LEARNING OUTCOMES

This course is of interest to writers and editors, as well as software and hardware developers. By examining examples of software documentation, ENGL 210E introduces students to a variety of best practices in technical writing (from audience analysis to minimalism).

By the end of the course, you will be able to recognize and label features that characterize structured, topic-based writing. Thus, you will have the tools to write task, reference, and concept topics.

LEARNING METHODS

Pre-Class Preparation:
Before you attend each class, please do the following:
- Complete the assigned readings from the text.
- Do the related exercises posted on Waterloo Learn.
- Post any questions about this material at least 24 hours before class meets.

Lectures:
Classes will be a balance of theory and practice. I introduce the central features of each topic, which you then practise either individually or in groups, both in class and out. Beginning in Week 2, there will regularly be a short quiz at the start of class to confirm that you’ve taken note of the content of previous classes as well as the assigned readings. The best 10 of the quizzes will count 20% toward the final course grade.

After-Class Review:
Beginning January 27, I will regularly post an exercise on Waterloo Learn on Fridays for you to complete and submit the following week in class (dates are indicated on the schedule).
After-Class Reflective Work:
To help you become more discerning about how language is used around you, keep a regular journal of what you discover about technical writing use outside the classroom, including issues related to style, audience analysis, and links. In Weeks 2, 5, and 10, you will be asked to post one entry on Waterloo Learn for feedback from me and from your classmates. To qualify for full participation marks for the course, you must post responses to at least six entries during the term (two per posting period).

Discussion Forums:
To help keep you focused and to provide food for thought (or additional fodder for journals!), please take advantage of the on-line discussion forums offered through Waterloo Learn:
- FAQs: Use this forum to post questions you may have about the logistics of the course, including requirements for assignments, tests, and due dates.
- English 210E Journal Reflections: Use this forum to post excerpts from your journal (as well as your comments on these or feedback from others).

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<th>GRADING</th>
<th>Description</th>
<th>Percentage</th>
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<tbody>
<tr>
<td></td>
<td>Best 10 In-Class Quizzes</td>
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<td>Best 4 Take-Home Assignments</td>
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<td></td>
<td>Midterm Exam (Feb. 15)</td>
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<td>Journal Entries and Responses</td>
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<td>Final Exam</td>
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Late Submissions:
Late assignments will have 10% of the assignment mark deducted for each day that the assignment is late.

Cross-Listed Course:
Please note that a cross-listed course will count in all respective averages no matter under which rubric it has been taken. For example, a PHIL/PSCI cross-list will count in a Philosophy major average, even if the course was taken under the Political Science rubric.

Academic Integrity:
In order to maintain a culture of academic integrity, members of the University of Waterloo are expected to promote honesty, trust, fairness, respect and responsibility.

Discipline:
A student is expected to know what constitutes academic integrity, to avoid committing academic offences, and to take responsibility for his/her actions. A student who is unsure whether an action constitutes an offence, or who needs help in learning how to avoid offences (e.g., plagiarism, cheating) or about “rules” for group work/collaboration should seek guidance from the course professor, academic advisor, or the Undergraduate Associate Dean. When misconduct has been found to have occurred, disciplinary penalties will
be imposed under Policy 71 - Student Discipline. For information on categories of offenses and types of penalties, students should refer to Policy 71 - Student Discipline, http://www.adm.uwaterloo.ca/infosec/Policies/policy71.htm

**Grievance:**
A student who believes that a decision affecting some aspect of his/her university life has been unfair or unreasonable may have grounds for initiating a grievance. Read Policy 70 - Student Petitions and Grievances, Section 4, http://www.adm.uwaterloo.ca/infosec/Policies/policy70.htm

**Appeals:**
A student may appeal the finding and/or penalty in a decision made under Policy 70 - Student Petitions and Grievances (other than regarding a petition) or Policy 71 - Student Discipline if a ground for an appeal can be established. Read Policy 72 - Student Appeals, http://www.adm.uwaterloo.ca/infosec/Policies/policy72.htm

**Academic Integrity website (Arts):**
http://arts.uwaterloo.ca/arts/ugrad/academic_responsibility.html

**Academic Integrity Office (University):**
http://uwaterloo.ca/academicintegrity/

**Accommodation for Students with Disabilities:**
The Office for Persons with Disabilities (OPD), located in Needles Hall, Room 1132, collaborates with all academic departments to arrange appropriate accommodations for students with disabilities without compromising the academic integrity of the curriculum. If you require academic accommodations to lessen the impact of your disability, please register with the OPD at the beginning of each academic term.

**Final Examination Policy**
For Winter 2012, the established examination period is April 9-21. The schedule will be available mid-February. Students should be aware that student travel plans are not acceptable grounds for granting an alternative final examination time (see http://www.registrar.uwaterloo.ca/exams/finalexams.html).
WINTER 2012

WEEK 1: What is technical writing?
Jan. 4 SUBMIT A ONE PAGE COPY OF YOUR RESUME BY JAN 9TH

WEEK 2 Tasks pp. 17-46
Jan. 9, 11 POST ONE ENTRY FROM YOUR JOURNAL BY MONDAY FOR FEEDBACK BY JAN. 16TH

WEEK 3* Tasks continued
Jan. 16, 18 Assignment 1 due Jan. 25th

WEEK 4 Completeness pp. 75-99
Jan. 23, 25 Assignment 2 due Feb. 1st

WEEK 5 Concreteness pp. 149-178 (page 165-178 skim)
Jan. 30, Feb. 1 POST ONE ENTRY FROM YOUR JOURNAL BY MONDAY FOR FEEDBACK BY FEB. 6TH

WEEK 6 Clarity pp. 103-146
Feb 6, 8

WEEK 7 Clarity continued
Feb 13, 15 MIDTERM TEST - Wednesday, Feb.15th

READING WEEK

WEEK 8* Style pp. 181-211
Feb 27, 29

WEEK 9 Organization pp. 215-243
March 5,6 Assignment 3 due March 6th

WEEK 10 Retrievability pp. 245-273
March 12, 14 POST FINAL ENTRY FROM YOUR JOURNAL BY MONDAY FOR FEEDBACK BY MARCH. 19

WEEK 11* Visual effectiveness pp. 277-325
March 19, 20

WEEK 12* Applying more than one quality characteristic pp.331-335
March 26, 28 Assignment 4 due March. 20

WEEK 13 Course Summary
April 2 Assignment 5 due April 12

*Weeks marked with an asterisk are those when a take-home assignment will be posted on Waterloo Learn on Friday. The assignment must be turned in by the following Monday or Wednesday in class as indicated.