



DELAWARE TECHNICAL & COMMUNITY COLLEGE
COURSE SYLLABUS

Campus: Terry

Department: English/Reading/ESL/SPA

Course Number and Title: ENG 160 Business Communication

Instructor Name: Telephone: E-Mail:

Pre-requisites: ENG 121, RDG 120

Co-requisites: None

Course Hours and Credits: 3:0:3

Course Description: ENG 160 is an advanced level course designed to develop the skills necessary for researching, planning, designing, writing, and editing of technical documents. Students gain experience in analyzing empirical and print data and selecting appropriate format, style, and tone. Requirements include the composition of a variety of documents tailored to specific professions.

Text: Jones, D. (2000). The technical communicator's handbook.
Boston: Allyn and Bacon.

Materials: None

Method of Instruction: Online

Manuals: American Psychological Association (APA) Publication Manual suggested

Disclaimer: Students must be able to use a computer to access course documents and interact with the instructor and class.

Core Course Performance Objectives

The student will be able to:

1. Utilize the conventions of technical style and formatting in the creation of letters, short reports, and long reports. (CCC 1, 2, 4, 5, 6)
2. Write, edit, and revise technical documents used by business professionals. (CCC 1, 2, 3, 4, 5, 6, 8)
3. Create and integrate visual and design elements for a technical document. (CCC 1, 2, 4, 5, 6, 8)
4. Utilize language and verbal skills to communicate to diverse audiences. (CCC 1, 2, 3, 4, 5, 6, 8)
5. Conduct primary and secondary research to develop technical documents. (CCC 1, 2, 4, 5, 6, 8)

Measurable Performance Objectives

1. Utilize the conventions of technical style and formatting in the creation of letters, short reports, and long reports.
 - 1.1 Organize the elements of a technical document in a format consistent with the document's purpose and audience.
 - 1.2 Explain the different types, contents, and formats of a business letter.
 - 1.3 Explain the different types, contents, and formats of short reports, including information reports, proposals, instructions, and lesson plans
 - 1.4 Explain the elements and formats of analytical reports.
 - 1.5 Explain the elements and formats of proposals.
 - 1.6 Present marketable experience in a personal resume.
2. Write, edit, and revise technical documents used by business professionals.
 - 2.1 Apply the rules of standard English to technical documents.
 - 2.2 Apply the rules of mechanics, usage, and punctuation to technical documents.
3. Create and integrate visual and design elements for a technical document.
 - 3.1 Explain the different types of graphics/visuals and their application.
 - 3.2 Choose and/or create graphics/visuals for technical documents.

3.3 Incorporate graphics/visuals into technical documents.

4. Utilize language and verbal skills to communicate to diverse audiences.

4.1 Organize the elements of a technical document in a format consistent with the document's purpose and audience.

4.2 Choose a style, voice, tone, and diction to help audiences understand a written message.

5. Conduct primary and secondary research to develop technical reports.

5.1 Access and evaluate print sources (manually and electronically)

5.2 Organize, evaluate, analyze, and interpret empirical data.

5.3 Organize, evaluate, analyze, and interpret print data.

5.4 Apply the American Psychological Association (APA) documentation style.

5.5 Use paraphrase, summary, and direct quotation in a written document.

5.6 Organize, evaluate, analyze, and interpret empirical data.

Evaluation Criteria:

1. ENG 160 is divided into 12 lessons to assist you in becoming proficient with the various types of written technical communications used in the teaching profession. Evaluation consists of 3 quizzes and 8 written assignments, and a communication component.

Business Letter	50 pts	A = 700-644
Information Report	100 pts	B = 643-581
Lesson Plan	100 pts	C = 580-525
Executive Summary	100 pts	R = 524-0
Analytical Report	150 pts	
Resume	50 pts	
Letter of Application	50 pts	
Quiz 1	25 pts	
Quiz 2	25 pts	
Quiz 3	25 pts	
Communication Component	<u>25 pts</u>	
	700 pts	

2. Each assignment must be completed with a 75% proficiency.

3. All assignments will be penalized 5 points per day for lateness. Any assignment submitted more than 5 days after the assigned due date will receive a grade of 0.
4. All assignments with the exception of the Analytical Report may be rewritten once if the first effort does not result in a 75%. All rewrites must be completed before the next assignment will be accepted. A grade of 75% is the highest grade that will be recorded for a rewritten assignment. If the grade is less than 75%, the higher of the grades will be recorded.
5. APA format is used for all assignments requiring documentation.

The following letter grades are assigned per DTCC Grading Policy:

92 - 100	= A
83 - 91	= B
75 - 82	= C
0 - 74	= R

The Terry Campus policy regarding retests will be followed in RDG 120.

Students are responsible for reading the campus Student Handbook for further information regarding grading policies, student policies, academic dishonesty policy, and student support services available.