

**WATERLOO | ARTS**

# **Work-Report Guidelines**

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## **Relevance of Work Reports**

Work reports give students the opportunity to reflect on the connection between academic studies and work experiences. They should demonstrate evidence of critical analysis, good organization, clarity, and conciseness. In preparing work reports, students are able to practice presentation skills, arguments, evaluation, and calculations, and in the process, create a permanent record of their work.

If unable to communicate effectively, the knowledge and skills acquired are of little value to others. Effective communication involves assembling information, organizing it, and presenting it in a logical and concise form. The structure and organization of work reports must convey to readers the exact meaning intended by writers. Well-researched, organized, and documented work reports will have a positive impact on careers.

## **Selecting a Topic**

The topic selected for the work report should be relevant, manageable, and usable. The topic should relate directly to the co-op work placement, and in particular, the line of work undertaken or the type of business practices employed by the organization. For instance, the topic could consist of an evaluation of the way the company implements research and development or wage incentives. The work report topic should be determined in consultation with the employer; if not certain whether the topic is appropriate, students need to obtain approval from their undergraduate advisor or, in the case of some departments/schools, the person responsible for co-op.

While the work report does not have to be the equivalent of a senior honours essay or research project, or relate to a new technical discovery or original research, it should contain an identifiable analytic component. A report that compares and evaluates several items or alternatives using various criteria is analytical. Furthermore, a report on a single topic can be analytic if it discusses advantages and disadvantages. An analytic work report contains constructive criticism and incorporates conclusions and recommendations.

The work report must represent the student's own work and is evaluated as a professional document. Evaluation of work reports by departments/schools is based on factual content and accuracy, as well as presentation and clarity.

## **Confidential or Narrative Reports**

The Faculty of Arts does not permit the submission of confidential work reports. Co-op students are encouraged to discuss their work report topics with their employers early in the term to avoid choosing topics that may be restricted by the employer. Any document produced by the student should be vetted by the employer for appropriateness of content prior to submission

(i.e., content or data that may be substituted with non-sensitive material may allow work reports previously deemed to be confidential to be submitted for grading).

Similarly, narrative work reports are not acceptable (e.g., a user's guide, other non-analytical documentation or simple summaries of the tasks performed during the work term). If the student's primary employment task was, for example, the preparation of a user's guide, and that guide is to be used as the work report, a 500-word (minimum) analysis of the project must be included in the work report.

## **Format**

### **Requirements**

The work report must be professional in appearance and not exceed 2,500 words or 10 pages excluding the title page, letter of submittal, table of contents, list of figures and tables, and appendices. Using 12-point font (Times New Roman, Calibri or Century Schoolbook only), work report pages should be double-spaced except for the letter of submittal which is single spaced. All paragraphs should be separated by adding extra spacing between each new paragraph. Each main section listed in the table of contents should begin on a separate page. The style of headings and subheadings and the number of spaces between headings and subheadings and text should be consistent throughout the work report. The preliminary pages, including table of contents, and list of tables and figures, are numbered using roman numerals, beginning with "ii" as the table of contents. Although no number appears on the title page or the letter of submittal, the title page is considered page "i." Roman numerals are centered at the bottom of each page. Arabic numerals placed on the top right corner of each page are used for the remaining pages of the report starting with the introduction.

## **Preliminary Pages**

The first part of the report must be organized in the following sequence:

- Front cover
- Title page
- Letter of submittal
- Table of contents
- List of figures and tables

### **Front cover**

The front cover must contain:

- The title of the report
- Student's name and ID number
- Most recent full-time academic term

- Program
  - Honours Major Co-op program, or
  - Honours Major/Arts and Business Co-op program
- Department/School

Keep the report title shorter than 50 characters, including spaces. Photographs or graphic design can be used to improve the appearance of the cover.

### **Title page**

The title page (see [Appendix 1 – Sample Title Page](#)) presents an expanded version of the information contained on the front cover. Beginning at the top of the page list the following:

- University of Waterloo
- Faculty of Arts
- Title of report
- Name and location of the employer
- Student’s name, ID number, previous academic term and program, and date when the report was prepared.

### **Letter of Submittal**

The letter of submittal must follow the format of a standard business letter. The letter should be addressed to the chair or director of the major department/school.

The letter must contain:

- report title and number (second, third or fourth)
- employer
- previous academic term
- supervisor(s)
- department(s)
- main activity of employer and department
- purpose of report
- acknowledgments and explanation of assistance received and/or information provided
- statement of endorsement (shown below)
- name, ID number, and signature

The statement of endorsement shall read: “This report was written entirely by me and has not received any previous academic credit at this or any other institution.”

A sample letter of submittal is available in [Appendix 2](#), and required items are shown in bold face for convenience. These items should **NOT** be in bold face in the letter of submittal. Although the letter of submittal is included in the report, it is not a component of the report. Consequently, a page number should not be assigned to the letter and should not be included in the table of contents.

## **Table of Contents**

The table of contents (see [Appendix 3 – Sample Table of Contents](#)) lists all main sections in the work report and any subsections with headings. Each entry should be connected to its page number with a dotted line. Align the page numbers on the right side of the page. Do not include the letter of submittal in the table of contents. Note the use of lowercase Roman numerals (e.g., ii, iii, iv, etc.) for the table of contents and list of figures and tables.

## **List of figures and tables**

If figures or tables are used in the work report, they are listed in the preliminary pages of the report, immediately after the Table of Contents page (see [Appendix 4 – Sample List of figures and tables](#)).

If only tables are used, the report will include a List of Tables; if only figures are used, the report will have a List of Figures. If both figures and tables are used, the report will include a List of Figures and Tables. However, if the report includes 10 or more figures and/or tables, a List of Tables and a List of Figures should be provided in separate pages.

Each list identifies its components by number, title, and page number. Do not list any tables or figures that appear in the appendices.

## **Report**

### **Introduction**

The introduction is always the first section in the body of the report. It presents the work and defines the problem or project. It should supply enough background information to help the reader understand why the report was written and how it relates to similar work. The objectives should be written clearly and concisely. However, the introduction should deliver a sufficient impact to encourage continued reading. See [Appendix 5 – Sample Introduction](#).

### **Body**

The problem (or project) being analyzed is stated in the introduction. The body, which represents the main section of the report, contains the analysis of the problem as well as an explanation and summary of the findings. The report should be organized into sections; a clear and consistent system of headings should be used.

When employing a numbering system for headings, no more than three levels of numbers should be used: bullets should be used instead of a fourth level. When indenting for a subheading, the entire subsection below must follow the new margin.

The Modern Languages Association's style guide (MLA) should be used when citing sources.

## Figures and tables

Figures and tables serve to clarify the presentation. Any figure or table, however, must serve a specific purpose. Consideration should be given to whether the information is better presented graphically or in a table. Figures and tables must be cited in the text, and should be placed as soon as is practical after the reference. In the case of large volumes, figures and tables should be included in an appendix.

Captions may be included above or below the table or figure (employ either convention, not both). Captions for both figures and tables must be concise, but must also be inclusive and comprehensive. It is important to refer in the main body of the report to the data shown in figures and tables.

## Tables

Tables should be used to present complex or voluminous data that contain several variables. If the data set is small or has few variables, the information should be placed in the text rather than a table. Large tables should be placed on separate pages; short tables should be placed in the text.

**Table 3: Population by Province**

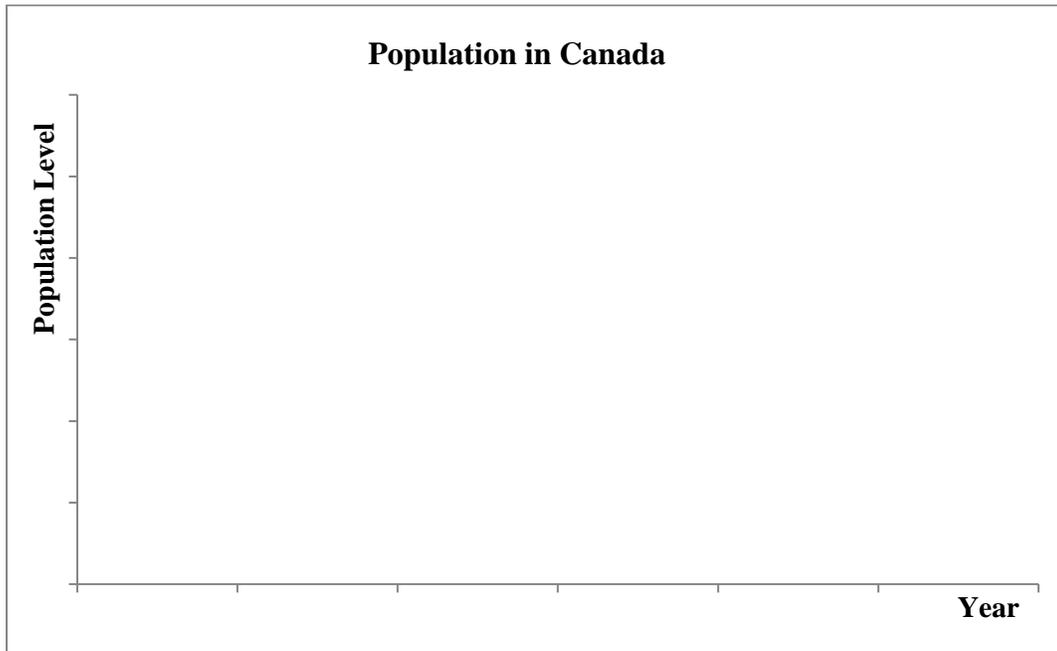
Province	2008	2009	2010	2011	2012	2013	2014
Newfoundland and Labrador							
Prince Edward Island							
Nova Scotia							
New Brunswick							
Quebec							
Ontario							
Manitoba							
Saskatchewan							
Alberta							
British Columbia							

Sample Table

## Figures

Figures can include diagrams, histograms, graphs, and photographs. Figures are an excellent way to relate various aspects of the data that are often difficult to present in words.

Photographs should be used only if they are exceptionally clear and serve a better purpose than a diagram. Large figures should appear on separate pages; small figures should be placed in the text.

**Figure 4: Population in Canada**

Sample Figure

## Conclusions and Recommendations

Conclusions and recommendations are a critical component of work reports; these sections sometimes cause confusion. A simple rule is to place any statements derived from the main body's investigation in the conclusions section of your report. In the recommendations section include any comments that might assist in future activities.

### Conclusions

Just like the summary, conclusions should be brief (preferably one page), but complete and understandable. Conclusions may only be drawn if they are supported fully by the analyses described in the body of the report.

### Recommendations

Recommendations should be organized in the same manner as conclusions and should be placed on a separate page. Recommendations are essentially speculative, but they should follow logically from the conclusions. Recommendations should be specific, measurable, and attainable.

## References

This section can also be named Works Cited or Bibliography. All sources referred to in the report must be listed. If personal conversations are used as a source, the participants' positions and the conversation's theme, time, and place need to be listed.

Here is a link to help with the creation of a bibliography/reference list.

- University of Waterloo [compiled list](#) of style citation and style guides

If one or more references are taken from the Internet, email, online newspapers, etc., refer to the style guides available from the following:

- [Library of Congress](#) – How to Cite Electronic Sources

## Glossary

Add a glossary only if the text is heavy with specialized terms, mathematical symbols, or technical jargon. If there is only the occasional term in the report, define it as part of the text; for instance, "...gross domestic product (GDP) ..."

## Appendices

Not all reports have or need appendices. Appendices can be considered stand-alone documents, and thus could have their own table of contents. Appendices should contain any information that substantiate the report, but that is not required for a comprehensive understanding of the work. Appendices may contain bulky data such as lengthy tables, computer printouts, descriptions of processes or operations, analytical procedures, or maps. Assign consecutive letters or numbers along with names to each, for example: "Appendix A – Detailed Street Calculations," "Appendix B – Bearing Plate Calculations," or "Appendix 1 – Site Maps."

## Requirements and Procedures

### Number

To graduate with a co-op designation on their degree, co-op students in the Faculty of Arts must successfully complete four work terms which involves receiving credit for four work reports. A work report must be submitted for each of the first four work terms. The first work report, which is to be completed during the student's first work term, is directly linked to the second professional development course, PD12: Reflection and Learning in the Workplace (i.e., successful completion of PD12 equals credit for work report one).

### Grading

Acceptable work reports are graded Outstanding, Excellent, Very Good, or Satisfactory.

A sample grading form to mark work reports is attached.

If your report is graded Unsatisfactory (Resubmit), you may choose to resubmit the report. If you resubmit a report, it must be handed in by the last day of classes of the same term the report was submitted.

Grades awarded for work reports are shown on your Co-operative Student Record. A work report milestone with a grade of CR/NCR will be reflected on your examination report and/or academic transcript.

**Due Date**

Electronic copies (format to be determined by department/school) of completed work term reports are to be submitted to the undergraduate advisor or, in the case of some departments/schools, the person responsible for co-op, by not later than the tenth day of classes in the academic term following the co-op work term for which the work term report was prepared. If a student is unable to submit his or her work term report by the tenth day of classes, a request for an extension can be made, with reasons provided for such special consideration. Decisions related to such requests will be made by the undergraduate advisor or, in the case of some departments/schools, the person responsible for co-op.

In cases of dispute, Policy 70 applies.

## **Appendix 1: Sample Title Page**

**University of Waterloo**  
Faculty of Arts

**Report Title**

**Name of employer**  
Location of employer

Prepared by  
**Student's Name**  
Student ID Number  
Level and Program  
Department/School  
Report Preparation Date

## **Appendix 2: Sample Letter of Submittal**

491 Birchmount Cres.

Winnipeg, Manitoba  
R4V 1S5

(current date)

(name of the major department/school chair or director)  
(name of major department)  
Faculty of Arts  
University of Waterloo  
Waterloo, Ontario  
N2L 3G1

Dear (name of the department/school chair or director):

This report, entitled “**Hiring Professional Consultants in the Workplace,**” was prepared as my second Work Report for **Creative Business Consultants Inc.** The purpose of this report is to discuss and evaluate the benefits of employing consultants to help ensure a company’s growth and productivity.

Creative Business Consultants provide their clients with expertise and proven methods of running a successful business, ranging from organizational structure, strategic planning, and marketing.

The Business section, in which I was employed, is managed by **Jennifer Smith,** and it is primarily involved in developing marketing initiatives for its clients.

**This report was written entirely by me and has not received any previous academic credit at this or any other institution. I would like to thank Ms. Jennifer Smith for providing me with valuable advice and resources, including documentation and leads to informative web sites. I also wish to thank Mr. Bill Jones for proofreading my report and improving its appearance. I received no other assistance.**

Sincerely,

(Signature)

(Student’s name)  
(Student’s Waterloo ID)

## Appendix 3: Sample Table of Contents

### Table of Contents

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The Product .....	2
Description of product .....	2
Product Launch Campaign .....	3
Marketing the product .....	3
Success of Marketing Campaign .....	5
Product availability and awareness.....	5
Customer feedback .....	7
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## Appendix 4: Sample List of figures and tables

### List of Figures and Tables

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Table 1. Labour Force by Province .....	4
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## Appendix 5: Sample Introduction

### 1.0 Introduction

Texts regarding politics and administration guide one's attention to the actions of leaders who specialize in decision-making: presidents, senators, generals, and managers.

The study of preparation, on the other hand, concerns the general public who is actively seeking to be more than pawns for others to direct and manipulate; striving instead to shape policies and organizations according to our own desires (Nagel, 1987).

Toffer (1970) predicted an increasing emphasis on temporary groups brought together for a specific task and a decreasing emphasis on permanent states in bureaucratic administration.

This prediction has proven true, and we now envision a world with greater opportunities for people to play a role in decisions affecting their lives, a greater diffusion of relevant and useful information and a profound need for all citizens within a democracy to be effective decision makers.

Although the most common form of participation known to man is voting and campaigning, it does, in fact, include much more.

In recent decades, the democratic ideal has intensified, inspiring a search for richer and less perfunctory forms of self-government.

The focus of this report is how effectively a citizen participation program can be applied to the case of the Corporation of the Town of XYZ.

The study includes an evaluation of what participation is and why it should be promoted, the principles involved in creating a trusting relationship with the public, and an application of these principles in the aforementioned case.

# WATERLOO | ARTS

## Work Report Evaluation Form

Student Name \_\_\_\_\_ ID \_\_\_\_\_  
Program \_\_\_\_\_ Department/School \_\_\_\_\_  
Title of Report \_\_\_\_\_  
Employer \_\_\_\_\_

### Work term in which report written:

Year \_\_\_\_\_ January-April  May-August  September-December  Report #: 2  3  4

### Overall evaluation:

Outstanding  Very Good  Good  Satisfactory  Unsatisfactory (Resubmit)

Evaluator's name \_\_\_\_\_ Room # \_\_\_\_\_ Ext. \_\_\_\_\_ Email \_\_\_\_\_

### Required list of items (if any of the following items are missing, student must resubmit the work report):

Item	Missing?
Front Cover	
Title Page	
Letter of Submittal	

### Rate the following aspects of the work report:

Aspect	Outstanding	Very Good	Good	Satisfactory	Unsatisfactory/ Resubmit
<b>Organization</b>					
Table of Contents					
Introduction					
Body of Report					
Conclusions					
Recommendations					
References					
<b>Grammar and Spelling</b>					
<b>Clarity</b>					
<b>Suitability of Topic</b>					
<b>Command of Topic</b>					
<b>Analytical Content</b>					
<b>Thoroughness of Treatment</b>					

### Evaluator's Comments:

Evaluator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Note: Further comments, or other criteria or information, may be added on a separate sheet.*