### Course Schedule

**ALL TIMES EASTERN** – Please see the [University Policies](#) section of the Course Syllabus for details.

Please review the Course Syllabus including the University Policies section before you begin your course.

**You must receive at least 80% on the New Employee Orientation Exercise to gain access to Weeks 2-12 on the Table of Contents.**

<table>
<thead>
<tr>
<th>Week</th>
<th>Module Focus</th>
<th>Module Title</th>
<th>Weekly Meeting* (15% total)</th>
<th>Submissions This Week (60%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Contributions to weekly meetings due before Thursday, 11:55 PM each week in order to be counted towards your grade.</td>
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</tbody>
</table>
| Week 1 | New Employee Orientation | Introduction and Orientation | New Employee Orientation (NEO) Exercise *(NOTE: You must receive at least 80% on the New Employee Orientation Exercise to gain access to Weeks 2-12 on the Table of Contents.)*  
Human Resources Profile  
PD Skills Inventory |
| Week 2 |                              | The Communication Process               | Human Resources Profile  
PD Skills Inventory |
| Week 3 | Making a Request           | How to Make an Effective Request       | Agenda |
| Week 4 | Drafting and Revising an Effective Request | Agenda: Participate in Information Request Workshop | Information Request (10%)  
Draft Due: Monday, September 30, 2013, 11:55 PM (forum)  
Peer Review Due: Wednesday, October 2, 2013, 11:55 PM (forum)  
Final Version Due: Friday, October 4, 2013, 11:55 PM (dropbox) |
| Week 5 | Making Recommendations    | Planning and Organizing a Recommendation | Agenda |
| Week 6 |                              | Persuasive Writing                    | Agenda |
| Week 7 | Drafting and Revising a Recommendation | Agenda: Participate in Recommendation Workshop | Recommendation (15%)  
Draft Due: Monday, October 21, 2013, 11:55 PM (forum)  
Peer Review Due: Wednesday, October 23, 2013, 11:55 PM (forum)  
Final Version Due: Friday, October 25, 2013, 11:55 PM (dropbox) |
<table>
<thead>
<tr>
<th>Week 8</th>
<th>Delivering Good and Bad News</th>
<th>Rhetorical Strategies for Good and Bad News Messages</th>
<th>Agenda</th>
</tr>
</thead>
</table>
| Week 9 | Drafting and Revising Good and Bad News Messages | Agenda: Participate in Good and Bad News Workshop | Good and Bad News (15%)  
Draft Due: Monday, November 4, 2013, 11:55 PM (forum)  
Peer Review Due: Wednesday, November 6, 2013, 11:55 PM (forum)  
Final Version Due: Friday, November 8, 2013, 11:55 PM (dropout) |
| Week 10 | Presenting a Project Proposal | Planning a Collaborative Project Proposal | Agenda |
| Week 11 | Developing a Collaborative Project Proposal | Agenda | |
| Week 12 | Finalizing Your Proposal and Evaluating Your Skills | Agenda | Proposal: Individual Portion (15%)  
Due: Wednesday, November 27, 2013, 11:55 PM  
Proposal: Combined Group (5%)  
Due: Friday, November 29, 2013, 11:55 PM |

Final Exam (25%) | Final Exam

*A Note About Weekly Meetings*

Each group can decide on preferred schedules for weekly meeting contributions; however, all contributions must be made before Thursday, 11:55 pm each week in order to be counted towards your grade.

**Final Examination Arrangement and Schedule**

In courses with a final exam, students who are exclusively taking online classes must provide examination arrangement information, using Quest, by Friday, September 27, 2013. (Students taking one or more on-campus classes in addition to an online class within the same term do not need to provide exam centre information. Those exams will automatically be scheduled to be written at the University of Waterloo.)

Examination schedule details will be available on Quest approximately four weeks prior to the exam date. For instructions on how to find exam information, go to the Quest Help page.

End of Term PD Skills Inventory Note: Opens beginning of Week 11 and can only be completed if you submitted the PD Skills Inventory at the start of term

Official Grades and Academic Standings are available through Quest.

Please note: Your access to this course will continue for the duration of the current term. You will not have access to this course once the next term begins.

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Email

Administrative questions or technical problems with Waterloo LEARN should be directed to the Centre for Extended Learning office at extendedlearning@uwaterloo.ca.

Your manager (TA) will be your main teaching contact for the course, and will answer questions related to the course content, assignments, and workshops. Use the Ask Your Manager discussion board for general questions or clarifications about course materials. Use email if you need to ask a question about your personal progress in the course.

The class is divided into "departments" and one manager (TA) is assigned to each department. Your managers for this course are:

- **Department 01** – Shereena Aruldason (saruldason@uwaterloo.ca)
- **Department 02** – Nadin Bachour (nbachour@uwaterloo.ca)
- **Department 03** – Thien Bui Thai (thbuithai@uwaterloo.ca)
- **Department 04** – Kelsea Mahabir (kmahabir@uwaterloo.ca)
- **Department 05** – Victoria Feth (vkfeth@uwaterloo.ca)
- **Department 06** – Christopher Lawrence (c5lawrence@uwaterloo.ca)
- **Department 07** – Lauren Rabindranath (lrabindranath@uwaterloo.ca)
- **Department 08** – Brett Roberts (beroberts@uwaterloo.ca)
- **Department 09** – Isaac Steele (i2steele@uwaterloo.ca)
- **Department 10** – Stephen Trothen (strothen@uwaterloo.ca)

*To find out what department you are in, click Connect and then Groups on the course navigation bar above. If you are not in a department by the end of Week 1, please contact Technical Support at extendedlearning@uwaterloo.ca.*

Questions relating to course policies or administration should be posted on the Ask the CEO discussion board. Questions about your personal performance in the course can be directed to your CEO (course co-ordinator), Dorothy Hadfield, via email at d.a.hadfield@uwaterloo.ca. **Please include your department number in the subject line of the email.**

Your CEO checks email frequently and you should expect an answer to your questions by email within 24 hours Monday to Friday.

News

Your CEO will make announcements as needed. Please check the News section of your Course Home page regularly.

To ensure you are viewing the complete list of news items, you may need to click Show All News Items.

Discussions

Please use the following discussion boards to communicate with your CEO and/or manager:

- **Ask the CEO** – Use this discussion board to ask the CEO specific questions about course policies and administration.
- **Ask Your Manager** – Use this discussion board to ask your manager specific questions about course content (including your assignments and meetings). Managers will use this board to communicate with their departments. Your manager drops in at the online discussion board daily (Monday to Friday) and posts responses to questions as necessary.
About the Course

Description

ENGL 210F is designed to provide you with communications skills for your professional life. To encourage you to think about applying these skills, the course environment has been designed around a simulated business, Living4Learning (L4L), and as a student in the course you will inhabit the role of an employee at L4L.

Within this role, you will be part of a team that has been assigned a major project to be completed by the end of the term; you will be expected to communicate in a professional manner with your teammates as you work on completing this challenge. You will have to learn to work collaboratively using technologies to communicate with team members who may be geographically dispersed—a condition increasingly common in the business world.

Assignments in English 210F will introduce you to the major genres of business writing, and help you develop the critical thinking skills necessary to define your audience and purpose—why and for whom you are writing. You will also develop your ability to write persuasively using key rhetorical principles and appeals to ethos, logic, and emotion. You will learn how to present an argument for common real world scenarios such as recommending a course of action or maintaining trust and goodwill with your clientele.

But most importantly, English 210F will help develop your ability to communicate in a professional, concise, and appropriate style for the business world.

Objectives

After you have completed your term with English 210F/Living4Learning, you will have practiced or mastered the following skills:

- Rhetorical analysis for communication (i.e., identifying context, audience, purpose, scope, etc.)
- Writing as process: planning, drafting, and revision
- Giving, getting, and using constructive feedback
- Communicating using clear and concise language, adapting tone and structure appropriately according to circumstances
- Collaborative teamwork, including communicating synchronously and asynchronously with colleagues
- Meeting deadlines and working within time constraints
- Producing a variety of communications in different genres, forms, and for different audiences
About the Course Authors

Dorothy Hadfield

As a Waterloo English co-op undergrad, I always felt conflicted between enjoying the business environment of my work terms and immersing myself in the pleasures of analyzing ideas and ideologies in literature when I got back on campus. Even though the academic career eventually won out, I definitely took the scenic route getting here, with frequent side trips into administration, professional editing and indexing, business writing, and document design.

Since receiving my PhD from the University of Western Ontario in 1999, I have taught at several universities, across virtually every genre and period from the medieval lyric to contemporary drama, and in practical courses ranging from ensemble theatre production to effective writing.

Jay Dolmage

Educational Background

I studied English Literature and Creative Writing at the University of British Columbia. I then completed an MA in Creative Writing and English Literature at the University of Windsor, and fell in love with teaching writing. I have always been involved in disability rights issues and advocacy, and during work towards a Ph.D. at Miami University of Ohio, I discovered that I could bring my interest in disability into the study and teaching of rhetoric and writing. My dissertation (and a subsequent book project) focuses on the rhetorical history of disability, and the development of bodily rhetorics. For four very enjoyable years, between 2006 and 2010, I taught at West Virginia University, where I also coordinated a large first-year writing program. In the summer of 2010, I returned to Canada, excited to begin the next stage of my career at the University of Waterloo.

Philosophy of Teaching

I believe that all students have the right and the ability to learn—and that the best classes bring together the most diverse groups of students in ways that mutually benefit all. I think Universities should be places where we work together to improve our entire society, and not just special or elite places for the select few. I also believe that teaching writing teaches important intellectual habits and can be a form of civic engagement, in addition to the academic and job-related skills students can gain. I feel that, as a teacher, I always need to be open to learning, too.

Interests

I like to run, swim in lakes, read and write fiction, and build things.

Family/Children/Travel

I have two wonderful and hilarious kids, Vernon and Francine, and a dog named Tito. My partner Heather is a social worker in the KW area. As a family we like to travel across real and imaginary worlds.

This online course was developed in the Spring term of 2013 by Dorothy Hadfield and Jay Dolmage, with instructional design and multimedia development support provided by the Centre for Extended Learning.
Materials and Resources

Textbook

Required:


For textbook ordering information, please contact the Waterloo Bookstore.

For your convenience, you can compile a list of required and optional course materials through BookLook using your Quest userID and password. If you are having difficulties ordering online and wish to call the Waterloo Bookstore, their phone number is +1 519 888 4673 or toll-free at +1 866 330 7933. Please be aware that textbook orders CANNOT be taken over the phone.

Resources

- University of Waterloo Library (Services for Students Taking Online Courses)
The following table represents the grade breakdown of this course.

<table>
<thead>
<tr>
<th>Activities and Assignments</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meetings</td>
<td>15%</td>
</tr>
<tr>
<td>Assignment 1: Information Request</td>
<td>10%</td>
</tr>
<tr>
<td>Assignment 2: Recommendation</td>
<td>15%</td>
</tr>
<tr>
<td>Assignment 3: Good and Bad News</td>
<td>15%</td>
</tr>
<tr>
<td>Assignment 4: Proposal</td>
<td></td>
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<tr>
<td>• Individual (15%)</td>
<td></td>
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<tr>
<td>• Group (5%)</td>
<td>20%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>25%</td>
</tr>
</tbody>
</table>
Course and Department Policies

Late Policies
Late submissions will not be accepted for assignments without medical documentation. Meeting contributions not submitted by the deadline will receive a mark of zero. Certain assignments may allow for late submission with penalty. See individual assignment instructions for further information.

Assignment Submission Policy
Please note that we cannot accept any submissions by email. All assignments must be submitted to their appropriate dropboxes.

Submissions must be in PDF format. Submissions that are not PDF will not be graded under ANY circumstances.

You can submit to the dropbox as many times as necessary before it closes, but each submission will overwrite the previous one. The file in the dropbox when it closes will be considered your final assignment submission for marking—no exceptions.

Final Exam
You MUST pass the final exam to receive a passing grade in the course.
University Policies

Submission Times

Please be aware that the University of Waterloo is located in the Eastern Time Zone (GMT or UTC-5 during standard time and UTC-4 during daylight saving time) and, as such, the time that your activities and/or assignments are due is based on this zone. If you are outside the Eastern Time Zone and require assistance with converting your time, please try the Ontario, Canada Time Converter.

Accommodation Due to Illness

If your instructor has provided specific procedures for you to follow if you miss assignment due dates, term tests, or a final examination, adhere to those instructions. Otherwise:

Missed Assignments/Tests/Quizzes

Contact the instructor as soon as you realize there will be a problem, and preferably within 48 hours, but no more than 72 hours, have a medical practitioner complete a Verification of Illness Form. Email a scanned copy of the Verification of Illness Form to your instructor. In your email to the instructor, provide your name, student ID number, and exactly what course activity you missed.

If your instructor agrees to re-open a time-limited component, our technical support staff (extendedlearning@uwaterloo.ca) will require an email from the instructor granting permission to allow you access.

Further information regarding Management of Requests for Accommodation Due to Illness can be found on the Student Medical Clinic website.

Missed Final Examinations

If you are unable to write a final examination due to illness, seek medical treatment and provide confirmation of illness to the Centre for Extended Learning within 48 hours by emailing a scanned copy of the completed University of Waterloo Verification of Illness Form to support your request for accommodation. In your email, provide your name, student ID number, and the examination(s) missed. You will be REQUIRED to hand in the original completed form at the time you write the make-up examination, which should be within a week of having missed your exam. The original completed form must be received before you are able to write a re-scheduled exam.

Further information about Accommodation Due to Illness regulations are available in the Undergraduate Calendar.

Academic Integrity

In order to maintain a culture of academic integrity, members of the University of Waterloo community are expected to promote honesty, trust, fairness, respect, and responsibility. If you have not already completed the online tutorial regarding academic integrity you should do so as soon as possible. Undergraduate students should see the Academic Integrity Tutorial and graduate students should see the Graduate Students and Academic Integrity website.

For further information on academic integrity, please visit the Office of Academic Integrity.

Discipline

A student is expected to know what constitutes academic integrity to avoid committing an academic offence, 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 instructor, academic advisor, or the undergraduate Associate Dean. For information on categories of offences and types of penalties, students should refer to Policy 71, Student Discipline. For typical penalties check Guidelines for the Assessment of Penalties.
Appeals

A decision made or penalty imposed under Policy 70, Student Petitions and Grievances, (other than a petition) or Policy 71, Student Discipline, may be appealed if there is a ground. A student who believes he/she has a ground for an appeal should refer to Policy 72, Student Appeals.

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. When in doubt please be certain to contact the department's administrative assistant who will provide further assistance.

Final Grades

In accordance with Policy 19, the Centre for Extended Learning does not release final examination grades or final course grades to students. Students must go to Quest to see all final grades. Any grades posted in Waterloo Learn are unofficial.

Note for Students with Disabilities

AccessAbility Services, 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 accommodation to lessen the impact of your disability, please register with AccessAbility Services at the beginning of each academic term and for each course.

Use of Computing and Network Resources

Please see the Guidelines on Use of Waterloo Computing and Network Resources.

Copyright Information

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If there are any questions about this notice, please contact the University of Waterloo, Centre for Extended Learning, Waterloo, Ontario, Canada, N2L 3G1 or by email.