

**CMN 432
Communication in the Engineering Professions
Section 011
Fall 2015**

Class Time: Wednesdays 3pm–5pm
Classroom: Ted Rogers School of Management, Room 1067

Instructor: Dr. Duncan Koerber
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Office Hours: Mondays noon–1pm; Wednesdays 2pm–3pm; or by appointment

Workshop Instructors:

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022: Mon. 8am–10am (KHW377)
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062: Tue. 8am–10am (LIB386A)
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092: Thu. 2pm–4pm (KHW377)
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Office: RCC 382F
Office Hours: Tue. 10:30am–11:30am,
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Course Description

Communication lies at the heart of the engineering professions. This course introduces students to the unique and varied communication challenges of their discipline. Through a combination of lectures, readings, and workshops, students are exposed to the types of communication they will engage in as professionals and given the opportunity to refine their analytical, writing, presentation, and problem-solving skills.

Course Objectives/Learning Outcomes

1. To demonstrate an ethical approach to engineering communication.
2. To develop information products that accommodate technology to the user and satisfy the needs of technical audiences.
3. To work within a team environment to create a document specific to engineering practice.

Required Texts and Other Materials

Find the following texts in the Ryerson bookstore:

Lannon, J., & Klepp, D. (2012). *Technical Communication* (2nd Custom Edition ed.). Toronto: Pearson. ISBN-10: 1-256-83087-9.

The dates of assigned readings for this text are listed below.

Packaged with the textbook is a printed workbook supplement *Grammar at Work for Technical Communication* by Don Klepp. Workshop instructors will assign readings from this workbook.

Additional readings may be posted on D2L Brightspace.

Methods of Instruction

The course will be taught in lectures, workshops, and online environments. Workshops will take place in a computer lab and will focus on building writing and presentation skills and applying them to the types of communications discussed in both the lectures and workshops. Students will have a chance to do both individual and collaborative work.

Course Schedule & Weekly Readings

Week Date	Lecture Topics	Workshop Topics	Weekly Textbook Readings	Assignment Due
1 Sept 8-14	<p>Introduction to course</p> <p>What is technical communication?</p> <p>Models of communication</p>	<p>Introduction to workshops</p>		<p>Writing diagnostic and writing sample (no grade) in workshop.</p>
2 Sept 15-21	<p>Audiences</p> <p>Type of audiences</p> <p>Episteme and techne</p>	<p>Sentence structure</p> <p>Paragraphs</p> <p>Summaries</p> <p>Introduce/Discuss Assignment #1</p>	<p>Lannon Ch. 1, 2, 9, 10</p>	
3 Sept 22-28	<p>Technical Writing</p> <p>Descriptions, definitions, and instructions</p> <p>Clear, precise, and direct writing</p>	<p>Revising for readability</p> <p>Wordiness and clarity</p> <p>Parallel structure (conceptual & grammatical) and lists</p> <p>Introduce/Discuss Major Assignment</p>	<p>Lannon Ch. 11, 14, 15, 16</p>	
4 Sept 29- Oct 5	<p>Research</p> <p>Guest Lecture: May Yan, Engineering Librarian</p> <p>Credible Writing: Critical evaluation of information and reviewing research</p>	<p>Document Formats</p> <p>Work on Assignment #1 Draft</p> <p>Form groups for Major Assignment</p>	<p>Lannon Ch. 6, 7</p>	<p>ASSIGNMENT #1 DUE</p> <p>Submit on D2L Brightspace two days (48 hours) after the end of your workshop.</p>

<p>5 Oct 6-12</p>	<p>Persuasion</p> <p>Techniques for persuasion (ethos, logos, pathos)</p> <p>Toulmin argument (claim, evidence, warrant)</p>	<p>Toulmin argument</p> <p>Discuss Major Assignment Topic/Audience/Argument and work on Assignment #2</p>	<p>Lannon Ch. 4</p>	
<p>6 Oct 13-19</p>	<p>Reports 1</p> <p>Information vs. analysis</p> <p>Structure, organization, coherence, and content</p>	<p>LECTURE IS RUNNING ON STUDY WEEK</p> <p>BUT NO WORKSHOPS ON OCT. 13, 14, 15 or 16</p>	<p>Lannon Ch. 8, 19, 21</p>	
<p>7 Oct 20-26</p>	<p>Reports 2</p> <p>Effective proposal writing</p> <p>Discussion of midterm</p>	<p>Proper use of citations</p> <p>Documentation styles</p> <p>Citation tools/resources</p> <p>Opportunity to ask questions about midterm</p>		<p>ASSIGNMENT #2 DUE</p> <p>Submit on D2L Brightspace two days (48 hours) after the end of your workshop.</p>
<p>8 Oct 27- Nov 2</p>	<p>Teamwork</p> <p>Intercultural, interpersonal, and non-verbal communication</p> <p>Collaborative tools</p>	<p>Midterm</p>		<p>MIDTERM TEST IN WORKSHOP</p>
<p>9 Nov 3-9</p>	<p>Presentations</p> <p>Visual Presentation Content</p> <p>Physical/Vocal Delivery</p> <p>Organization</p>	<p>Consultation with teams on report progress and report structure and content</p>	<p>Lannon Ch. 24</p>	<p>ASSIGNMENT #3 DUE</p> <p>Submit on D2L Brightspace two days (48 hours) after the end of your workshop.</p>

10 Nov 10-16	Business Communication Employment communication problems and standards	Group Presentations	Lannon Ch. 22, 23	ASSIGNMENT #4 DUE
11 Nov 17-23	Visual Communication Visual language and elements in printed reports and other documents	Group Presentations	Lannon Ch. 12	ASSIGNMENT #4 DUE
12 Nov 24-30	Ethical Communication in Engineering Avoiding ethical pitfalls in the workplace	Group Presentations	Lannon Ch. 5	ASSIGNMENT #4 DUE
13 Dec 1-7	Final Exam Review	Final Exam Review		ASSIGNMENT #5 DUE Submit on D2L Brightspace before start of your final workshop.

Evaluation Overview

Method	Description
Participation	This mark is based on participation in workshops. Participation is not merely attendance; the quantity and quality of your contributions will be taken into account. Come to workshops prepared to discuss the readings, contribute ideas and examples, and participate in individual and group activities.
Assignment 1 – Technical Description	Write a Technical Description of a mechanism at rest or a mechanism in operation (see detailed assignment document for more details).
Assignment 2 – Preliminary Proposal	Each group produces a written Preliminary Proposal for the major project (see detailed assignment document for more details).
Midterm	In the week 8 workshop, students will be tested on the

	content of lectures and assigned course readings up to and including the material from Week 7.
Assignment 3 – Research Progress Report	Each group member produces a written Research Progress Report for the major project (see detailed assignment document for more details).
Assignment 4 – Group Presentation	Each group presents its proposal pitch in workshop (see detailed assignment document for more details).
Assignment 5 – Final Proposal	Each group produces a written report for the major project called the Final Proposal (see detailed assignment document for more details).
Final Exam	Students must take the final exam to pass. The final exam has two parts: 1) Written responses based on lectures and readings; 2) a case study application of writing skills and techniques. No aids are allowed.

Methods of Evaluation – Grade Components

Method	Weighting	Due Date
Participation	10%	Every Week
Assignment 1 – Technical Description	10%	Week 4
Assignment 2 – Preliminary Proposal	5%	Week 7
Midterm Test	15%	Week 8
Assignment 3 – Research Progress Report	10%	Week 9
Assignment 4 – Group Presentation	10%	Weeks 10 to 12
Assignment 5 – Final Proposal	15%	Week 13
Final Exam	25%	TBD
TOTAL	100%	

COURSE MANAGEMENT

1. Weekly Chapter Readings: You are responsible for reading the assigned materials before attending class. The instructor will not cover the entire chapter content during the lectures and workshops; however, you are responsible for knowing all the content in the chapters for assignments, the midterm test, and the final exam.

2. Grading Responsibilities: Workshop instructors will grade all assignments except Assignment 1 and the Final Exam, which will be marked by Graduate Assistants. If you'd like to talk to the person who graded a specific assignment, determine the grading responsibility and then contact the person through the email addresses list on page one of this syllabus. If your workshop instructor marked the assignment, you may also ask questions about the grading in your workshop. Questions about expectations for all assignments, including Assignment 1 and the Final Exam, should be asked of your workshop instructor.

3. Writing Assistance: Ryerson offers a number of resources to assist you with your writing. Students are encouraged to seek assistance from the workshop instructors and Graduate Assistants (GAs) with assignments. Students are expected to use an acceptable standard of professional communication for all assignments. You are encouraged to obtain assistance from the Writing Centre (<http://www.ryerson.ca/writingcentre/>) or the English Language Support Centre (www.ryerson.ca/studentervices/els/index.html) for help with your writing. See the Ryerson Library for online APA style guide references at www.ryerson.ca/library/subjects/style/apa.html

4. Website: You will have access to two D2L Brightspace courses: (i) the lecture-related course, common to all sections, provides course-wide announcements, lecture slides, and other course materials; and (ii) a course for your workshop section where you will be able to email your instructor, complete workshop activities, submit your assignments, and do the midterm test. Please check D2L Brightspace for any announcements before each class. These may include reminders, supplementary materials, sickness cancellations, or necessary changes. Supplemental materials will be posted in the weekly modules.

5. Submitting Work from Previous Courses: All assignments submitted for grading must be new work. Assignments containing work completed in previous courses (including CMN432) will not be accepted. Students resubmitting work (their own or from other students) will be subject to policies according to the Student Code of Academic Conduct.

6. Turnitin.com: By taking this course, students agree that all required papers may be subject to submission for textual similarity review to Turnitin.com for the detection of plagiarism. Use of the Turnitin.com service is subject to the terms of use agreement posted on the Turnitin.com site.

Students who do not want their work submitted to this plagiarism detection service must, by the end of the second week of class, consult with the instructor to make alternate arrangements.

Please note the following from Policy 145 Course Management Policy: 4.3.1.2

Even when an instructor has not indicated that a plagiarism detection service will be used, or when a student has opted out of the plagiarism detection service, if instructor has reason to suspect that an individual piece of work has been plagiarized, the instructor is permitted to submit that work in a non-identifying way to any plagiarism detection service.

7. Posting of Grades and Feedback on Work: All assignments submitted for grading will be handed back within two weeks. Your individual assignment grades will be posted on D2L Brightspace within your private account. Midterm and final exam grades will be posted on D2L Brightspace but tests will not be returned to you. Students wishing to review midterms and exams should contact the workshop instructor. Students should send copies of all assignments to the cloud or other storage methods in case their computers break down.

8. Maintaining a Professional Learning Environment: Laptop computers, cell phones, or other devices should not be used in the classroom except for course-related work. They can be distracting to other students, speakers, and your instructor.

9. Preferences for Student Communication: Ryerson University requires that formal or official communication with students be sent from @ryerson.ca accounts.

10. Late Submission Policy: Assignment due dates are posted well in advance. Students must submit assignments on time and write all tests and exams as scheduled. As such, assignments will be penalized 10% per day late. Example: If the assignment is due on Tuesday by 5pm, and the assignment is worth 10% of the final grade, an assignment handed in on Wednesday will begin at 9/10 and then be graded accordingly.

See policy 134 for extenuating circumstances. There will be no penalty for work missed for a **justifiable reason**. Students need to inform the instructor of any situation that arises during the semester that may have an adverse effect on their academic performance, and request any necessary considerations according to the policies and well in advance. Failure to do so will jeopardize any academic appeals. Except in cases of accommodations for disabilities, where documentation is handled directly by the Access Centre, students must fill out an **Academic Consideration Document Submission form** (found here: <http://ryerson.ca/currentstudents/forms/>) and submit it to their own program office.

In addition, the following procedures must be followed:

- **Medical certificates** – If a student is going to miss a deadline for an assignment, a test or an examination because of illness, he/she must submit a **Medical Certificate** (see www.ryerson.ca/senate/forms/medical.pdf for the certificate) to their program office within 3 working days of the missed assignment deadline, test or examination. The program office will notify the instructor that the documents have been received. It is the student's responsibility to make arrangements with instructor for a make-up exam.
- **Student Religious, Aboriginal and Spiritual observance** – While it is strongly encouraged that students make requests within the first two weeks of class,

requests for accommodation of specific religious or spiritual observance must be presented to their program office no later than two weeks prior to the conflict in question (in the case of final examinations within two weeks of the release of the examination schedule). The student must submit a **Request for Accommodation form** (<http://www.ryerson.ca/senate/forms/reobservforminstr.pdf>) to their program office. The office will notify the instructor when they have received the request form.

- **Other requests for Academic Consideration** which are not related to medical or religious observation must be submitted in writing together with the Academic Consideration form to the student's program office. The letter must clearly state the reasons for the request and describe the events or circumstances that seriously impair the student's ability to meet their academic obligations, and that were beyond the student's control. When possible, supporting documentation must be attached to the letter. The office will notify the instructor when they have received the request.
- **Students with disabilities** - In order to facilitate the academic success and access of students with disabilities, these students should register with the Access Centre www.ryerson.ca/accesscentre/ . Before the first graded work is due, students should also inform their instructor through an "Accommodation Form for Professors" that they are registered with the Access Centre and what accommodations are required.

RYERSON POLICIES AND PROCEDURES

Academic Integrity

Plagiarism is a serious academic offence and penalties range from zero in an assignment all the way to expulsion from the university. Students should review the guidelines regarding academic misconduct - visit the Academic Integrity website for more information <http://www.ryerson.ca/academicintegrity/>

Academic and Non-Academic Policies

For all other academic and non-academic policies, please refer the Ryerson Senate Policies at: <http://www.ryerson.ca/senate/policies/index.html>. Students must adhere to Senate Policies, including:

- Policy #46 – Policy on Grading, Promotion, and Academic Standing
- Policy #60 – Student Code of Academic Conduct
- Policy #61 – Student Code of Non-Academic Conduct
- Policy #134 – Undergraduate Academic Consideration and Appeals Policy
- Policy #135 – Examination Policy

- Policy #145 – Course Management Policy
- Policy #150 – Accommodation of Student Religious, Aboriginal and Spiritual Observance
- Policy #157 – Establishment and Use of Ryerson E-Mail Accounts for Official University Communication
- Policy #159 – Academic Accommodation of Students with Disabilities

Academic Grading Policy

Evaluation of student performance will follow established academic grading policy outlined in the Ryerson GPA Policy at www.ryerson.ca/senate/policies/pol46.pdf. The grading system is summarized below.

Performance Description	Letter Grade	Conversion Range Percentage Scale to Letter Grades	Ryerson GPA
Excellent	A+	90 - 100	4.33
	A	85 - 89	4.00
	A-	80 - 84	3.67
	B+	77 - 79	3.33
Good	B	73 - 76	3.00
	B-	70 - 72	2.67
	C+	67 - 69	2.33
Satisfactory	C	63 - 66	2.00
	C-	60 - 62	1.67
	D+	57 - 59	1.33
Marginal	D	53 - 56	1.00
	D-	50 - 52	0.67
Unsatisfactory	F	0 - 49	0