### Course Schedule

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

<table>
<thead>
<tr>
<th>Topic</th>
<th>Module Title</th>
<th>Textbook Readings</th>
<th>Due This Week</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Topic 1</strong></td>
<td></td>
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<tr>
<td><strong>READ ME FIRST!</strong></td>
<td>To succeed in this course you must understand what Living4Learning is. Please read <a href="#">What's What? Living4Learning and ENGL 210F</a>.</td>
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<tr>
<td>New Employee Orientation</td>
<td>Week 1: Introduction and Orientation</td>
<td>Living4Learning website, Ch. 16 (to p.541)</td>
<td>NOTE: The instructions for anything designated an &quot;activity&quot; can be found on the topic page for that week. Topic pages can be accessed from the first column in the table.</td>
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<tr>
<td></td>
<td>Activity: Rights and Responsibilities Agreement (Quiz)</td>
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<td></td>
<td>Activity: New Employee Orientation Exercise* (Quiz)</td>
<td>Due: Thursday, May 7, 2015, 11:55 PM</td>
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<td></td>
<td>Ch. 1, Ch. 4</td>
<td>Activity: Employment Application* (Individual dropbox)</td>
<td>Due: Thursday, May 14, 2015, 11:55 PM</td>
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<tr>
<td><strong>Week 2:</strong> The Communication Process</td>
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<tr>
<td><strong>Topic 2</strong></td>
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<tr>
<td>Making a Request</td>
<td>Week 3: Team Communications; Effective Requests</td>
<td>Ch. 2 (to p.51), Ch. 8</td>
<td>Activity: Group Communication Policy* (Group dropbox)</td>
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<td></td>
<td>Activity: Group Communication Policy* (Group dropbox)</td>
<td>Due: Thursday, May 21, 2015, 11:55 PM</td>
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<td></td>
<td>Week 4: Drafting, Reviewing, and Revising</td>
<td>Ch. 1 (p. 19-20)</td>
<td><strong>Assignment 1: Making a Request</strong> (5%)</td>
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<td></td>
<td>Activity: Peer Review Workshop* (Forum)</td>
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<tr>
<td><strong>Topic 3</strong></td>
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<tr>
<td>Making Recommendations</td>
<td>Week 5: Blogs; Research and Recommendations</td>
<td>Ch. 7, Ch. 11 (to p.362)</td>
<td>Activity: Blogging Policy* (Group dropbox)</td>
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<td></td>
<td>Activity: Blogging Policy* (Group dropbox)</td>
<td>Due: Thursday, June 4, 2015, 11:55 PM</td>
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<td></td>
<td>Departmental Blog** (Individual dropbox)</td>
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</table>
| Week 6: Persuasive Writing | Ch. 10, Ch. 5 | **Activity:** Summary Report 1* (Group dropbox)  
**Due:** Thursday, June 11, 2015, 11:55 PM  
**Departmental Blog** (Individual dropbox)  
**Due:** Friday, June 12, 2015, 11:55 PM |
|---------------------------|---------------|--------------------------------------------------------------------------------------------------|
| Week 7: Clarity and Conciseness; Drafting, Reviewing, and Revising | Ch. 6 | **Departmental Blog** (Individual dropbox)  
**Due:** Friday, June 19, 2015, 11:55 PM  
**Assignment 2: Recommendation** (15%)  
**Activity:** Peer Review Workshop* (Forum)  
**Workshop Draft Due:** Monday, June 15, 2015, 11:55 PM (Forum)  
**Peer Review Due:** Wednesday, June 17, 2015, 11:55 PM (Forum)  
**Final Version Due:** Friday, June 19, 2015, 11:55 PM (Individual dropbox) |

**Topic 4**

**Delivering Bad News**

| Week 8: Communicating in a Crisis | Ch. 9 | **Activity:** Crisis Communication Policy* (Group dropbox)  
**Due:** Thursday, June 25, 2015, 11:55 PM  
**Departmental Blog** (Individual dropbox)  
**Due:** Friday, June 26, 2015, 11:55 PM |
|-----------------------------|------|--------------------------------------------------------------------------------------------------|
| Week 9: Tone | Ch. 5 (review) | **Activity:** Summary Report 2* (Group dropbox)  
**Due:** Thursday, July 2, 2015, 11:55 PM  
**Assignment 3: Communicating in a Crisis** (Quiz) (10%)  
**Available:** Wednesday, July 1, 2015, 12:05 AM  
**Due:** Saturday, July 4, 2015, 11:55 PM |

**Topic 5**

**Presenting a Project Proposal**

| Week 10: Organizing and Planning a Collaborative Proposal | Ch. 11 (from p.362), Ch. 12, Ch. 13 (from p.445) | Begin **Assignment 4: Proposal**  
**Note:** You must contribute to this week's meeting no later than **Wednesday, July 8, 2015 at 11:55 PM** to be included in the proposal process.  
**Activity:** Group Proposal Work Plan* (Group dropbox)  
**Due:** Thursday, July 9, 2015, 11:55 PM  
**Departmental Blog** (Individual dropbox)  
**Due:** Friday, July 10, 2015, 11:55 PM |
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<tbody>
<tr>
<td>Week 11: Layout and Design; Graphics</td>
<td>Ch. 6 (review)</td>
<td><strong>Activity:</strong> Progress Report* (Individual dropbox)</td>
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*Note: All deadlines are in Canadian Eastern Time.*
**A Note About Weekly Activities**

The weekly activity submissions make up 20% of your final grade. For more detailed information on how these activities will be assessed, see the Weekly Meetings and Activities page. Specific instructions for each activity can be found on the topic page for that week.

Your weekly group (department) meetings begin in Week 3 and take place online in the discussion forums. To find your weekly meeting rooms, click Connect and then Discussions on the course navigation bar above. Note: You will not be able to see the forums until Week 3.

**A Note About Blogs**

Each person in the department is responsible for one blog contribution throughout the term. Your department must decide on a schedule for blog contributors. You will only be marked for your own blog contribution, which will make up 5% of your final grade. See the Departmental Blog page for more information on the blog assignment.

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**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, May 22, 2015. (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.

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.
Contact Information

News

Your CEO uses the News widget on the Course Home page to make announcements during the term as needed. You are expected to read the News on a regular basis.

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 forums* to communicate with your Course Co-ordinator and/or manager:

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

Contact Us

<table>
<thead>
<tr>
<th>Who and Why</th>
<th>Contact Details</th>
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<tbody>
<tr>
<td><strong>Manager (TA)</strong></td>
<td>Your manager (TA) will be your main teaching contact for the course. Use the Ask Your Manager discussion forum* 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 &quot;regions&quot; and one manager (TA) is assigned to each region. To find out what region you are in, click Connect and then Groups on the course navigation bar above. If you are not in a region by the end of Week 1, please contact Technical Support at <a href="mailto:learnhelp@uwaterloo.ca">learnhelp@uwaterloo.ca</a>. Your managers for this course are: Region 01 – Victoria Feth: <a href="mailto:vkfeth@uwaterloo.ca">vkfeth@uwaterloo.ca</a> Region 02 – Airlie Heung: <a href="mailto:ahheung@uwaterloo.ca">ahheung@uwaterloo.ca</a> Region 03 – Zahra Jafari: <a href="mailto:z2jafari@uwaterloo.ca">z2jafari@uwaterloo.ca</a> Region 04 – Chitra Karki: <a href="mailto:ckkarki@uwaterloo.ca">ckkarki@uwaterloo.ca</a> Region 05 – Zahra Pazokizadeh: <a href="mailto:zpazokiz@uwaterloo.ca">zpazokiz@uwaterloo.ca</a> Region 06 – Brittany Rossler: <a href="mailto:brossler@uwaterloo.ca">brossler@uwaterloo.ca</a></td>
</tr>
</tbody>
</table>

| **Course Co-ordinator** | Questions relating to course policies or administration should be posted on the Ask the Course Co-ordinator discussion forum*. Questions about your personal performance in the course can be directed to your Course Co-ordinator. Course Co-ordinator: Bruce Dadey badadey@uwaterloo.ca |
Please include your region number in the subject line of the email.

Your Course Co-ordinator checks email frequently and you should expect an answer to your questions by email within 24 hours, Monday to Friday.

Technical Support,
Centre for Extended Learning
 Technical problems with Waterloo LEARN

learnhelp@uwaterloo.ca

Include your full name, WatIAM user ID, student number, and course name and number.

Learner Support Services,
Centre for Extended Learning
 General inquiries
 WatCards (Student ID Cards)
 Examination information

Useful Information for Students in Online Courses
extendedlearning@uwaterloo.ca
+1 519-888-4002

Include your full name, WatIAM user ID, student number, and course name and number.

*Discussion topics can be accessed by clicking Connect and then Discussions on the course navigation bar above.
**Course Description and Objectives**

**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 purpose and audience—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
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 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:


Students who have purchased an access code for the text are encouraged to make use of the additional online resources available with this textbook, particularly the model documents, document makeover tutorials, and writing exercises. Specific suggested resources are listed on the weekly topic pages under the "Review the learning resources for this week" step.

Please see MyLab & Mastering Student Registration Instructions (PDF) for guidance on accessing the additional online textbook resources.

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

- Living4Learning: The Living4Learning website can be accessed from the link provided on the left side of the Course Home page.
- 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>Weekly Meetings and Activities</td>
<td>20%</td>
</tr>
<tr>
<td>Departmental Blog</td>
<td>5%</td>
</tr>
<tr>
<td>Assignment 1: Making a Request</td>
<td>5%</td>
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<tr>
<td>Assignment 2: Recommendation</td>
<td>15%</td>
</tr>
<tr>
<td>Assignment 3: Communicating in a Crisis</td>
<td>10%</td>
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<tr>
<td>Assignment 4: Proposal</td>
<td>20%</td>
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<tr>
<td>- Individual (15%)</td>
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<tr>
<td>- Group (5%)</td>
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<tr>
<td>Final Exam</td>
<td>25%</td>
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Links to grading rubrics can be found on the individual assignment description pages.

Your graded assignments will be returned to you online as “feedback” in each dropbox for Assignments 1, 2, and 4, and in the quiz for Assignment 3.
Course and Department Policies

Assignment Submission Policies

- All assignments submitted to a dropbox must be in PDF format. Submissions that are not PDF will not be graded under any circumstances. Why? For an explanation and for help with creating PDF documents, refer to the Submitting to a LEARN Dropbox page.
- Please refer to the Submitting to a LEARN Dropbox page for important general guidelines and instructions on how to submit to a LEARN dropbox.
- Assignment 3, “Communicating in a Crisis” must be completed online and submitted in the “Quizzes” section of the course. Only text included in the appropriate fields on the quiz page will be graded.
- Assignments not successfully submitted through the appropriate dropbox or quiz function by the due date indicated on the Course Schedule will be considered late. See below for late policies.
- Do not email your assignment to your manager or the course co-ordinator. Email submissions are not accepted under any circumstances, not even as proof of completion. Only assignments submitted in the proper format to the appropriate dropboxes and quizzes will be graded. Dropboxes and quizzes can be accessed by clicking Assessments on the course navigation bar above.
- You are solely responsible for submitting your assignment in the right format and on time: forgetting to convert your document to PDF, forgetting to click the “Submit” button, or problems with your computer or internet connection are not valid reasons for exceptions to course policies. Make sure you see the LEARN screen confirming that your submission was successful.
- You can submit to a dropbox as many times as necessary before it closes, but in most cases, each submission will overwrite the previous one. The file in the dropbox when it closes permanently will be considered your final assignment submission for marking.
- If your submission is successful, you will receive an Email Confirmation Receipt sent to your @uwaterloo.ca email address. If you do not receive an Email Confirmation Receipt, please double-check your submission and re-submit if necessary.

Late Policies

- Meeting contributions and other weekly activities not submitted by the deadline will receive a mark of zero. Dropboxes for weekly activity submissions will not remain open to accept late submissions.
- Assignments, including the Departmental Blog contribution, are due at the date and time specified on the Course Schedule. Assignment dropboxes will remain open for one week after the due date to accept late submissions. Late submissions will be penalized 5% for each day they are late; they may also not receive the same level of commentary and feedback. Submissions more than 1 week late will not be accepted and you will receive 0 on the assignment.
- Exemptions from late penalties on major assignments can only be given where there are significant extenuating circumstances. In such cases, you must contact the course co-ordinator before the assignment deadline, providing appropriate documentation. Please note that unexpected internet disruptions or slow connections are not valid reasons for exceptions to course policies.
Communications Policies

If you need to contact the Course Co-ordinator regarding course policies or accommodations, you must include your department name and region number in the subject line of your email. Please see the Contact Information page for more information on course communications.

Final Exam

You MUST pass the final exam to receive a passing grade in the course.
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.

Further information regarding Management of Requests for Accommodation Due to Illness can be found on the Accommodation due to illness page.

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 Examination Accommodation Due to Illness regulations is 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.

Proper citations are part of academic integrity. Citations in CEL course materials usually follow CEL style, which is based on APA style. Your course may follow a different style. If you are uncertain which style to use for an assignment, please confirm with your instructor or TA.

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 - Access To and Release of Student Information, 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.

AccessAbility Services
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.

Accessibility Statement
The Centre for Extended Learning strives to meet the needs of all our online learners. Our ongoing efforts to become
aligned with the Accessibility for Ontarians with Disabilities Act (AODA) are guided by University of Waterloo
AccessAbility Services Policy and the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines
(WCAG) 2.0. The majority of our online courses are currently delivered via the Desire2Learn Learning Environment.
Learn more about Desire2Learn’s Accessibility Standards Compliance.

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

Copyright Information
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Learning.

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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 extendedlearning@uwaterloo.ca.