [website](#).

ACADEMIC ALERTS

"If a faculty member is concerned about your academic performance, they may submit an academic alert. Academic alerts are not punitive. The goal is to provide you with support and resources to support your success."

ACCOMMODATIONS

According to the Americans with Disabilities Act, each student with a disability has the right to request accommodations from UNH.

If you require accommodations, contact **Janessa Zurek**, the Student Accessibility Coordinator at UNHM, on Mon. & Wed. from 9am-2pm by:

- email, janessa.zurek@unh.edu
- or phone, (603) 641-4383

For more information, visit the [Manchester SAS](#) or [UNH SAS](#) websites.

UNHM LIBRARY

The UNH Manchester Library will be open on Monday–Thursday, 10 a.m.–2 p.m. An information literacy librarian will visit our class to help familiarize us with Library resources and databases. The stacks will be closed to all patrons this fall. The librarians will retrieve all requested items for our patrons; after receiving notification, patrons can pick items up at the Learning Commons Help Desk.

To request library materials:

- visit the [UNHM Library website](#)
- watch [this brief video](#)

For library assistance on your research,

- complete the [“Ask a Librarian” form](#)
- call: (603) 641-4173
- or email them at unhm.library@unh.edu.



You can also reserve a study room and check out a laptop (on campus) through the library. For more Library resources, see the links provided on the "Important Resources" tab of the Canvas course site.

MENTAL HEALTH SERVICES

UNH Manchester offers **free mental health sessions for students**. Services include: free confidential screening & consultation with a licensed mental health therapist; referrals to mental health or substance misuse treatment; and, assistance in understanding how to afford additional treatment. Virtual appointments are available M–TH: 9–5, T: 8–5.

To schedule a counseling session:

- complete [this survey](#)
- email UNHM.Wellness@unh.edu

If you or someone you know is experiencing a mental health or substance misuse crisis:

- call the Mobile Crisis Response Team, (800) 688-3544
- or The National Suicide Prevention Lifeline, (800) 273-TALK/8255

For more about the support available to you, please visit the [Student Wellness website](#).

SEXUAL HARASSMENT/ABUSE

UNH requires faculty, staff, peer mentors, tutors and other University members to report any incidents of sexual violence and harassment shared by students.

If you wish to speak to a confidential support service provider:

- see this [list of Privileged Confidential Service Providers/Resources](#)

For more information on how to anonymously report incidents of discrimination, hate or harassment:

- visit the [Reporting for Students website](#)

For more on the support resources available to you:

- visit the [Sexual Harassment and Rape Prevention Program's \(SHARPP\) website](#)
- visit the [Manchester YWCA website](#)

FOOD PANTRY

The UNHM food pantry has pre-packed, non-perishable food items for students in **room 437**. If you have any questions, email

Keriann.McDonough@unh.edu.

For additional food, housing, and financial support services, visit [UNH's Student Life website](#).

RELIGIOUS OBSERVANCE

If you need an accommodation for a religious or cultural holiday or observance, please email me at c.c.hendricks@unh.edu as early in the semester as possible.

ADD'L OFFICES OF SUPPORT

[The Beauregard Center](#) works closely with underrepresented and ally students to empower their development and growth in order to thrive socially and academically.

[Military and Veteran Services](#) provide the highest quality service and support to Student Veterans, Service Members, and other military-affiliated students such as dependents. They can be reached by phone, (603) 862-0643, or email, UNH.Veterans@unh.edu.

[The Office of International Students and Scholars \(OISS\)](#) provides immigration support and programs to bring international, campus and local communities together. For more, email oiiss@unh.edu.