# 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 complete the Syllabus Quiz in order to gain access to the Modules**

<table>
<thead>
<tr>
<th>Week</th>
<th>Module</th>
<th>Readings and Other Assigned Material</th>
<th>Course Requirements</th>
<th>Due Date</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>Module 01: Introduction</td>
<td>Ch. 1 pp. 1–21</td>
<td>Syllabus Quiz</td>
<td>You must complete this to gain access to the Modules.</td>
<td>Ungraded</td>
</tr>
<tr>
<td>Week 2</td>
<td>Module 02: The Writing Process</td>
<td>Ch. 2 pp. 36–51</td>
<td>Introduce Yourself Workshop</td>
<td>Thursday, January 12, 2012 at 11:55 PM</td>
<td>Ungraded</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Module 02 Workshop: Purpose, Scope, Audience</td>
<td>Thursday, January 12, 2012 at 11:55 PM</td>
<td>10% for all workshops</td>
</tr>
<tr>
<td>Week 3</td>
<td>Module 03: Memos, Emails, Routine Internal Communications</td>
<td>Ch. 5</td>
<td>Module 03 Workshop: Business Memo Correction</td>
<td>Thursday, January 19, 2012 at 11:55 PM</td>
<td></td>
</tr>
<tr>
<td>Week 4</td>
<td>Module 04: Word Choice, Conciseness, and Tone</td>
<td>Chs. 3 and 4</td>
<td>Module 04 Workshop: Paragraph Correction</td>
<td>Thursday, January 26, 2012 at 11:55 PM</td>
<td></td>
</tr>
<tr>
<td>Week 5</td>
<td>Module 05: Persuasive Writing</td>
<td>Ch. 8</td>
<td>Module 05 Workshop: Toulmin’s Theory of Argument</td>
<td>Thursday, February 2, 2012 at 11:55 PM</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Assignment 1: Information Request Memo</td>
<td>Thursday, February 2, 2012 at 11:55 PM</td>
<td></td>
</tr>
<tr>
<td>Week 6</td>
<td>Module 06: Goodwill and Bad News</td>
<td>Chs. 6 and 7</td>
<td>Module 06 Workshop: Direct or Indirect?</td>
<td>Thursday, February 9, 2012 at 11:55 PM</td>
<td></td>
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<tr>
<td>Week 7</td>
<td>Module 07: Informal Reports</td>
<td>Ch. 10</td>
<td>Module 07 Workshop: Informal Report Analysis</td>
<td>Thursday, February 16, 2012 at 11:55 PM</td>
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<td>---------------------------------------------</td>
<td>----------------------------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Assignment 2: Bad News Letter</td>
<td></td>
<td></td>
<td>Thursday, February 16, 2012 at 11:55 PM</td>
<td>10%</td>
</tr>
</tbody>
</table>

**READING WEEK (Sunday, February 19, 2012 to Saturday, February 25, 2012)**

<table>
<thead>
<tr>
<th>Week 8</th>
<th>Module 08: Writing in Teams</th>
<th>Ch. 2 pp. 52–53</th>
<th>Module 08 Workshop: Peer Review of Draft Recommendation Report</th>
<th>Deadline for posting your draft report is Wednesday, February 29, 2012 at 11:55 PM; Deadline for posting your peer review of a team member's draft report is Friday, March 2, 2012 at 11:55 PM.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 10</td>
<td>Module 10: Research Methods and Documentation</td>
<td>Ch. 11 pp. 367–402</td>
<td>Module 10 Workshop: Progress Report and Peer Report I</td>
<td>Thursday, March 15, 2012 at 11:55 PM</td>
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<tr>
<td></td>
<td>Assignment 3: Recommendation Report</td>
<td></td>
<td></td>
<td>Thursday, March 15, 2012 at 11:55 PM</td>
</tr>
<tr>
<td>Week 12</td>
<td>Module 12: Communicating for Employment</td>
<td>Ch. 9</td>
<td>Assignment 4: Formal Proposal</td>
<td>Thursday, March 29, 2012 at 11:55 PM</td>
</tr>
</tbody>
</table>

**Final Exam**

All students taking online courses that have a final exam must provide examination arrangement information by **Friday, January 20, 2012.**
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.

Communication

Email

Administrative questions should be directed to the Centre for Extended Learning office at extendedlearning@uwaterloo.ca.

Technical problems with Waterloo Learn should be directed to Technical Support at extendedlearning.help@uwaterloo.ca.

Questions relating to academic issues (e.g., course content) should be posted on the Ask the Instructor discussion board. Questions of a personal nature can be directed to your instructor, Dorothy Hadfield, via email at dhadfiel@uwaterloo.ca.

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

You may also contact your TA directly for questions related to the assignments and workshops. Use the Ask the TA discussion board for questions of an academic nature. Use email for issues of a personal nature.

Your TAs for this course are:

Section 01 – John Pender
Section 02 – Mark Carter
Section 03 – Somayeh Kiani
Section 04 – Tonima Hossain
Section 05 – Hari KC
Section 06 – Asia Nelson
Section 07 – Natalee Blagden
Section 08 – Amber West
Section 09 – Tracy McKenna
Section 10 – Andre Yam

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To find out what section you are in, click the Groups link in the top navigation bar. If you are not in a section by the end of Week 2, please contact Technical Support.

**News**

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

**Discussions**

Please use the following discussion boards to communicate with your instructor and/or TA:

- **Ask the Instructor** – Use this discussion board to ask the instructor specific questions about course content.
- **Ask the TA** – Use this discussion board to ask your TA questions about your assignments and workshops. TAs will use this board to communicate with their sections. Your TA drops in at the online discussion board daily (Monday to Friday) and posts responses to student questions as necessary.

**About the Course**

**Instructor — 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.

**Description**

ENGL 210F will introduce you to the major genres of business writing, but most importantly, it will help develop your ability to write in a professional, concise, and appropriate style for the business
world. The course will help you develop the critical thinking skills necessary to define your audience and purpose; who you are writing for and why.

ENGL 210F will develop your ability to write persuasively using key rhetorical principles and appeals to ethos, logic, and emotion. You will learn how to invent and present an argument for common real world scenarios such as gaining approval for an idea or denying a request. The course is designed to provide you with skills you will apply in your professional life.

The course also gives you the opportunity to develop skills and strategies in the area of collaborative writing. Many of the documents you will produce in the work world will be written in teams whose members are geographically dispersed and reliant on technology to collaborate.

ENGL 210F touches on the widest range of genres possible in a twelve-week term, from email to formal proposals, while introducing the key writing skills necessary to success in your career.

Objectives

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This online course was developed in the Winter term of 2009 by Robert Clapperton, with instructional design and multimedia development support provided by the Centre for Extended Learning.

Course Author — Robert Clapperton

Educational Background

Robert Clapperton is a PhD candidate in English Language and Literature at the University of Waterloo. Robert also teaches business communications at Conestoga College in Kitchener, Ontario. Prior to embarking on his PhD, Robert spent eighteen years in the business world including fourteen years running his own software firm.
Materials and Resources

CD/DVD

The Centre for Extended Learning is no longer automatically mailing a course CD/DVD containing lectures that are also found within your course. Content available on the CD/DVD can now be downloaded free-of-charge via the Downloadable Content page. This page will become available after you have successfully completed the Syllabus Quiz. However, if you wish to purchase a CD/DVD, please visit our online ordering system.

Textbook(s)

Required:


For textbook ordering information, please contact the Waterloo Bookstore.

For your convenience, you can compile booklists of required and optional textbooks based on your current courses through BookLook using your Quest userID and password (look for the Shop Online with BookLook link in the centre-top section of the main Waterloo Bookstore page). 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 (Centre for Extended Learning)

Workshops

Description

Each module has a workshop that will reinforce the core concepts in that module. For some workshop activities, feedback will be provided automatically as soon as you submit the activity; others require you to collaborate with classmates in small groups. Read the instructions for each workshop carefully.

The workshops as a whole are worth 10% of your final grade and are due on the dates specified in the Course Schedule.
How Your Workshops Will Be Graded

Your workshops will be graded for completion. In other words, you will be awarded full marks for an activity if you complete it by the deadline specified in the Course Schedule and it is clear that you put in a reasonable amount of effort to complete it. Effort is defined as a demonstration of two things: that you have done the work assigned in a thorough fashion, and that you have a basic understanding of the material under review. If you do not demonstrate a basic understanding of the module concepts, you will receive no points for that activity.

Your TA will review each workshop submission and contact you if there is a problem with the quality of your work.

Individual Workshop Descriptions

Introduce Yourself Workshop
Module 02 Workshop: Purpose, Scope, Audience
Module 03 Workshop: Business Memo Correction
Module 04 Workshop: Paragraph Correction
Module 05 Workshop: Toulmin's Theory of Argument
Module 06 Workshop: Direct or Indirect?
Module 07 Workshop: Informal Report Analysis
Module 08 Workshop: Peer Review of Draft Recommendation Report
Module 09 Workshop: Formal Proposal Purpose Statement and Roadmap
Module 10 Workshop: Progress Report and Peer Report I
Module 11 Workshop: Progress Report and Peer Report II

Assignment 1: Information Request Memo

Scenario

You are part of a team establishing a new office in Barcelona, Spain. Your task is to produce a document that outlines the cultural differences the employees being transferred from Waterloo to Barcelona will experience. For this assignment, write a memo to your assistant requesting a research brief on the culture and customs of Spain and Barcelona, in particular.

Word count is not a key factor in the effectiveness of a memo. The memo should be as long as it needs to be to be effective. Use the writing process discussed in the first few modules and pay particular attention to style and conciseness.
How to Submit Your Assignment

Your assignment must be submitted online to your section’s Assignment 1 dropbox (under Dropboxes) by the deadline specified in the Course Schedule.

Please submit your assignment as an PDF file.

Please name your file as follows: LASTNAME_ASSIGN1_210F.pdf

Your assignment will be returned to you online via your section's Assignment 1 dropbox (under Dropboxes).

How Your Assignment Will Be Graded

Please see the Assignment 1 Grading Rubric (.pdf) for a detailed description of how your assignment will be graded.

Late assignments will be subject to the following penalty:

After the due date, your mark will automatically drop 10%. Every three days after that, it will drop another 10%. Assignments that are more than 1 week late will not be accepted and you will receive 0%.

Assignment 2: Bad News Letter

Mountain Bike Trouble

Kelly Michaels is seventeen years old and an avid mountain bike rider who lives in Kitchener. Over a year ago, he purchased a new mountain bike from your store, the Ultimate Ride Mountain Bike Store. According to Kelly, right after he purchased the bike, he used the bike four times on rides in Collingwood, Ontario. He then put the bike away in storage and took up weight-lifting instead. Over the past year, Kelly gained 10 kilograms through this weight-lifting program. When he tried to ride his new mountain bike a few weeks ago, he discovered that it no longer fit him. He has written to you, the owner of the bike store, requesting a trade for a larger mountain bike. Kelly also reminded you that he had spent over $4,000 on lessons and equipment from your store over the past three years.

For this letter, you will need to invent some details about the store and its policies.

Your Task: Write to Kelly Michaels to refuse his request. Supply any necessary names, addresses, and supporting details and make sure the message achieves your primary and secondary purposes.

Remember: The writing in the case above may not always be the most effective—nor is the order of points the best; you would learn nothing from simply copying. Beware of using sentences and clauses directly from the case. Evaluate the intended audience and the particular situation, and write the appropriate communication using your own order and words.
How to Submit Your Assignment

Your assignment must be submitted online to your section’s Assignment 2 dropox (under Dropboxes) by the deadline specified in the Course Schedule.

Please submit your assignment as an PDF file.

Please name your file as follows: LASTNAME_ASSIGN2_210F.pdf

Your assignment will be returned to you online via your section's Assignment 2 dropox (under Dropboxes).

How Your Assignment Will Be Graded

Please see the Assignment 2 Grading Rubric (.pdf) for a detailed description of how your assignment will be graded.

Late assignments will be subject to the following penalty:

After the due date, your mark will automatically drop 10%. Every three days after that, it will drop another 10%. Assignments that are more than 1 week late will not be accepted and you will receive 0%.

ENGL 210F Online - Winter 2012 - Course Syllabus - Activities and Assignments - Assignment 3: Recommendation Report

Assignment 3: Recommendation Report

Scenario

You are the operations manager for a medium-sized mountain-bike manufacturer that operates three shifts on a 24-hour cycle: a day shift from 8:00 AM to 4:00 PM, an afternoon shift from 4:00 PM to 12:00 AM, and a night shift from 12:00 AM to 8:00 AM. You have recently opened a third manufacturing line on all three shifts and the number of employees has increased from 180 to 250 over the past two months. The new manufacturing line represented a huge monetary investment for the company, and the plant expansion used up much of the available space adjacent to the plant.

The increase in employees has caused parking and traffic problems during shift changes. Many employees are forced to report late and lines have to be shut down until the entire crew is in place. Last week line 1 was down for 45 minutes due to traffic congestion caused by incoming afternoon shift and outgoing day shift workers.

You have been asked to produce an informal report in the direct style, recommending a solution to the problem. Feel free to invent details of the problem to support your recommendation, but they should be feasible and well supported. Remember that you are making an argument in your report.

Refer to Module 07 and the outline provided for recommendation reports and be sure to use at least one visual aid in making your case.
How to Submit Your Assignment

Your assignment must be submitted online to your section's Assignment 3 dropbox (under Dropboxes) by the deadline specified in the Course Schedule.

Please submit your assignment as an PDF file.

Please name your file as follows: LASTNAME_ASSIGN3_210F.pdf

Your assignment will be returned to you online via your section's Assignment 3 dropbox (under Dropboxes).

How Your Assignment Will Be Graded

The assignment is marked for writing style and the quality of your recommendation in terms of presentation; in other words, we are not looking for the correct solution, rather a well-argued and persuasive memo. Once again word count is less important than conciseness and quality; for this particular problem, it is unlikely that you could present the facts and make a persuasive argument in less than three pages; the maximum length is five pages.

Please see the Assignment 3 Grading Rubric (.pdf) for a detailed description of how your assignment will be graded.

Late assignments will be subject to the following penalty:

After the due date, your mark will automatically drop 10%. Every three days after that, it will drop another 10%. Assignments that are more than one week late will not be accepted and you will receive 0%.

Assignment 4: Formal Proposal

Description

Assignment 4 is a formal proposal produced in groups of 4-5 students. You will be placed in a group by the start of the third week of term. You can find your section and group by clicking the Groups link above. (Note: if you are not in a section by the end of Week 2, please contact Technical Support.)

In your groups, you will learn to collaborate on a large document using email, online messaging, and your group’s Assignment 4 discussion board. You will review and edit each other’s individual sections and work together to write the group components of the proposal.

Your group has a choice of three topics:

Scenario 1:

Your group is tasked with writing a formal proposal that recommends creating an in-house accounting department. The firm currently outsources all bookkeeping and accounting activities to
a large accounting and audit firm. Your proposal will retain the existing auditor, but bring all other accounting activities into the day-to-day operations of the company.

Scenario 2:

Your group is tasked with writing a formal proposal that recommends the implementation of a “greening” program aimed at making a fast-food franchise chain environmentally responsible.

Scenario 3:

Your group is tasked with writing a formal proposal recommending the opening of a branch office in Los Angeles, California, USA.

Refer to the Formal Proposal Outline in Module 09 for a breakdown of what is expected in the proposal. The following sections must be written as a group:

1. Letter or memo of transmittal
2. Title page
3. Table of contents
4. Executive summary

The other sections are to be written individually:

1. Background
2. Proposal/Plan
3. Staffing
4. Costs
5. Conclusions/Recommendations

Some sections contain many sub-sections (e.g., Proposal/plan) and some are small in comparison (e.g., Costs). Work together to divide the sections so that each member has an equal share of the work. For example, two group members may take on proposal/plan while one person may take on staffing and costs. Meet online often to make sure each group member is on track and is not overlapping the work of another member. Group members should write clearly and concisely.

In the full, formal proposal that is submitted to the group dropbox, be sure to include a summary of what each individual contributed to the work. This should include not only what sections they worked on, but also other work they contributed (i.e. proofreading, organizing, editing etc.). Upload the proposal and the summary as ONE pdf document.

The submission to the individual dropbox should include only the specific sections of the draft that you worked on. This should not include any of the material you have posted in draft form (i.e. to the discussion board). Submit this is ONE pdf document.

Workshops 9–11 will help you organize your work with a project roadmap, progress reports, and peer evaluations.

How to Submit Your Assignment

Your final assignment must be submitted online to the appropriate dropbox by the deadline specified in the Course Schedule. Submit the individual component to your section’s Assignment 4 - Individual dropbox (under Dropboxes) and the group component to your section’s Assignment 4 - Group dropbox (under Dropboxes). Designate one group member to submit the group component on behalf of the group.

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Please submit your assignment as a PDF file.

Please name your file as follows: LASTNAME.Assign4_210F.pdf

Your assignment will be returned to you online via your section’s dropbox.

How Your Assignment Will Be Graded

The Formal Proposal Assignment is worth 25% of your final mark; the mark breakdown is as follows:

<table>
<thead>
<tr>
<th>Individual</th>
<th>20%</th>
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</thead>
<tbody>
<tr>
<td>Group (Overall Proposal)</td>
<td>5%</td>
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</tbody>
</table>

Please see the Assignment 4 Grading Rubric - Individual (.pdf) for a detailed description of how the individual component of the assignment will be graded.

Please see the Assignment 4 Grading Rubric - Group (.pdf) for a detailed description of how the group component of the assignment will be graded.

Late assignments will be subject to the following penalty:

After the due date, your mark will automatically drop 10%. Every three days after that, it will drop another 10%. Assignments that are more than one week late will not be accepted and you will receive 0%.

General Guidelines for Submitting Assignments

- Review Preparing your Assignment to be Sent.
- Be sure to save your assignment in an appropriate folder or on your desktop for easy retrieval.
- Ensure that the name of your file does not include special characters such as symbols or punctuation. Such characters may cause problems if you are going to be uploading your file.
- Unless otherwise instructed, please submit only one file per assignment (i.e., combine all documents into one file).
- Do not zip your files.

Course Specific Guidelines for Submitting Assignments

Submitting to a Dropbox

Allowable File Types
**PDF only**

How to Submit to a Dropbox

- Review the [Steps for Submitting to a Dropbox](#)

Options for Making PDFs

If you require software to create PDFs, some free options are listed below:

- Use a free online PDF converter such as [PDFonline](#). Note: Content uploaded to any online converter could be accessed by others, such as the administrators of the converter’s web site.
- Use a free word processing program that can export directly to PDF, such as [OpenOffice.org](#).
- Download and install a PDF printer driver such as [PrimoPDF](#).
- Other alternatives can be found by searching the Internet.
Final Exam

Exam Centre Information

Online course final examinations are held once each term, at the end of the term. Waterloo has dozens of examination centres across Ontario and throughout Canada. If you live within 100 kilometres of an examination centre, you are expected to write there. Those living outside the 100 km radius will need to arrange proctoring services. Arrangements can be made for students not able to write on Saturdays for religious or other non-elective reasons.

For information about examinations including dates, centres, and writing with a proctor, please visit the Centre for Extended Learning Examinations page.

Final Examination Arrangement and Schedule

All students taking online courses that have a final exam must provide examination arrangement information by Friday of Week 3.

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.

Description

The final exam will cover all course material including lecture presentations and textbook chapters.

Important Note

You MUST pass the final exam to receive a passing grade in the course.
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; follow up **as quickly as possible** by having a medical practitioner complete a Verification of Illness Form*. Send a scanned copy of the Verification of Illness Form to extendedlearning@uwaterloo.ca, but please be aware that your instructor may require the original and do not lose or destroy it. In your email, provide your name, student ID number, and exactly what you missed. **If your instructor agrees to re-open a time-limited component, our technical support staff will require an email from the instructor granting permission to allow you access.**

**Missed Final Examinations**

If you miss a final examination due to illness, see a medical practitioner as quickly as possible. Submit a completed Verification of Illness Form* **preferably within 48 hours, but not more than 72 hours** after missing the exam. Send a scanned copy of the Verification of Illness Form by email to extendedlearning@uwaterloo.ca. In your email, provide your name, student ID number, and the examination(s) missed. The original Verification of Illness Form will be required in order for your examination(s) to be rescheduled. Unless otherwise stated by your instructor, your academic faculty, or your department, an exam missed due to short-term illness must be written within the current term’s examination period.

*The Verification of Illness Form is normally the only acceptable medical documentation. Please make sure the medical practitioner completes the information in the “Degree and Dates of Incapacitation” section of the form.*

**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.** The undergraduate online tutorial can be found at http://www.lib.uwaterloo.ca/ait/ and the graduate tutorial is at http://www.lib.uwaterloo.ca/gradait/. For other information about academic integrity check www.uwaterloo.ca/academicintegrity/.

**Discipline**

A student is expected to know what constitutes academic integrity (check
www.uwaterloo.ca/academicintegrity/) 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, www.adm.uwaterloo.ca/infosec/Policies/policy71.htm. For typical penalties check Guidelines for the Assessment of Penalties, www.adm.uwaterloo.ca/infosec/guidelines/penaltyguidelines.htm.

**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, www.adm.uwaterloo.ca/infosec/Policies/policy72.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, www.adm.uwaterloo.ca/infosec/Policies/policy70.htm. 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**

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 accommodation to lessen the impact of your disability, please register with the OPD 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**

*Waterloo’s Web Pages*

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use. You are not permitted to copy, broadcast, download, store (in any medium), transmit, show or play in public, adapt or change in any way the content of these Web pages for any other purpose whatsoever without the prior written permission of the course author and the University of Waterloo, Centre for Extended Learning.

Other Sources

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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.